



TADEA

SUSTAINABLE ENERGY SOLUTIONS

**ANNUAL
REVIEW
2009/10**

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OUR MISSION

“To be the leading carbon reduction advice company in the North of England for domestic households, communities, small businesses and public buildings”

TADEA's simple purpose is to provide carbon reduction advice services and project management to take forward the cause of sustainable energy across the North of England. TADEA is a key player in the environmental, energy, sustainability and climate change fields.

As highlighted in our key achievements, there are no preset boundaries on where TADEA may provide top quality service, delivery and added value. The company is always delighted to consider new areas that complement its impressive portfolio of national, regional and local contracts.

OUR BOARD

TADEA is governed by its board of directors who receive and approve project proposals, project performance reports and all statutory financial reports.

The TADEA board chairman is Phil Hughes, who is also chairman of Teesdale Community Resources and of County Durham's Economic Partnership rural advisory group.

Phil is a former board member of One North East and has held many strategic roles in organisations, both inside and outside the North East region.

Non-Executive Board Members are:

- Peter Sumby, Operations Director, National Energy Action
- Bob Pailor, Managing Director, Industry Nature Conservation Association
- David Lacey, Operations Director, Community Energy Solutions Ltd
- Alan Milburn, Zone Director, Warm Zones Ltd
- Steve Bhowmick, Environment & Design Manager, Durham County Council
- June Smith, Company Secretary, TADEA.

CHAIRMAN'S REPORT

Welcome to our review of the past year.

This review is intended to tell you something about our organisation – TADEA. Who we are, what we do, what we can do, and how we might be able to help you. To set the scene, we're a company whose growth has been remarkable over our 8 years of existence, both financially and operationally. You'll see more about our successes as you read through the review but I'd like you to read it with the thought that we've grown organically, driving our own expansion through our staff's ability and loyalty, and through our success in winning contracts and delivering them efficiently and effectively for partners and clients. In corporate speak, we're 'in it to win it' but we're also here for the long term; we understand your concerns in the areas of energy efficiency, renewable energy, sustainable transport, contract management and consultancy and we can help you find innovative and cost-effective solutions to those issues.

The past year has been a year of change for TADEA with Paul Jackson's appointment as our Chief Executive Officer (CEO) to lead the organisation into the future, Margaret Daou's retirement after being with us almost all our existence and Dan Ludgate, who has grown with TADEA during our corporate journey moving on through promotion. The changes in staff remind us that we're just like a family, and families change and grow – the kids leave home, older relatives retire and new members arrive through marriage and birth!

So it is with TADEA, and we hope that we will also grow and move on to bigger and greater things, but we'll always recall with fondness our roots and the ethos that we hold – service to the public, excellence in performance, not-for-profit operation, adopting new technology and business planning methods to ensure that our growth is sustainable, and valuing and rewarding staff appropriately – these are the links that both bind us and make us strong. They are also the principles that will inform the Board as we seek to increase its membership, in order to create better governance and opportunities for the company.

The rest of the region, the country and the world are waking up to the realities that humankind's continuing reliance on carbon greedy ways of living have imposed upon us. At TADEA we've been aware of the coming problems since we started and we're best placed now to help get the messages over to the public and provide advice and information that's timely and practical – saving carbon and money!

I hope you enjoy the review and I look forward to perhaps meeting you in the coming year as we share our activities and abilities with new audiences, as well as better engaging our current partners and friends.

Phil Hughes, Chairman



Phil Hughes

CHIEF EXECUTIVE OFFICER'S REPORT

Despite a worldwide recession, TADEA performed at a higher level than had been projected. Quite outstanding, taking into account the significant investment in the infrastructure supporting the company and the structural changes introduced by the TADEA Board during the past 18 months or so.



Paul Jackson

TADEA's sound reputation has ensured that many private, publicly funded agencies and bodies are comfortable with involving, partnering with and funding projects with TADEA. There is a degree of comfort that TADEA is seen as a genuine, well established and highly respected not-for-profit company.

The economic environment, although not ideal creates

opportunities for TADEA. As core budgets are reviewed for savings, more outsourcing contracts are put in place. TADEA is proud of our success rate for tenders submitted. Much detailed work has gone into providing efficient solutions to local issues.

As CEO my brief from the TADEA Board included, as a strategic objective, reducing the overall company reliance on and exposure to public sector funding streams in advance of the much talked about "severe cuts" over the next few years. Over the last year we have undertaken an in-depth evaluation of activity and TADEA can now, for the first time, genuinely demonstrate revenue streams and income which allows total self sufficiency, without the need for public sector monies. More importantly this has been achieved without the loss of any jobs, no easy feat and one worthy of recognition.

TADEA believe quality is the key to continuous success, especially during economic downturns. Obtaining value for money, efficient delivery and knowing when a strategic alliance may offer a more apt solution and even provide an enhanced reputation, often for more than one party, has been a key driver in dictating operational decision making of late. This change of focus from delivery to quality delivery has allowed TADEA to begin operating in new areas such as the health sector.

No company can grow unless its strategic approach to Business Development is both robust and relevant. TADEA will focus on existing and valued strong relationships, building on current strengths internally, whilst having a focussed external business development strategy.

By focusing time, resource and effort on understanding our markets, audiences and opportunities TADEA will avoid chasing funding but develop a planned and strategic approach to business development. These are the key objectives going forward and ought to allow TADEA to continue to complete favourably in the future.

TADEA is also committed to building strong partnerships with other key strategic players. Recent positive developments have seen a series of memorandum of understanding and partnership type agreements being put in place with TADEA being seen as leading this process of sharing. These agreements and principles of working together will provide vehicles which will aid delivery of larger and longer lasting initiatives and programmes.

On a personal note, I have been delighted with the faith shown in me when being offered the CEO position, as well as the tremendous support to date from the TADEA Board and staff in respect of the considerable programme of change I have begun to introduce. The job is not yet finished and I remain convinced the company will continue to grow and sustain employment when others are sadly forced to make redundancies and job cuts. The putting staff first approach has always been a core principle at TADEA and has stood it in good stead over the previous eight years of existence. My view is, long may it continue. Here's to the next 8 years.

A handwritten signature in blue ink, appearing to read 'Paul A. Jackson'.

Paul A. Jackson, Chief Executive Officer

KEY ACHIEVEMENTS IN 2009/10

TADEA's domestic energy efficiency team **successfully referred 10,580 clients for insulation measures**, of which **3,731** were referred for cavity wall insulation and **6,849** for loft insulation.

TADEA won the contract to deliver the Government's overspill call centres on behalf of the North of England, for the **Boiler Scrappage Scheme**. This resulted in TADEA's Energy Saving Trust projects handling **50,000 calls over a two month period**.

Paul A. Jackson was appointed as **Chief Executive Officer**.

Our **transport advice team trained 1,750 people** across the North East.

289 referrals were made to the County Durham Hotspot scheme, of which **69** customers successfully accessed an 'emergency fund' for insulation and heating measures – helping to positively impact a number of vulnerable peoples' lives.

TADEA was successfully awarded the 'runner up' prize in the **Tees Valley Business Awards training and learning category**.

TADEA's commercial division completed over **100 domestic energy certificates**.

TADEA were asked and agreed to manage and successfully deliver two short-term British gas insulation funded projects **totalling over £1.2m, within a period of four to eight weeks**.

TADEA's **management of the Energy Saving Trust advice centre for the North East** advised **66,851** customers.

TADEA's management of the Energy Saving Trust advice centre for **Cumbria and Lancashire** advised **83,954** customers.

Over **240,000 home energy check questionnaires** were delivered to households **across the North of England**.

WHO WE ARE

TADEA provides a range of services to a variety of audiences, including: householders, local authorities, utilities, voluntary and private sectors. The in-house expertise is considerable and includes work on the following projects:

Energy Saving Trust advice centre projects

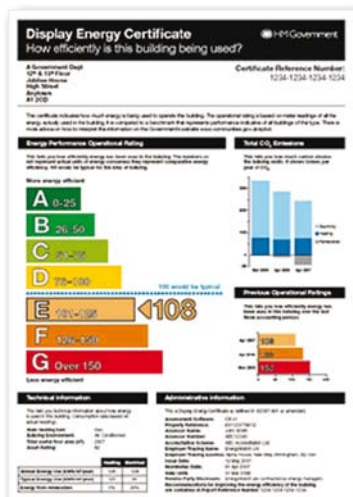
TADEA holds the contract for the delivery of the Energy Saving Trust advice centre services for the North East and Cumbria and Lancashire. The Energy Saving Trust advice centre's are part of a national network funded by the Energy Saving Trust to provide free, impartial advice to domestic householders, community groups and local businesses.



energy saving trust®

Carbon reduction advisory services

TADEA offers a range of bespoke energy consultancy services to local authorities, health organisations, the hospitality industry and small to medium enterprises in the commercial and industrial sectors. Activities include the production of specialist advisory reports and recommendations, energy policy and strategy guidance, and Display Energy Certificates (DECs) and Energy Performance Certificates (EPCs).



Domestic energy efficiency projects

Insulation scheme management is part of TADEA's key business. To date, TADEA has managed over 50,000 insulation installations across the UK. TADEA's levels of service include: monthly analysis of managed schemes, installer monitoring and management, delivery of Carbon Energy Reduction Targets (CERT), independent technical monitoring and customer satisfaction surveys, annual submission of scheme success with carbon reduction calculations and GIS outputs showing areas of scheme penetration.

Health projects

TADEA is working in partnership with NHS County Durham and other referral agency partners with the aim of reducing excess winter deaths, cold-related illness and fuel poverty in County Durham. A key work stream of the partnership includes the delivery of 'County Durham Hotspots' – a multi-agency referral network. This model is also being rolled out in the Tees Valley (working with Middlesbrough, Stockton, Hartlepool and Redcar & Cleveland councils) and it is hoped that we can develop our offering nationwide.



Consultancy services

TADEA offers a range of consultancy services, including:

- **Data collection and monitoring** - TADEA has a contract with Mouchel (an engineering and consultancy company) to collect gas consumption data across the North of England. TADEA achieved a 100% assessment score in 2010.
- **Feasibility studies** - TADEA is able to manage feasibility studies for domestic energy efficiency products, ranging from solid wall insulation to the integration of a number of different renewable energy and heating control solutions.
- **Production of Best Practice publications** - TADEA has assisted the Energy Saving Trust in the production of their 'Area Based Approach' Best Practice guide.
- **Energy advice services for Registered Social Landlords (RSLs)** - TADEA provides advice and in some cases referral services to RSLs which includes: sourcing products, accessing supply chains for renewables, identifying and applying for funding opportunities, and undertaking analysis of housing information to identify opportunities and manage delivery.
- **Completion of funding applications on behalf of partners** - Recently TADEA has worked with North East Procurement to secure £850,000 of additional investment under the Homes and Communities Agency 'Social Housing Energy Saving Programme' for cavity wall insulation. TADEA has led European Regional Development Funding (ERDF) bids on behalf of Lancashire Housing Partnership and Cumbria Vision and is also a key partner in NAREC led North East ERDF bids.



PAST, PRESENT AND FUTURE ...

TADEA was formally incorporated on 31 May 2002 with three full time staff and has grown to over forty in 2010. We have been highly successful in meeting our objectives, as evidenced by our many successful projects. Our strategic milestones include:

2002

- Incorporated by National Energy Action and Stockton Borough Council as a non-profit private company limited by guarantee, based in Billingham, Tees Valley.
- Delivered the Energy Efficiency Advice Centre and the Local Authority Support Programme for the Energy Saving Trust.

2004

- Won the contract to deliver the North East Sustainable Energy Centre pilot (developed into the Energy Saving Trust advice centre) in 2004.
- Expanded territory to include Tyne and Wear and Northumberland, areas formerly under the delivery of the Northumbria Energy Efficiency Advice Centre.
- Opened Newcastle office, co-locating with National Energy Action.

2006

- Developed intelligent marketing approach and project management for Energy Saving Trust advice centre delivery.
- Energy audits of public buildings undertaken for Durham County Council and Darlington Borough Council.

2003

- Awarded Scottish Power contract - £1 million of funding was ring fenced and delivered by 2005 for home insulation measures.
- Small and Medium Enterprise Energy Advice Service delivered on behalf of the Energy Saving Trust.
- Employed 10 full-time staff.
- Commenced delivery of three, two-year local authority affordable warmth initiatives in Middlesbrough, Sedgfield and Chester-le-Street for the Energy Saving Trust.

2005

- Employed 20 full-time staff.
- Launched the pilot Energy Saving Trust advice centre in the North East of England.
- Secondment agreed with Hartlepool Borough Council to provide a full time Energy Efficiency Officer.

2008

- Re-awarded contract to deliver the Energy Saving Trust advice centre in the North East (for the next three to five years).
- Contract secured to deliver the Cumbria and Lancashire, Energy Saving Trust advice centre, for the North West region of England.
- Business Development Manager and a Business Support Manager appointed.
- Market development throughout the North of England, maximising the effectiveness of our current core business: insulation scheme management, non-domestic energy audits, quality inspections, gas monitoring and consultancy.
- Launched a unique regional Home Insulation Partnership (NEHIP) to take forward a single coordinated campaign to insulate every home in the North East.
- Launched an energy certification service to provide Energy Performance Certificates and Display Energy Certificates for domestic and non-domestic buildings.
- Awarded British Standard ISO9001 and ISO14001 certification.
- Launched a 'Hotspots' health project with County Durham PCT – focused on improving the fuel efficiency of homes for vulnerable people within the area.

2010

- Permanent Chief Executive Officer appointed.
- Strategic Management Team appointed.
- Financial performance exceeds all targets, best results on record.
- Employment of over 40 staff.
- Comprehensive appraisal system introduced.
- TADEA Board review and development begins.
- Strategic alliance agreed with Lane Systems software.
- Partnership agreements signed with Warm Zones and Community Energy Solutions.
- Internal software systems developed: TADEA Track (referral and tracking system) and The Font (intranet).
- Five year IT Strategy agreed.
- First Annual Report produced!

2007

- Expansion of head office in Billingham.
- Commissioned Durham Business School to assist in the preparation of our strategic plan for 2008 – 2013.

2009

- TADEA Board commissioned a 'culture, structure and priorities' consultation exercise. TADEA Board accepted all seven recommendations with immediate effect.
- Commenced company restructure and change strategy.
- Acting Chief Executive Officer and Operations Manager appointed.
- Awarded contract to deliver the Energy Saving Trust's 'Area Based Approach' Best Practice guide.
- Awarded contract to deliver the Energy Saving Trust's regional micro-generation strategy in the North East of England.
- Awarded contract to deliver the Government's overspill advice line for the Boiler Scrapage scheme.
- Primary Care Trust projects secured with Hartlepool Borough Council and Middlesbrough Council.
- Partnership project developed with Darlington Borough Council to secure capital funding for carbon reduction projects.
- Display Energy Certification training and mentoring service launched with North East local authorities.

OUR PROJECTS

Here are some examples of our work throughout 2009/10



Belford Energy Saving Together (B.E.S.T) Project

In the community

TADEA and the Energy Saving Trust advice centre has been working with a number of communities in the North East, under the Green Communities project to help develop energy saving action plans and projects. The Belford Energy Saving Together (B.E.S.T.) project has been successful in forming an active steering group and accessing funding from the Community Foundations Local Action Global Issues fund. BEST aims to reduce energy use by 10% by the end of 2010. The whole community is involved from the local primary school to local churches and groups. The project was shortlisted in two categories in the Evening Chronicle Go Green awards 2009.

Employees and customers benefit from advice

IKEA in Gateshead and Nexus in Newcastle are just two of the organisations who are working with TADEA via the Energy Saving Trust advice centre to provide free energy saving advice to their customers and employees. Over 400 customers have so far benefitted from the service.

Helping to deliver National Indicator 187 for local authorities

In the last year, the Energy Saving Trust advice centre project has worked in partnership with 22 local authorities across the North East and Cumbria & Lancashire to meet their National Indicator 187 targets for

fuel poverty. In total, TADEA oversaw 199,170 Home Energy Checks which were mailed to householders across 18 local authorities in Cumbria & Lancashire and 36,500 across 4 local authorities in the North East. The mailings have proved an excellent mechanism for gathering NI187 information, delivering a combined response rate of 17.6% for Cumbria & Lancashire and 19.4% for the North East. In some areas, as many as 1 in 4 recipients completed and returned the questionnaire and have been followed up with advice through to the installation of measures.

County Durham 'Hotspots'

In 2009/10, 289 households have, through TADEA, been referred to the Energy Saving Trust advice centre, through the Hotspots programme, for services and advice that will keep them warm, safe and healthy at home. Out of those referrals, 69 particularly vulnerable households successfully accessed the emergency fund – totalling £170,136. Free home fire safety checks by Durham and Darlington Fire Services have been undertaken with 57 households and 356 frontline staff have been trained to use the referral mechanism. These include GPs, nurses and social workers to those in the fire service.

Mayors' driver's challenge

In 2009, the Mayors of Sunderland, Darlington, South Tyneside, Gateshead, Stockton-on-Tees and North Tyneside and their drivers gathered at the Nissan motor manufacturing plant in Sunderland to take part in an exclusive smarter driving challenge with a Safe and Fuel Efficient Driving (SAFED) instructor.



Mayor's driver challenge



Since working with TADEA's Energy Saving Trust advice centre Transport Project, Gateshead Council has seen a 40% reduction in accident rates

Alasdair Tose, Transport Services Manager, Local Environmental Services, Gateshead Council.



Free insulation scheme

More than 1,600 homes across the North East are to receive free cavity wall insulation, following a successful bid in 2009 for £850,000 of Government funding by TADEA and North East procurement (a social landlord housing consortium).

Transport service delivery

Throughout 2009/10, TADEA, working with the Energy Saving Trust advice centre Transport Project has worked with local authorities, businesses and a number of public services in the North of England to deliver a tailored approach to Corporate Social Responsibility (CSR).

TADEA funding has made it possible for the delivery of a three tiered training programme, providing logistical support for a cutting edge driving simulator which trained over 1,750 people in the North East alone last year, producing a potential carbon saving of 1,312 tonnes.

Managing schemes for local authorities

During 2009, TADEA successfully managed Hartlepool and Darlington Borough Councils' Single Housing Insulation Partnership (SHIP) funds through the installation of more than 1000 free insulation measures.

Emergency funds

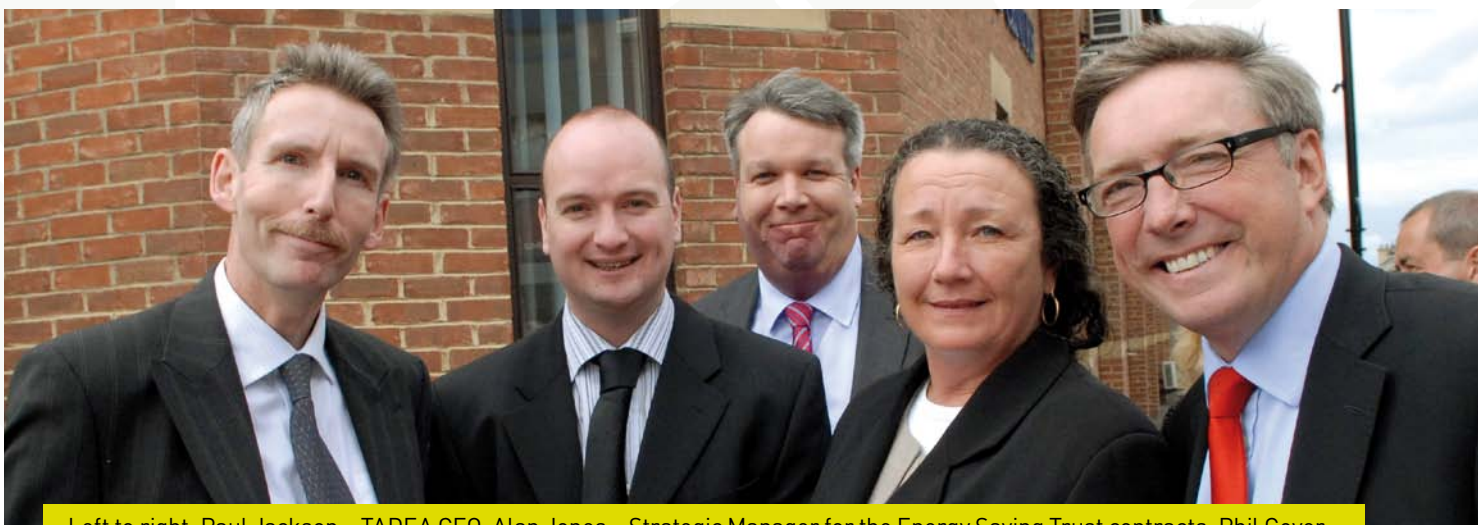
TADEA received a £100,000 grant from Hartlepool PCT to support the Hartwarmers programme. The fund is split into £50,000 insulation and £50,000 emergency heating measures / payments. Due to funding spent, a further £20,000 was received from Hartlepool PCT and £30,000 was received for project management from Middlesbrough, signalling tangible interest from other PCTs in Teesside.

European Regional Development Fund (ERDF) bids

TADEA was approached to lead the development of ERDF bids in Cumbria and Lancashire respectively – potential for up to £18m of funding for energy related industries and economic development.

Energy audits and certificates

TADEA has continued to expand its energy performance certification and bespoke energy audits service by working with North East local authorities, the NHS and the Police Authority. The service has also included the launch of a training and mentoring service, supporting local authorities to develop their own assessors.



Left to right: Paul Jackson – TADEA CEO, Alan Jones – Strategic Manager for the Energy Saving Trust contracts. Phil Gover – Senior Health Improvement Manager, County Durham and Darlington Community Health Services. Sue Vickers – Energy Saving Trust advice centre, Advice Manager. Phil Hope, Minister of State for Care Services for the Department of Health.

WHAT OUR PARTNERS SAY ...

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Warm Zones is continuing to enhance our partnership with TADEA. We consider TADEA to be an excellent organisation with a genuine commitment to the collaborative, progressive and effective partnership working that is required to best meet the evolving needs of the organisations we serve.

David Connor, Regional Director, Warm Zones cic

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As a Public Health workforce, the County Durham & Darlington Health Improvement Service has benefited immensely from working with the TADEA managed Energy Saving Trust advice centre. Our partnership based working arrangement works, and we have been able to improve the health and wellbeing of vulnerable people in County Durham and Darlington.

Phil Gover, Senior Health Improvement Manager, County Durham and Darlington Community Health Services, NHS Darlington

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“

TADEA has been able to support the work we are doing at the university to encourage staff and students to be more environmentally aware. Providing people with expert advice which assists them in their own homes has raised the profile of saving energy in their minds, and enabled us to engage with them about being more energy conscious at the university.

Cara Tabaku, Assistant Energy Manager, Newcastle University

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TADEA's Energy Saving Trust advice centre is aptly named, it saves me energy by being a trustworthy one-stop-shop for energy conservation advice and practical assistance. The can-do approach and flexibility demonstrated by their team is hard to match, even when compared to support you have to pay for!

Alasdair Tose, Transport Services Manager, Local Environmental Services, Gateshead Council

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TADEA's extensive knowledge and experience in the energy sector is highly regarded and we are keen to see TADEA remain an active partner in future developments, delivery and mutual development of programmes in Cumbria.

Phil Davies, Climate Change Officer, Cumbria County Council

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The Energy Saving Trust has been committed to working closely with TADEA Limited since 2002. With their diverse mix and high level of skills and their positive, can-do culture, they are a great organisation for us to discuss ideas with and use for pilot projects, safe in the knowledge that we can trust their results. It is through partnership with quality-oriented organisations such as TADEA that we have been able to deliver a national impact in carbon reduction and behavioural change. We at the Energy Saving Trust are looking forward to many more productive and creative years of working with TADEA Limited, and hope we can continue to play a strengthening role in the organisation's growth and development.

Philip Sellwood, Chief Executive, Energy Saving Trust

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“

Wow! Thank you TADEA and the Energy Saving Trust for all of your ongoing fantastic expert advice! Sustainability is an integral part of our business at IKEA. Working with the you is helping us to inform both our visitors and co-workers, in a humble and down-to-earth way about what they can do in their home, as well as what we do in the social and environmental field. Being on hand to advise both our visitors and co-workers has resulted in us all working towards a more sustainable future. The individual case studies, the driving simulator, and the personalised group information are just a few of the examples of what we have benefitted from and will benefit from in the future. The information has always been informative, realistic and useful.

Emma Devine-Lawson, Environmental Specialist, IKEA Gateshead

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Working in partnership with TADEA over the last few years, has seen a number of insulation projects being delivered on time and to exceptional standards. We look forward to progressing our partnership working with TADEA in the future and reducing carbon emissions.

Alison Swan, Energy Solutions Manager, British Gas

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“

The TADEA managed Energy Saving Trust advice centre has been a great support to Marks and Spencer Newcastle, making access to expert energy saving advice at our employees' finger tips. Marks and Spencer focus on targeting the 'I'll do it if it's easy' employee and customer group, and the free advice home energy checks have added a very personal approach, making suggestions easy to implement in the home. The range of services stretch from personal home energy saving tips, to driving more efficiently, all of which have benefited our employees – helping to save money, be it through grants or energy savings. The advice is so accessible and would compliment any business. It couldn't be easier!

Alice Osborne, VM Manager and Plan A Co-ordinator, Marks and Spencer, Newcastle

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“

Scottish and Southern Energy is proud to continue working in partnership with TADEA to deliver energy efficiency measures across the North of England.

Craig Thompson, Partnership Manager, Scottish and Southern Energy

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“

The support offered by TADEA during Science Week was absolutely invaluable, a huge number of our students benefitted from experiencing a variety of activities that they would not normally have had the opportunity to do. As well as gaining valuable experience the students also learned an awful lot about their impact upon the environment and how it can be reduced. We are delighted to work with TADEA and look forward to this developing into a sustainable and long lasting partnership.

Danny Yates, Assistant Head Teacher, Nunthorpe School.

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“

NEA is the national fuel poverty charity that develops and promotes energy efficiency services as a solution to the heating and insulation problems of low income households. Working in partnership with a variety of agencies is central to delivering such solutions, and NEA has worked closely with TADEA since the company was founded in 2002 in order to support the development of such services. In particular, the high quality of domestic energy efficiency advice services which TADEA offers and the support provided to local authorities has proved valuable in ensuring that householders have the opportunity to get access to warmth at a cost they can afford. In an era of increasing energy prices, NEA looks forward to continuing its close relationship with TADEA in order to ensure that services are developed that can assist those householders most vulnerable to fuel poverty

Peter Sumby, Director of Operations, NEA

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FINANCIAL UPDATE

The financial results show an ongoing positive trend in TADEA's operating position and retained resources during times of recession and major economic downturn.

Gross revenue continues to increase with particular positive impact from higher access to Carbon Energy Reduction Target (CERT) funding from a wider variety of sources and winning the contract to provide delivery for an additional Energy Saving Trust advice centre in Cumbria and Lancashire.

The Strategic input from TADEA's Board of Directors has allowed TADEA to maintain retained funds at a level which covers all company liabilities as required by legislation, whilst providing surplus to re-invest in the ongoing growth and development of TADEA.

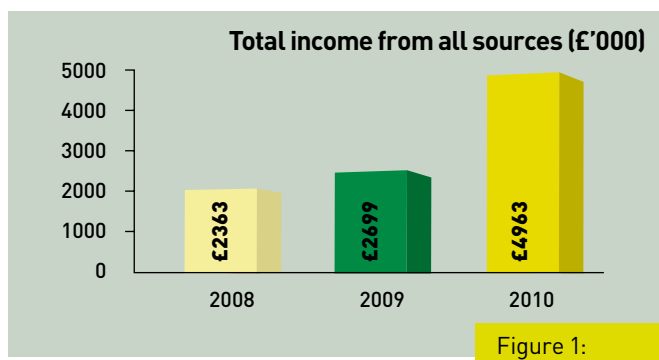


Figure 1 shows the year on year growth of total revenue from all sources. The total revenue has increased by over 100% in the last three years.

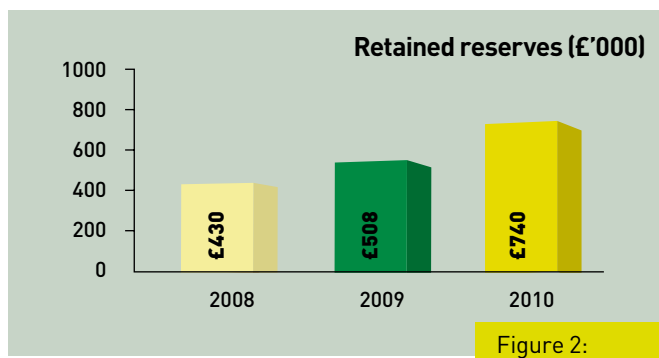
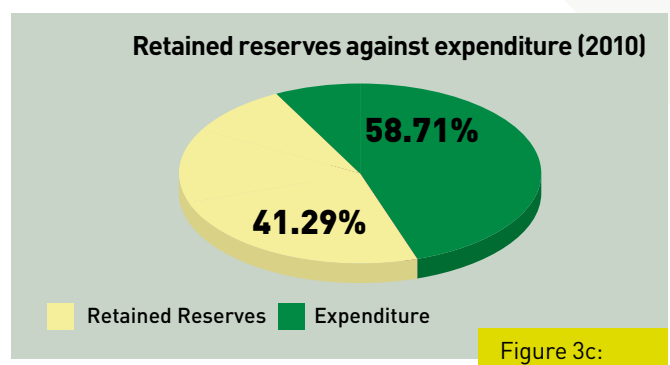
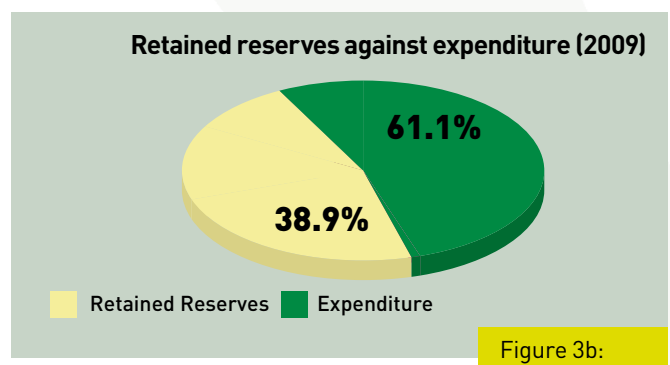
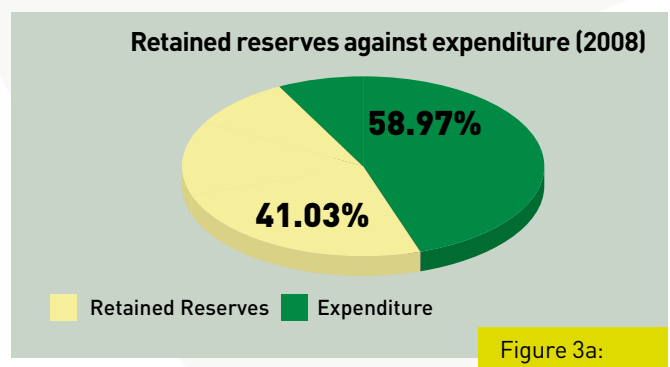


Figure 2 shows the retained reserves have increased in line with increases in staff and other liabilities such as premises costs etc. Reserves have increased by more than 70% in the last three years.



Figures 3 a, b and c show how reserves have remained at a reasonably consistent level in relation to expenditure over the last three years.

QUALITY COUNTS

Staff training

Developing our team of people is a theme running throughout the organisation in everything we do. Training and development is a priority and we endeavour to support all of our staff with their current and future development needs. All TADEA staff, up to and including the CEO, undertake the 'City & Guilds 6176 Energy Awareness' training along with annual quality and environmental management systems training.

Encouraging the uptake of micro-renewables technologies is a key part of TADEA's business and this year has seen all staff (providing advice on the Energy Saving Trust advice centre project) undertaking the 'City & Guilds 6176-02' training in Renewable Energy. This has enabled staff to provide comprehensive advice on renewable energy in the home to residents across the North of England.

TADEA was placed as runner up in the Tees Valley Business Awards 2009, Training and Learning category.

Corporate social responsibility

For TADEA, CSR is simply business as usual. Sustainability and protecting the environment is integral to all of our business activities. TADEA continually improves its environmental performance by establishing objectives and targets, measuring progress, and reporting results to the TADEA Board. Our environmental policy is communicated to all staff, contractors, suppliers and employees – by providing the necessary training and support required.

TADEA is ISO 9001 and 14001 accredited, having undertaken a recent audit for both with no non-conformances being identified. This is something we are particularly proud of. TADEA staff are now assessing other areas for accreditation in line with current trends and with a view to always attempt to exceed minimum tendering requirements or client expectations. The learning process has given TADEA enough experience and expertise to consider offering like minded companies consultancy support to aid their respective programs.

TADEA is currently focused on: minimising consumption of resources and waste; working towards carbon

reductions in all of our offices and travel; maintaining ISO 9001 and 14001 accreditation; training staff, communicating and reporting both internally and externally on our sustainability objectives; using all suitable opportunities to influence our partners, suppliers and contractors to improve their own environmental performance and operating in a socially and ethically responsible manner.

Staff appraisals and rewards are also built into our work streams and 2009 has seen a new system put in place to support and develop all staff. A quarterly and annual "staff award" has been created, with the winners exclusively chosen by the TADEA CEO. The aim is to formally recognise and champion excellence within TADEA. Ian Baker, Sheila Bateson, Sue Vickers, Sam Kent and Bob Kirby have all won a quarterly award, with the fine accolade of Annual Employee of the Year going to Sheila Bateson, in return for incredibly high performance despite settling into a new role following promotion. To reinforce TADEA's commitment to its staff a 'staff reward package' is due to be introduced.



Nunthorpe School

Supporting our communities

TADEA strongly believes in supporting local communities and good causes. Over the year, through employee activity we have raised over £1000 for MacMillan Nurses (Teesside) and the Toby Henderson Trust for Autistic Children. Working with local children and helping develop their knowledge within the environmental and climate change field is also of high priority. Recently TADEA has worked with Nunthorpe School to provide workshops and training within their Science Week, and work with Bydales Foundation School has included the design and development of the 2010 TADEA calendar.

CONTACT DETAILS

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