



CIC Report

1 April 2022 - 31 March 2023

An annual report detailing the activities
of Community Interest Company, YES Energy Solutions.

YES Energy Solutions is the trading name of Yorkshire Energy Services CIC.

[yesenergysolutions.co.uk](https://www.yesenergysolutions.co.uk)

Foreword

The fuel poverty epidemic was growing rapidly at the start of 2022. High wholesale prices of gas compounded with Great Britain's inefficient homes cumulated into financial despair for millions of households.

In this landscape, companies such as YES Energy Solutions are a life raft amongst a rising tide of economic hardship. It wasn't just those in poverty struggling to afford their energy bills, the 'just about coping' were now fighting to keep their head above water too.

Our internal mantra for the past three years has been sustainable growth all in the name of achieving our mission. And as more and more people began to struggle in the cost of living crisis, in the 2022-23 financial year, our governance, diligence and ambition had paid off, allowing us to increase our capacity and help more of those in need.

Through a business model that leverages collaboration, YES has delivered funding to the wider supply chain, project managed numerous retrofit initiatives, and provided wrap-around support via tailored advice for householders.

Challenges have existed, the fluctuation of central government policy, rising costs of delivering works,

gaps within the industry supply chain – none of which however has halted our progress thanks to foresight and strategic readiness to adapt. And it's our will to help communities escape fuel poverty that pushes us to remain agile.

Although YES will continue to grow in the coming years, collaborate with new partners, and reach out to ever increasing numbers of vulnerable people, we will always lead with our Green, Great, Gracious values.

These values placed the 5,513 customers we helped this financial year at the core of everything we did. I hope you enjoy the story of how we helped every single one of these people.



A stylized, handwritten signature in white ink that reads "D McCombie".

Duncan McCombie
Chief Executive Officer



Contents

Foreword	2
PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITY AND IMPACT	4
Our background, mission and values	4
Working with installers to deliver ECO4	6
A wrap-around approach to energy efficiency	8
Helping the next generation to be smarter on carbon	9
Our retrofit expertise	10
Reaching those in need through our Customer Journey Support	11
Delivering benefits in Lincolnshire with LAD2	12
Sustainable Warmth funding	14
Accessing wider funding to alleviate fuel poverty	16
Assisting stakeholders with the evolution of ECO	17
Nurturing a culture of care	18
PART 2 – CONSULTATION WITH STAKEHOLDERS	20
Partners	20
PART 3 - DIRECTORS' REMUNERATION	22
PART 4 - TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION	22
PART 5 - SIGNATORY	22



**“We helped
5,513
customers
this year”**

Our background, mission and values

YES Energy Solutions is a Community Interest Company on a mission to alleviate fuel poverty and reduce CO2 emissions. With the number of households in fuel poverty rising to an estimated 7.5 million in early 2023 (National Energy Action), our growing team continued to offer a lifeline of support to the most vulnerable in society.

Backed by our clients, we are able to provide a comprehensive energy efficiency solution to fuel poor households. This includes the funding and installation of home energy upgrades as well as expert energy advice and low-carbon readiness training.

This is made possible by our in-house retrofit and advice expertise, as well as strong links within the supply chain which includes energy companies and accredited installers. YES Energy Solutions started as a division of Kirklees Council in 2000, becoming an independent Community Interest Company in 2009.

Since then, we have established ourselves as a leader in the field, and continue to grow each year to help clients, customers and installers achieve the best results in energy efficiency.

Across 34 schemes alongside the public and private sector in 2022-23, we helped residents regain agency over their energy use in the face of a rapidly escalating energy crisis, whilst maintaining our values at our core.



**We are on a mission
to alleviate fuel poverty
and reduce CO2 emissions**

Green

Consider the environment in everything we do, think sustainably and act sustainably.

Gracious

Treat everyone the way we want to be treated.

Great

Act with honesty and integrity and put the customer first.

Award-winning status

YES Energy Solutions received recognition for our efforts in the energy industry in the 2022-23 financial year, with outstanding results at the Energy Efficiency Awards and Sustainability Leaders Awards.

At the National Energy Efficiency Awards we humbly accepted four awards, with our proudest win earning us the title of Project Management Company of the Year completing a three-year streak.

We were also named Vulnerable Customer Support Organisation of the Year in the Yorkshire region.

And at the start of the year, we received an EDIE Sustainability Leaders Award for our work on the North Yorkshire Warm Homes Fund, voted above large corporates such as Aviva and UK Power Networks.



Some of our team proudly displaying our National Energy Efficiency Awards in 2022



Receiving Project Management Company of the Year award at the 2022 National Energy Efficiency Awards

What's next for YES?

Achieving the best year in our history allows us to expand our services and support offering further. We can increase our investment into our employee's development, our communities, and our alleviation of fuel poverty.

- We are upskilling our teams, equipping us to make a real impact in providing households with low-carbon readiness and net zero innovations.
- Backing from partners in the utilities sector is enabling us to provide a wrap-around service for their domestic customers.
- We will continue to extend the scope of our services in line with our mission and offer energy upgrades and advice to more households than ever before through a holistic approach that provides a wrap-around energy efficiency solution.
- We want to do more and seek partners who share our mission.
- Our approach is a combination of improvements to the home and support for the householder, improving efficiency, education, and access to support.



Working with installers to deliver ECO4

YES Energy Solutions is a leading Energy Company Obligation funding provider, working with our accredited network of installers to deliver energy efficiency measures to fuel poor residents.

The scheme obligates energy companies to provide funds for the install of energy efficiency measures in domestic properties.

As the industry adjusted to the new phase of the Energy Company Obligation, ECO4, we worked with our installers to help them to understand the changes. A stronger weighting towards net zero objectives placed greater emphasis on a whole house approach, all whilst continuing to reach the most vulnerable households in Great Britain. With all the scheme's objectives aligning with our values, we ambitiously set out to increase delivery quickly after the launch of ECO4.

We created an ECO4 guide for installers, providing all necessary information to prepare for the changes, and kept in close contact with the energy companies to greater understand requirements during initial pilot contracts.

Our support intensified, providing installers with detailed notes during compliance checks, and one to one telephone support with our team being readily available.

We took our advice and support on the road to impart knowledge, speaking to installers outside our on-boarded network to help the industry adapt.

Through this work, we provided ECO funding to 19 installers, securing funding from five energy companies and helping them fulfil their obligations in the process.

Through our support, training, and funding provision, we facilitated the retrofit of 4,627 measures across 2,111 homes in the last year, saving a huge £1,745,990 on annual bills for householders.



“We are proud of how we supported installers through the transition to ECO4 in 2022. With the initial uncertainty around so many elements of the scheme, we had to use our contacts with the utilities with a healthy dose of initiative to help our network.

It was great to be recognised at the National Energy Efficiency Awards as one of the leading funding providers in the country, and feedback from our network continues to be positive, with installers coming back to work with us again and again. We have some exciting plans in the pipeline for our network in 2023-24, and are seeking out more installers to benefit from our support and services.”



Sarah Kavanagh
ECO Manager



**“We saved
£1.7 million on
annual bills for
householders
through ECO”**



A wrap-around approach to energy efficiency

In 2022-23 we built up our provision of energy advice, raising its importance as a solution to fuel poverty. We developed an approach to tailor the level of advice to the individual, from general advice with energy saving give-aways, to in-depth energy advice interventions via telephony support.

A dedicated advice team was formed, aimed solely at offering free, impartial advice to households across Great Britain, providing wide-ranging energy saving results during an energy crisis. The development signifies an evolution in YES' fuel poverty alleviation strategy, implementing a **wrap-around** approach that educates householders on their behaviour and the support available to them as well as tending to the heat loss of the home where appropriate.

Saving SSEN customers energy and money

We continued our partnership with the electricity distributor Scottish and Southern Electricity Networks, but increased our level of support by personalising the advice via a tiered process to equip residents with the 'know how' to reduce their energy bills and access further support.

As of March 2023, 1,701 of SSEN's customers were contacted by our team, building on our energy advice pack they had been sent containing impactful advice and useful products that have the potential to save households around £500 worth of savings on annual energy bills.

The programme delivers levels of support that are tailored to the individual and their household, with the highest level of annual savings reaching the heights of £6,207 in one of our most successful cases. YES' advice centre has enabled SSEN to provide support to their customers during a cost-of-living crisis, providing benefits to their communities and building trust as a proactive brand in the sector.

"The cost of living crisis has seen a huge increase in people struggling to afford their energy bills for the first time. SSEN's scheme is having a huge impact in addressing this need by helping to address the root causes of fuel poverty, including supporting customers who are finding themselves struggling for the first time.

By delivering wrap-around advice via a one-stop-shop model, we are keeping things simple for customers and unlocking huge benefits and savings for them. I find speaking to people who might be struggling and giving them advice on how to reduce their energy bills really rewarding. On top of that we offer support on maximising income within the household, including checking eligibility for benefits. We're also able to facilitate access to grants and funds from local energy efficiency schemes."

Katie Redhead, Advice Centre Coordinator

With contracts secured with partners such as National Grid, SGN and Cadent, we're forecasting our provision of energy advice will exponentially increase, allowing us to provide tailored support to thousands more households up and down the country.

"The advice call was extremely useful and the contents of the energy advice pack were very informative. It was great to receive support accessing the different funding streams that are available to help with insulation in our area. I think it's brilliant you're offering this service when people are struggling with their energy bills at the moment. Overall, I'd rate this service 10/10."

Mrs G from Carterton



Helping the next generation to be smarter on carbon

As part of our mission to reduce carbon emissions, YES produced a bespoke carbon literacy training programme aimed at families.

Delivered for Halifax Trust in partnership with Calderdale Council, over 30 pupils aged nine to 12, along with their parents and carers, received a comprehensive guide to climate change and carbon emissions.

Tailored to the younger audience, the session covered the effects of climate change at a global and local level and the actions they could take to make a difference. The event was 50% funded by ourselves in line with our CIC commitments.

“Our carbon literacy sessions are focused on informing the next generation. We are helping young people understand their environmental impact and inspiring them to take action and influence others to make positive changes.

With the current cost of living crisis, changing our attitudes to energy use is now more important than ever. By making some small adjustments, families can live more sustainably and save money in the process.”



Alex Krzesinski
Business Development Manager



Our retrofit expertise



Expanding our retrofit expertise with Management Services

With a greater industry emphasis on retrofit processes, we launched a new Management Services department. Clients were able to utilise our team of highly trained retrofit assessors and coordinators as a dedicated service.

The team worked with vulnerable customers on our LAD and HUG funded projects to assess the specific needs of their property and draw up effective medium-term plans. We invested in our team, providing them with additional training courses to grow their pool of qualifications and enable us to provide retrofit services in more complex properties. Our in-house retrofit coordinators possess a bank of knowledge, and worked alongside installers to ensure industry standards were upheld and customers could receive the best service possible.

Projects involving the completion of Energy Performance Certification (EPC) were undertaken by the team, helping local authorities such as Hinckley and Bosworth Borough Council build up a clear picture of the energy efficiency of their social housing stock.

Retrofitting tower blocks in Leeds

YES formed a partnership with Michael Dyson Associates to deliver the retrofit of energy efficiency measures in three Leeds tower blocks. The Social Housing Decarbonisation Fund backed project is installing external wall insulation covering 273 properties, an ambitious project, but one that will provide substantial benefit to the thermal efficiency of the flats for residents, each making estimated savings of £300 per year.

The partnership is led by Michael Dysons Associates on behalf of Equans, with YES undertaking the retrofit assessments and coordination – all of which are PAS2035 path C properties, the most complex to retrofit.

We are also undertaking air pressure testing to provide ventilation recommendations, investing in upskilling our team and purchasing equipment to protect tenants from the health dangers of damp and mould.

Fully funding improvements for residents via LAD and HUG programmes

YES has been involved in Local Authority Delivery (LAD) since the funds were ring-fenced in 2020, and we have continued to support councils with customer journey support and manage delivery into LAD2 and now the LAD3 and Home Upgrade Grant (HUG) programmes.

The Government launched the Sustainable Warmth Competition in 2021, allowing councils to bid for funding to deliver insulation and low carbon technology projects in 2022-23.



Reaching those in need through our Customer Journey Support

We continued our relationship with Midlands Energy Hub having been procured in 2022. YES is a Customer Journey Support Partner, helping councils that were granted LAD and HUG funding from the Hub to identify and qualify eligible households. We supported councils in Lincolnshire and Leicestershire, with the majority of local authorities utilising our communications and call centre teams.

Our industry-specific knowledge allowed us to undertake comprehensive publicity campaigns to raise awareness of the funding and source householders that could benefit from the funding. Our call handlers are well adept to provide services for the most vulnerable people, helping to provide the funding to those most in need.

4,809 enquiries were handled on behalf of 16 local authorities:

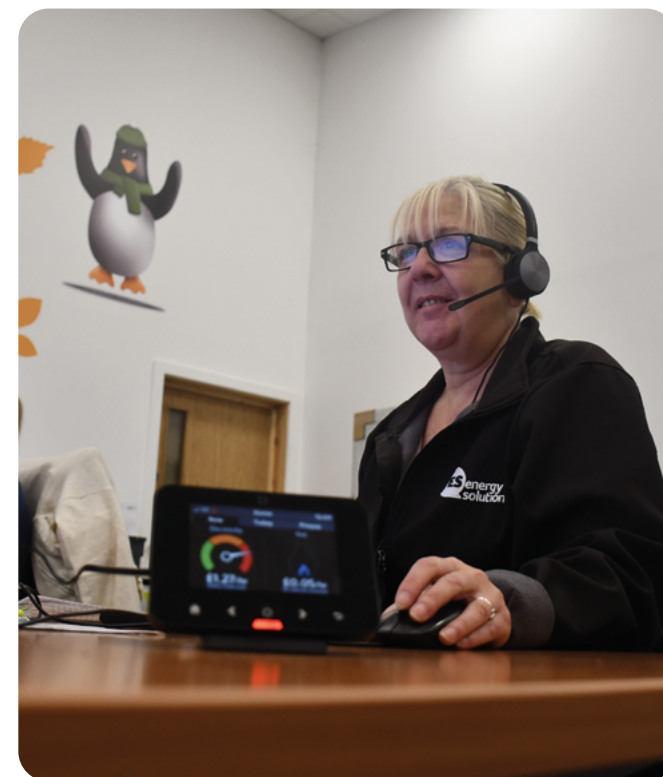
- South Kesteven
- North Kesteven
- Lincoln City
- West Lindsey
- North Lincolnshire
- North East Lincolnshire
- East Lindsay
- Boston
- South Holland
- Charnwood
- Hinckley & Bosworth
- Blaby
- Melton
- North West Lincolnshire
- Oadby & Wigston
- Derby

We helped these councils to provide a wide variety of suitable measures to on and off-grid households.

Our dedicated team provided valuable support to customers, offering expert energy saving advice and directing them to suitable resources to equip them with long-term knowledge, making it easier for them to cope with the instability of the energy market and high living costs.

As of March 2023, we qualified 2,318 fuel poor residents for funding throughout our involvement in LAD and HUG schemes. Delivery for the programmes will continue into the summer of 2023, and we are continuing our support with customer journey services for the second phase of HUG.

Bethany Smith, Team Manager



Delivering benefits in Lincolnshire with LAD2



In 2022 we completed our LAD2 installations in North Lincolnshire and North East Lincolnshire in June and October respectfully. We delivered the schemes alongside our accredited installer network, providing fuel poor residents with insulation improvements and renewable installs.

In North Lincolnshire, we helped 32 householders, with a total of 38 measures being installed throughout their homes. And North East Lincolnshire saw 16 inefficient homes in Grimsby and Immingham improved with 20 measures.



“Before the installation it was nowhere near as warm, and I was always worried about keeping my son warm. We were always cuddling up and wrapping up in blankets.

It’s much cosier now, we don’t often switch on the heating. Our quality of life has definitely improved. With the energy prices rising, we feel really lucky.

We only turn the heating on now if it’s frosty, and it really does save on our bills, we don’t spend as much on gas. Our conservatory used to be freezing cold, but now that’s been insulated we can use that in the winter. I’m really pleased with the overall look and the colour of the insulation.”

Aarti Patel and family,
Received external wall insulation on their North Lincolnshire home



Providing far reaching energy saving solutions

through Sustainable Warmth funding

Sustainable Warmth funding

Lincolnshire

YES continued to deliver energy efficiency measures to households in Lincolnshire, being procured once again by North Lincolnshire Council and North East Lincolnshire Council.

Additionally four Lincolnshire District Councils also procured us for our delivery services, a consortium led by Lincoln City Council and consisting of North Kesteven District Council, South Kesteven District Council and West Lindsey District Council.

We managed the entire LAD and HUG customer journey for eligible residents, referring, qualifying, surveying, and installing insulation and low carbon measures for residents across six local authority areas in Lincolnshire. The partnership provided YES with the means to help customers on income related benefits or with a household income of £31,000 or below, and with an Energy Performance Certificate of D, E, F or G, ensuring support was available to those most affected by high fuel costs.

In total, 324 energy efficiency measures were installed across Lincolnshire funded through YES Energy Solution's managed LAD3 and HUG1 programmes - our approach was recognised at the 2023 East Midlands Energy Efficiency Awards.

North Yorkshire

We worked with North Yorkshire County Council to carry out delivery of energy efficiency measures to hard-to-treat properties in Scarborough, Ryedale, and Hambleton, with the aim to assist customers in fuel poor hotspots.

We cross-referenced the latest available deprivation data against the EPC register to reach customers most likely to need help.

The £6m of funding has supported the install of 340 measures to date, rising to 615 when the project is completed in 2023-24. Much needed help has been brought to isolated rural communities and urban fuel poor hotspots throughout the region.

The scheme has achieved annual bill savings of £127,826 and annual carbon savings of 275,968kg, and has gone on to be named winner of Large Project of the Year at the Yorkshire Energy Efficiency Awards.



“The scheme has demonstrated high standards, with all partners in the scheme pooling together to share knowledge, both local and industry. This has helped us overcome challenges to maximise the impact of funding. The size and scale of the scheme has been ambitious in the timeframes, and proactive mobilisation set the project up for success, thanks to work by partners. The project has been well-received by our communities, with positive satisfaction recorded and heart-warming anecdotes from residents that show the vast changes this large scheme has made on a personal level.

The county has large numbers of hard to treat properties, meaning a scheme of this magnitude was always going to be a challenge. However, we can see from the results that the effort to conduct retrofit assessments and corresponding coordination, has provided a way out of fuel poverty for numerous households.”

Dan Atkinson

Public Health Manager, North Yorkshire Council



Derby

In 2022, Derby City Council selected YES to manage a proportion of the customer journey and the installation of external wall insulation to solid wall or system build properties as well as cavity and loft insulation where feasible. The LAD3 funded scheme installed 124 measures, 107 of which were solid wall insulation helping to make a substantial difference to the vulnerable households helped by the project.

The council were highly commended at the Energy Efficiency Awards for the project and is looking to work with YES on a Home Upgrade Grant 2 scheme in 2023-24. Additionally, we have already mobilised an ECO4 referral route with the council to provide multiple sources of funding for Derby City's communities.

Oadby and Wigston

Oadby and Wigston District Council procured YES Energy Solutions for delivery under LAD3 and HUG1, following on from our previous delivery on the LAD programme.

Handling the promotion of the funding, customer journey, retrofitting processes and installs, 38 measures have been completed. The council is continuing their partnership with us into HUG2.

[yesenergysolutions.co.uk](https://www.yesenergysolutions.co.uk)

Walsall

In a proactive partnership between ourselves, High Aims and Walsall Council, a LAD3 and HUG1 funded scheme provided 139 measures for fuel poor homes in 2022-23.

The scheme's focus has installed external wall insulation on inefficient solid wall properties. In addition, a number of measures including solar PV and loft insulation were also installed to further increase thermal comfort and reduce energy costs for residents.

An extra £340,000 of ECO4 funding was utilised for the install of first-time central heating and insulation in eligible properties. This innovative approach to using available funding streams made a significant impact to residents.



“Our involvement in the Sustainable Warmth programme has been an ambitious undertaking. We are proud to have delivered large scale impacts throughout the Midlands and North Yorkshire for our clients, customers, and wider supply chain. Our team grew to fulfil the support required, and all our hard work paid off, seen in the number of measures installed, households helped, and energy bill savings made.”



Emma Williams
Delivery Manager

Accessing wider funding to alleviate fuel poverty

Levelling up funding with North East Lincolnshire Council

As part of central government's pledge to the North, North East Lincolnshire Council secured additional funding and utilised their relationship with us to provide extra support to fuel poor residents.

Dubbed The Household Support Grant, YES promoted the funding and managed the customer journey which followed low-income or benefits eligibility criteria for homes eligible for loft and/or cavity wall insulation.

A total of 25 households received support through the project which was mobilised quickly to ensure the funding was delivered to households most in need.

Gas connection funding with SGN Help to Heat

In partnership with Scotia Gas Networks (SGN), YES Energy Solutions is helping to bridge the gap for off-gas customers, with funding from the Fuel Poor Network Extension Scheme (FPNES).

In 2022-23 we qualified 198 residents living in Southern England for gas connection funding, providing them with the means of accessing efficient gas heating. Into 2023-24 our service has expanded for SGN, providing their customers with a wrap-around advice service including telephony support on energy use, gas and carbon monoxide safety, access to financial help and wellbeing services.

Smart Energy GB fund with NEA

YES has been working with National Energy Action (NEA) to deliver advice on the benefits of smart meters, with the support targeted to low income households who would likely benefit from an installation.

With our team on hand to give free advice and dispel any myths or concerns surrounding smart meters, we encouraged 704 customers to have a free smart meter installed from their energy supplier. In doing so, vulnerable customers are given more agency around their energy usage, and provided with accurate bills, automatic meter readings, and real-time use information through the in-home display.

"Since installation, we're much more aware of the energy we use and how it is used. I use my smart meter which clearly shows how I am using my energy. I am much more aware of costs now, and with the energy prices rising it's handy to know."

Terence in North Lincolnshire
on tracking his energy alongside the installation of solar PV on his home



Assisting stakeholders with the evolution of ECO

In the last financial year, we continued to deliver measures through Energy Company Obligation (ECO) funding, our teams offering comprehensive support to our supply chain and wider stakeholders to establish a seamless transition from ECO3 to ECO4.

With schemes spanning the country, ECO is a key part of what we do at YES, allowing us to qualify a number of residents through flexible funding routes. While our processes are adjusted to suit the requirements of our clients, we manage the customer experience of suitable residents, validating them for funding and working with our nationwide installer network to facilitate surveys, retrofit processes, installs and aftercare.

Unlocking ECO4 flex with councils

We are always looking to help councils get involved in ECO to develop the flexible eligibility qualifying route for more householders to access the scheme. In 2022-23 we worked with North Yorkshire districts of Scarborough, Ryedale, Richmondshire, as well as Liverpool and Swansea councils to help their residents access funding through flex.

Our teams helped partners transition from ECO3 to ECO4, by briefing councils to changes in the scheme as well as signposting to the correct documentation required.

Although ECO4 is more restrictive in the design of the qualifying criteria than ECO3, it still widens the net of the scheme to ensure more fuel poor households are captured by the funding.

Richmondshire Home Improvement Scheme

Richmondshire District Council provided their residents with additional funding to top up any shortfalls in ECO to fully fund works. We have promoted the funding in early 2023, building up a head of works which includes 67 fuel poor households who will receive installs in the summer.

Ryedale Energy Saver

The Ryedale Energy Saver is a long-running scheme that has transitioned between various phases of ECO. Moving into ECO4, the scheme has continued to offer support for fuel poor residents with additional funding provided by the council to fully fund installs in the majority of cases.

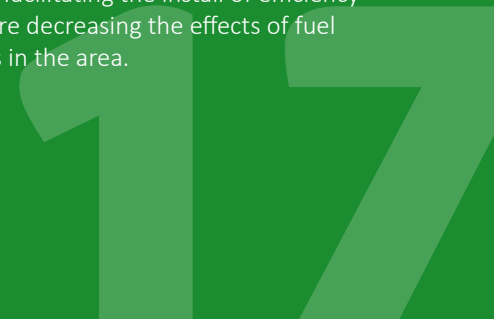
ECO3 funding in Hertfordshire

We delivered ECO3 for local authorities in Hertfordshire at the start of 2022-23, running a range of energy efficiency schemes across the county tailored to the requirements of the local authority.

Our local authority partners included:

- Broxbourne Borough Council
- Dacorum Borough Council
- North Hertfordshire District Council
- Stevenage Borough Council
- St Albans City & District Council
- Three Rivers District Council
- Welwyn Hatfield Borough Council

Through the schemes, YES has aided customers through the validation process, facilitating the install of efficiency measures, and therefore decreasing the effects of fuel poverty on households in the area.



Nurturing a culture of care



As a Community Interest Company, we are committed to reinvesting in the areas in which we work.

In 2022 our team provided continuous waves of support, with staff bringing energy and commitment to the range of events we held for our communities.

This year much of our support was provided to Yorkshire Children's Trust, a Halifax based charity, founded by two sets of parents whose lives were impacted by childhood Leukaemia. They are dedicated to assisting children and their families get through the life-changing effects of childhood illness, providing grants, counselling, and family breaks to those who need it most. With no lottery, NHS or government funding, the charity mostly relies on donations. Here at YES, we set out to provide as much assistance as possible through a variety of fundraising efforts, raising a total of £1,400 for Yorkshire Children's Trust in the financial year.

Investing in our people

Our employees are important to us, therefore we provided training and development opportunities in addition to wellbeing support. As well as a number of workshops on excel, energy efficiency and IT skills, we prompted open discussions to gather feedback on our internal activities.

Our wellbeing support is backed by MetLife and Vitality programmes allowing access to private healthcare, mental health support, and grief services. And we continued to upskill our staff by rolling out a comprehensive training programme on workplace skills as well as individualised training courses for our various departments.

We give all our staff the opportunity to progress, with regular one-to-one sessions with line managers and bespoke training programmes suited to their professional goals. With 24 new staff joining us in 2022-23, our talent pool has continued to grow. We facilitate regular team events to encourage unity and familiarity throughout all departments.



'Breaking the stigma' workshop on World Mental Health Day 2022

Aid for Ukraine

The effects of the Russo-Ukrainian War have been felt worldwide since Russia's invasion in February 2022. In the months following the outbreak, staff brought in a variety of medical supplies, toiletries, food and equipment which was donated to Halifax Ukrainian Club to be distributed to those fleeing the conflict.



Staff bringing donations and showing support for Ukraine

Helping the next generation

As part of our CIC activities in 2022-23, we visited a number of schools in Derby and the Liverpool City region to run career workshops. Covering topics from employment skills sessions to industry specifics such as finance, business and the renewables sector, the six workshops reached a total of 300 pupils.

Facing bold new heights

During October 2022, five brave employees opted to take on a rock-climbing challenge. They faced a variety of climbing challenges including a competition to see who could reach the top of a 70-foot-high wall.

Through their combined efforts, support from the YES team, families and friends, they surpassed £1,000 in sponsors. With the variety of smaller-scale events held throughout the year, the total of funds raised for Yorkshire Children's Trust is over £1,400. We've also contributed to the charity's clothing banks throughout the year.

"We are delighted the team at YES Energy Solutions have decided to have Yorkshire Children's Trust as their nominated charity of the year and have hosted several fundraising events which have included a bake sale and the ROKT event. We would like to pass our thanks on to the entire team at YES and 100% of all the funds that they raise will be used to support local children."

Simon Widdop

Co-founder of Yorkshire Children's Trust



Rock climbing event at ROKT for Yorkshire Children's Trust

Colour Run

We extended our charity support to Forget Me Not by taking part in a colour run, raising over £250 for the children's hospice. Covered in powder paint by the end of the course, 12 of our team took part in the event.



Colourfully supporting Forget Me Not Children's Hospice



Christmas Jumper Day 2022



Staff showing support for ADHD Awareness Month



One of our donations to Yorkshire Children's Trust

Partners

Local Authorities

Blaby District Council
Boston District Council
Broxbourne Borough Council
Calderdale Council
Charnwood District Council
City and County of Swansea
City of Cardiff Council
City of Lincoln Council
Dacorum Borough Council
Derby City Council
East Lindsey Council
Hambleton District Council
Harborough District Council
Hertfordshire County Council
Hinkley & Bosworth District Council
Leeds City Council
Liverpool City Council
Melton Borough Council
North East Lincolnshire Council
North Kesteven District Council
North Lincolnshire Council
North West Leicestershire Council
North Hertfordshire District Council

North Yorkshire County Council
Nottingham City Council
Oadby and Wigston Borough Council
Richmondshire District Council
Ryedale District Council
Scarborough Borough Council
South Holland District Council
South Kesteven District Council
St Albans City and District Council
Stevenage Borough Council
Three Rivers District Council
Walsall Council
Welwyn Hatfield Borough Council
West Lindsey District Council

Housing Associations

Aster Group Housing Association
Housing & Care 21
Longhurst Housing Association
Midland Heart Housing Association
Jigsaw Housing
Platform Housing
Saxon Weald
Westmoreland Housing association
Stonewater Housing Association

Other Partner Organisations

All Party Parliamentary Fuel Poverty & Energy Efficiency Group
Association of Public Service Excellence (APSE) Energy
Department for Business, Energy & Industrial Strategy (BEIS)
Department for Work and Pensions
Easy Green Deal
Energy Efficiency Association
Energy Saving Trust
ENIA
Green Deal Oversight and Registration Body
Microgeneration Certification Scheme (MCS)
Midlands Net Zero Hub
Mid-North Yorkshire Citizens Advice
Ministry of Defence (MOD)
National Energy Action (NEA)
National Energy Foundation (NEF)
Ofgem
Rent Smart Wales
Smart Meter GB
TrustMark
Warm & Well – North Yorkshire
Yorkshire Children's Trust

Commercial Partners

A & D Heating Ltd
Active Homes Ltd
AD Carbon Solutions Ltd
Align Property Partners Ltd
Alternative Energy Ltd
Assist Eco Solutions Ltd
Baraka Heating Services Ltd
British Gas
Bulb
C & L Plumbing Ltd
C & T Eco Ltd
C6 Energy Ltd
Cadent
Commercial Improvements Ltd
Chimella Ltd
Cosy Installs Ltd
DPS Energy & Heating Ltd
Direct Savings Ltd
Diversity Energy Ltd
ECO Subs Ltd
EDF
Effective Eco Ltd
Energy Pig

E.ON
 ESB
 Evergreen Energy Solutions Ltd
 Everwarm Group Ltd
 Equans
 Faulkner Plumbing & Heating Ltd
 GOC Solutions Ltd
 Green Home Plans Ltd
 Heat Save Scotland Ltd
 Heating and Cooling Ltd
 Hereford Heating Ltd
 HF Green Homes Ltd
 High Aims
 Ian Developments Ltd
 Ideal Heating
 Ig-Nite Power Ltd
 Income Max CIC
 Insul8 Ltd
 Invictus Energy Group Ltd
 JUB Systems UK Ltd
 Kelvik Ltd
 Kenmac Associates Ltd
 Licarta Ltd
 Lifetime Energy Ltd
 Michael Dyson Associates
 M&T Marketing and Surveyors Ltd

M A Karim Heating & Plumbing Ltd
 MPC Energy Ltd
 Next Energy Solutions Ltd
 Nextgen Energy Homes Ltd
 NK Heating Ltd
 Northern Exports Ltd
 Northern Gas Networks
 NRS ECO Ltd
 OVO/SSE
 Phoenix eco energy Ltd
 PHR ECO Ltd
 Platform Housing Group Ltd
 Plumblin Ltd
 PMD Electricals Ltd
 Pride and Joy Home Services
 Project Heating Ltd
 Qualis Home Heating Solutions Ltd
 Renderclad Ltd
 Retrotech Home Installations Ltd
 S&A Plumbing and Heating Ltd
 Save Scotland Energy Ltd
 Semi Homes Ltd
 Sers Contractor Ltd
 SGN
 Simple Heating Services Ltd
 SLM Property Solutions Ltd

Southern and Scottish Electricity Networks Ltd
 Stoneleigh Plumbing Ltd
 Stroma
 Sureserve Group plc
 Switched On (Yorkshire) Ltd
 Synergise Ltd
 The Green Deal Factory Ltd
 Towy Valley Heating Ltd
 UK Heating Grants Ltd
 Utilita
 Wales and West Utilities
 West Yorkshire Gas Solutions Ltd



PART 3 - DIRECTORS' REMUNERATION

Directors' remuneration

This information is disclosed in the detailed profit and loss account. There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed.

PART 4 - TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION

Transfers of assets other than for full consideration

No transfer of assets other than for full consideration has been made.

PART 5 - SIGNATORY

Signed:



Duncan McCombie
Chief Executive Officer



Our unique role as a community interest company

This year, we have lifted more people out of fuel poverty than ever before.

YES exists to support anyone impacted by fuel poverty – those living in cold homes and facing high energy bills. Our reinvestments help customers on our company’s doorstep, as well as in communities nationwide where we deliver energy efficiency support across the board. This expands outcomes for vulnerable customers, and supports an ever-growing network of small businesses, installers, community groups and charities doing excellent work for those in need.

Expanding our reach

Our team has more than doubled in size over the last two years, allowing us to support more fuel poor customers than ever before. This has included hiring two new apprentices over the last year, inspiring the next generation and increasing local industry knowledge.

We’re also investing in new systems to make our services quicker, easier and more efficient, making the process for customers to access vital grants and energy efficiency installations much simpler.

Expanding our services

We’ve responded by investing more than £200,000 this year to develop an entirely new service- a holistic, one-stop-shop advice centre to cater for the broad support needs of our customers.

Supporting great causes

We have made direct financial awards and charitable donations of more than £20,000 to support the most vulnerable cases who need additional support outside of our day-to-day activities, and help like-minded organisations combat the cost-of-living crisis.

In addition, our staff have volunteered across a range of organisations, providing carbon literacy training, careers talks and energy efficiency workshops free of charge within the communities we serve.

5,513

customers supported - Up 55% this year

£2.7m

annual savings for customers - Up 70% this year

Plus...

£200,000

invested to develop a new wrap-around advice service

180

staff hours volunteered

£21,625

CIC profits reinvested and charitable donations made





An annual report detailing the activities
of Community Interest Company, YES Energy Solutions.

YES Energy Solutions is the trading name of Yorkshire Energy Services CIC.

YES Energy Solutions

Unit 1, Brookwoods Industrial Estate
Burrwood Way, Holywell Green
Halifax, HX4 9BH

01422 880 100

enquiries@yesenergysolutions.co.uk
yesenergysolutions.co.uk

Printed on responsibly sourced paper