



CIC Report

Community Interest Company

April 2024 - March 2025

An annual report detailing the activities of YES Energy Solutions

yesenergysolutions.co.uk



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Foreword

Much more to do

Principal activity and business review

At YES Energy Solutions our goal is simple – alleviate fuel poverty, drive energy efficiency and reduce CO₂ emissions. This is supported by our values to be Green, Gracious and Great in all that we do, supporting a culture of success and householder delight.

To achieve our goal, we work with a broad range of organisations. Collectively we deliver critical support making homes warmer, more comfortable and more affordable for those who live in them.

Our work helps revitalise communities and crucially supports low income and vulnerable householders save energy and reduce their bills. We play a key role in helping householders on the pathway to Net Zero carbon emissions by 2050 – a crucial pledge of the UK Government.

Bringing this policy to life, we administer a range of government-backed energy efficiency funds and schemes, alongside agreements with a range of privately backed companies who are working to support the fuel poor as part of their wider social obligations.

As a Community Interest Company (CIC), with no shareholders to satisfy, any surplus profits we make are reinvested to benefit the communities we serve.

Last year

Over the last three years, the turbulent energy market and ongoing cost of living crisis, has rocked the financial foundations of households across Great Britain. We have seen the evidence of this being significantly felt by the lower tertile of the population.

We’ve seen thousands more families fall into fuel poverty on a weekly basis, due to rising costs across all household essential needs. At YES we’ve witnessed those who were previously ‘just about managing’ (JAMS) now falling into debt for the first time. With energy costs stubbornly remaining above pre-pandemic levels, there’s been no relief. Families are having to make even more sacrifices and unfortunately, for many the choice of whether to heat or eat is now more prevalent than ever.

People up and down the nation continued to struggle through the winter of 2024-25, with the National Debtline charity reporting 6.1 million people were struggling to pay their energy bills. From our engagement, we know households with children and those with disabilities are disproportionately affected by energy debt. We have a significant amount of work to do and this is a responsibility we take very seriously.

In response, we’ve continued to expand our high-quality, zero cost insulation measures and renewable energy solutions. Thousands of people have benefited from improved insulation in their homes, as well as new low carbon technologies such as solar panels and heat pumps.

These give householders comfort in their property and futureproof homes against future cold weather and energy price volatility. The cheapest energy is the energy we don’t have to generate, so reducing unnecessary demand is essential.

In most circumstances we’re able to provide fully funded energy efficiency improvements tailored to the specific needs of each home and crucially the householders living and using energy in those properties. We often start with a comprehensive property survey, considering a range of improvement measures to come up with the right solutions to have the most positive impact for each householder.

We are always listening to those we support.

Householders tell us the energy support landscape can sometimes be confusing and complicated to navigate. Trust in service providers can be low, especially for utility companies, resulting in people unsure of where to turn for help. Rising to this challenge, we rolled up our sleeves and expanded the reach and volume of work we delivered.

We also expanded our advice service, linking with a range of trusted partners with specialisms in a range of areas impacting householders, from debt advice to bereavement services to hoarding support.

As a result, we’ve provided our most comprehensive, wrap-around support service to date. We have also taken it mobile, right to the heart of communities in need.

Coupled with this, we enhanced the way we distribute our 'profit for purpose' as a CIC, offering funding to those who needed extra support or those who fell through the cracks of government grants. Our 'Service+' approach uses our money to plug some of the funding gaps we see as part of our day-to-day services and allowed us to go further.

We are so proud of our CIC status. Over the year we made commitments totalling £1.4m to support the communities targeted by our goal.

YES Energy Solutions continues to close the gap for those accessing our practical support, while consistently delivering on our values to be Green, Gracious and Great in all that we do. Bringing this to life, we're proud to have supported more than 21,000 householders living in fuel poverty this year.

Our service has been delivered by an amazing team who care, are kind and make a difference every day to the lives of those they engage with – our householder heroes!

To our clients, installers, contractors and colleagues – thank you for your continued support in making a real and sustainable difference.

Our story is our householders' story – so read on to learn about the key initiatives we have delivered this year and, most importantly, hear from several of the householders we have helped.


Duncan McCombie
CEO



We're proud to have supported more than: **21,000 householders** living in fuel poverty this year.

Who we are

YES Energy Solutions is a Community Interest Company (CIC) dedicated to tackling fuel poverty and reducing carbon emissions across Great Britain.

Our mission is rooted in the belief everyone deserves access to a warm, safe and energy-efficient home. Our status ensures we operate for public benefit – reinvesting surplus profits into the communities we serve rather than distributing them to shareholders.

Over the years, we have strategically invested in our organisation to enhance our delivery capabilities. This evolution has enabled us to scale our impact, support more households and deliver greater savings for those in need. Our year-on-year growth in householders reached and average savings per household, is a testament to the effectiveness of this approach.

With over six million households in fuel poverty (National Energy Action, 2024), our work is more vital than ever.



We provide immediate relief and long-term resilience through:

- **Funded energy efficiency upgrades**
- **Personalised energy advice**
- **Referrals to wider wellbeing services, including financial, debt, and mental health support**

Our delivery model is built on expert project coordination, a trusted network of accredited installers and a sustainable supply chain. We maintain robust and transparent governance, ensuring every decision aligns with our profit-for-purpose ethos and directly benefits the communities we serve.

We are guided by our core values

Green

We act sustainably, considering the environmental impact of everything we do.

Gracious

We treat colleagues, customers, and partners with dignity, respect, and loyalty.

Great

We put people first, operating with integrity and transparency.

Putting people first:

Our impact in numbers

In a year defined by rising costs and growing need, we're proud to announce a landmark 12 months of growth, positive impact and reinvestment in our communities.

Our latest financial year results are not just numbers - they're a testament to the power of our purpose-driven work and an unwavering focus on the householder.

Last year



We helped our highest number of people ever: **21,816 households** supported. That's nearly double last year's previous high of **11,083**, marking a **97% increase** in families reached.



We installed more energy efficiency measures than ever before: **12,869 energy-saving measures** installed, up from **8,471** the previous year - a staggering **52% increase**.



We saved householders a huge amount of money: **£9.64 million** in total annual bill savings for householders, more than double the **£4.49 million saved** the year before.



We made our highest ever contribution back to our communities: **£1.4 million of our profits** committed to householders and organisations, a nearly **fourfold increase** from **£366,000** the previous year.



These figures reflect more than just financial success - they represent warmer homes, lower bills and real change for thousands of households across the country.

As we look ahead, our commitment remains clear: to continue scaling our impact, innovating for energy efficiency and ensuring our success is shared with the people and communities we resolutely serve.

An award-winning team

YES Energy Solutions was recognised across the industry for its efforts in delivering outstanding energy efficiency projects across various regions of the UK.

We're proud to be an award-winning CIC, recognised consistently across the sector for delivering exceptional outcomes for the householders we support.

Wins



East Midlands Energy Efficiency awards

We won Regional Large-Scale Project (>250K) of the Year at the East Midlands Energy Efficiency Awards 2025, alongside project partners Derbyshire Dales District Council, Renderclad and West Yorkshire Gas Solutions.



Yorkshire Energy Efficiency awards

We won Regional Vulnerable Customer Support Organisation of the Year 2025 for our variety of support schemes in Yorkshire.

In 2024-25 we received the following awards



National Energy Efficiency Awards 2024-25



Tackling fuel poverty

with ECO-funded upgrades

The Energy Company Obligation (ECO) scheme helps fuel poor households access funding for insulation, A-rated boiler upgrades and certain renewable technologies.

ECO is a government legislation where large electricity retail companies are obligated to provide funding to managing agents, such as YES, or direct to installers, to help alleviate fuel poverty and support the transition to Net Zero.

We're proud to be one of the major providers of ECO-funded energy efficiency upgrades.

Through our trusted network of fully accredited installers, delivering work locally to their communities, we've helped thousands of households across the country make their homes warmer, healthier and more energy efficient.

Making a Real Difference

This year, our work has delivered warmer, more energy efficient homes for a huge number of families and communities.

"I have worked at YES Energy Solutions for over 6 years now and have seen the growth within the business as well as the ECO industry each year.

The number of customers that we help increases yearly and this is due to the strong long lasting working relationships we have with our installer network.

Part of my role is to engage with installers and onboard them to help fulfil our contracts with the utilities, as well as maintaining the relationships with each utility ensuring communication is consistent with them, so it is great to see the full cycle of where the funding comes from and who it can help."

Megan,
ECO coordinator

2,157,727 in annual energy bill savings

10,928 energy-saving measures installed

3,806 homes improved

62 SME installers supported

48 ECO contracts successfully delivered

5 energy companies partnered with

15 local authorities engaged

How we ensure quality

We understand that homes are precious. Quality isn't just a box we tick - it's something we build into every stage of our work.

From the first submission to the final installation, we follow a clear and consistent process to make sure everything meets the highest standards.

- We set clear guidelines for all submissions
- We pre-approve contractors who are trained and qualified
- We verify every measure to ensure it meets technical and regulatory requirements
- We track performance to confirm energy savings are being achieved
- We collect feedback from installers and households to improve how we work.

This approach means we can confidently provide accurate documentation to our utility partners and guarantee every measure delivers the intended benefits.

"YES Energy Solutions have been a long standing and respected partner of ours as well as an impactful community focused business. They have always been reliable in fulfilling contracts and being adaptable in a volatile industry.

They are one of our partners we look to for long term sustainable delivery and just as importantly uphold high standards throughout all of their work.

They always put the interest of the whole supply chain at the forefront and show integrity in all areas which is evident through the great collaboration we've always had between ourselves and all of their team."

Ali Khan,
OVO



Supporting our installer network

Our installer network plays a vital role in delivering ECO-funded upgrades.

They're not just contractors, we see them as trusted partners who help us bring real, lasting change to homes and communities across the country and we're committed to supporting them every step of the way.

To make sure we're working with the best, we've developed a thorough but supportive onboarding process where support for householders and excellent handholding throughout the process is a must. It starts with getting to know each installer, looking at their qualifications, experience and the quality of their past work. We want to be confident they not only meet the technical standards but also share our commitment to doing things right.

We also conduct essential checks behind the scenes. These include financial assessments to ensure the business is stable and ready to take on large-scale projects, as well as verifying they have the right insurance, training and accreditations in place to protect both their teams and the households they serve.

But onboarding is just the beginning. Once an installer joins our network, we stay closely connected. We offer clear guidance, practical training, and regular feedback on their delivery and regulatory and legislative changes that impact them, to help them grow and succeed.

Our teams are on hand to answer questions, resolve issues and make sure every project runs smoothly.

Why does all this matter? Because it leads to high quality, timely works for fuel poor householders - helping them to live in a warmer, more energy efficient home and permanently lower their bills.

By building strong, supportive relationships with our installers, we're able to maintain high standards, deliver consistent results and ensure every household receives the quality of service they deserve.

"It's been a pleasure working with YES Energy Solutions over the past financial year. Their continued support and collaborative approach have enabled us at Simple Heating Services to deliver vital energy efficiency improvements to households in need.

The partnership has been smooth, professional, and highly productive, and we look forward to continuing this great work together."

John Roberts,
Simple Heating Services Ltd



Home Upgrade Grant 2 (HUG2):

A two-year journey of retrofit success

There are a range of government-backed energy efficiency schemes that allow fuel poor households access to free home upgrades to improve the warmth and affordability of their home.

As part of this, our Projects department partnered with a wide range of Local Authorities to administer schemes including the Home Upgrade Grant 2 (HUG2), which ran from April 2023 to March 2025.

As part of this, we hold the householder's hand throughout the entire process, from application to eligibility to home surveys, installation and completion, offering expert support every step of the way.

This year marked the end of the successful two-year initiative funded by the Department for Energy Security and Net Zero (DESNZ). The programme improved the energy efficiency of off-gas homes, reduced fuel poverty, and lowered carbon emissions across England.

Our award-winning team played a central role in delivering retrofit measures across nine regions:

- Central and Southern Lincolnshire
- North Yorkshire
- Derby
- Northeast and North Lincolnshire
- Nottingham City and County
- Walsall
- East Lincolnshire
- Oadby and Wigston
- Calderdale

In total **2,021 energy efficiency measures** such as insulation, solar panels and air source heat pumps were installed across **1,040 households**, supported by a robust supply chain of nine subcontractors.

These measures included a wide range of improvements best suited to the needs of each property, notably tackling new challenges such as insulating high-rise flat roofs.

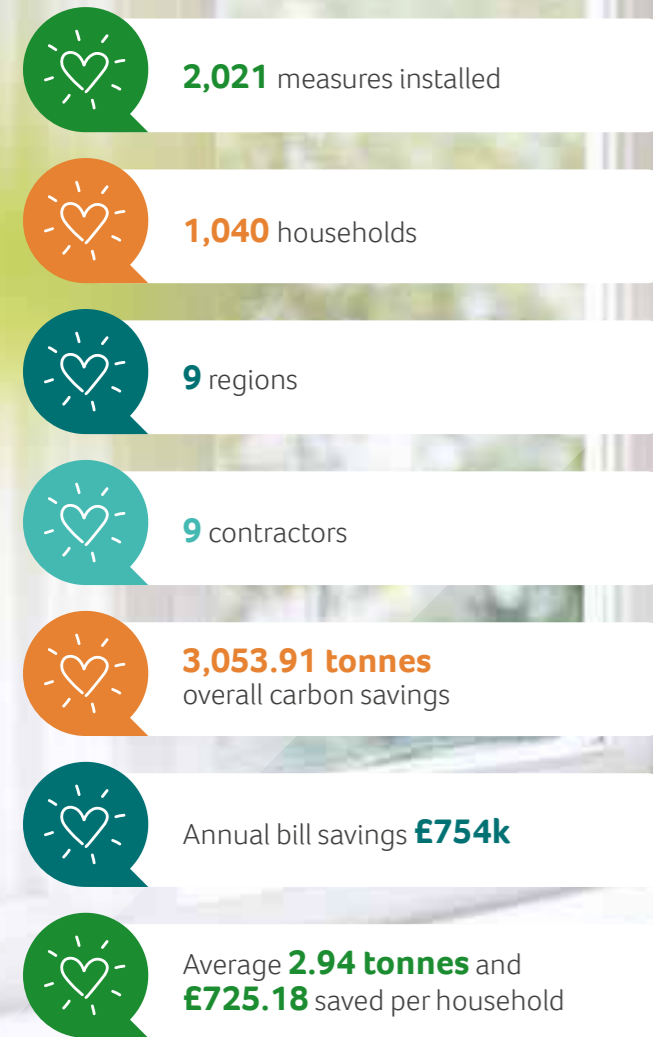
The programme achieved overall carbon savings of **3,053.91 tonnes of CO₂**, averaging **2.94 tonnes per household**. That means we've removed the equivalent carbon to over **12.3 million miles** driven by an average petrol car. This represents a significant environmental contribution, helping to mitigate climate change and support the UK's progress to our Net Zero targets.

From a financial perspective, the programme delivered **£754k in annual energy bill savings**, equating to an average of **£725 per household**. These savings are particularly impactful for households experiencing fuel poverty, offering long-term relief through improved energy efficiency.

This was complemented by our holistic wraparound advice service delivered through our Advice Centre, ensuring householders received personalised energy guidance, alongside physical improvements to their properties. These included ways to reduce their energy use, access to crisis energy payments, ensuring they are on the tariff most appropriate, as well as wider income maximisation support.

Additionally, social value activities embedded in the delivery, helped strengthen community engagement and long-term impact, reinforcing the programme's commitment to inclusive, sustainable delivery.

HUG2 delivery in numbers



“The Home Upgrade Grant 2 (HUG2) has been a transformative programme for households living off the gas grid. Through our partnership with Local Authorities, we’ve been able to deliver tailored energy efficiency upgrades that not only improve the warmth and comfort of homes, but also reduce energy bills and carbon emissions.

What stands out most is the human impact – families who were previously struggling to heat their homes now have access to modern, efficient systems and insulation that make a real difference to their daily lives.

The success of HUG2 is a testament to the dedication of our teams and the strength of our collaborative approach, ensuring every eligible householder receives the support they need from start to finish.”

Katie,
Operations director



Award-winning retrofit success:

Enhancing homes, supporting wildlife

The award-winning* Derbyshire Dales District Council’s Devolution Retrofit project, managed by YES Energy Solutions, successfully enhanced the energy efficiency of 20 domestic properties within the district.

The project implemented a total of **44 measures**, including **13 External Wall Insulation (EWI)** installations, **11 solar photo voltaic (PV) systems**, **eight loft insulations**, and **11 digital/ smart controls** plus one TRV and this multi-measure approach contributed to the overall success of the initiative.

Householder satisfaction was a key focus throughout the project, with a dedicated team ensuring residents were well-informed and supported at every stage. Feedback from householders indicated high levels of satisfaction, particularly appreciating the energy savings and improved comfort resulting from the upgrades.

The benefits to householders were substantial. The smart thermostats, such as the Nest 3rd generation and Honeywell T5, supported energy savings by learning schedules and optimising temperature settings. While the loft insulation and EWI significantly reduced heat loss, leading to warmer homes and lower energy bills. Solar PV installations further contributed to energy savings and sustainability by harnessing renewable energy.



Beyond energy efficiency, the project also positively benefitted local biodiversity. As part of the EWI installations, YES integrated swift nest boxes into the external walls of suitable properties.

Swifts – migratory birds whose UK population has declined by 57% between 1995 and 2017- have lost many traditional nesting sites due to modern building practices. By embedding these boxes into the insulation, the project provided safe, long-term nesting spaces for Swifts, helping to reverse their decline in the Derbyshire Dales.

These boxes are discreet, hygienic and offer a secure environment for Swifts to raise their young, supporting both conservation and community engagement with nature.

Overall, the project achieved its goals of significantly improving energy efficiency, reducing carbon emissions and enhancing householder satisfaction.

The successful implementation of these measures has set a positive precedent for future retrofit initiatives, demonstrating the value of a comprehensive, householder-focused approach to energy efficiency upgrades.

“Winner of the Energy Efficiency Awards Regional Large-Scale Project (>£250k) of the Year” – East Midlands 2025.



“Derbyshire Dales District Council were delighted to deliver an award-winning scheme with YES Energy Solutions using the Devolution Retrofit funding. YES Energy Solutions were appointed as principal contractors and maintained high standards throughout the project.

From communication to workmanship, the relationship has been positive and resulted in significant improvements for these Derbyshire Dales resident’s homes.

We hope to administer more projects like this in the future – that has attracted regional praise, and which we can all be proud of working together on.”

Celine Stretton,
Energy Efficiency Officer

Calderdale HUG2:

A model for socially driven retrofit delivery

YES Energy Solutions was proud to lead the delivery of Calderdale Council's Home Upgrade Grant 2 (HUG2) scheme as both project manager and principal contractor.

Funded by the Department for Energy Security and Net Zero (DESNZ) and procured via the West Yorkshire Combined Authority (WYCA) framework, this targeted retrofit programme transformed 68 off-gas homes across Calderdale.

With a strong focus on reducing fuel poverty, cutting carbon emissions and improving the health and wellbeing of vulnerable residents, the scheme exemplifies the power of retrofit to deliver lasting social and environmental value.



A cornerstone of the project was our partnership with Happy Days UK, a Halifax-based charity supporting individuals experiencing homelessness, recovering from addiction and other complex challenges. The charity's 57 properties formed the heart of the scheme, many of which were in urgent need of energy efficiency upgrades. Through HUG2, YES replaced outdated electric storage heaters with 51 air-to-air heat pumps and installed cavity wall insulation in a block of 40 flats – dramatically improving comfort, indoor air quality and energy affordability for residents on the path to recovery.

Beyond the Happy Days properties, YES delivered vital upgrades to a further 20 owner-occupied homes, installing a range of measures including air source heat pumps, solar PV, insulation and double glazing. All works were delivered to PAS2035 and MCS standards, ensuring long-term performance and householder satisfaction.

Our in-house expertise and cross-departmental collaboration enabled us to manage complex eligibility and property repair issues, while securing special approval from DESNZ to include air-to-air heat pumps under exceptional circumstances.

"I'm particularly a cold person, I was really miserable, wearing layers and using hand warmers inside the house. Even my husband was cold in the middle of the night – it was awful. Everything's so expensive, we were really struggling. Having strangers come into your home is a big thing, but they were brilliant. We're already paying less, the insulation has made a huge difference and we're much happier now. I couldn't speak highly enough of YES. They bent over backwards to help and give us advice."

Anita,
Customer

The Calderdale HUG2 project demonstrated how innovation, collaboration and a values-driven approach can deliver meaningful change.

By focusing on vulnerable households and working closely with community partners, YES delivered a scheme which not only met technical standards but also changed lives bringing warmth, dignity and hope to those who need it most.

Award-winning holistic energy advice

Support tailored to make a real difference

We understand that the needs of every household are different. We also know funding is not available for everyone.

That's why our award-winning holistic advice service is designed to start with the person.

Getting to understand how they use energy, whether they are struggling to meet the energy costs required to adequately heat their home to a comfortable standard and what changes they could make to improve their energy efficiency and overall household finances. We bring together a wide range of support interventions – so we can offer the right help, at the right time, in the right way.

By combining energy advice, financial support and access to wider services, we were able to provide a truly person-centred approach making a positive difference in people's lives.

The scope of the service includes personalised energy-saving advice, eligibility assessments for energy schemes, income maximisation opportunities and access to financial and social support.



Householders are guided through understanding their energy use, often starting with an assessment of their Energy Performance Certificate (EPC), followed by recommendations for small but impactful changes.

We also assess eligibility for schemes such as the Warm Home Discount and Cold Weather Payments and provide benefit entitlement checks, crisis fuel vouchers, water social tariff applications and debt support.

In addition, householders receive information on gas safety and assistance with registering for the Priority Services Register. Where appropriate, we also refer individuals to trusted external partners.

Beyond this we are proud to be members of the National Support Network, which allows us to make referrals to a wide range of additional support services where we encounter householders struggling with issues as varied as hoarding, to bereavement, and housing.

Growing to meet demand

The YES Advice Line has seen remarkable growth in its second year. In 2023-24, we supported 6,800 householders. This year, that number more than doubled to almost 16,300 householders, a clear sign of the growing need for tailored energy support and the trust people place in our service. We're proud to have maintained a 91% householder satisfaction rate and through our advice and interventions, householders saved an average of £412 on their annual energy bills.

Expanding our team

We're proud to be supporting so many people in need of help. We continued to expand our advice experts to meet the demands. Despite the rapid growth, quality remained a vital priority, with the householder satisfaction and average savings achieved by householders all increasing year on year.

Working in partnership

Our work wouldn't be possible without the support of our funders. In 2024-2025, we were delighted to collaborate with ten organisations across the utility and public sectors to deliver targeted support to their householders and residents.

Strengthening partnerships:

Growth of the Cadent and YES relationship

The partnership between Cadent and YES has grown significantly, expanding its reach and impact in tackling fuel poverty across Great Britain.

What began as a modest collaboration grew into a multi-faceted programme of support, delivering vital services to thousands of vulnerable households. This growth reflected not only the strength of the relationship but also a shared commitment to creating lasting social value through innovative, community-focused initiatives.

- The collaboration expanded from two to five contracts, including new innovations such as a Mobile Advice Centre, taking our support out into the heart of local communities.
- Over a third of all serviced households in 2024–25 came through Cadent contracts, highlighting the scale and importance of this partnership.
- Over 5,000 support services were delivered under the Cadent schemes, reaching 4,491 households.

We use a range of methods to identify and engage householder for these schemes. Alongside our own extensive marketing and community events, we are pleased to work with an array of front-line partner agencies who refer householders into YES for our support.

Key initiatives delivered

Warm Home Network

Householders in fuel poverty often have multiple needs, requiring interventions from a number of agencies. There is also a general lack of trust in utility providers. To provide the range of support required, collaboration with other leading specific advice providers is essential.

We have collaborated to provide the holistic, wrap-around support householders need via a single scheme, where householders are hand-held through the advice journey. Following a successful pilot in Birmingham, YES, alongside Citizens Advice Manchester and Turn2Us (debt advice charity), launched the Warm Home Network in the Liverpool area.

- YES offered energy advice and broader needs assessments.
- Householders qualifying for ECO and GBIS funding were referred for surveys and installations.

Mobile Advice Centre (MAC)

Cadent's MAC took our expert support directly into the heart of local communities using a fully equipped purpose-built vehicle.

- The scheme supported 364 householders in its first year.
- The van enabled YES advisors to deliver face-to-face support, tackling the root causes of fuel poverty in their communities.
- Services included energy-saving advice, funding referrals and income maximisation.



“At Cadent we see YES Energy Solutions as one of our most important strategic partners, what they bring to projects is incredibly beneficial. We value the reliability of the service YES Energy provides and the dynamic nature of that service, meaning that we can adapt and develop during a project's lifetime to ensure customers get the advice they need in a timely manner.”

The team at YES feels like an extension of the Cadent team, such is the established nature of our working relationship. We look forward to building on the work done this year and working together to support and advise vulnerable customers, helping them build resilience and stay safe and warm.”

Kate Ravenscroft,
Cadent Gas

LEAD, delivering in person advice across West Yorkshire

The Local Energy Advice Demonstrator (LEAD) programme, funded by the Department for Energy Security and Net Zero (DESNZ), enabled YES Energy Solutions to deliver tailored energy advice to households across West Yorkshire – particularly those in vulnerable or hard-to-reach circumstances.

While mobilisation began in late 2023/24, most delivery occurred in 2024/25, with a target of supporting 650 households. We exceeded this, reaching 666 households during the financial year and 816 for the project as a whole.

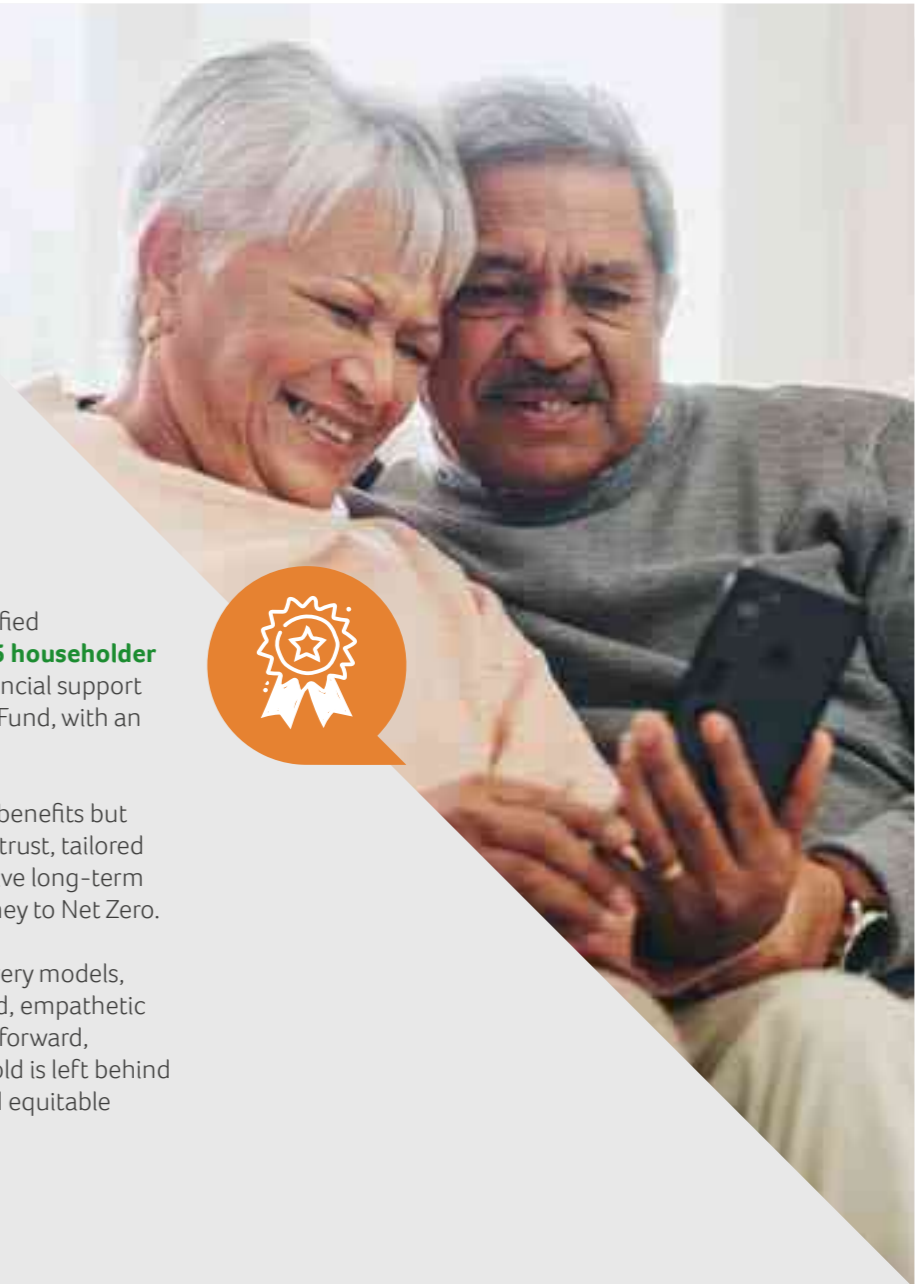
This project marked a significant shift from traditional telephony-based advice, allowing YES to deliver impactful, face-to-face engagement for a specific demographic of householders for whom home visits, community events and seminars are a better method to engage.

This proved essential in overcoming barriers such as digital exclusion, language challenges and complex housing conditions – factors that often prevent vulnerable householders from engaging with energy efficiency initiatives.

Through the LEAD programme, YES identified 1,453 property-related barriers and 635 householder knowledge gaps, and provided direct financial support to 24 households via our Energy Support Fund, with an average award of £257.

The project not only delivered immediate benefits but also generated valuable insights into how trust, tailored advice and in-person engagement can drive long-term behavioural change and support the journey to Net Zero.

The lessons learned will shape future delivery models, reinforcing the importance of personalised, empathetic approaches in energy advice. As we move forward, these insights will help ensure no household is left behind in the transition to a more sustainable and equitable energy future.



The power of partnership:

Driving better outcomes through collaboration

We see partnerships as essential to our mission of helping households become warmer, healthier and more energy efficient.

Collaborating with like-minded organisations enhances our reach and impact, especially through referral pathways, connecting us with those most in need. Referrals from trusted partners often lead to better outcomes, as individuals already receiving support are more receptive to our services. This results in improved energy efficiency and overall wellbeing.

Working together allows for a holistic, person-centred approach. By aligning services, we ensure households receive comprehensive support – from energy advice to income maximisation – without falling through the cracks.

Partnerships also build community trust.

When introduced by familiar organisations, people are more likely to engage, especially people in vulnerable situations. This trust makes accessing support easier and more effective. Together, we also advance broader goals like reducing carbon emissions and improving public health. In short, partnerships are key to our success – helping us deliver greater impact and ensure every home is warmer, safer and more energy efficient.



Data-driven support

Distribution for households in fuel poverty

Lightning Reach is an organisation dedicated to helping those in financial hardship access the support they need to build lasting financial resilience.

Through their innovative one-stop digital portal, they connect people to a wide range of benefits, grants and other assistance, quickly, securely and with dignity.

By simplifying access to over £23 billion in unclaimed support, Lightning Reach is transforming how help is delivered and empowering people to thrive, not just survive.

Data from the 160,000 Lightning Reach users highlights the challenge: nearly 70% struggle with energy bills, particularly families and single parents.

Social renters face the most difficulty and three-quarters of those unable to work report financial strain. Women are disproportionately affected, with many aged 30-60, along with pensioners, missing out on winter fuel payments.

From the outset, this initiative was a true partnership. Lightning Reach and YES Energy Solutions worked closely to design and implement the project, aligning processes and resources to deliver better outcomes for households in need. We provided expert insight on fuel poverty and the practical needs of our householders. Lightning Reach brought the technology and user experience expertise to make the support accessible at scale.

Together, we built a seamless application journey, co-branded outreach materials and a shared data dashboard for continuous improvement. Regular reviews between both teams have helped us respond quickly to user feedback, optimise messaging and troubleshoot any issues.

The combined efforts of Lightning Reach and YES Energy Solutions have already delivered significant impact. Since launching in late 2023, nearly 3,000 applications have been submitted, with over 1,100 approved. So far, we've awarded over £53k in support through the Lightning Reach portal to help households pay their energy bills and reduce long-term costs. Data shows the support reached the right people.

User feedback has been overwhelmingly positive. One applicant, Charlotte, said, "I've been blown away by the amount of support I've had." Pensioner, Annmarie, shared how easy the process was compared to her past experiences of applying digitally.



“Partnerships like ours with YES Energy Solutions are essential in tackling fuel poverty at scale.

By combining financial support with Lightning Reach’s platform, we ensure assistance reaches those in need quickly and efficiently.

Thousands are accessing help independently, reducing pressure on frontline services while improving financial resilience.

This is the kind of collaboration that drives real impact.”

Dave Farquharson,
Lightning Reach Director of Partnerships,
highlighted the importance of collaboration:

Helping our community

As a Community Interest Company and therefore no shareholders to satisfy, any surplus profits are used to expand our service capabilities and grow the business, all the while helping more householders and reinvesting to the benefit of the communities we serve and beyond.

Our mission is to consciously use our profits for purpose, supporting a wide range of causes that deliver meaningful social benefits. When we do this we ensure we support initiatives that closely align to our core services and our goals to alleviate fuel poverty, drive energy efficiency and reduce CO2.

This features a wide range of initiatives amounting to a total commitment of **£1.4m** for the 2024-25 year. One key component is what we have called our **“Service+”** approach, adding to our core services to allow us to reach more people with deeper support, ranging from top-up funding to crisis vouchers.

In addition, we donated over **£8,000** last year to small organisations, charities, local businesses and social initiatives. These contributions – distinct from our many staff-led fundraisers – are funded directly from YES’ profits and delivered straight to the heart of the organisations we support.

This approach ensured our support helped these groups continue to thrive, reinforcing our commitment to social impact and community development.

Found out more about our initiatives at:
yesenergysolutions.co.uk/community-interest-activities






Warmer homes fund (Service+)

Our YES Warmer Homes Fund has enabled us to award over **£400k** to households who fall outside traditional funding routes.

This vital support has helped cover **top-up contributions for ECO schemes, boiler replacements and crisis payments, ensuring more people can stay warm, safe, and supported when they need it most.**

Service+ 2024-25

-  Boiler replacements **£153k**
52 householders
-  ECO top-up **£215k**
63 households, 111 measures installed
-  Crisis fund **£74k**
285 householders

“The previous boiler took so long to heat the house and also had to be turned on manually which is getting trickier for me and my wife now. Since getting our new boiler installed, we have noticed a huge difference, the house heats up so much quicker, the radiators actually get hot, and we are now starting to see a drop in our energy bills which is great.”

Keith,
Customer



Supporting our local community

Over £8,000 donated to local community projects

1. Crow Nest Juniors golf team
2. Mencap Kirklees
3. Better Lives Partnership (Dumfries and Galloway)
4. The Halifax Agricultural Show
5. Halifax stone carving festival
6. Woodborough Celtic Youth Football
7. Santa Seniors
8. Armitage Bridge Cricket Club
9. Cancer Research
10. Overgate Hospice
11. Hinchliffe Mill Junior and Infant School
12. Ruddi's Retreat
13. Golcar Under 11s girl team sponsorship
14. Thorpe in Bloom
15. West Vale Christmas tree



Charity of the year: RSPCA

Halifax, Huddersfield and Bradford branch

For 2024-25, YES selected the RSPCA Halifax, Huddersfield, and Bradford branch as our Charity of the Year - a cause close to many of our hearts.



Chosen by staff who have adopted from the centre and witnessed its incredible work firsthand, this local branch operates independently from the national RSPCA and relies heavily on fundraising and its eight charity shops to meet its daily running cost.

We were honoured to be the first business to trial the RSPCA's innovative "Virtual Office Pet" initiative, welcoming Patch the hairless boxer and Carmel the cat into our virtual workspace to raise awareness. Our fundraising efforts included dress-down days, bake sales, a teddy bear drive, dog toy donations, Christmas jumper day, and an all-day running buffet - raising a fantastic £524 to support this vital work.



‘Look after the Brook’

Volunteering at Hebble Brook in Mixenden

As part of our commitment to community and environmental impact, a group of YES colleagues rolled up their sleeves and headed to the woodland paths of Hebble Brook in Mixenden for a morning of volunteering.

Five YES colleagues met with representatives from Calderdale Council and local volunteers to help restore the area. After a quick briefing, the team got to work clearing muddy trails, trimming overgrown foliage and picking up litter to make the paths safer and more accessible for everyone.

“We volunteered with helping to look after the brook by helping de-weed and trim back the over hanging bushes through the walkway. We hope this made the brook more accessible for local walkers and just generally made it look more appealing. It was great to get out with different team members to get really stuck into a project, even the rain didn’t stop us making a difference! I would feel much more comfortable volunteering for future activities like this!”

Becky,
Advice coordinator



“As part of the “Look after the Brook” initiative, I joined colleagues to help clear the walkway and improve access for the community. I initially expected to be picking up litter, but it turned out to be a rewarding hands-on effort involving trimming overgrown trees, bushes and branches. I spent time at the top of the brook tackling a large branch with saws and clippers, which reminded me of my joinery days in college. I gained a better understanding of what goes into making landscaping more accessible and visually pleasing – and made some great memories with the team.”

Adam,
IT Administrator

Working at YES

We believe the right attitude, shared values and a passion for helping others are just as important as experience.

That’s why our recruitment focuses on finding individuals who align with our Green, Gracious and Great values – people who are eager to grow, make a difference and support householders in vulnerable circumstances. We invest in our team with on-the-job training, fair pay above the Real Living Wage and a comprehensive benefits package designed to support wellbeing, work-life balance and personal development. Because when we take care of our people, they’re empowered to take care of others.



Find out more about working for YES at:
yesenergysolutions.co.uk/recruitment



YES summer event:

Teamwork in action

To celebrate the hard work and achievements of the first half of the year, the YES Team came together for our Summer Event at Another World Adventure Centre in Ogden, Halifax.

With sunshine overhead and team spirit in full swing, colleagues took part in an afternoon of fun, challenge and collaboration.

From tag archery and tobogganing, to woodland archery, slingshot paintballing, bounce balls and a low rope obstacle course, the day was packed with energy and laughter. Teams even designed their own matching vests to kick things off!

These moments of connection outside the office are more than just fun – they strengthen collaboration, build trust, and remind us of the power of teamwork.



“My overall experience attending the activity day at ‘Another World Adventure’ was fantastic. It was an enjoyable day out, providing an opportunity to team build with colleagues from other departments within the organisation whom I don’t usually interact with regularly. This created a valuable chance to create new relationships. The activities I participated in and particularly enjoyed, included bumper balls, which was one of my favourites as it was fun and humorous, as well as grass sledging, tobogganing, safe archery, and several other activities.”

Jess,
Quality assurance analyst

Where values shine bright

Recognising and celebrating the contributions of our team is a key part of our culture. Our quarterly Staff Recognition Awards, known as the ‘Percy Awards’ gave every colleague the chance to nominate someone whose actions truly reflect our Green, Gracious, and Great values.

All nominations are then shared across the organisation for an all – colleague vote, with the winner receiving a financial reward in recognition of their impact.

In addition, our directors select two standout individuals – one chosen by vote and another personally recognised for going above and beyond. It’s our way of shining a light on the people who make YES such a special place to work.



“I’m not one for the limelight but winning the Percy Award did make me feel very proud. It was amazing to be recognized for working hard for my team and always striving to do my best for YES. This is a great place to work but it’s the people that really make it a great place and to be chosen by those people gave me a nice warm glow. Hopefully I can repeat this great achievement again in the future!”

Justin,
Projects administrator

“Being recognised for your efforts is always meaningful – but it’s especially rewarding when you’re surrounded by such dedicated and inspiring colleagues. After just one year at YES, I was honoured to receive a Percy Award. The work we do here has a real impact on people’s lives, and while we don’t do it for the accolades, having that recognition from peers is a moment I’ll remember.

Becca,
Marketing coordinator

Our commitment to wellbeing

Creating a healthy, supportive workplace is essential - not just for individual wellbeing, but for building resilient, motivated and connected teams. That's why we prioritise wellbeing through a range of dedicated resources and initiatives.

- Ten Mental Health First Aiders (MHFA) offering guidance and support.
- Regular MHFA catch-ups to stay connected, and create a rolling calendar of internal events, communications and activities, as well as peer to peer support for MHFAs.
- Engaging events, from games nights to wellness activities.
- Bi-monthly newsletter with tips, signposting, and uplifting news.
- Staff winter warmth packs filled with essentials to keep colleagues comfortable and energy-efficient at home.
- Confidential support for colleagues in need.



Winter warmth

The YES way

Last winter, we took proactive steps to support our colleagues' wellbeing and energy efficiency at home by providing every YES colleague with a Winter Warmer Kit.

Each thoughtfully packed kit included a reusable tote bag, an electric blanket, two LED lightbulbs, and an insulated cup - practical items designed to help staff stay cosy while keeping energy costs down.

The kits came with helpful energy-saving tips and advice to empower our teams to make small changes with big impact. We do this because at YES, we firmly believe in looking after our people and it starts with making sure they're comfortable and supported at home.







Director's remuneration

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

Transfers of assets other than for full consideration

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

SIGNATORY

Signed:

A handwritten signature in black ink, appearing to read "Duncan McCombie".

Duncan McCombie
CEO