

CENTRE FOR SUSTAINABLE ENERGY

England & Wales · Charity number 298740

Details

Other names	THE URBAN CENTRE FOR APPROPRIATE TECHNOLOGY, CSE
Status	Registered
Legal form	Charitable company
Company number	02219673
Registered	1988-03-08
Register	View on the Charity Commission register

Contact

Address	St James Court St James Parade Bristol BS1 3LH
Phone	01179341400
Email	info@cse.org.uk
Website	www.cse.org.uk

Activities

Objects: THE OBJECTS FOR WHICH THE CENTRE IS ESTABLISHED ARE;(A) TO PROMOTE, ORGANISE, CARRY OUT AND ENCOURAGE FOR THE BENEFIT OF THE PUBLIC EDUCATION, DEMONSTRATION, AND RESEARCH IN AND IMPLEMENTATION OF ENERGY AND RESOURCE CONSERVATION AND RENEWABLE ENERGY SOURCES AND THEREBY INCREASE PUBLIC AWARENESS OF ENERGY IN ALL ITS ASPECTS. (B) TO RELIEVE POVERTY BY PROMOTING ENERGY AND RESOURCE CONSERVATION AMONG PERSONS WHO ARE IN NECESSITOUS CIRCUMSTANCES INCLUDING THOSE WHO ARE ELDERLY OR WHOSE HOUSING CONDITIONS ARE UNSATISFACTORY.

Activities: CSE's mission is to advance sustainable energy policy and practice. CSE seeks energy solutions that engage people and communities to meet real needs for both environmentally sound and affordable energy services. Ending the misery of cold homes and enabling action to tackle the threat of climate change are core objectives. Work is delivered in partnership with many agencies.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Environment/conservation/heritage, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£11,707,128	£11,527,854	£1,726,466	147
2024-03-31	£8,993,736	£8,453,267	£1,547,192	123
2023-03-31	£6,003,845	£5,789,173	£1,006,723	102
2022-03-31	£4,318,814	£4,731,495	£792,051	92
2021-03-31	£3,992,162	£3,791,388	£1,204,732	74

Trustees

Name	Role	Appointed
Andrew Darnton		2014-06-26
Ariane Crampton		2014-06-26
BILL HULL		2015-07-09
Claire Miller		2024-01-25
Jane Wildblood		2024-01-25
Rachel Emma Brisley		2024-01-25
SHANTHA SHANMUGALINGAM		2018-10-04
William Gillis		2018-10-04

Accounts

Annual report and accounts **2024-25**

Working to tackle the
injustice of fuel poverty and
the climate emergency.

cse.org.uk

Charity 298740

Company 02219673

Reference and administrative details

Trustees

Anne Obey OBE, Chair of Trustees (*stepped down 17 July 2025*)
Shantha Shanmugalingam, Deputy Chair (*until 17 July 2025*) Chair (*from 17 July 2025*)
Rachel Burcher (aka Brisley)
Peter Capener MBE (*stepped down 1 February 2025*)
Ariane Crampton
Andrew Darnton
Dr Jane Dennett-Thorpe (*stepped down 11 July 2024*)
Elizabeth Disdel
William Gillis
Bill Hull
Claire Miller
Kaye Welfare (*stepped down 1 February 2025*)
Jane Wildblood

Company

02219673

Charity

298740

Registered office

St James Court,
St James Parade,
Bristol BS1 3LH

Company secretary

Matthew Ferdinando

Chief Executive

Janine Michael

Bankers

HSBC Bank plc, 62 George White Street,
Bristol BS1 3BA

Auditors

Bishop Fleming Audit Limited,
10 Temple Back, Bristol BS1 6FL

Solicitors

TLT LLP, One Redcliff Street, Bristol BS1 6TP

The Trustees present their annual report together with the audited financial statements of the Centre for Sustainable Energy for the year **1 April 2024 to 31 March 2025**.

The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended

Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

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- www.cse.org.uk
- LinkedIn: [centre-for-sustainable-energy](#)

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Introduction

As we reflect on the past year, it's clear that the challenges facing households and communities across the UK have only deepened. Energy prices have risen yet again, pushing even more people into financial hardship. Fuel poverty now affects more than one in five households, and fuel debt has reached an unprecedented £4bn.

Against this backdrop, the government is pushing forward its commitment to deliver clean power by 2030 with the promise of it resulting in more jobs, greater energy security and cheaper energy in future. Yet, as pressure increases to lower energy bills faster, the risk of worsening energy inequality looms large. Four million homes have broken smart meters locking the people who live there out of accessing the cheapest tariffs.

And, in the rush to build new renewable energy infrastructure, there is a real danger of neglecting the urgent need to scale up home energy retrofit to reduce demand for energy, and of ensuring local communities have a voice and real stake in the wind and solar projects coming forward.

At the Centre for Sustainable Energy, we've worked hard to address these challenges head on.

In 2024-25, we provided more targeted financial support for those struggling with energy costs and supported more than double the energy efficiency measures installed in homes. Our efforts helped secure financial savings worth more than £25m in the year alone for households – an average of over £1,100 per client. This work is life-changing for individuals and families, and it's a testament to the dedication and expertise of our incredible team.

Our community support also grew significantly, enabling 925 organisations across the UK to take action on fuel poverty and climate change. And we continued to push for systemic change, focusing our research and policy work on addressing the deep inequalities in the energy market.

CSE's financial resilience as an organisation has been critical to delivering this impact. Our income, excluding Retrofit West, grew by 21% to £10.26m. We expanded our staff team to 133 (average FTE), enabling us to scale our projects and services focused on delivering a just transition. This growth reflects the trust and support of our funders and partners, for which we are deeply grateful.

In July 2025 Anne Obey stepped down as a trustee, following 10 years as chair of the board. We owe much to her invaluable guidance and support and thank her for her extraordinary commitment to the charity over that time.

As we look ahead, the challenges are immense, but so too is the opportunity to drive meaningful change. With the hottest summer on record behind us, millions of people unable to pay their energy bills and voices raging against action on climate becoming louder, CSE will continue to stand as a trusted source of help, a driving force for change, and a champion for those who need it most. 🌱



Janine Michael
Chief Executive



Shantha Shanmugalingam
Chair of Trustees

Objectives

CSE supports people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes.

We do this by sharing our knowledge, practical experience, research evidence and policy insights.

Our vision is a world where sustainability is second nature, carbon emissions have been cut to safe levels, and fuel poverty has been replaced by energy justice.

In practical terms this means:

- ❁ No one suffers a cold home in winter, and homes are healthy to live in year-round.
- ❁ Everyone is empowered to take action on energy – individually or collectively
- ❁ Every building is zero carbon and liveable.
- ❁ Places are shaped for sustainable energy
- ❁ The energy system is green, smart, fair and works for all of us.

www.cse.org.uk

Our website has more information about our work and gives free access to many guides, advice leaflets, videos and resources.

By sharing our material we aim to help others to take action, increasing our reach and impact.

Our activities include:

Energy advice and support for individuals

We provide practical energy advice and support to those in fuel poverty, living in cold homes or struggling with their energy bills, and help people to retrofit their homes.

Supporting local action by others

We support communities, councils and local organisations across the UK to design and deliver effective local energy programmes that address fuel poverty and reduce carbon emissions.

Delivering services

We design and deliver services where they are closely aligned with our charitable purpose, such as local fuel poverty and energy advice services, community energy grant administration, energy modelling and software services.

Inspiring future generations

We support young people of all backgrounds to have a voice, become leaders and develop their skills to contribute to the energy transition. Building understanding and sharing learning

We expose people's lived experience of the current energy system and deliver research, tools and policy insights to make our energy system, greener, fairer and more inclusive.

Testing and nurturing new approaches

We aim to inspire others by demonstrating the effectiveness new approaches, for example pioneering smart energy advice, new services for the home energy retrofit, community engagement approaches for local energy planning..

Designing free tools and models

We develop and freely share our analytical tools and models to provide others with easier access and understanding of data, enabling better insights and decision making.

Engaging in debate

We use our voice to improve public understanding of the need to address fuel poverty and ensure fairness in the transition to a net zero energy system.

Translating practice into policy

Using our research and analysis, and evidence drawn from our direct experience working with households and communities, we aim to improve local and national policies and programmes.



The year in numbers 2024-25

22,593

People supported by our freephone energy advice service.



30,462

Survey responses received in our research to understand how people respond to electricity demand flexibility services.



£25 million*

Saved by our clients, through benefits claimed, insulation and new heating systems installed, fuel vouchers distributed, and much more.



755

Young people reached through our high-quality education and youth leadership programmes.



55

Climate action plans written for local authorities and community organisations.



£1,106*

Average saving per household for people who called our advice line. That's more than double the £525 average saving we achieved last year.

925

Community organisations supported to take action on climate change or tackling fuel poverty.



5,849

Energy efficiency measures installed as a result of our help – more than twice the number last year (2,400)

£1.9 million

Value of grants distributed to 132 community organisations, enabling them to drive community focused energy projects reaching over 21,000 people.



Through our media work we achieved coverage with the potential to reach over 78 million people.

We had 7,285 followers on [LinkedIn](#) at the end of March 2025.

Our [YouTube](#) films had around 1.4m views. Four short energy advice videos account for over 910,000 of them.



* Financial savings are based on recorded data of the real financial savings achieved for each of our advice clients in one year (2024-25 alone). They exclude future years impacts e.g. savings made over the lifetime of the energy efficiency measures installed.

Policy and influence

The government's ambitious mission to decarbonise the electricity system by 2030, scale up the community energy sector and invest billions into retrofitting homes has opened significant doors for influence.

But ambitious targets mean nothing without smart implementation – and that's where CSE's expertise across the whole energy system becomes invaluable.



Regulatory wins and policy progress

Our influence is visible across the UK energy landscape. The Energy Security and Net Zero Committee report on retrofitting homes for net zero references CSE's evidence throughout and backs our asks for a new warm homes advice service and improving the quality of installations.

Ofgem's work on vulnerable customers has benefited from our input at many stages. We made key recommendations for the refreshed Consumer Vulnerability Strategy to ensure vulnerable customers and their representatives can contact their energy company easily, with additional protections when adopting innovative solutions.

CSE's research on inequalities in new flexibility markets has resulted in the government including a 'fairness principle' that energy companies must meet when creating new domestic products and services. We now sit on Ofgem's licensing working group to help turn that principle into reality.

The Regional Energy Strategic Plan (RESP) policy framework decision introduced new principles on transparency, collaboration and fairness that directly reflected our recommendations. And

after our persistent campaigning on broken smart meters, Ofgem finally obliged financial penalties for suppliers who don't meet repair targets.

Beyond regulatory change, we're pushing for better public engagement on net zero. We submitted evidence to the Energy Security & Net Zero Committee on the need for a national communications strategy, and worked directly with the government to ensure it is more effective in communicating the energy transition.

Through our membership in the Better Planning Coalition and the Future Homes Standard working group, CSE has consistently lobbied for the tightest environmental standards for new homes. The [government has confirmed](#) that it will adopt the tightest fabric efficiency standards it consulted on, gas boilers will effectively be banned in new homes, and all new-build homes will have solar panels fitted by default, cutting average energy bills by £530 per year.

The reinstatement of Minimum Energy Efficiency Standards for the private rental sector for 2030 – something we've been pushing for since Labour took power – shows how sustained advocacy creates lasting change.

Innovative tools and software

We pioneer new open-access software, tools and datasets to help people plan net zero improvements to their homes and neighbourhoods. These have been widely adopted by academics, energy consultants, local authority officers and the general public, demonstrating their effectiveness right across the energy system.

National Zoning Model

Our sophisticated National Zoning Model uses advanced data analysis to identify optimal locations for heat networks across England. This groundbreaking tool provided the data behind the first official heat network zoning maps released in Autumn 2024 by the Department for Energy Security and Net Zero.

gov.uk/government/collections/heat-network-zoning is used by national government.



Solar Wizard

This app calculates the potential to generate electricity from rooftop solar panels for homes in England, Scotland and Wales. It provides quick and independent predictions about the viability of solar PV, from a single house to a whole street.

solarwizard.org.uk has been used by over 40,000 people and 40 community organisations since its launch in June 2024. And we've worked in depth with six local authorities using the tool.



Impact Community Carbon Calculator

Want to know what your area's carbon footprint is? Let Impact tell you. Drawing on more than 30 datasets, Impact estimates the amount of greenhouse gases produced directly and indirectly in any parish, ward or local authority area in England, Scotland or Wales. It presents this information in a visually engaging way, designed to help communities act on reducing their carbon footprint.

253 local authorities and 70 community organisations use impact-tool.org.uk.



THERMOS

By offering a much faster and more cost-effective and replicable way for planners to deliver viable heat maps for energy master planning, this unique, open-source modelling tool is revolutionising the opportunities for heat networks.

There are over 3,500 registered users of thermos-project.eu worldwide.



Research and consultancy

CSE's research provides a robust evidence base for action, and we continue to push the boundaries of innovative, collaborative and participatory research.

This year we have built our expertise in data analysis, modelling, software development, participatory methods, and multi-disciplinary research.



The National Buildings Model provides the government with different energy efficiency scenarios on which to build the policies that will shape millions of homes.

- ⚙️ Ofgem now uses our social vulnerability modelling to monitor the performance of all six Distribution Network Operators, to see how well each meets Priority Service Register targets.
- ⚙️ Our evaluation of National Grid Energy System Operator (NESO)'s Demand Flexibility Service drew on almost 16,000 survey responses plus in-depth interviews to improve this major national programme.
- ⚙️ We put people with lived experience at the centre of our research – recruiting community researchers to uncover energy injustices in two projects: [Guidelight](#) and [Challenging Power](#).
- ⚙️ Our heat and power modelling for Scottish and Southern Electricity Networks (SSEN) enables better estimates of grid reinforcement costs when considering heat network impacts for homes and businesses.
- ⚙️ Our national zoning model sits at the heart of government's heat network zoning programme. We've secured a place on the

new consultancy framework, which enables us to continue the work in collaboration with the Department for Energy Security and Net Zero (DESNZ) and other zoning consultants, allowing consistent national model application.

- ⚙️ We became a UKRI-recognised Independent Research Organisation – a badge of research excellence. Our first project with Sussex University explores household and community labour in the energy transition.
- ⚙️ When government needed evidence on supporting fuel-poor households to achieve net zero, they turned to CSE research and expertise for the DESNZ fuel poverty strategy review. Meanwhile, our ongoing work updating the National Buildings Model gives government analysts the tools to model different energy efficiency scenarios – directly informing the policies that will shape millions of homes.



Our work programmes

Each of our six work programmes focuses on where CSE has a strong track record, formidable skills and unique insight. They are areas where we are best placed to drive change and maximise our impact.

Our work programmes are the foundation of our **2024 organisational strategy** which directs how we work towards our vision and high-level objectives.

The following pages describe how we've had an impact in each work programme in 2024-25 ...

Fuel poverty



Housing energy retrofit



Local authority support and action for net zero



Community action on energy



Future generations



Fairness in the energy system



Fuel poverty: overview

This work programme covers our advice and support for people in fuel poverty or in vulnerable circumstances.

Our aim is to improve their wellbeing through reducing their energy costs, making their homes healthier and more comfortable and raising awareness of the actions they can take to save energy and increase their income.



Last financial year, over 22,500 households living in fuel poverty – or at risk of it – were supported by our advice team. We did this through one-to-one telephone support, long-term casework and at events and home visits. Our support provided benefit worth on average £1,106 per household. That's £25m in total.

Our newly formed benefits team provided over £1.3m additional income for the people we support and we awarded over £2m in fuel and shopping vouchers. Our advisors and volunteers provided energy saving advice to over 3,000 people at events across Bristol, Somerset and Wiltshire.

Our busy freephone advice line helped more people than ever. In particular, we can now extend our support with **more home visits** where we can demonstrate practical advice around heating controls, the draught-

proofing of windows and doors and other measures.

We also won funding from National Energy Action to work with a range of NHS departments and to provide training and support to improve the confidence of NHS staff to reach and refer fuel-poor patients on to CSE for support.

And we've supported over 500 households with **Smart Energy Action Plans**. These plans help people in vulnerable circumstances understand how they can benefit from the smart energy transition and not be left behind and made worse off. This has been particularly impactful in supporting our clients who have had heat pumps, solar panels or heating systems installed through grant schemes, with little, if any, information on how to use them.



Our advisors supported over 22,500 people, providing them with benefit worth on average £1,106 per household.

Fuel poverty: in focus

Before she contacted CSE, Amy was struggling to keep up with the rising costs of energy and other necessities ...



When single parent Amy contacted CSE, she was facing a crushing struggle to keep up with the rising costs of energy and other necessities. Unable to work due to mental health issues caused by an abusive relationship, she owed thousands of pounds to friends and family that she couldn't possibly repay. But she couldn't see another way to afford both heating and food for her young family.

Luckily Amy was referred to CSE before the situation spiralled completely out of control.

Our energy advisor heard how Amy was receiving universal credit and child-tax credit and visited a weekly foodbank. But despite this, she and her children often went hungry. Her home was cold and damp as her oil central heating was expensive to run. Amy and her children were often unwell.

She was clued up on energy saving behaviours and knew of things she could do to make her situation better, such as buying draughtproofing or an electric blanket – but simply didn't have the money.

A benefits check by our advisor revealed that Amy was eligible for Personal Independence Payments (PIP), and a referral was made to Citizens Advice for further support. Since then, Amy was awarded PIP amounting to £3,778 a year. She was also given access to the Household Support Fund for help with vouchers for heating and food.

As Amy owns her home, she is entitled to funding for energy efficiency upgrades, such as an insulation top up or even a heat pump to replace her expensive oil boiler. We made referrals for both on her behalf.

Amy now has a plan and can see a brighter future for herself and her young children. A warmer home and extra income will help her take control of her circumstances and feel more secure in the long term.

**Amy now has a plan and
can see a brighter future for
herself and her family.**

Housing energy retrofit: overview

This work programme focuses on helping to make people's homes affordable, liveable and low carbon.

This means making sure they are thermally efficient, adequately ventilated, provide a healthy living environment and use a heating technology that's low carbon.



In 2024-25 our busy retrofit team supported 2,600 households with energy efficiency improvements. This included nearly 1,400 rooftop solar PV arrays, over 400 heat pumps and more than 900 large-scale insulation projects, along with thousands of additional smaller works from draught-proofing to lighting.

Some of these were delivered in partnership with Bristol and Somerset councils through the local-authority focused Home Upgrade Grant. Our work here delivered total savings to households of nearly £5m. Additional work under the Energy Company Obligation delivered over 3,000 measures with a total saving of over £10m.

In Swindon and Wiltshire, our retrofit experts continue to provide independent advice, and in-depth home surveys via our successful Local Energy Advice Demonstrator.

Much of our retrofit work is delivered through **Futureproof**, which has expanded the services offered to include an affordable try-it-and-see version of our in-depth support, and a heat pump survey designed to give people confidence in the quotes they receive from installers.

Retrofit West, the Community Interest Company created by CSE in 2023 to accelerate retrofit across the West of England, continues not only to deliver energy-efficient and sustainable home improvements, but also to build the supply chain and support businesses locally.

And in the wider retrofit world, through our participation in events and roundtables, and through lobbying government and local authorities, we are contributing to a focus on quality of all measures being installed.



Our work helping low income households access grant-funded schemes delivered 5,849 energy efficiency measures, saving people over £15m.

Housing energy retrofit: in focus

Working with Somerset council, we helped turn Ralph's cold and damp house into a warmer and happier home ...



The Home Upgrade Grant (HUG) was a government-funded energy efficiency initiative that ran between 2023 and 2025 and was delivered via local authorities. It was targeted at low income households living in off-gas properties with a low Energy Performance Certificate (EPC).

CSE worked closely with Somerset council to identify eligible recipients and provide retrofit advice tailored to the specific needs of each property, ensuring proposals for funding aligned with the Home Upgrade Grant objectives and requirements.

In some cases, the impact was transformative. Take Ralph, who lives in a mid-terrace, solid walled home that had previously been difficult and expensive to heat and consequently cold and damp in winter.

Our Retrofit Coordinator Tom McGauran surveyed the home and specified a range of measures including solar PV, loft insulation, ventilation and new storage heaters. Funding worth around £35,000 was secured, and

weeks later Ralph's previously cold and damp home – and his quality of life – were transformed. “The equipment looks reliable and well made, and all the workmen were friendly, helpful and professional, keeping us informed and making a neat job of everything,” he said.

 *The Home Upgrade Grant is no longer running, but CSE's retrofit services team continues to offer project management and delivery for the Warm Homes: Local Grant that replaced it, and for the Warm Homes: Social Housing Fund.*

Ralph's previously cold and damp home – and his quality of life – were transformed.

Local authority support: overview

Local authorities face major challenges in tackling climate change at the local level. This work programme focuses on supporting them all, wherever they are on their path to net zero.

Our cross-disciplinary approach blends technical expertise, policy insight and stakeholder engagement skills.



As the government's Heat Network Zoning programme picks up pace, outputs from our ongoing work on the National Zoning Model are beginning to inform many local authority heat network studies, and identifying areas where heat networks are likely to be the lowest cost low carbon solution for heating buildings.

Following a successful Discovery Phase, CSE and UK Power Networks started work on the Alpha Phase of Flex Direct. This innovation project seeks to ensure that when social housing is retrofitted, grid flexibility is included in the process and tenants can benefit from it. We led the engagement with 28 local authorities and 20 social housing providers.

ActionHeat saw us overseeing support to 26 local authorities across Europe (see case study on next page).

Funded by the South West Net Zero Hub, we have been developing stages 1–3 of a Local Area Energy Plan for Devon, Dorset, Gloucestershire and Wiltshire. With input from Regen, we're creating technical and non-technical baselines and engaging distribution network operators, the National Energy System Operator and other stakeholders.

We worked with Bristol council on two major projects. The first looks at ways to reduce carbon emissions from developments while supporting a fairer, more sustainable energy system. The other, part of **Mission Net Zero**, aims to support local neighbourhoods to develop climate action projects; explore strategic investment opportunities to channel funding into local climate projects; and develop opportunities for green jobs and training in the region.



Funded by the South West Net Zero Hub, we have been developing stages 1–3 of a Local Area Energy Plan for Devon, Dorset, Gloucestershire and Wiltshire.

Local authority support: in focus

An EU-funded project is accelerating strategic heating and cooling planning in order to reduce dependency on fossil fuels ...

Act!onHeat explores the success factors, workflows and technical options involved when planning at local level for heat decarbonisation. A multi-year EU Horizon 2020 project, Act!onHeat has supported over 300 local authorities through technical studies, research and training.

Based on the use of **THERMOS** and Hotmaps, the project's key aim is to help identify locations best suited for heat networks along with wider technical research and planning advice around heating and cooling systems.

CSE's role as a technical partner saw us overseeing support to 26 local authorities across Europe using THERMOS to develop heat network prefeasibility studies. CSE worked directly with municipalities in Poland, Lithuania, Belgium and Austria as well as providing home-grown support to Durham County Council, Shropshire Council and West Midlands Combined Authority.

The work highlights the shared needs and challenges faced by local authorities across Europe. In addition to the direct support provided, a key outcome was the capacity-building of staff to equip them with the tools and knowledge needed to carry forward activities beyond the project's conclusion in late 2024.



<https://actionheat.eu/>

CSE oversaw support to 26 local authorities across Europe to develop heat network prefeasibility studies.

Community action on energy: overview

This work programme focuses on enabling communities to be at the forefront of designing and delivering community-based action on energy.



In the Forest of Dean we helped establish a now-thriving resident-led community energy group who are supporting the rollout of solar on community buildings and engaging citizens on how to take action on energy in their own lives. We also piloted a thermal imaging camera loan service that is now available across the district.

We shared our community energy expertise through the North West Community Energy Pathways programme, delivering the programme's Good Practice series of webinars and networking events to 168 attendees.

We play a critical role in the government's **national voluntary sector retrofit grant programme**, helping organisations make best use of funding, delivering community building audits, and providing ongoing retrofit support. And we carried out research for **Access** on the critical role of the community sector in retrofit service provision.

We're a core partner in Bristol's National Lottery-funded Climate Action Fund in which we offer carbon footprinting and carbon tracking support and training to 17 voluntary organisations across the city, to help them develop climate action plans that meet the needs and priorities of their communities.

This year we administered three different grant programmes and awarded grants totalling £1.9m to 132 community groups with which to run fuel poverty and community energy activities. In total we supported 925 community groups with training, support and advice to improve the lives of thousands.

With **Ashden** we established the Energy Learning Network which promotes best practice, enhances connections and encourages new entrants into the community energy sector, and supports groups to widen participation in their work.



We awarded grants totalling £1.9m to 132 community groups with which to run fuel poverty and community energy activities.

Community action on energy: in focus

How we orchestrated the running of Green Open Homes events in West of England and North Somerset ...



One of the best ways to encourage people to make their homes more energy efficient is to show them how others in their community have done the same.

This is the inspiration behind Green Open Homes events and our participation in a [Local Energy Advice Demonstrator](#) project.

The aim was to share home energy efficiency and retrofit advice more widely by working hand in hand with local community organisations to run in-person events.

In partnership with Bath and West Community Energy, Bristol Energy Network and the South West Net Zero Hub, we worked with 18 community groups to host 37 Green Open Homes or similar events across West of England and North Somerset. Nearly 100 homes opened their doors to the public. Some homes were already retrofitted with insulation, renewable energy and other low-carbon measures. Others were just at the start of the journey, and served to show what was possible in the future.

We provided resources and grants to enable the delivery of these events. We also engaged built-heritage specialists Twyi Centre to support communities running events in older buildings, to ensure that the right emphasis was placed on repair and maintenance and sensitivity to historic features and fabric.

Additional activities led by CSE in North Somerset included running an Energy Expo Day with Portishead council, training events for homeowners to look at suitable retrofit options, and a youth-focused programme to engage young people through scout groups, libraries and events.

In all, we supported over 2,500 people to take the first steps on their retrofit journey. Follow-up surveys revealed that over 60% of them have since made a range of retrofit improvements in their homes.

We supported over 2,500 people take the first steps on their retrofit journey.

Future generations: overview

This work programme works to create a society in which young people are actively working to co-create a sustainable and energy-just future.

We aim to do this by stimulating a youth-powered energy transition, building a confident green skills workforce, and creating the space for intergenerational cohesion.



In this work programme we work with young people from ages 4-24, and in partnership with a range of experts across the UK. This year we reached 755 young people through our high-quality education and youth leadership programmes.

We delivered 20 climate change and energy workshops in 13 schools. Sessions were based on our free primary educational resources, **Energy Matters**, and in total we helped around 700 key stage 2 pupils to plan a green energy future for their local area and work with their Eco Committees to set climate action pledges in their schools.

Through the Youth Climate Action Fund, we helped to fund 32 youth-led climate action projects through 21 Bristol-based organisations. Projects included teaching young people to fix their bikes; supporting students with disabilities to create a drought-

resistant garden; and putting on a nature-themed club night. Also in Bristol, we worked with youth clubs and youth workers across the city to create opportunities for young people to join sustainability initiatives in their neighbourhoods.

Thirty-four young adults graduated from our transformative environmental leadership programme, **Bright Green Future**, participating in workshops on how the UK's energy system works and what it will take to make it smarter, fairer and cleaner, through to how to make any career 'green'. We now have a BGF Alumni Network made up of over 350 students aged 18-26 based all around the UK. Our staff continue to support them by providing a mixture of in-person and online green career training opportunities.



This year we reached 755 young people through our high-quality education and youth leadership programmes.

Future generations: in focus

For Hdayet, Bright Green Future opened the door to following his heart and a career in sustainability ...



Hdayet joined Bright Green Future, CSE's youth empowerment programme, in 2024. He quickly grasped this unique opportunity to connect with like-minded young people with a strong interest in green issues.

"Where I'm from, not many people share my passion for the environment. So, joining BGF and finding so many others who are passionate about the same things was really beneficial to me."

Hdayet's experience forces us to ask difficult questions about accessibility in sustainability careers, particularly in the energy sector.

"We need to remove the barriers that prevent everyone from pursuing careers in sustainability," he reflects. "Your educational background shouldn't be an obstacle. It's crucial that these opportunities are accessible to people in all walks of life."

Hdayet's involvement with Bright Green Future deepened as he became an employee of the programme, mentor for other young people and a member of our Youth Advisory Board.

And he is now putting his skills to use as a young trustee for a London-based charity.

His story illustrates the impact of Bright Green Future in educating young people about sustainability while also empowering them to take on leadership roles in their communities. By providing practical skills and a supportive network, BGF helps to create a more diverse and inclusive energy sector.

www.bright-green-future.org.uk

34 young adults graduated from our transformative environmental leadership programme, Bright Green Future.

Fairness in the energy system: overview

This work programme focuses on achieving fairness in the energy system.

The way we produce and use energy is changing fast. But are these developments fair, or do they benefit the richer, the more technically savvy and the more digitally connected, at the expense of everyone else?



Our partnership with the National Energy System Operator (NESO) on five large projects is helping how Britain plans and operates its energy system. We've developed our consumer archetypes model to show how individual households will participate in the clean heat transition and supported development of new incentive schemes for more effective residential demand-side response.

We have worked extensively with network operators. As well as our ongoing Smart and Fair programme, we have explored who is currently benefitting from network flexibility markets, are supporting two different tools for networks to help consumers understand their home energy choices, and have continued our work providing data for networks to increase their support for people in vulnerable circumstances. We also sit on a number of advisory boards to scrutinise network transition plans.

In terms of the energy market, we are working closely with service providers on innovation projects, from large domestic flexibility trials to testing new smart technologies with people in their homes. Our Smart and Fair market monitoring has analysed over 170 different smart energy products, services and tariffs to help us understand who the smart energy market is working for. We shared this learning with over 300 people through free webinars, and fed it through to our customer advice and into the development of market regulation.

All of this work both learns from and feeds into our direct support to households through smart energy action plans and to communities through local energy advice providers. It underpins our independent data analysis and modelling of consumer participation and distributional impacts.



We researched compliance scheme design with 30 organisations to enhance customer protection in domestic flexibility markets.

Fairness in the energy system: in focus

How do different households take part in energy flexibility services?



Three different projects illustrate how we work across the energy system to understand and improve fair and inclusive participation.

At the national level we are working closely with NESO and OVO on CrowdFlex, a major innovation project exploring how domestic flexibility can be used to help manage the electricity grid. Our work aims to understand how different households take part in flexibility services and make recommendations for improving inclusion and fairness as the service moves into mainstream delivery.

At the household level we have worked with Passiv to explore user feedback on their innovative heat pump smart thermostat. Our recommendations around installation, handover and useability will help to improve people's experiences of this type

of technology, which will be crucial for the successful rollout of heat pumps to meet net zero targets.

At the network level we have worked with National Grid Distribution System Operator to explore access to flexibility markets, concluding that this is being driven by technologies such as electric vehicles and heat pumps while those in low-income areas and rural regions are much less likely to participate. Our recommendations aim to address these inequalities and support participation for all consumers.

If followed, our recommendations will make participation in flexibility markets broader and fairer.

Our volunteers: making a difference



🌟 **Regular social events for volunteers, like our recent gathering at the Bristol Zoo Project, further build skills through networking and energy-focused discussions.**

Volunteers are vital to CSE's fuel poverty and energy efficiency advice work. This year, 25 volunteers helped at 18 public events, engaging with 137 local people about energy saving and home heating. They supported 65 home visits alongside our trained energy advisors, helping people understand their energy usage and make impactful changes to improve energy efficiency and make their homes warmer.

Beyond community outreach, our volunteers assist with office administration and advice line support. Weekly, an average of four volunteers contribute four hours each – that's over 832 hours of support in the past 12 months!

Since July 2024, we've conducted six volunteer training sessions covering energy advice and retrofit basics with 17 participants.

Chitra's story

"Volunteering with CSE has been an incredibly positive and enriching experience."

Chitra joined the CSE volunteer team after moving to the UK, seeking connection and purpose in her new home. After completing our Energy Essentials training, she began accompanying advisors on home visits, providing practical advice on draught reduction and heating efficiency.

"People truly value practical energy saving tips and behavioural advice," she says. "These small actions really make homes more efficient and comfortable."

For Chitra, volunteering offered both professional development and personal growth. She gained comprehensive knowledge of the UK energy sector, learning about energy providers, meter types, and cost-effective energy management strategies.



"This experience boosted my confidence as I adjusted to life in the UK," Chitra explains. "I now feel equipped to help others make meaningful changes, while I've found my own sense of community."

Chitra's journey demonstrates how volunteers, with proper support and training, make real differences in our energy system. Our volunteers aren't just extra hands – they're essential to our mission, strengthening our outreach and bringing human connection to the complex challenges of fuel poverty. Read more about volunteering with CSE here: www.cse.org.uk/volunteer-with-us

Our funders

Thank you to all CSE's funders and clients for their support of our work in the year ...

ACCESS - The Foundation for Social Investment	North West Net Zero Hub (hosted by Liverpool City Region) via CAG Consultants	Emerald Green Energy Ltd	Green Eco Energy Solutions	MCS Charitable Foundation
AECOM Limited		Energy Saving Group	Green Home Plans Ltd	Monza Installs
All Seasons Interiors Ltd	The Greater South East Net Zero Hub (hosted by Cambridge and Peterborough Combined Authority)	Energy Industry Voluntary Redress Scheme (via Energy Saving Trust)	Green Improve	National Education Union
Alliance Homes		EnergySmart	Green Land Energy Services Ltd	National Energy Action
Altum Organisation Ltd	Canterbury City Council	Engie Deutschland GmbH	Green Leaf Solar Energy UK Ltd	National Grid Electricity Distribution
Arun District Council	Citizens Advice	Environmental Resources Management Limited	Groundwork UK	National Grid ESO (now National Energy System Operator)
Ashden Climate Solutions	City Energy Network Ltd	Esmée Fairbairn Foundation	HEAT (Home Energy and Technology Ltd)	NHS Bath & North East Somerset Council, Swindon & Wiltshire ICB
The Association for Decentralised Energy (ADE)	Climate Change Committee	European Commission (Horizon 2020)	HelpinU	North Somerset Council
Bath and West Community Energy	Coleford Climate Action	Evolve Home Energy Solutions	Historic England	Northern Gas Networks
Bath & North East Somerset Council	Complete Remedial Solutions	First Choice Energy	Horsham District Council	Northern Powergrid
BBH Consulting AG	Consumer Council for Northern Ireland	Forest of Dean District Council	Hydrock	Nottingham City Council (on behalf of West Midlands Combined Authority)
Bloomberg Philanthropies	Cotswold District Council	Francis Winham Foundation	Iclei Action Fund (on behalf of Tides Foundation)	Ofgem
Bristol City Council	Cumbria Action for Sustainability	Frome Town Council	Innovate UK	Outlook Energy Solutions
Bristol City Leap	Curtis Anstee Eco Installations Ltd	GHE Solar Limited	Ipsos UK	OVO Energy
Bristol Climate and Nature Partnership CIC	D Louth Plumbing and Heating	Gloucester City Council	J&J Crump & Son Ltd	Oxfordshire County Council
Bristol Energy Cooperative	Department for Energy Security and Net Zero	Good Earth	JM ECO Installers	Passiv UK
Building for Humanity	Devon County Council	Good Homes Alliance	LD Eco Ltd	Portishead Town Council
Bureau d'études Greisch	Dorset Climate Action Network	Gower Street Trust	Local Trust	Pure Atom Energy
C&T Eco Consultants Ltd	Durham County Council	Grant Store Ltd	Locality	Quartet Community Foundation
Cadent Gas Limited	ECO Giants	Greater London Authority	London Borough of Merton Council	Qwala Limited
	Electricity North West Ltd	Greater Manchester Combined Authority	Love to Save Energy Limited	

Continued over ...

Our funders cont ...

Real Energy Ltd	Smart Energie Ltd	Sustainability First	The National Lottery Community Fund (Climate Action Fund)	Wellington Town Council
Regen	So Eco	SWALLOW - South West Action for Learning and Living Our Way Ltd	The Nature Conservancy	Wessex Community Energy Network
Repowering Ltd	Social Investment Business	Swindon Borough Council	Thirty Percy Foundation	Wessex Water Services Ltd
Retrofit West CIC	Solar Air UK	Switch Energy	Thrive Renewables Plc	Wessling Consulting Engineering GmbH & Co. KG
Retrospect Ltd	Somerset Community Foundation	TDS Charitable Foundation	Thüga Aktiengesellschaft	West of England Combined Authority
Ricardo	Somerset Council	The Anchor Society	Timhy Services Ltd	Wiltshire Community Foundation
RJM Insulation	Southampton City Council	The Aurora Trust	UK Power Networks	Wiltshire Council
Scottish and Southern Electricity Networks	South Coast Building Company	The Barrow Cadbury Trust (Connect Fund)	Universidad Politecnica Madrid	Wintak Ltd
Scottish Hydro Electric Power Distribution Plc	South Coast Insulation Services	The Blagrave Trust	University College London	Zoa Energy Solutions Ltd
SGN	South Gloucestershire Council	The Carbon Trust	ClimateXChange	
SIMP Services	South West Net Zero Hub (hosted by West of England Combined Authority)	The Eco Providers Uk	University of York	
Simply Eco Ltd	SP Energy Networks	The National Benevolent Charity	Wales & West Utilities Ltd	
	Steer Economic Development		WarmaUK	

... Together, we're tackling the injustice of fuel poverty and building lasting solutions to the climate emergency.

Future strategy

Last year saw change sweep over the energy policy landscape with a new government committed to driving forward clean power and securing more public ownership in our energy system. Yet millions of UK households continue to struggle to afford their energy bills, fuel debt is at record levels and more than one in five find themselves in fuel poverty. And with the voices raging against action on climate becoming louder, ensuring there is a just transition is critical.

As pressure increases on government to lower energy bills and deliver clean power by 2030, so does the risk that energy inequality gets worse. In the rush to plan and build new cleaner energy infrastructure, there is a real danger of failing to scale up retrofit to reduce demand for energy, and of overlooking the huge public support for local and community energy schemes.

Looking ahead CSE will continue to champion the needs of those worst served by the energy market, including highlighting the increasing complexity of the energy market for consumers and the exclusion of many fuel poor and vulnerable customers from the cheapest tariffs. We will also focus on demonstrating how effective local energy advice, housing retrofit, community action and ownership models and fairer tariffs are all essential solutions for successful transformation to a lower cost, decarbonised energy system.

We will continue to invest in staff development, training, and the expansion of learning opportunities, ensuring our team is equipped to deliver on our mission. This year, all staff were invited to undertake climate literacy training, a key initiative to enhance their ability to integrate climate action into their work. This investment reflects our commitment to fostering a knowledgeable and empowered staff team, ready to tackle the challenges of the energy transition.



In November 2024, we used our annual strategy away day to review the changing landscape for our work and review our priorities for each of our work programmes. These programmes are core to our strategy and provide the lens through which we focus our business development, fundraising, communication, impact evaluation and reporting and policy influence activities.

Support for people in fuel poverty

We will provide direct advice and support for people living in fuel poverty, improving their wellbeing and energy literacy and advocate for fairer energy policies and programmes that address fuel poverty. We will continue to provide the comprehensive support needed to achieve affordable warmth, collaborating with local partners to maximise our impact on people's wellbeing and warmth.

Housing energy retrofit

We will continue to lead by example, delivering high-quality, impartial, people-centred retrofit programmes and services which focus on making people's homes affordable, liveable and low carbon and empower and support homeowners, landlords and tenants alike to make good long-term decisions about their homes.

Local authority support and action for net zero

Local authorities face major challenges in tackling climate change at the local level. We will support local authorities of all types and sizes, wherever they are in their journey, to lead and drive forward energy-related net zero goals in a timely, socially just and locally resonant way. Our cross-disciplinary approach blends technical expertise, policy insight and stakeholder engagement skills.

Future strategy cont ...

Community Action on Energy

We will enable communities to be at the forefront of designing and delivering community-based action on energy and enhance the capacity, strength, and influence of individuals, groups and organisations to make positive changes around energy use, energy assets and energy governance at the community level.

Future generations

We will support young people ('young people' defined as those between 4 and 24) of all backgrounds to feel inspired and able to play a meaningful role in catalysing and delivering the transition to a more sustainable and fairer energy system. We will build on our youth-focused work in schools and communities – looking to integrate young people's energy, views and desires into CSE's work as a whole.

Fairness in the energy system

We will actively work towards a low carbon energy system that is demonstrably fair, delivers environmental and societal value in partnership with people, ensures equitable distribution of system benefits and costs and allows all to meet their basic energy needs at costs they can afford. Our work will provide evidence, insights and solutions and deliver high impact, innovative research projects that support industry, government and community action.

Looking forward we also aim to:

- ⚙️ Develop and secure funding for new and more influential projects, aligned with our strategy priorities, that keep us innovating and addressing the next challenge for each work programme.
- ⚙️ Invest in staff development, training and expansion of learning opportunities with staff progression pathways more clearly understood across the organisation.
- ⚙️ Develop our approach to impact evaluation and reporting, building on the theories of change we have already developed for two work programmes enabling us to understand and communicate the impact of our work better – and use that understanding to inform our future work.
- ⚙️ Continue to improve CSE's operational systems and support functions with a focus on maintaining productivity, wellbeing, and CSE's positive culture.
- ⚙️ Use our policy and communications functions to make more of what we are learning through our work programmes, to effect the right changes in national policy, regulation and programmes.
- ⚙️ Ensure equity, diversity and inclusion are central to our activities, that staff feel they are treated equitably and have a sense of belonging, and we implement improvements to further increase the diversity of our workforce.

Financial review

These accounts represent the consolidated group financial results for both CSE and Retrofit West CIC, a wholly owned subsidiary of CSE.

In the year to 31 March 2025, the group generated a combined income of £11,707,128 and against this, a surplus of £179,274. As detailed in the notes to the accounts, Retrofit West CIC made a small profit of £5,588 after taxation; with all of the remaining reported surplus having been generated by the parent charity, CSE.

In the year to 31 March 2025, CSE as parent charity alone made a surplus of £173,686 on its income of £10,260,429. This followed a year where we had returned a surplus of £540,469 (2023-24) on an income of just over £8.5m).

CSE's income of £10.26m (excluding Retrofit West CIC) represented just over 21% growth compared to the

previous year (£8.5m in 2023-24) which built on 42% growth the previous year (£6m in 2022-23). Recent growth has been due to an expansion and upscaling of our work, across almost all work programme areas, with particular increases in our fuel poverty work and housing retrofit services. The increase in income over the last two years is also in part due to the additional funding we have secured to directly support advice clients and communities (i.e. grants, vouchers and direct energy benefits which we administer and pass through to people).

Our financial results were an improvement over the surplus originally anticipated by our budget – in part due to achieving higher than anticipated productivity in the year and having stronger project management and financial project oversight, and fewer projects going over budget. We also increased our charge-out rates, but this was largely offset by equivalent inflation-

matching increases in staff salaries and higher direct operational costs.

During 2024-25, the CSE and Retrofit West staff teams grew by 22% (133 average full time equivalent (FTE) in 2025 compared to 109 average FTE in 2024). Overall our staff team has grown by 60% in the last three years (from 83 FTE in 2022-23).

We expect some continued gradual and managed growth in the year ahead, and we will continue to focus on achieving a modest surplus that will enable us to sustain a minimum level of reserves commensurate with our size and make necessary investments in staff development, welfare and benefits and operational efficiency now that we are a larger organisation.

Reserves policy

Our reserves policy establishes a minimum target for our unrestricted reserves and the approach we take to any reserves in excess of that minimum.

The minimum reserves target takes account of two scenarios: (a) the liabilities which would be faced by the charity if it were to cease operating, and (b) the financial cushion the charity would need to cover losses while it responded to a serious but possible funding crisis without immediately losing valuable staff.

Based on this policy and taking account of the diversity of our funding sources, at the end of March 2025, our minimum reserves target (for total unrestricted funds)

was £1.5m, with a minimum target for net current assets of £1.3m.

At the end of March 2025 our reserves stood at £1,726,466 with net current assets at £1,582,843.

In July 2025, CSE's trustees approved an increase to our overall reserves target to £1.7m, with a minimum target for net current assets of £1.5m - reflecting the recent and anticipated continued growth of the organisation.

Should reserves and net current assets reach a level where they exceed minimum targets, the trustees will consider strategic investments aligned with the

charity's strategic priorities such as initiatives to help increase our impact, explore new approaches, build our capacity and that of others, and make the case for funding to external funders.

The trustees will continue to review the reserves policy and associated targets on an annual basis, with the aim in the longer term of holding reserves at a level where investments can be made in agreed strategically relevant work.

Structure, governance and management

Constitution

The Centre for Sustainable Energy (CSE) is a registered charity and company limited by guarantee, having no share capital. CSE's Memorandum and Articles of Association are the primary governing documents of the charity.

Policies and structure

The charity operates with a board of volunteer trustees that meets quarterly. The board has also established a Finance Sub-group and People Sub-group both of which meet and report to the board periodically.

The trustees have overall responsibility for organisational strategy, financial management and compliance with the purposes of the charity. This responsibility is devolved within a clearly documented framework of delegated powers to the Chief

Executive and the Senior Leadership Team. The Senior Leadership Team maintains and implements the policies of the organisation and the Chief Executive and members of the Senior Leadership Team report to the trustees at each quarterly meeting.

Pay policy and staff benefits

CSE is accredited as a Real Living Wage employer. All staff at CSE are paid according to a graded salary

scale which was established to reflect the differences in responsibility, skills and capabilities required in each role.

The ratio between the salaries of the highest (Chief Executive) and lowest paid member of staff (our interns) is currently 3.5:1.

All staff are entitled to participate in the CSE contributory pension scheme (8% employer contribution, 6% employee contribution) which has also been adopted as our auto enrolment scheme since November 2015. The charity offers a wide range of other staff benefits including a CSE-funded Life Assurance Scheme and Health Cash Plan for every employee, cycle to work and home and tech schemes and a selection of other voluntary benefits available through salary sacrifice.

Public benefit

CSE has complied with the duty in Section 17(5) of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

Management and structure

There were a number of changes to the Senior Leadership Team in the year. During the 2024-25 financial year the Senior Leadership Team comprised:

- 🕒 **Janine Michael**, Chief Executive from July 2024 (previously Deputy Chief Executive and leading the charity since the previous Chief Executive Simon Roberts had a stroke in May 2022).
- 🕒 **Matthew Ferdinando**, Director of Finance and Operations.
- 🕒 **Keith Hempshall**, Director of Local and Community Empowerment.
- 🕒 **Jose Argudo**, Director of Research and Analysis until August 2024.
- 🕒 **Charlotte Johnson**, Director of Research and Analysis from August 2024.
- 🕒 **Ian Preston**, Director of Development and External Affairs.
- 🕒 **Mohammed Kavla**, Director of Household Energy Services until June 2024.
- 🕒 **Paul Winney**, Director of Household Energy Services from August 2024.

The wider management structure of the organisation includes a Senior Management Team comprising Directors, Heads of Team and functional leads, who meet monthly and support directors in undertaking staffing and operational management.

Risk management

The board of trustees has considered the major risks to which CSE is exposed, the systems and procedures in place to mitigate exposure to them and the future actions planned. The Senior Leadership Team maintain an organisational risk register and routinely track and assess risks, highlighting high risks and key changes in the risk register at each trustee meeting.

The principal strategic risks to the charity are a failure to secure sufficient funding at a scale needed to support delivery of our strategy and work programme priorities and a failure to keep up with knowledge, energy sector developments and a fast-changing policy landscape. These are being mitigated through investment in development and fundraising for our work programmes, a new policy function that involves staff from across the organisation in our policy influence work, and investment in ensuring key staff have the time and agency to build external networks and partnerships.

With the employment market buoyant, there is a continued risk of loss of key staff and skills across the organisation, despite CSE's positive working culture and good staff retention record. Again, this risk is being actively managed through stronger staff engagement (via a employee voice group and regular staff survey) and subsequent investment in improved staff benefits and conditions and enhanced focus on staff development and progression.

Operationally there is an ongoing and key risk associated with CSE's continued growth – with growth experienced across most of CSE's work programmes. Mitigation has included changes to internal management structures and an enhancement of support functions with expanded finance and HR functions, the introduction of new IT support and training roles, and a growth in the development and fundraising staff team. Trustees have also discussed the pressures on the charity's existing office space and systems due to growth, exacerbated by local redevelopment work impacting the office environment.

Impacts have been mitigated to date through improving systems and support for hybrid working, reconfiguring the office space to maximise its value and introducing booths to enable more virtual meeting facilities. Options for taking additional space and relocation at the end of the current lease in 2027 are also being actively explored, the minimum financial reserves target now taking into account the costs associated with a potential future office relocation.

Statement of trustees' responsibilities

The trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law, the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles of the Charities SORP (FRS 102).
- Make judgements and accounting estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements.

- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to auditors

So far as the trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the Charitable Group and Company's auditors are unaware, and each trustee has taken all the steps that they ought to have taken as a trustee in order to make them aware of any audit information and to establish that the charity's auditors are aware of that information.

Approved by order of the members of the board of trustees on its behalf by Shantha Shanmugalingam, 9 October 2025.



CSE trustees at CSE's Strategy day, November 2024

Independent auditors' report

to the members of Centre for Sustainable Energy

Opinion

We have audited the financial statements of Centre for Sustainable Energy (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2025 which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Company Balance Sheet, Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2025 and of its income, resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group and the parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Cont ...

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the group and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the group and the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of

non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have considered the nature of the sector, control environment and financial performance;
- We have considered the results of enquiries with management and members in relation to their own identification and assessment of the risk of irregularities within the entity;
- We have reviewed the documentation of key processes and controls and performed walk-throughs of transactions to confirm that the systems are operating in line with documentation; and,
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to year-end cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained understanding of the legal and regulatory frameworks that the charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws

and regulations we considered in this context included the Companies Act 2006, Charities Act 2011, Charity SORP 2019, FRS 102 and the terms and conditions attaching to material contracts, agreements and grants received by the group and the parent charitable company.

In addition, we considered the provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the group and the parent charitable company's ability to operate or avoid a material penalty.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;
- Performing detailed transactional testing in relation to the recognition of revenue, with a particular focus around year-end cut off; and,
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in financial statements or non-compliance with regulation, will be detected by us. The risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to any one other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Chris Trantham FCA (Senior Statutory Auditor)
for and on behalf of Bishop Fleming Audit
Limited, Chartered Accountants, Statutory
Auditor, 10 Temple Back, Bristol BS1 6FL

Consolidated Statement of Financial Activities

Incorporating income and expenditure account. For the year ended 31 March 2025.

	Unrestricted funds 2025 (£)	Restricted funds 2025 (£)	Total funds 2025 (£)	Total funds 2024 (£)
Income from:				
Donations and legacies Note 3	6,280	-	6,280	15,413
Charitable activities Note 4	5,006,351	6,693,997	11,700,348	8,978,323
Other	500	-	500	-
Total income	5,013,131	6,693,997	11,707,128	8,993,736
Expenditure				
Charitable activities Note 5	4,821,177	6,706,367	11,527,544	8,453,267
Corporation tax	310	-	310	-
Total expenditure	4,821,487	6,706,367	11,527,854	8,453,267
Net income/(expenditure)	191,644	(12,370)	179,274	540,469
Transfers between funds Note 17	(12,370)	12,370	-	-
Net movement in funds	179,274	-	179,274	540,469
Reconciliation of funds				
Funds at the beginning of the period	1,547,192	-	1,547,192	1,006,723
Net movement in funds	179,274	-	179,274	540,469
Funds at the end of the period	1,726,466	-	1,726,466	1,547,192

- The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.
- The notes on pages 38 to 57 form part of these financial statements.

Consolidated & Charity Balance Sheets **as at 31 March 2025**

	Group 2025 (£)	Charity 2025 (£)	Group 2024 (£)	Charity 2024 (£)
Fixed assets				
Intangible assets Note 13	28,287	28,287	42,431	42,431
Tangible fixed assets Note 14	115,336	111,071	146,825	143,065
Investments in subsidiaries Note 10	-	1	-	1
Total fixed assets	143,623	139,359	189,256	185,497
Current assets				
Debtors Note 15	2,292,269	2,206,851	1,890,459	2,016,955
Cash at bank and in hand	1,764,943	1,448,707	1,627,636	1,446,243
Total current assets	4,057,212	3,655,558	3,518,095	3,463,198
Creditors: amounts due within one year Note 16	(2,474,369)	(2,074,038)	(2,160,159)	(2,101,503)
Net current assets	1,582,843	1,581,520	1,357,936	1,361,695
Total assets less current liabilities	1,726,466	1,720,879	1,547,192	1,547,192
Net assets	1,726,466	1,720,879	1,547,192	1,547,192
Funds				
Restricted Note 17	-	-	-	-
Unrestricted:				
General funds Note 17	1,726,466	1,720,879	1,547,192	1,547,192
Total unrestricted funds	1,726,466	1,720,879	1,547,192	1,547,192
Total funds	1,726,466	1,720,879	1,547,192	1,547,192

Company 2219673

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

- The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.
- The financial statements were approved and authorised for issue by the Trustees on 9 October 2025 and signed on their behalf by Shantha Shanmugalingam.



Consolidated statement of cash flows. **For the year ended 31 March 2025.**

	2025 (£)	2024 (£)
Cash flows from operating activities:		
Net cash used in operating activities (see below)	162,021	572,985
Cash flows from investing activities:		
Purchase of tangible fixed assets	(24,714)	(79,479)
Expenditure on intangible assets	-	(12,475)
Net cash provided by investing activities	(24,714)	(91,954)
Change in cash and cash equivalents in the reporting period	137,307	481,031
Cash and cash equivalents at the beginning of the reporting period	1,627,636	1,146,605
Cash and cash equivalents at the end of the reporting period	1,764,943	1,627,636
Reconciliation of net income/(expenditure) to net cashflow operating activities		
Net (expenditure)/income for the reporting period	179,274	540,469
Adjustments for:		
Depreciation charges	56,203	84,953
Amortisation charges	14,144	14,144
(Increase)/Decrease in debtors	(401,810)	(464,106)
Increase in creditors	314,210	397,525
Net cash provided by operating activities	162,021	572,985
Analysis of cash and cash equivalents		
Cash at bank and in hand	1,764,943	1,627,636
Total cash and cash equivalents	1,764,943	1,627,636

Analysis of changes in net debt	At 1 April 2024 (£)	Cash flows (£)	At 31 March 2025 (£)
Cash at bank and in hand	1,627,636	137,307	1,764,943

Note 1 General information

The charity is a company limited by guarantee. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The charity's registered office is: St. James Court, St. James Parade, Bristol, BS1 3LH.

Note 2 Accounting policies

2.01 Basis of preparation

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Centre for Sustainable Energy meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Consolidation

These financial statements consolidate the results of the Charity and its wholly-owned subsidiary, Retrofit West C.I.C., on a line by line basis. A separate statement of financial activities, or income and expenditure account, for the Society itself is not presented because it has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.3 Going concern

The Trustees assess whether the use of going concern is appropriate, i.e. whether there are

any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Trustees continue to monitor the financial position of the charity and the potential impacts of inflation, challenges in recruitment, staff retention and the rising cost of living for our staff. The charity continues to have a healthy cash position and a strong forward plan of agreed future work. Under all the scenarios reviewed, the charity has sufficient reserves to enable it to continue as a going concern for the foreseeable future. For this reason it continues to adopt the going concern basis in preparing the financial statements.

2.4 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by

donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.5 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Contractual income is recognised in the Statement of Financial Activities to the extent that the charity has provided the services. Where contractual income is received in advance but the charity has not provided the relevant services then this income is deferred.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

2.6 Expenditure

Expenditure is recognised once there is a legal or

constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

All expenditure is inclusive of irrecoverable VAT.

2.7 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

2.8 Tangible fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised.

Note 2 Accounting policies [cont]

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

- Leasehold improvements; over the life of the lease.*
- Fixtures and fittings; over 4 to 5 years.*
- Office equipment; over 2 to 4 years.*
- Project assets; over the life of the project.*

2.9 Intangible assets

Intangible assets are held on the balance sheet at cost less accumulated amortisation and impairment losses.

Website costs, including development costs, are capitalised as an intangible asset and amortised on

a straight line basis over the expected useful life of four years.

Impairment reviews are conducted when events and changes in circumstances indicate that an impairment may have occurred. If any asset is found to have a carrying value materially higher than its recoverable amount, it is written down accordingly.

2.10 Operating leases

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

2.11 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.12 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

2.13 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.14 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those

amounts, discounted at the pre tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.15 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.16 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

Note 3 Income from donations and legacies

	Unrestricted funds 2025 (£)	Total funds 2025 (£)	Total funds 2024 (£)
Donations	6,280	6,280	11,619
Grants	-	-	3,794
	6,280	6,280	15,413

Note 4 Income from charitable activities

	Unrestricted funds 2025 (£)	Restricted funds 2025 (£)	Total funds 2025 (£)	Total funds 2024 (£)
Fuel poverty	1,538,133	3,872,992	5,411,125	3,867,353
Housing energy retrofit	1,277,734	2,090,410	3,368,144	2,700,066
Local authority support & action for net zero	711,478	357,213	1,068,691	924,220
Community action on energy	429,565	322,171	751,736	426,881
Future generations	77,562	37,610	115,172	266,512
Fairness in the energy system	971,879	13,601	985,480	793,291
	5,006,351	6,693,997	11,700,348	8,978,323
Total 2024	4,755,902	4,222,421	8,978,323	

Note 5 Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 (£)	Restricted funds 2025 (£)	Total funds 2025 (£)	Total funds 2024 (£)
Governance costs	90,637	-	90,637	64,185
Fuel poverty	1,655,015	3,872,992	5,528,007	3,657,232
Housing energy retrofit	999,138	2,102,780	3,101,918	2,431,325
Local authority support and action for net zero	782,154	357,213	1,139,367	988,579
Community action on energy	379,073	322,171	701,244	414,000
Future generations	120,387	37,610	157,997	264,625
Fairness in the energy system	794,773	13,601	808,374	633,321
	4,821,177	6,706,367	11,527,544	8,453,267
Total 2024	4,230,396	4,222,871	8,453,267	

Summary by expenditure type

	Staff costs 2025 (£)	Depreciation 2025 (£)	Other costs 2025 (£)	Total funds 2025 (£)	Total funds 2024 (£)
Governance	19,411	-	71,226	90,637	64,185
Fuel poverty	2,467,274	26,299	3,034,434	5,528,007	3,657,232
Housing energy retrofit	1,523,785	11,127	1,567,006	3,101,918	2,431,325
Local authority support & action for net zero	775,805	7,406	356,156	1,139,367	988,579
Community action on energy	510,089	4,979	186,176	701,244	414,000
Future generations	93,963	917	63,117	157,997	264,625
Fairness in the energy system	582,545	5,475	220,354	808,374	633,321
	5,972,872	56,203	5,498,469	11,527,544	8,453,267
Total 2024	4,684,793	84,953	3,683,521	8,453,267	

Notes to the Statement of Financial Activities

Note 6 Analysis of Expenditure by Activities

	Activities undertaken directly 2025 (£)	Support costs 2025 (£)	Total funds 2025 (£)	Total funds 2024 (£)
Governance costs	-	90,637	90,637	64,185
Fuel poverty	5,121,910	406,097	5,528,007	3,657,232
Housing energy retrofit	2,930,108	171,810	3,101,918	2,431,325
Local authority support & action for net zero	1,025,008	114,359	1,139,367	988,579
Community action on energy	624,369	76,875	701,244	414,000
Future generations	143,834	14,163	157,997	264,625
Fairness in the energy system	723,830	84,544	808,374	633,321
	10,569,059	958,485	11,527,544	8,453,267
Total 2024	7,650,291	802,976	8,453,267	

Note 7 Auditors' remuneration

	2025 (£)	2024 (£)
Fees payable to the auditor for the audit of the Group accounts	18,480	17,600

Note 8 Staff costs

	2025 (£)	2024 (£)
Wages and salaries	5,098,017	4,036,004
Social security costs	480,951	350,494
Pension costs	393,904	298,295
	5,972,872	4,684,793

The average number of employees employed by the Group during the year was as follows:

	2025 (no)	2024 (no)
Project staff	136	116
Management and admin staff	11	7
	147	123

The average headcount expressed as a full-time equivalent:

All staff	133	109
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The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

£60,000 - £69,999	2	1
£70,000 - £79,999	2	3
£80,000 - £89,999	2	-

The total employee benefits of key management personnel were £641,100 (2024: £572,114).

Total employer contributions for the provision of defined contribution pension schemes in respect of employees earning more than £60,000 were £36,212 (2024: £23,530). This amount is not included in the banding above.

Note 9 Results of the Parent Charity

These accounts do not include a Statement of Financial Activities for the parent charity, as permitted under section 408 of the Companies Act 2006. The relevant figures for the year ended 31 March for the parent charity were:

	2025 (£)	2024 (£)
Gross income	10,260,429	8,512,412
Surplus for the year	173,686	540,469

Note 10 Investments in Subsidiary - Charity

The charity has an unlisted investment with a historical cost of £1 representing its 100% shareholding in Retrofit West CIC, which is a company registered in England that carries out activities to promote, develop and facilitate the retrofitting of homes and buildings to achieve net zero and energy affordability. A summary of that company’s financial position is set out in note 11.

Note 11 Subsidiary Results

	2025 (£)	2024 (£)
Turnover		
Grant income	1,549,462	683,675
Earned income	7,688	-
Cost of sales		
Direct costs - including costs of grants made & advice provided to communities and households	(869,046)	(248,606)
Gross profit	688,104	435,069
Administrative expenses	(682,206)	(435,069)
Net profit before taxation	5,898	-
Corporation tax	(310)	-
Net profit after taxation	5,588	-
The aggregate of the assets, liabilities and funds was:		
Fixed assets	4,266	3,760
Current assets	465,934	251,313
Current liabilities	(464,611)	(255,072)
Share capital	(1)	(1)
	5,588	-

■ Retrofit West C.I.C. was incorporated on 5 January 2023. These results are for the year ended 31 March 2025 and the period 5 January 2023 to 31 March 2024. The company received funding and support from the West of England Combined Authority (WECA) to provide advice and grants to community groups and householders to stimulate demand for retrofit works.

Note 12 Trustee and connected persons transactions

No trustees received any remuneration or other benefits in the current or prior year. During the year ended 31 March 2025, two Trustees claimed travel expenses totalling £522 (2024 - £410).

Note 13 Intangible assets - The Group and The Charity

	Website (£)	Total (£)
Cost		
At 1 April 2024	56,575	56,575
Additions	-	-
At 31 March 2025	56,575	56,575
Accumulated amortisation		
At 1 April 2024	14,144	14,144
Charge for period	14,144	14,144
At 31 March 2025	28,288	28,288
Net book value		
At 31 March 2025	28,287	28,287
At 31 March 2024	42,431	42,431

■ We have been amortising the costs of our new website since it was launched in April 2023.

Note 14 Tangible fixed assets - The Group and Charity

	Long-term leasehold property (£)	Fixtures & fittings (£)	Office equipment (£)	Project Assets (£)	Total (£)
Cost					
At 1 April 2024	225,576	16,186	254,254	29,829	525,845
Additions	5,306	9,272	10,136	-	24,714
Disposals	-	-	-	-	-
At 31 March 2025	230,882	25,458	264,390	29,829	550,559
Accumulated depreciation					
At 1 April 2024	156,361	10,303	182,527	29,829	379,020
Charge for period	20,670	3,289	32,244	-	56,203
Eliminated on disposal	-	-	-	-	-
At 31 March 2025	177,031	13,592	214,771	29,829	435,223
Net book value					
At 31 March 2025	53,851	11,866	49,619	-	115,336
At 31 March 2024	69,215	5,883	71,727	-	146,825

■ The above Fixed Assets include a net value of £4,266 relating to office equipment belonging to the subsidiary, Retrofit West CIC (2024: £3,759).

Note 15 Debtors

	Group 2025 (£)	Charity 2025 (£)	Group 2024 (£)	Charity 2024 (£)
Amounts falling due within one year				
Trade debtors	784,736	847,576	551,838	730,479
Prepayments and accrued income	1,503,491	1,355,233	1,327,262	1,257,342
Amounts due from group undertakings	-	-	-	17,775
Other debtors	4,042	4,042	11,359	11,359
Total due within one year	2,292,269	2,206,851	1,890,459	2,016,955

Note 16 Creditors: amounts falling due within one year

	Group 2025 (£)	Charity 2025 (£)	Group 2024 (£)	Charity 2024 (£)
Trade creditors	197,582	161,824	227,387	188,227
Other taxation and social security	428,621	414,860	359,431	346,135
Accruals and deferred income	1,782,490	1,431,678	1,500,355	1,494,155
Other creditors	65,676	65,676	72,986	72,986
	2,474,369	2,074,038	2,160,159	2,101,503
Deferred income at At 1 April 2024	1,296,358	1,296,358	1,106,878	1,106,878
Resources deferred during the year	1,601,207	1,250,395	1,296,358	1,296,358
Amounts released from previous periods	(1,296,358)	(1,296,358)	(1,106,878)	(1,106,878)
	1,601,207	1,250,395	1,296,358	1,296,358

■ Deferred income related to project income which has been received or invoiced in advance of the work being carried out.

Note 17 Statement of Funds

Statement of Funds - Current Year

	Balance at 1 April 2024	Income	Expenditure	Net transfers	Balance at 31 March 2025
Unrestricted funds:					
General Funds					
General Funds	1,547,192	5,013,131	(4,821,487)	(12,370)	1,726,466
Total Unrestricted Funds	1,547,192	5,013,131	(4,821,487)	(12,370)	1,726,466
Restricted Funds					
Act!onHeat		38,730	(38,730)	-	-
Aurora		51,254	(51,254)	-	-
Aurora Retrofit Advocacy		38,860	(38,860)	-	-
Bath & West Community Energy Redress		5,137	(5,137)	-	-
Bristol Climate Action Fund 2		43,247	(43,247)	-	-
Bristol Household Support Grant 2023-24		123,136	(123,136)	-	-
Bristol Household Support Grant 2024		340,000	(340,000)	-	-
Bristol Household Support Grant 2024-25		206,749	(206,749)	-	-
Bristol HUGs WHAM		531	(531)	-	-
Community Energy Support Network		131,735	(131,735)	-	-
Energy Advice Thrives		209,720	(209,720)	-	-
Energy Learning Network		34,521	(34,521)	-	-
Energy Outreach Project		20,006	(20,006)	-	-
Energy Redress Fuel Voucher		1,443,315	(1,443,315)	-	-
Future Energy Landscapes - empowering communities		38,132	(38,132)	-	-
Futureproof Wiltshire LEAD		248,972	(258,956)	9,984	-
Green Influencers		12,213	(12,213)	-	-

Notes to the Statement of Financial Activities

HeatAbility	9,223	(9,223)	-	-	
Home Visits Advanced	109,272	(109,272)	-	-	
Household and community labour in smart local energy systems	13,601	(13,601)	-	-	
Merton Energy Matters	2,610	(2,610)	-	-	
Mission Net Zero	280,351	(280,351)	-	-	
National Landlord Advice Service	19,708	(19,708)	-	-	
North Somerset Covid Recovery WHAM	29,483	(29,483)	-	-	
People Powered Retrofit Community of Practice	99	(99)	-	-	
Retrofit West C.I.C WECA Grant	1,549,462	(1,549,462)	-	-	
Safe and Warm Somerset 2024-25	15,219	(15,219)	-	-	
Somerset freephone advice line	10,000	(10,000)	-	-	
Swindon Boiler Fund 2023-24	12,105	(12,105)	-	-	
VCSE Energy Efficiency Scheme	180,936	(180,936)	-	-	
WCF Surviving Winter Fund 2024	74,700	(74,700)	-	-	
WCF Surviving Winter Grant 2023-24	600	(600)	-	-	
WCF Surviving Winter Grant 2024-25	105,669	(105,669)	-	-	
WHAM Redress 2	198,969	(198,969)	-	-	
Wiltshire Health Inequalities	55,295	(55,295)	-	-	
Wiltshire Household Support Fund 2024	113,862	(113,862)	-	-	
Wiltshire Household Support Fund 2024-25	110,439	(110,439)	-	-	
Wiltshire Household Support Fund 4	58,855	(58,855)	-	-	
WoE LEAD	216,066	(218,452)	2,386	-	
WWU WHAM	494,091	(494,091)	-	-	
WWU WHAM 2	12,124	(12,124)	-	-	
Youth Climate Action Fund	35,000	(35,000)	-	-	
Total Restricted Funds	-	6,693,997	(6,706,367)	12,370	-
Total Funds	1,547,192	11,707,128	(11,527,854)	-	1,726,466

Notes to the Statement of Financial Activities

Note 17 Statement of Funds continued

Statement of Funds – Prior Year

	Balance at 1 April 2023	Income	Expenditure	Net transfers	Balance at 31 March 2024
Unrestricted funds:					
General Funds					
General Funds	1,006,723	4,771,315	(4,230,396)	(450)	1,547,192
Total Unrestricted Funds	<u>1,006,723</u>	<u>4,771,315</u>	<u>(4,230,396)</u>	<u>(450)</u>	<u>1,547,192</u>
Restricted Funds					
Act!onHeat		55,921	(55,921)	–	–
Aurora		48,815	(48,815)	–	–
Aurora Retrofit Advocacy		2,147	(2,147)	–	–
Bath & West Community Energy Redress		7,637	(7,637)	–	–
BESN 2022–23		10,618	(10,618)	–	–
Bristol Climate Action Fund 2		18,288	(18,288)	–	–
Bristol Heat Pump Ready		404,672	(404,672)	–	–
Bristol Household Support Grant 2022–23		23,771	(23,771)	–	–
Bristol Household Support Grant 2023–24		603,175	(603,175)	–	–
Bristol HUGs WHAM		28,339	(28,339)	–	–
Bristol Mission Net Zero		14,524	(14,524)	–	–
Community Energy Support Network		214,949	(214,949)	–	–
Energy Outreach Project		9,831	(9,831)	–	–
Energy Redress Caseworker Project		50,645	(50,645)	–	–
Energy Redress Fuel Voucher		525,846	(525,846)	–	–
Futureproof Wiltshire LEAD		294,011	(294,011)	–	–
Green Home Finance – Empower		3,873	(3,873)	–	–
Green Influencers		6,057	(6,057)	–	–

Notes to the Statement of Financial Activities

HeatAbility	52,327	(52,327)	-	-
Home Visits Advanced	1,619	(1,619)	-	-
ICLEI Action Fund 1.1	21,135	(21,135)	-	-
Impact Tool Update 2023	47,000	(47,178)	178	-
Merton Energy Matters	46,961	(46,961)	-	-
National Landlord Advice Service	7,932	(7,932)	-	-
North Somerset caseworker	51,774	(51,774)	-	-
North Somerset Covid Recovery WHAM	40,363	(40,363)	-	-
PLACE	41,685	(41,685)	-	-
Redress WHAM	88,843	(88,843)	-	-
Retrofit support services	40,248	(40,248)	-	-
Retrofit West C.I.C WECA Grant	683,675	(683,675)	-	-
Smart Energy Choices Tool	2,355	(2,355)	-	-
Swindon Boiler Fund 2023-24	31,979	(31,979)	-	-
VCSE Energy Efficiency Scheme	3,900	(3,900)	-	-
WCF Surviving Winter Grant 2023-24 & 2022-23	100,644	(100,644)	-	-
WHAM Quartet	2,216	(2,337)	121	-
WHAM Quartet & Merchant Ventures	5,145	(5,296)	151	-
WHAM Redress 2	83,386	(83,386)	-	-
Wiltshire Health Inequalities	8,249	(8,249)	-	-
Wiltshire Household Support Fund 4	157,177	(157,177)	-	-
Wiltshire Installs	74,715	(74,715)	-	-
WoE LEAD	263,756	(263,756)	-	-
WWU WHAM	42,218	(42,218)	-	-
Total Restricted Funds	-	4,222,421	(4,222,871)	450
Total Funds	1,006,723	8,993,736	(8,453,267)	1,547,192

Note 17 Statement of Funds continued

Restricted Funds. *The significant restricted funds are explained below:*

ActionHeat (European Commission Horizon 2020): A multi-partner project offering heat decarbonisation planning services to LAs across the EU through the use of the THERMOS and Hotmaps tools.

Aurora (European Commission Horizon 2020): A programme to engage citizens across 5 locations in Europe to reduce their carbon footprints by purchasing shares for a community solar project, using the carbon footprinting app being developed and/or attending workshops and other project engagement events. CSE is supporting the Forest of Dean District Council to create this community energy project in their area.

Aurora Retrofit Advocacy (The Aurora Trust): A project to increase our capacity to influence the retrofit agenda, proposing solutions to the current barriers to retrofit at national and local government level, providing advice and support to local authorities, community organisations and others, and communicating a vision to decarbonise our housing stock.

Bath and West Community Energy Redress (Bath and West Community Energy): Funding to support BWCE to carry out Futureproof surveys.

Bristol Climate Action Fund 2 (now ‘Community Climate Action’) (Bristol Green Capital Partnership – as funded by National Lottery Climate Action Fund): A programme supporting six community organisations across Bristol to deliver community climate action demonstration projects in line with their climate action plans, and increase the voice of disadvantaged

communities in Bristol’s strategic climate decision making.

Bristol Household Support Grant 2024-25, 2024 and 2023-24 (Bristol City Council): A project which assists low income households around Bristol with one off payments for their energy and daily living costs through provision of vouchers, provision of Winter Warmth Packs, boiler replacements/repairs, and funding retrofit assessments and installation of small measures for households.

Bristol HUGs WHAM (Bristol City Leap): Funding to support householders under the WHAM project who do not qualify for HUGs.

Community Energy Support Network (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Empowering community-based organisations (local groups, charities and frontline workers) to deliver energy advice, building capacity through training, ongoing mentoring and support. Over two years CSE & partners are providing 4,350 vulnerable households across Somerset and Wiltshire with energy advice, through home visits, telephone advice, face-to-face advice surgeries, or events.

Energy Advice Thrives (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Funding to expand our Energy Advisor and Caseworker capacity to support vulnerable households in Wiltshire, Bath and Northeast Somerset, Bristol, North Somerset, Somerset and Berkshire.

Energy Learning Network (Ashden Climate Solutions): A partnership programme powering forward community energy projects across the UK – helping more groups launch or grow schemes that decarbonise the grid, create resilience, reduce energy bills, and create meaningful benefits for local people. CSE’s role is (1) to support existing community energy organisations to get a more diverse range of voices involved in their operations and projects, (2) to facilitate new entrants into the growing sector and (3) to work with town, parish and community councils to act as enablers of community energy.

Energy Outreach Project (Citizens Advice): Delivering energy advice in an outreach setting across the Southwest. This can include at events, home visits and delivering presentations.

Energy Redress Fuel Voucher Project (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Funding to distribute 33,267 pre-payment meter vouchers across the UK to households struggling to afford their energy costs. Eligible households are those with low incomes, in debt or at risk of becoming in debt. We encourage other organisations supporting clients who may benefit to register as a referral partner and households are also able to refer themselves.

Future Energy Landscapes – empowering communities (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): A project to address critical gaps in community

engagement that limit the number of renewable energy projects and opportunities to deliver benefits to local communities, particularly vulnerable and future consumers. CSE is partnering with local authority and community energy organisations across four local authority areas to support the development of locally shaped and beneficial community energy projects. Twenty-one communities will participate, with at least nine projects applying to the Great British Energy Community Fund for feasibility funding.

Futureproof Wiltshire LEAD (DESNZ via West of England Combined Authority): Funding to work with Wiltshire Council and Swindon Borough Council, and with local community groups, to support homeowners across Wiltshire facing barriers to improve the energy efficiency of their homes, targeting both hard-to-treat properties and hard-to-reach households in Wiltshire and Swindon.

Green Match Funding – Climate Action Support (Donations match funded by the Big Give Trust and Thrive Renewables): This funding has been used to support community organisations and parish councils with developing and implementing climate actions plans. This has included carrying out energy surveys for community buildings providing recommendations on how to make them warmer and cheaper to run.

HeatAbility (Wales and West Utilities): An energy efficiency advice project across Bath and North

Note 17 Statement of Funds continued

Restricted Funds continued

East Somerset, providing advice and support to disabled people and low income families to help them to keep warm and afford their energy bills. We also provide advice on how to keep heating systems safe, especially monitoring and avoiding carbon monoxide risks. We provide information in a range of community settings, on the telephone and through home visits.

Home Visits Advanced (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Funding to provide a Energy Health Checks service to 1,000 vulnerable households across Somerset, West of England, Wiltshire and Swindon.

Household and community labour in smart local energy systems (Economic and Social Research Council): A research project with University of Sussex and King's College London exploring the important, but often overlooked, work that households and community energy groups do to support the implementation, domestication and optimisation of smart local energy systems.

Merton Energy Matters (London Borough of Merton Council): A project working with schools in the London Borough of Merton to teach children about climate change and energy savings.

Mission Net Zero (Innovate UK): Funding for addressing 'non-technical' challenges of local net zero delivery. CSE is working with three community-led organisations to develop local community climate investment plans and tangible projects that have buy-in from key regional stakeholders, communities and investors.

National Landlord Advice Service (TDS Charitable Foundation): Funding to provide an online MEES advice platform and a National Landlord Advice service across Bristol, Somerset and Birmingham.

North Somerset Covid Recovery WHAM (North Somerset Council): Funding for a WHAM caseworker in North Somerset.

People Powered Retrofit Community of Practice (People Powered Retrofit via Redress): Funding to increase the number of households benefiting from retrofit services by supporting the development of community retrofit organisations, including CSE, including a programme of activities including establishing a Community of Practice and sharing knowledge between partners, and running innovation activities.

Retrofit West C.I.C WECA Grant (West of England Combined Authority): Funding provided by the West of England Combined Authority to support the creation of Retrofit West C.I.C to increase the uptake of Domestic retrofit or energy-saving measures in the home owner market within Bristol, Bath and the South Gloucester area. Retrofit West provides a free telephone advice service, a website offering free, impartial advice to homeowners, and discount surveys to enable householders to identify what they should be installing in their homes. Funding also supports community groups to deliver retrofitting facilitation events and activities to local communities.

Safe and Warm Somerset 24-25 (Somerset Council): Funding to deliver energy advice and

fuel poverty support to resident across Somerset.

Somerset freephone advice line (Fairfield Trust): Funding to support CSE's freephone advice line provision in Somerset.

Swindon Boiler Fund (Swindon Borough Council): A project supporting low-income home owners in Swindon with a broken/faulty heating system with the installation of mains gas boilers, night storage heaters, oil boilers or LPG boiler systems. The support also extends to people with long-term health conditions made worse by the cold as long as they are on a low income.

VCSE Energy Efficiency Scheme (Groundwork UK): Funding to support VCSE organisations to apply for capital costs for their community building upgrades. Successful organisations are then supported with project planning, risk mitigation and community engagement.

WCF Surviving Winter Grant 2024-25, 2024 and 2023-24 (Wiltshire Community Foundation): Funding to provide grant payments to vulnerable households in Wiltshire at risk of fuel poverty.

WHAM Redress 2 (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Funding for 1.5 energy advice caseworkers based in Bristol and North Somerset.

Wiltshire Health Inequalities Fund (NHS BANES, Swindon and Wiltshire): A project working with GPs in Wiltshire to support patients with cardiovascular, respiratory or mental health issues made worse by the cold covering energy advice, fuel support, casework and home visits.

This support is aimed at low-income households.

Wiltshire Household Support Fund 2024-25, 2024 and 4 (Wiltshire Council): Provision of support and financial assistance for Wiltshire households to help cover winter fuel costs and helping to fund gas boiler/electric heating replacements.

WOE Lead (DESNZ via West of England Combined Authority): Funding to train and support community groups to lead delivery (including retrofit advice) at Green Open Homes events. The events are a practical and innovative community-led approach to in-person retrofit advice where people can see first-hand practical demonstrations of energy efficiency and clean heating measures in local homes like their own.

WWU WHAM (Wales & West Utilities Ltd): Funding to support householders under the WHAM project across Bristol, North Somerset and a new area B&NES. This project has developed new relationships with partners in B&NES, recruited new caseworkers and funded benefits advice, casework support and a volunteer co-ordinator.

WWU WHAM 2 (Wales & West Utilities Ltd): Funding to support Somali householders under the WHAM and TEA projects across Bristol.

Youth Climate Action Fund (Bloomberg Philanthropies): A project offering micro grants (funded through a global programme) to youth-led, Bristol-based organisations for climate action projects.

Notes to the Statement of Financial Activities

Note 18 Summary of Funds

	Balance 1 April 2024 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance 31 March 2025 (£)
Current Year					
General funds	1,547,192	5,013,131	(4,821,487)	(12,370)	1,726,466
Restricted funds	-	6,693,997	(6,706,367)	12,370	-
	<u>1,547,192</u>	<u>11,707,128</u>	<u>(11,527,854)</u>	<u>-</u>	<u>1,726,466</u>
Prior Year					
General funds	1,006,723	4,771,315	(4,230,396)	(450)	1,547,192
Restricted funds	-	4,222,421	(4,222,871)	450	-
	<u>1,006,723</u>	<u>8,993,736</u>	<u>(8,453,267)</u>	<u>-</u>	<u>1,547,192</u>

Note 19 Analysis of Group net assets between funds

	Unrestricted funds 2025 (£)	Total funds 2025 (£)
Current Year		
Fixed assets	143,623	143,623
Current assets	4,057,212	4,057,212
Current liabilities	(2,474,369)	(2,474,369)
	<u>1,726,466</u>	<u>1,726,466</u>
Prior Year		
Fixed assets	189,256	189,256
Current assets	3,518,095	3,518,095
Current liabilities	(2,160,159)	(2,160,159)
	<u>1,547,192</u>	<u>1,547,192</u>

Note 20 Pension commitments

The Group operates defined contribution pension schemes. The assets of the schemes are held separately from those of the Group in independently administered funds. The pension cost charge represents contributions payable by the group to the fund and amounted to £393,904 (2024: £298,295). Contributions totalling £60,703 (2024: £58,674) were payable to the fund at the balance sheet date and are included in creditors.

Note 21 Operating lease commitments

At 31 March 2025, the Group and Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 (£)	2024 (£)
Not later than 1 year	184,648	157,689
Later than 1 year and not later than 5 years	303,502	417,179
More than 5 years	601	1,802
	488,751	576,669

Note 22 Related Party Transactions

Peter Capener, a trustee of the charity until 1 February 2025, is a director of Bath and West Community Energy (BWCE). During the year CSE invoiced BWCE £4,297 (2024: £7,549) in relation to supporting BWCE to carry out Futureproof Surveys. CSE has also partnered with BWCE to assist in the delivery of The Green Heritage Homes project, led by BWCE. CSE have invoiced BWCE £9,536 in the year (2024: £14,835) in relation to delivering the element focused on engaging landlords of listed homes. There was a balance of £5,478 outstanding at year end (2024: £1,361). CSE has partnered with BWCE to deliver the West of England Local Energy Advice Demonstrator (LEAD) project, led by CSE. In the year BWCE invoiced CSE £2,653 in relation to their work towards this project (2024: £69,433).

Peter Capener is also a director of Retrofit West CIC, CSE's wholly owned subsidiary. During the year, Retrofit West C.I.C provided BWCE with grants totalling £27,490 (2024: £7,500). A further £21,781 was paid to BWCE by Retrofit West under the homeowner voucher grant scheme and £7,644 for carrying out HEEP surveys. Retrofit West invoiced £4,500 to BWCE for producing HEEP survey reports (2024: £Nil.)

Ariane Crampton, a trustee of the charity was also an employee of Wiltshire Council until September 2023. During her employment there, Ariane declared her trusteeship on the Council's register of interests and took no part in procurement decisions that involved CSE.

Jane Dennett Thorpe, a trustee of the charity until July 2024, is an employee of Ofgem. During the year the charity invoiced Ofgem for £Nil (2024: £42,209). £Nil (2024: £Nil) was outstanding at year-end.

Bill Hull, a trustee of the charity, is a Partner of TLT LLP. During the year, TLT LLP invoiced £56,524 (2024: £28,622) to the charity for legal services provided. £4,860 (2024: £6,017) was outstanding at year-end.

Keith Hempshall, CSE's Director of Local and Community Partnerships is a non-executive director of Bristol Climate and Nature Partnership CIC (BCNP). The charity made a subscription of £3,500 in the year (2024: £3,500) to support the work of the Partnership. During the year the charity invoiced BCNP £43,038 (2024: £30,729) for services provided to the Bristol Community Climate Action project in which CSE is a partner. There was no balance outstanding at year-end (2024: £Nil).

Note 23 Assets held on behalf of third parties

The charity acts as an agent in administering and distributing funds provided to it for which the charity has no responsibility for their ultimate application and acts on the direct instructions of the funds' donors. As at 31 March 2025 the charity held funds of £1,273,434 (2024: £538,663) which are not included in these financial statements but are held in separate bank accounts for the original donor and are returnable on demand.

CSE is grateful to all members of staff and trustees whose hard work, dedication and compassion are central to the achievement of our mission and goals.

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St James Parade
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info@cse.org.uk
www.cse.org.uk

LinkedIn: [centre-for-sustainable-energy](#)
youtube: [csebristol](#)

To get involved in supporting CSE,
please go to www.cse.org.uk/support-us

[Donate](#)

Accounts

Annual report and accounts 2024



We support people and organisations across the UK to tackle the **climate emergency and end the suffering caused by **cold homes**.**

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www.cse.org.uk





Reference and administrative details

Company

02219673

Charity

298740

Registered office

St James Court,
St James Parade,
Bristol BS1 3LH

- St James Court, St James Parade,
Bristol BS1 3LH
- 0117 934 1400
- info@cse.org.uk
- www.cse.org.uk
- LinkedIn: [centre-for-sustainable-energy](#)

Trustees

Rachel Burcher (*appointed 25 January 2024*)
Peter Capener MBE
Ariane Crampton
Andrew Darnton
Dr Jane Dennett-Thorpe (*stepped down 11 July 2024*)
Elizabeth Disdel (*appointed 25 January 2024*)
Peter Ellis (*stepped down 25 January 2024*)
William Gillis
Bill Hull
Felicity Jones (*stepped down 12 October 2023*)
Claire Miller (*appointed 25 January 2024*)
Anne Obey OBE, Chair of Trustees
Shantha Shanmugalingam Deputy Chair
Kaye Welfare
Jane Wildblood (*appointed 25 January 2024*)

The Trustees present their annual report together with the audited financial statements of the Centre for Sustainable Energy for the year **1 April 2023 to 31 March 2024**. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019). Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Company secretary

Kaye Welfare (*until 12 October 2023*)
Matthew Ferdinando (*from 12 October 2023*)

Chief Executive

Simon Roberts OBE (*until 29 March 2024*)
Janine Michael (*from 15 July 2024*)

Deputy Chief Executive

Janine Michael (*until 15 July 2024*)

Bankers

HSBC Bank plc, 62 George White Street, Bristol BS1 3BA

Auditors

Bishop Fleming LLP, 10 Temple Back, Bristol BS1 6FL

Solicitors

TLT LLP, One Redcliff Street, Bristol BS1 6TP





Introduction from chair of trustees ...

As we celebrate our 45th year I am pleased to report that CSE goes from strength to strength. We have achieved record levels of impact in 2023-24 while at the same time delivering an exceptional financial performance. Both will provide a strong foundation for our work going forward.

Against a backdrop of economic challenges and a dilution of net-zero policy commitments by the previous government, householders, funders and partners turned to CSE more than ever as a trusted source of help and a driving force for change.

CSE's income increased by more than 40% to £8.5m in 2023-24. In part this is accounted for by the increased financial support that we distributed to people in critical need, along with a rise in grant funding for communities. But our projects and services also scaled up, and our staff team grew.

CSE's work is far reaching. During 2023-24 we helped record numbers of energy advice clients,

collectively saving them more than £11.5m (£4.5m more than the previous year). We grew our home energy retrofit work and supported hundreds of communities and local councils to run local fuel poverty and net zero programmes. And we were persistent in highlighting the negative experiences of our clients in the retail energy market and advocating for policy and regulatory improvements.

We continue to push boundaries and innovate across all areas of our work. We released new open-access tools and data enabling others to plan net zero improvements to their homes and neighbourhoods – and were overwhelmed by the positive response from thousands of users of our new Solar Wizard rooftop solar calculator.

And we maintained our reputation as champion of fairness in the transition to net zero. Through our Smart & Fair research programme we demonstrated practical ways that the developing energy system can avoid excluding people. And through our consumer research on the Demand Flexibility Service trial we provided evidence and insights into which consumers benefit the most from new offers and services.

With a new government open to addressing fuel poverty and tackling the climate emergency, CSE will continue to offer evidence, insight and practical recommendations for the changes

needed to deliver warm homes, affordable energy bills, and a smarter, fairer net zero energy system.

At the end of March 2024 Simon Roberts OBE stepped down as CSE's Chief Executive having led the charity for more than 20 years. In his absence following a stroke in 2022, Janine Michael led the charity with support from other directors, and following an extensive process has recently been appointed as Simon's successor. The board of trustees thank Simon for his enormous contribution to CSE over the last two decades. They would also like to thank Janine and all CSE's staff and volunteers for their commitment and initiative during the last year – which has delivered such remarkable impact and performance.

Anne Obey OBE

Chair of Trustees





Objectives and activities ...

CSE's vision is a world where sustainability is second nature, carbon emissions have been cut to safe levels, and fuel poverty has been replaced by energy justice.

Our work focuses on societal change – we support people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes – sharing our knowledge, practical experience, research evidence and policy insights.

The way we produce and use energy needs to change rapidly if we are to cut carbon emissions and curb the worst impacts of climate change. We owe it to current and future generations to take action now to rapidly reduce emissions.

At the same time, many people in the UK can't afford to heat their homes, impacting their health and wellbeing. This is unacceptable. Every person has a fundamental right to meet their basic energy needs and stay comfortably warm in winter.

All CSE's work is dedicated to tackling these dual objectives of cutting carbon emissions and helping those struggling with their energy needs. Together, they are what we mean by 'sustainable energy'.





Our activities include ...

Empowering individuals

We provide practical energy advice and support to those in fuel poverty, living in cold homes or struggling with their energy bills, and help people to retrofit their homes.

Supporting others to act

We support communities, councils and local organisations across the UK to design and deliver effective local energy plans and projects that address fuel poverty and reduce carbon emissions.

Inspiring future generations

We support young people of all backgrounds to have a voice and become leaders in the energy and environmental sectors.

Building understanding and sharing learning

We expose people's lived experience of the current energy system and deliver research, tools and policy insights to make the transition to a net zero energy system, fairer and more inclusive.

Testing and nurturing new ideas

We aim to catalyse change through demonstrating the effectiveness of taking new approaches, for example pioneering new services for the home energy retrofit or engaging new audiences in sustainable energy solutions.

Designing free tools and models

We develop and freely share our analytical tools and models to provide others with easier access and understanding of data, enabling better insights and decision making.

Delivering services

We design and deliver services where they are closely aligned with our charitable purpose, such as area-specific fuel poverty advice services, community energy grant administration, energy software services.

Engaging in debate on net zero

We use our voice to improve public understanding of net zero and of the need to address fuel poverty and ensure fairness in the transition to a net zero energy system.

Influencing policy, regulation and programme design

Using our research and analysis, alongside evidence drawn from our direct experience working with households and communities, we aim to improve local and national policies and programmes.



Our website, www.cse.org.uk, has more information about our work and gives free access to many reports, advice leaflets, videos and resources. This sharing of material is central to CSE's mission: enabling others to take action and increasing our reach and impact.



The year in numbers ...

The cost-of-living crisis, plus growing interest in home energy retrofit and local solutions to net zero, meant demand for our support hit an all-time high in 2023-24.

We dealt with almost **32,000 enquiries** and supported **22,114 people** through our freephone energy advice service.



The average saving for people who called our advice line was **£525**.



In total we collectively saved our advice clients **£11.5 million**.

This includes benefits claimed, measures installed (such as insulation and new heating systems), fuel vouchers distributed, and much more.

As a result of our work **2,400+ energy efficiency measures** were installed in our clients' homes.



We reached **2,017 young people** through our high-quality education and youth leadership programmes.



We worked in **24 schools**, helping learners in key stages 1 and 2 become energy influencers in their homes and communities.



We supported **854 local authority officers and councillors** and **445 community organisations** to run local climate-action or fuel poverty initiatives.

We distributed **grants worth more than £1 m to 74 groups** enabling them to drive community-focused energy projects reaching over 32,000 households.



Over 25,000 people engaged with our evaluation of the Demand Flexibility Service. We were an integral part of the evaluation team, highlighting who benefitted most from this first major national turn-down trial, and who was unable to take part and why.

We actively participated in around **450** events and ran about **200** events ourselves.



Through our media work we achieved coverage with the potential to reach over **160 million** people, sharing our practical energy advice and advocating for a smarter, greener and fairer energy system.

In March 2024 we had **8,217** followers on X (formerly Twitter) and **5,505** on LinkedIn.



Impact ...

Our policy and influence work during the year focused on developing solutions to deliver a fairer, smarter, net zero energy system, as illustrated in the examples below.

- ▶ In February 2024 we published our latest **Smart and Fair** report exploring how everyone can participate in and benefit from the low-carbon transition, and not just the customers most favoured by energy companies.



- ▶ Through the Guidelight project, run with UK Power Networks, we explored how we can increase the uptake of low-carbon technologies by people on lower incomes and presented our findings at the UKPN Net Zero Networks event at the Institute of Engineering and Technology.

- ▶ In our response to Ofgem's **consultation into consumer standards** we highlighted the lack of accessibility to services and championed the need for dedicated support lines for vulnerable customers.
- ▶ In the call for evidence on standing charges we set out the case for moving a significant amount of the standing charge to the unit rate or, even better, general taxation.
- ▶ We supported the development of the **Homeflex code of conduct** for the energy industry and are now evaluating its acceptance and relevance across the sector.

- ▶ To help Ofgem better understand how different groups of people are impacted by changes to the energy system, CSE developed a set of '**consumer archetypes**' reflecting the diverse characteristics, capabilities and habits of different consumer types. These are used to develop more nuanced approaches to policy design and communication strategies.
- ▶ Our report for the Committee on Climate Change on **Spatial Planning for Climate Resilience & Net Zero** highlighted the role the planning system could play in achieving net zero locally. It underpinned the **evidence we gave** to the Energy Security and Net Zero Committee inquiry into a Flexible Grid of the Future, and **our response to government's proposals** for a Future Homes Standard.





Impact [cont] ...

During 2023-24 we grew our users and made updates to our free, open-access software, tools and datasets. These help people plan net zero improvements to their homes, communities and local areas.

THERMOS

By offering a much faster and more cost-effective and replicable way for planners to deliver viable heat maps for energy master planning, our unique, open-source modelling tool is revolutionising the development of heat networks across the world.

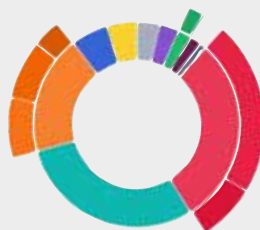
thermos-project.eu
Over 3,500 registered users

Impact Community Carbon Calculator

Drawing on more than 30 datasets, Impact estimates the amount of greenhouse gases produced directly and indirectly in any parish, ward or local authority area in England, Scotland or Wales, with a visually engaging format designed to help communities act on reducing their carbon footprint.

impact-tool.org.uk

Used by over 300 councils



Solar Wizard

Our latest website calculates the potential to generate electricity from rooftop solar panels for homes in England, Scotland and Wales. The model we developed produces quick and independent predictions about the viability of solar PV, from a single house to a whole street. In 2023-24 we launched the free household level calculator

solarwizard.org.uk

London Heat Map

First developed by CSE over a decade ago, this was the UK's first open-access regional heat map. With advanced mapping and demand-estimation techniques and continual improvements and updates, it is underpinning heat network investment decisions across London.

apps.london.gov.uk/heatmap



During 2023-24 our software team also completed work on the Heat Zoning Model that now sits at the heart of the government's Heat Network Zoning programme. And CSE was also appointed to the new Heat Zoning consultancy framework through which we'll provide councils and consultants with the modelled data they need to target and accelerate heat network developments locally.



Achievements ...

Our work programmes are the foundation of our organisational strategy, representing the areas where CSE has a strong track record along with formidable skills and expertise, and is best placed to drive change and deliver impact.

During 2023-24 we made notable achievements across each of our work programmes.



Supporting people in fuel poverty and vulnerable circumstances



Housing energy retrofit



Local authority support and action for net zero



Empowering communities



Future generations



Fairness in the energy system





Achievements **[cont]**

Supporting people in fuel poverty and vulnerable circumstances

Our energy advice changes lives, helping to improve people's mental and physical health as well as cutting energy bills and carbon emissions.

In 2023-24, our advisors handled 32,000 enquiries and supported 22,114 people. We helped set up an ethical and sustainable shop in central Bristol where our advisors and volunteers provided face-to-face advice on tariffs, bills and benefits to over 1,000 people.

We secured a record level of fuel-voucher funding (£2m) for prepayment meter customers – from the Energy Industry Voluntary Redress Scheme. Typically this amounted to £300 of credit per household for some of the worst-off households.

We delivered the Household Support Fund for Wiltshire and Bristol councils, providing fuel vouchers, new heating systems and insulation improvements that helped over 2,000 people save on average £357.

In a pilot project for National Grid, we helped over 400 vulnerable people understand smart-energy innovations like time-of-use tariffs.

And we continued to deliver in-depth casework through three long-standing projects: **Warmer Homes Advice and Money** (WHAM), **Tenants Energy Advice** service for Bristol council tenants, and **Warm & Safe Wiltshire**.

We were delighted to win the Vulnerable Customer Support award at the 2023 National Energy Efficiency Awards in recognition of our support for people in fuel poverty.



Housing energy retrofit

We deliver high-quality, people-centred retrofit projects focused on making homes affordable, liveable and low carbon.

In 2023-24, nearly a third of the measures delivered by the government's flagship £0.7bn Home Upgrade Grant Scheme (HUGS) came about through our collaboration with Somerset Council and Evolve, where we supported applications and installations for 300 householders living in homes that are cold or expensive to heat.

In our home city of Bristol we delivered 115 HUGS assessments, while our work on Energy Company Obligation (ECO) delivered a total of 843 installations.

Our **Community Retrofit Guide** and **Local Energy Advice Demonstrator** projects enabled delivery of local community retrofit work across Wiltshire and Somerset. We trained 19 members of local community groups in retrofit practices and enabled a series of Green Open Homes events.

In partnership with the West of England Combined Authority, CSE also supported the set-up and growth of **Retrofit West CIC**, providing local households with access to tailored support, surveys and local installers. CSE's own retrofit staff have staffed the helpline since the service was launched.





Achievements **[cont]**

Local authority action for net zero

We're specialists in convening stakeholders and building community consensus around planning for net zero.

We worked with two London boroughs – Kensington and Chelsea, and Hammersmith and Fulham – to develop a **Cross-borough Energy Masterplan**. Our approach involved advanced mapping and modelling techniques to identify prime heat network locations, alongside a carefully managed stakeholder engagement process to integrate local knowledge, and secure consent and commitment from key actors. The results enabled the councils to secure funding for the next stage of heat network delivery.

Using our newly launched **Solar Wizard** tool we supported the development and targeting of community-scale solar PV projects across Birmingham.

As a key partner in Bristol's **Mission Net Zero** project we've explored how net zero investment, skills development and delivery programmes can grow directly from the needs and ambitions of communities. A £5m second phase is now in the pipeline.

And we completed research for the Committee on Climate Change into barriers and opportunities for delivering net zero and climate resilience through the local planning system – engaging over 100 stakeholders and highlighting how the planning system should be used more to define and deliver net zero locally.



Empowering communities

We put people and places at the centre of local sustainable energy solutions

In 2023-24 we supported 445 community organisations to run local climate-action or fuel poverty initiatives, distributing grants worth more than £1m to 74 groups.

We re-launched our online community carbon footprint calculator, **Impact**. We ran multiple **Future Energy Landscapes** workshops, and Parish Action Days building buy-in for climate action and local renewable energy generation. Our workshops with Climate Outreach, and mapping of their Britain Talks Climate segments, helped communities to frame messages on positive climate actions.

Through our **PLACE** project, we built up the knowledge and skills of six community organisations and parish councils meaning they can use the planning system to boost renewable energy.

We supported 75 community businesses and organisations to improve their buildings using funding provided by Power to Change and Thrive Renewables.

We also worked to build links with and between individuals and organisations, to identify learning and share good practice. We co-ordinated Wessex Community Energy Network, ran a series of workshops for the Community Energy Fund in the North West, and managed networks of community organisations awarded grants by SGN's Safe and Warm Communities Scheme and National Grid's **Energy Affordability Fund**.





Achievements **[cont]**

Future generations

We inspire young people to play a meaningful role in the transition to a more sustainable and fairer energy system.

In 2023-24 our high-quality education and youth leadership programmes reached over 2,000 young people.

We welcomed a further 45 participants onto [Bright Green Future](#), our transformative environmental leadership programme, that focuses on inspiring young people of colour to take up careers with a positive environmental slant. Our Bright Green Future alumni network also stayed active, co-delivering workshops on sustainability at the Better Business Summit in Manchester and helping to run a series of online workshops on early career skills.

We also kicked off our work on the youth engagement element of Bristol's [Mission Net Zero](#) and the upskilling strategy for the city's youth workers.

We ran [climate change and energy workshops](#) in 20 South Gloucestershire schools and our work delivering Energy Matters to [schools across Merton](#) enabled us to refresh and publish our [free primary educational resources](#) on climate and energy for use in schools across the UK.



Fairness in the energy system

We're working to bring about a future energy system that is both low carbon and demonstrably fair.

In 2023-24 we provided data analysis of millions of priority services customers for six distribution network operators i.e. the firms who run the gas and power networks. And in support of National Grid's social obligations programme we undertook analysis of organisations offering energy and affordable warmth services to vulnerable customers.

As part of our [Smart and Fair programme](#), which works with industry to champion an inclusive energy transition, we undertook an evaluation of household experiences of [National Grid ESO's Demand Flexibility Service](#), the UK's first major national turn-down trial. Our survey got over 25,000 responses, representing a mine of evidence on how different households shift their electricity demand to earn rewards. Insights from our evaluation have been used to inform industry practice and to influence policy development. The evaluation itself has been cited by Energy UK and Citizen's Advice in submissions to Ofgem, and by the UK parliament.

We produce resources that help everyone – regardless of income, circumstances or capability – benefit from the low carbon transition. Our [Smart Energy Action Plans](#) help households identify which smart energy options work for them, be it a time-of-use tariff or solar panels.



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Funders and clients ...

In 2023-24, CSE secured more than £8.5m for its activities, once again a growth of approximately 40% against the previous financial year.

Our funding came from a mix of national and associated bodies, local government, energy industry, research and charitable sources. Some activities were grant funded while others were delivered as a contract or service. In addition, some funding came via project partners with whom we jointly developed funding proposals.

The trustees would like to thank all CSE’s funders and clients for their support of our work in the year:

1 Energy	Buckinghamshire Council	Energy Saving Group	Greater London Authority	MCS Charitable Foundation
ACCESS - The Foundation for Social Investment	C&T Eco Consultants Ltd	Energy Saving Trust (Ofgem Energy Industry Voluntary Redress Scheme)	Greater Manchester Combined Authority	Monza Installs
Association for Decentralised Energy (ACE Research)	Cadent Gas Ltd	EnergySmart	Green Home Plans Ltd	My Eco Move Ltd
AECOM Ltd	CAG Consultants	Envo Energy	Green Improve	National Grid Electricity Distribution
Alliance Homes	Carbon Rewind	Esmée Fairbairn Foundation	Green Leaf Solar Energy UK Ltd	National Grid ESO
Arun District Council	Citizens Advice	European Commission (Horizon 2020)	Greener Solutions Group Ltd	National Infrastructure Commission for Wales
Aspey Energy	City Energy Network Ltd	Evolve Home Energy Solutions	Groundwork UK	NHS BANES, Swindon & Wiltshire ICB
Bath and West Community Energy	Committee on Climate Change	First Choice Energy	Historic England	NHS Shared Business Services (SBS)
Baxter Kelly Ltd	Complete Remedial Solutions	Flex Assure Ltd	Iclei Action Fund (on behalf of Tides Foundation)	North Somerset Council
BBH Consulting AG	Correct Contract Services Ltd	Francis Winham Foundation	Innovate UK	Consumer Council for Northern Ireland
Berks Insulation	Cotswold District Council	Frome Town Council	J&J Crump & Son Ltd	Northern Powergrid
Birmingham City Council	Creara	GHE Solar Ltd	Land Use Consultants	Nottingham City Council (on behalf of West Midlands Combined Authority)
Bristol City Council	Curtis Anstee Eco Installations Ltd	Gloucester City Council	Local Trust	Ofgem
Bristol City Leap	Department for Energy Security and Net Zero	Golden Globe Ltd	London Borough of Merton Council	
Bristol Energy Cooperative	Devon County Council	Good Earth	Love to Save Energy Ltd	
Bristol Climate and Nature Partnership CIC	Durham County Council	Gower Street Trust	Marigold Insulation UK	
	Electricity North West Ltd			

continued ...

Funders and clients **cont ...**

OVO Energy	Scottish Hydro Electric Power Distribution Plc	South Wonston Parish Council	The Ernest Cook Trust	WarmUK
Oxfordshire County Council	SGN	SP Energy Networks	The Green Register	Wessex Community Energy Network
Parity Projects	SIA Partners Ltd	St Monica Trust	The National Benevolent Charity	Wessex Water Services Ltd
Power to Change Trust	Simple Green Energy Ltd	Steer Economic Development	The Nature Conservancy	West of England Combined Authority
Quartet Community Foundation	Simply Eco Ltd	Stroud District Council	The Newcore Foundation	Wiltshire Community Foundation
Regen	Smart Energy Sense	Sustainability First	Thirty Percy Foundation	Wiltshire Council
Repowering Ltd	Smart Energy West Midlands Ltd	SWALLOW (South West Action for Learning and Living Our Way) Ltd	Thrive Renewables Plc	Wolf & Player
Retford Consulting	So Eco	Sweet.Work Ltd	UK Energy Management (NE) Ltd	Zing Energy Ltd
Retrofit West CIC	Society of Local Council Clerks	Swindon Borough Council	UK Power Networks	Zoa Energy Solutions Ltd
Retrospect Ltd	Society of Local Council Clerks - Sussex Branch	Switch Energy	Universidad Politecnica Madrid	
Ricardo	Somerset Community Foundation	TDS Charitable Foundation	University College London	
RISE Social Enterprise Ltd	Somerset Council	The Anchor Society	University of Birmingham	
RJM Insulation	South Coast Building Company	The Aurora Trust	University of East Anglia	
Royal Borough of Kensington and Chelsea	South Coast Insulation Services	The Blagrove Trust	Urban Retrofit Projects Ltd	
Scottish and Southern Electricity Networks	South Gloucestershire Council	The Barrow Cadbury Trust (Connect Fund)	Waddeton Park Ltd	
			Wales & West Utilities Ltd	





Future strategy ...

With a new government open to addressing fuel poverty and tackling the climate emergency, CSE will continue to offer evidence, insight and practical recommendations for the programmes, policy and regulatory changes needed to deliver warm homes, affordable energy bills, and a smarter, fairer net zero energy system.

In January 2024, we completed and published our refreshed organisational strategy – focused on working towards five over-arching strategic objectives.

- **No one suffers a cold home.**
- **Everyone empowered to take action on energy and support net zero.**
- **Every building zero carbon and liveable.**
- **Places shaped for sustainable energy.**
- **A greener, smarter energy system that works for everyone.**



Going forward, our work will continue to be delivered through the six work programmes. These are the areas around which our business development and fundraising, communications, impact reporting and policy influence activities are all centred.

Support for people in fuel poverty and vulnerable circumstances

We will provide direct advice and support for people living in fuel poverty, improving their wellbeing and energy literacy and raising awareness of the actions they can take and support available. We will advocate for fair energy policies and programmes that address fuel poverty and enhance the energy efficiency of the homes of these more disadvantaged people.

Housing energy retrofit

We will develop and deliver high-quality, people-centred retrofit programmes and services which empower and support people to make good long-term decisions about their homes. These will focus on making people's homes affordable, liveable and low carbon – making sure they provide a healthy living environment, are thermally efficient, adequately ventilated, and use a low carbon heating technology.

Local authority support and action for net zero

We will support local authorities of all types and sizes, to lead and drive forward energy-related net zero goals in a timely, socially just and locally resonant way. We will provide access to the knowledge, data and expertise to drive forward place-based technical and non-technical solutions, making it easier and cheaper for authorities to plan and act.

Empowering communities

We will enable communities to be at the forefront of designing and delivering community-based climate action and enhance the capacity,



Future strategy **cont ...**

strength, and influence of individuals and groups to make positive changes to and within their communities.

Future generations

We will support young people ('young people' defined as those between 5 and 25) of all backgrounds to feel inspired and able to play a meaningful role in catalysing and delivering the transition to a more sustainable and fairer energy system. We will build on our youth-focused work in schools and communities – looking to integrate young people's energy, views and desires into CSE's work as a whole.

Fairness in the energy system

We will provide evidence, insights and solutions to enable the development of a fairer energy system. This means actively supporting the development of a system and energy market that delivers environmental and societal value in partnership with people, allows all to meet their basic energy needs at costs that they can afford, and ensures equitable distribution of system benefits and costs.



Looking forward we also aim to:

- Develop and secure funding for new and more influential projects, aligned with our strategy priorities, that keep us innovating and addressing the next challenge for each work programme.
- Develop theories of change for each work programme that help us to understand and communicate the impact of our work better – and use that understanding to inform our decisions about our future work.
- Embed a new policy function, develop our policy 'asks' and approach, and make more of what we are learning through our work programmes, to effect the right changes in national policy, regulation and programmes.
- Invest in staff development, training and expansion of learning opportunities with staff progression pathways more clearly understood across the organisation.
- Continue our work to improve CSE's operational systems and support functions with a focus on maintaining staff wellbeing, productivity and CSE's positive culture.
- Ensure equity, diversity and inclusion is central to our activities, that staff feel they are treated equitably and have a sense of belonging, and the organisation as whole understands and supports the changes needed to increase diversity in our workforce.



Financial review

Following the incorporation of Retrofit West CIC in January 2023, as a wholly owned subsidiary of CSE; for the first time these accounts represent the consolidated group financial results for both CSE and Retrofit West CIC.

In the year to 31 March 2024, the group generated a combined income of £8,993,736 and against this, a surplus of £540,469. As detailed in the notes to the accounts, Retrofit West CIC broke even during this reported period, as planned; with all of the reported surplus having been generated by the parent charity, CSE.

In the year to 31 March 2024, CSE as parent charity alone made a surplus of £540,468 on its income of £8,512,412. This followed a year where we had returned to modest surplus (2022-23: surplus of £214,672 on an income of just over £6m) after a year where we had invested heavily in organisational development associated with growth.

CSE's income of £8.5m (excluding Retrofit West CIC) represented 42% growth compared to the previous year (£6m in 2022-23) which built on 40% growth the previous year (£4.3m in 2021-22). Recent growth has been due to an expansion and upscaling of our work, particularly in our Household Energy Services team (delivering energy advice and housing retrofit work) and our Research & Analysis team (including our work on fairness in the energy system). The increase in income over the last two years is also in part due to the

additional funding we have secured to directly support advice clients and communities (i.e. grants, vouchers and direct energy benefits which we administer and pass through to people).

Our financial results were an improvement over the surplus originally anticipated in our budget – in part due to achieving higher than anticipated staff chargeability in the year and embedding new project management guidance and systems resulting in more efficient project and service delivery during the year. We also increased our charge-out rates in line with inflation, but this was largely offset by equivalent inflation-matching increases in staff salaries, and higher direct operational costs.

During 2023-24, our CSE staff team grew by 18% (119 full time equivalent (FTE) in March 2024 compared to 98 FTE in March 2022). We recruited 36 new members of staff during the year and saw 18 staff leave us (some of whom were part time). Overall our staff team has grown by 65% in the last three years (71 FTE in March 2021).

We expect continued gradual and managed growth in the year ahead, and we will continue to focus on achieving a modest surplus that will enable us to sustain a minimum level of reserves commensurate with our size and make necessary investments in staff development, welfare and benefits and operational efficiency now that we are a larger organisation.

Reserves policy

Our reserves policy establishes a minimum target for our unrestricted reserves and the approach we take to any reserves in excess of that minimum.

The minimum reserves target takes account of two scenarios: (a) the liabilities which would be faced by the charity if it were to cease operating, and (b) the financial cushion the charity would need to cover losses while it responded to a serious but possible funding crisis without immediately losing valuable staff.

Based on this policy and taking account of the diversity of our funding sources, at the end of March 2024, our minimum reserves target (for total unrestricted funds) was £1.2m, with a minimum target for net current assets of £1m.

At the end of March 2024 our reserves stood at £1,547,192 with net current assets at £1,357,936.

In July 2024, CSE's trustees approved an increase to our overall reserves target to £1.5m, with a minimum target for net current assets of £1.3m – reflecting the recent and anticipated continued growth of the organisation.

Should reserves and net current assets reach a level where they exceed minimum targets, the trustees will consider strategic investments aligned with the charity's strategic priorities such as initiatives to help increase our impact, explore new approaches, build our capacity and that of others, and make the case for funding to external funders.

The trustees will continue to review the reserves policy and associated targets on an annual basis, with the aim in the longer term of holding reserves at a level where investments can be made in agreed strategically relevant work.



Structure, governance and management

Constitution

The Centre for Sustainable Energy (CSE) is a registered charity and company limited by guarantee, having no share capital. CSE's Memorandum and Articles of Association are the primary governing documents of the charity.

Policies & structure

The charity operates with a board of volunteer trustees that meets quarterly. The board has also established a Finance Committee which meets and reports to the board periodically.

The trustees have overall responsibility for organisational strategy, financial management and compliance with the purposes of the charity. This responsibility is devolved within a clearly documented framework of delegated powers to the Chief Executive and the Senior Leadership Team. The Senior Leadership Team maintains and implements the policies of the organisation and the Chief Executive and members of the Senior Leadership Team report to the trustees at each quarterly meeting.

Pay policy and staff benefits

CSE is accredited as a Real Living Wage employer. All staff at CSE are paid according to a graded salary scale which was established to reflect the differences in responsibility, skills and capabilities required in each role. The ratio between the salaries of the highest (Chief Executive) and lowest paid member of staff (our interns) is currently 3:7.

All staff are entitled to participate in the CSE contributory pension scheme (8% employer contribution, 6% employee contribution) which has also been adopted as our auto enrolment scheme since November 2015. The charity offers a wide range of other staff benefits including a CSE-funded Life Assurance Scheme and Health Cash Plan for every employee, cycle to work and home & tech schemes and a selection of other voluntary benefits available through salary sacrifice.

Public benefit

CSE has complied with the duty in Section 17(5) of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

Management and structure

During the year there were a number of changes to the Senior Leadership Team and management structure of the charity.

Following the Chief Executive, Simon Roberts', stroke in May 2022, Janine Michael stepped in to lead the charity, and following an extensive process has recently been appointed by the trustees as Chief Executive.

The Senior Leadership Team was restructured during the year, with the appointment of a new Director of Development & External Affairs encompassing fundraising, communications and a new policy function. There were also new appointments made to the positions of Director of Household Energy Services and Director of Research & Analysis.

During the 2023-24 financial year the Senior Leadership Team comprised:

- **Simon Roberts OBE**, Chief Executive, who returned to CSE on a part-time basis from June 2023 and stepped down in March 2024.
- **Janine Michael**, Director of Development & Communications and Interim Deputy Chief Executive until August 2023; Deputy Chief Executive from September 2023.

- **Matthew Ferdinando**, Director of Finance & Operations.
- **Keith Hempshall**, Director of Local & Community Empowerment.
- **Martin Holley**, Interim Director of Research & Analysis until September 2023.
- **Jose Argudo**, Director of Research & Analysis from September 2023.
- **Ian Preston**, Director of Household Energy Services until September 2023; Director of Development & External Affairs from September 2023.
- **Paul Winney**, Interim Director of Household Energy Services from September to December 2023.
- **Mohammed Kavla**, Director of Household Energy Services from January 2024.

The wider management structure of the organisation was also developed further during the year, with a wider Senior Management Team comprising Directors, Heads of Team and functional leads, meeting each month and supporting directors in undertaking staffing and operational management.



Risk management

The board of trustees has considered the major risks to which CSE is exposed, the systems and procedures in place to mitigate exposure to them and the future actions planned. The Senior Leadership Team maintain an organisational risk register and routinely track and assess risks, highlighting high risks and key changes in the risk register at each trustee meeting.

The principal strategic risks to the charity are a failure to secure sufficient funding at a scale needed to support delivery of our strategy and work programme priorities and a failure to keep up with knowledge, energy sector developments and a fast-changing policy landscape. These are being mitigated through investment in development and fundraising for our work programmes, a new policy function that involves staff from across the organisation in our policy influence work, and investment in ensuring key staff have the time and agency to build external networks and partnerships.

With the employment market buoyant, there is a continued risk of loss of key staff and skills across the organisation, despite CSE's positive working culture and good staff retention record. Again, this risk is being actively managed through stronger staff engagement (via a employee voice group and

regular staff survey) and subsequent investment in improved staff benefits and conditions and enhanced focus on staff development and progression.

Operationally there is an ongoing and key risk associated with CSE's continued growth – with growth experienced across most of CSE's work programmes. Mitigation has included changes to internal management structures and an enhancement of support functions with expanded finance and HR functions, the introduction of new IT support and training roles, and a growth in the development and fundraising staff team. Trustees have also discussed the pressures on the charity's existing office space and systems due to growth, exacerbated by local redevelopment work impacting the office environment.

Impacts have been mitigated to date through improving systems and support for hybrid working, reconfiguring the office space to maximise its value and introducing booths to enable more virtual meeting facilities. Options for taking additional space and relocation at the end of the current lease in 2027 are also being actively explored, the minimum financial reserves target now taking into account the costs associated with a potential future office relocation.

Statement of trustees' responsibilities

The trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law, the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles of the Charities SORP (FRS 102).
- Make judgements and accounting estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

*Approved by order of the members of the board of trustees
on its behalf by: Anne Obey OBE, 3 October 2024.*



Independent auditors' report to the members of Centre for Sustainable Energy

Opinion

We have audited the financial statements of Centre for Sustainable Energy (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2024 which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Company Balance Sheet, Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial

statements section of our report. We are independent of the group and the parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our

opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we

have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.



Independent auditors' report to the members of Centre for Sustainable Energy [cont]

In preparing the financial statements, the Trustees are responsible for assessing the group and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the group and the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have considered the nature of the sector, control environment and financial performance;

- We have considered the results of enquiries with management and members in relation to their own identification and assessment of the risk of irregularities within the entity;
- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation; and,
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to year-end cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained understanding of the legal and regulatory frameworks that the charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Companies Act 2006, Charities Act 2011, Charity SORP 2019, FRS 102 and the terms and conditions attaching to material contracts, agreements and grants received by the group and the parent charitable company.

In addition, we considered the provisions

of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the group and the parent charitable company's ability to operate or avoid a material penalty.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;
- Performing detailed transactional testing in relation to the recognition of revenue, with a particular focus around year-end cut off; and,
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in

financial statements or non-compliance with regulation, will be detected by us. The risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Chris Trantham FCA (Senior Statutory Auditor) for and on behalf of Bishop Fleming LLP, Chartered Accountants, Statutory Auditor, 10 Temple Back, Bristol BS1 6FL

Consolidated Statement of Financial Activities (incorporating income and expenditure account)

	Unrestricted funds 2024 (£)	Restricted funds 2024 (£)	Total funds 2024 (£)	Total funds 2023 (£)
Income from:				
Donations and legacies Note 3	15,413	-	15,413	17,402
Charitable activities Note 4	4,755,902	4,222,421	8,978,323	5,983,693
Other	-	-	-	2,750
Total income	4,771,315	4,222,421	8,993,736	6,003,845
Expenditure				
Charitable activities Note 5	4,230,396	4,222,871	8,453,267	5,789,173
Total expenditure	4,230,396	4,222,871	8,453,267	5,789,173
Net income/(expenditure)	540,919	(450)	540,469	214,672
Transfers between funds Note 13	(450)	450	-	-
Net movement in funds	540,469	-	540,469	214,672
Reconciliation of funds				
Funds at the beginning of the period	1,006,723	-	1,006,723	792,051
Net movement in funds	540,469	-	540,469	214,672
Funds at the end of the period	1,547,192	-	1,547,192	1,006,723

■ The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

■ The notes on pages 25 to 43 form part of these financial statements.



Consolidated and Charity Balance Sheets as at 31 March 2024

	Group 2024 (£)	Charity 2024 (£)	Group 2023 (£)	Charity 2023 (£)
Fixed assets				
Intangible assets Note 13	42,431	42,431	44,100	44,100
Tangible fixed assets Note 14	146,825	143,065	152,299	152,299
Investments in subsidiaries Note 10	-	1	-	-
Total fixed assets	189,256	185,497	196,399	196,399
Current assets				
Debtors Note 15	1,890,459	2,016,955	1,426,353	1,426,353
Cash at bank and in hand	1,627,636	1,446,243	1,146,605	1,146,605
Total current assets	3,518,095	3,463,198	2,572,958	2,572,958
Creditors: amounts due within one year Note 16	(2,160,159)	(2,101,503)	(1,762,634)	(1,762,634)
Net current assets	1,357,936	1,361,695	810,324	810,324
Total assets less current liabilities	1,547,192	1,547,192	1,006,723	1,006,723
Net assets	1,547,192	1,547,192	1,006,723	1,006,723
Funds				
Restricted Note 17	-	-	-	-
Unrestricted:				
General funds Note 17	1,547,192	1,547,192	1,006,723	1,006,723
Total unrestricted funds	1,547,192	1,547,192	1,006,723	1,006,723
Total funds	1,547,192	1,547,192	1,006,723	1,006,723

Company 2219673

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

- The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.
- The financial statements were approved and authorised for issue by the Trustees on 3 October 2024 and signed on their behalf by Anne Obey OBE.

Adby



Consolidated statement of cash flows

	2024 (£)	2023 (£)
Cash flows from operating activities:		
Net cash used in operating activities (see below)	<u>572,985</u>	<u>(68,339)</u>
Cash flows from investing activities:		
Purchase of tangible fixed assets	(79,479)	(31,333)
Expenditure on intangible assets	<u>(12,475)</u>	<u>(44,100)</u>
Net cash provided by investing activities	<u>(91,954)</u>	<u>(75,433)</u>
Change in cash and cash equivalents in the reporting period	481,031	(143,772)
Cash and cash equivalents at the beginning of the reporting period	<u>1,146,605</u>	<u>1,290,377</u>
Cash and cash equivalents at the end of the reporting period	<u><u>1,627,636</u></u>	<u><u>1,146,605</u></u>
Reconciliation of net income/(expenditure) to net cashflow operating activities		
Net (expenditure)/income for the reporting period	540,469	214,672
Adjustments for:		
Depreciation charges	84,953	52,864
Amortisation charges	14,144	-
(Increase)/Decrease in debtors	(464,106)	(347,139)
Increase in creditors	<u>397,525</u>	<u>11,264</u>
Net cash provided by operating activities	<u><u>572,985</u></u>	<u><u>(68,339)</u></u>
Analysis of cash and cash equivalents		
Cash at bank and in hand	<u>1,627,636</u>	<u>1,146,605</u>
Total cash and cash equivalents	<u><u>1,627,636</u></u>	<u><u>1,146,605</u></u>

Analysis of changes in net debt	At 1 April 2023 (£)	Cash flows (£)	At 31 March 2024 (£)
Cash at bank and in hand	<u><u>1,146,605</u></u>	<u><u>481,031</u></u>	<u><u>1,627,636</u></u>



Notes to the Statement of Financial Activities

Note 1 General information

The charity is a company limited by guarantee. The members of the charity are the Trustees named on page 2. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The charity's registered office is: St. James Court, St. James Parade, Bristol, BS1 3LH.

Note 2 Accounting policies

2.01 Basis of preparation

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Centre for Sustainable Energy meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.02 Consolidation

These financial statements consolidate the results of the Charity and its wholly-owned subsidiary, Retrofit West C.I.C., on a line by line basis. A separate statement of financial activities, or income and expenditure account, for the C.I.C. itself is not presented because it has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.03 Going concern

The Trustees assess whether the use of going concern is appropriate, i.e. whether there are any material

uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Trustees continue to monitor the financial position of the charity and the potential impacts of inflation, challenges in recruitment, staff retention and the rising cost of living for our staff. The charity continues to have a healthy cash position and a strong forward plan of agreed future work. Under all the scenarios reviewed, the charity has sufficient reserves to enable it to continue as a going concern for the foreseeable future. For this reason it continues to adopt the going concern basis in preparing the financial statements.

2.04 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity

for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.05 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Contractual income is recognised in the Statement of Financial Activities to the extent that the charity has provided the services. Where contractual income is received in advance but the charity has not provided the relevant services then this income is deferred.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

2.06 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement

and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

All expenditure is inclusive of irrecoverable VAT.

2.07 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

2.8 Tangible fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value

Note 2 Accounting policies [cont]

of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases: leasehold improvements, over the life of the lease; fixtures and fittings, over 4-5 years; office equipment, over 2-4 years; project assets, over the life of the project.

2.9 Intangible assets

Intangible assets are held on the balance sheet at cost less accumulated amortisation and impairment losses.

Website costs, including development costs, are capitalised as an intangible asset and amortised on a straight line basis over the expected useful life of four years.

Impairment reviews are conducted when events and changes in circumstances indicate that an impairment may have occurred. If any asset is found to have a carrying value materially higher than its recoverable amount, it is written down accordingly.

2.10 Operating leases

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

2.11 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.12 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

2.13 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.14 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the

amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.14 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.15 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

Note 3 Income from donations and legacies

	Unrestricted funds 2024 (£)	Total funds 2024 (£)	Total funds 2023 (£)
Donations	11,619	11,619	10,652
Grants	3,794	3,794	2,450
Legacies	-	-	4,300
	<u>15,413</u>	<u>15,413</u>	<u>17,402</u>

Note 4 Income from charitable activities

	Unrestricted funds 2024 (£)	Restricted funds 2024 (£)	Total funds 2024 (£)	Total funds 2023 (£)
Research and analysis	1,535,187	105,276	1,640,463	1,130,959
Household energy services	2,622,044	3,649,877	6,271,921	4,020,836
Local and community empowerment	598,671	467,268	1,065,939	831,898
	<u>4,755,902</u>	<u>4,222,421</u>	<u>8,978,323</u>	<u>5,983,693</u>
Total 2023	<u>3,742,297</u>	<u>2,241,396</u>	<u>5,983,693</u>	

Note 5 Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 (£)	Restricted funds 2024 (£)	Total funds 2024 (£)	Total funds 2023 (£)
Governance costs	64,185	-	64,185	36,926
Research and analysis	1,441,497	105,454	1,546,951	1,160,958
Household energy services	2,114,411	3,650,149	5,764,560	3,752,464
Local and community empowerment	610,303	467,268	1,077,571	838,825
	4,230,396	4,222,871	8,453,267	5,789,173
Total 2023	3,543,322	2,245,851	5,789,173	

Summary by expenditure type

	Staff costs 2024 (£)	Depreciation 2024 (£)	Other costs 2024 (£)	Total funds 2024 (£)	Total funds 2023 (£)
Governance costs	16,922	-	47,263	64,185	36,926
Research and analysis	1,062,304	12,561	472,086	1,546,951	1,160,958
Household energy services	2,954,907	58,390	2,751,263	5,764,560	3,752,464
Local and community empowerment	650,660	14,002	412,909	1,077,571	838,825
	4,684,793	84,953	3,683,521	8,453,267	5,789,173
Total 2023	3,615,607	52,864	2,120,702	5,789,173	

Note 6 Analysis of expenditure by activities

	Activities undertaken directly 2024 (£)	Support costs 2024 (£)	Total funds 2024 (£)	Total funds 2023 (£)
Governance costs	-	64,185	64,185	36,926
Research and analysis	1,378,611	168,340	1,546,951	1,160,958
Household energy services	5,297,217	467,343	5,764,560	3,752,464
Local and community empowerment	974,463	103,108	1,077,571	838,825
	7,650,291	802,976	8,453,267	5,789,173
Total 2023	5,250,059	539,114	5,789,173	

Note 7 Auditors' remuneration

	2024 (£)	2023 (£)
Fees payable to the auditor for the audit of the Group annual accounts	17,600	12,500

Note 8 Staff costs

	2024 (£)	2023 (£)
Wages and salaries	4,036,004	3,089,412
Social security costs	350,494	282,795
Pension costs	298,295	243,400
	4,684,793	3,615,607

- The average number of employees employed by the Group during the year was 123 (2023:102) of which 116 were project staff (2023: 97) and 7 were management and admin staff (2023: 5).
- Average headcount expressed as a full time equivalent was 109 (2023: 93).
- The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was: in the band £60,001 to £69,999 was 1 (2023: 2), and in the band £70,001 to £79,999 was 3 (2023: 1).
- The total employee benefits of key management personnel were £572,114 (2023: £467,834).
- Total employer contributions for the provision of defined contribution pension schemes in respect of employees earning more than £60,000 were £23,530 (2023: £16,753). This amount is not included in the banding above.

Note 9 Results of the Parent Charity

These accounts do not include a Statement of Financial Activities for the parent charity, as permitted under section 408 of the Companies Act 2006. The relevant figures for the year ended 31 March for the parent charity were:

	2024 (£)	2023 (£)
Gross income	8,512,412	6,003,845
Surplus for the year	540,469	214,672

Note 10 Investments in Subsidiary - Charity

The charity has an unlisted investment with a historical cost of £1 representing its 100% shareholding in Retrofit West CIC, which is a company registered in England that carries out activities to promote, develop and facilitate the retrofitting of homes and buildings to achieve net zero and energy affordability. A summary of that company's financial position is set out in note 11.

Note 11 Subsidiary Results

Retrofit West CIC

	2024 (£)
Turnover	
Grant income	683,675
Cost of sales	
Direct costs - including costs of grants made & advice provided to communities and households"	(248,606)
Gross profit	435,069
Administrative expenses	(435,069)
Net profit	-
The aggregate of the assets, liabilities and funds was:	
Fixed assets	3,760
Current assets	251,313
Current liabilities	(255,072)
Share capital	(1)
	-

Retrofit West C.I.C. was incorporated on 5 January 2023. These results are for the period 5 January 2023 to 31 March 2024. The company received funding and support from the West of England Combined Authority (WECA) to provide advice and grants to community groups and householders to stimulate demand for retrofit works.

Note 12 Trustee and connected persons transactions

No trustees received any remuneration or other benefits in the current or prior year.

During the year ended 31 March 2024, one Trustee claimed travel expenses totalling £410 (2023 - £180).

Note 13 Intangible assets - The Group and The Charity

	Website (£)	Total (£)
Cost		
At 1 April 2023	44,100	44,100
Additions	12,475	12,475
At 31 March 2024	56,575	56,575
Accumulated amortisation		
At 1 April 2023	-	-
Charge for period	14,144	14,144
At 31 March 2024	14,144	14,144
Net book value		
At 31 March 2024	42,431	42,431
At 31 March 2023	44,100	44,100

During the prior year we invested in our website. This was launched in April 2023 and we began amortising the costs.

Note 14 Tangible fixed assets - The Group and Charity

	Long-term leasehold property (£)	Fixtures & fittings (£)	Office equipment (£)	Project Assets (£)	Total (£)
Cost					
At 1 April 2023	225,576	9,358	211,432	-	446,366
Additions	-	6,828	42,822	29,829	79,479
At 31 March 2024	225,576	16,186	254,254	29,829	525,845
Accumulated depreciation					
At 1 April 2023	136,003	9,358	148,706	-	294,067
Charge for period	20,358	945	33,821	29,829	84,953
At 31 March 2024	156,361	10,303	182,527	29,829	379,020
Net book value					
At 31 March 2024	69,215	5,883	71,727	-	146,825
At 31 March 2023	89,573	-	62,726	-	152,299

The above Fixed Assets include a net value of £3,759 relating to office equipment belonging to the subsidiary, Retrofit West CIC (2023: £nil).

Notes to the Statement of Financial Activities [cont]

Note 15 Debtors

	Group 2024 (£)	Charity 2024 (£)	Group 2023 (£)	Charity 2023 (£)
Amounts falling due within one year				
Trade debtors	551,838	730,479	764,733	764,733
Prepayments and accrued income	1,327,262	1,257,342	661,620	658,845
Amounts due from group undertakings	-	17,775	-	2,775
Other debtors	11,359	11,359	-	-
	<u>1,890,459</u>	<u>2,016,955</u>	<u>1,426,353</u>	<u>1,426,353</u>

Note 16 Creditors: amounts falling due within one year

	Group 2024 (£)	Charity 2024 (£)	Group 2023 (£)	Charity 2023 (£)
Trade creditors	227,387	188,227	133,287	133,287
Other taxation and social security	359,431	346,135	287,207	287,207
Accruals and deferred income	<u>1,500,355</u>	<u>1,494,155</u>	<u>1,290,588</u>	<u>1,290,588</u>
Other creditors	<u>~~72,986~~</u>	<u>~~72,986~~</u>	<u>~~51,552~~</u>	<u>~~51,552~~</u>
	2,160,159	2,101,503	1,762,634	1,762,634
	Group 2024 (£)	Charity 2024 (£)	Group 2023 (£)	Charity 2023 (£)
Deferred income at At 1 April 2023	1,106,878	1,106,878	1,155,746	1,155,746
Resources deferred during the year	<u>1,296,358</u>	<u>1,296,358</u>	<u>1,106,878</u>	<u>1,106,878</u>
Amounts released from previous periods	<u>~~(1,106,878)~~</u>	<u>~~(1,106,878)~~</u>	<u>~~(1,155,746)~~</u>	<u>~~(1,155,746)~~</u>
	1,296,358	1,296,358	1,106,878	1,106,878

■ Deferred income related to project income which has been received or invoiced in advance of the work being carried out.

Note 17 Statement of funds

Current year

	Balance at 1 April 2023 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2024 (£)
Unrestricted funds					
General funds					
General Funds	1,006,723	4,771,315	(4,230,396)	(450)	1,547,192
Total unrestricted funds	1,006,723	4,771,315	(4,230,396)	(450)	1,547,192
Restricted funds					
ActionHeat	-	55,921	(55,921)	-	-
Aurora	-	48,815	(48,815)	-	-
Aurora Retrofit Advocacy	-	2,147	(2,147)	-	-
Bath & West Community Energy Redress	-	7,637	(7,637)	-	-
BESN 2022-23	-	10,618	(10,618)	-	-
Bristol Climate Action Fund 2	-	18,288	(18,288)	-	-
Bristol Heat Pump Ready	-	404,672	(404,672)	-	-
Bristol Household Support Grant 2022-23	-	23,771	(23,771)	-	-
Bristol Household Support Grant 2023-24	-	603,175	(603,175)	-	-
Bristol HUGs WHAM	-	28,339	(28,339)	-	-
Bristol Mission Net Zero	-	14,524	(14,524)	-	-
Community Energy Support Network	-	214,949	(214,949)	-	-
Energy Outreach Project	-	9,831	(9,831)	-	-
Energy Redress Caseworker Project	-	50,645	(50,645)	-	-
Energy Redress Fuel Voucher	-	525,846	(525,846)	-	-
Futureproof Wiltshire LEAD	-	294,011	(294,011)	-	-
Green Home Finance – Empower	-	3,873	(3,873)	-	-

Notes to the Statement of Financial Activities [cont]

Green Influencers	-	6,057	(6,057)	-	-
HeatAbility	-	52,327	(52,327)	-	-
Home Visits Advanced	-	1,619	(1,619)	-	-
ICLEI Action Fund 1.1	-	21,135	(21,135)	-	-
Impact Tool Update 2023	-	47,000	(47,178)	178	-
Merton Energy Matters	-	46,961	(46,961)	-	-
National Landlord Advice Service	-	7,932	(7,932)	-	-
North Somerset caseworker	-	51,774	(51,774)	-	-
North Somerset Covid Recovery WHAM	-	40,363	(40,363)	-	-
PLACE	-	41,685	(41,685)	-	-
Redress WHAM	-	88,843	(88,843)	-	-
Retrofit support services	-	40,248	(40,248)	-	-
Retrofit West C.I.C WECA Grant	-	683,675	(683,675)	-	-
Smart Energy Choices Tool	-	2,355	(2,355)	-	-
Swindon Boiler Fund 2023-24	-	31,979	(31,979)	-	-
VCSE Energy Efficiency Scheme	-	3,900	(3,900)	-	-
WCF Surviving Winter Grant 2023-24 & 2022-23	-	100,644	(100,644)	-	-
WHAM Quartet	-	2,216	(2,337)	121	-
WHAM Quartet & Merchant Ventures	-	5,145	(5,296)	151	-
WHAM Redress 2	-	83,386	(83,386)	-	-
Wiltshire Health Inequalities	-	8,249	(8,249)	-	-
Wiltshire Household Support Fund 4	-	157,177	(157,177)	-	-
Wiltshire Installs	-	74,715	(74,715)	-	-
WoE LEAD	-	263,756	(263,756)	-	-
WWU WHAM	-	42,218	(42,218)	-	-
Total Restricted Funds	-	4,222,421	(4,222,871)	450	-
Total Funds	1,006,723	8,993,736	(8,453,267)	-	1,547,192

Note 17 Statement of funds

Prior year

	Balance at 1 April 2022 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2023 (£)
Unrestricted funds					
Designated funds					
Strategic Investment Reserve	154,761	-	-	(154,761)	-
General funds					
General Funds	637,290	3,762,449	(3,543,322)	150,306	1,006,723
Total unrestricted funds	792,051	3,762,449	(3,543,322)	(4,455)	1,006,723
Restricted funds					
A Warm Welcome Home	-	68,526	(69,239)	713	-
ABLE	-	33,661	(33,661)	-	-
Act!onHeat	-	56,814	(56,814)	-	-
Aurora	-	51,626	(51,626)	-	-
BESN 2021-22	-	7,089	(7,089)	-	-
BESN 2022-23	-	14,050	(14,050)	-	-
Bristol Climate Action Fund	-	1,789	(3,039)	1,250	-
Bristol Climate Action Fund 2	-	9,656	(9,656)	-	-
Bristol Heat Pump Ready	-	10,136	(10,136)	-	-
Bristol Household Support Grant	-	214,225	(214,225)	-	-
Community Energy for Everyone	-	3,553	(4,301)	748	-
Community Energy Support Network	-	108,312	(108,312)	-	-
EFN Impact extension	-	5,774	(5,774)	-	-
Energy Redress Caseworker Project	-	114,304	(114,304)	-	-
Food Energy Water Urban Living Lab (FEWULL)	-	323	(323)	-	-
Futureproof scaling-up in WECA	-	76,302	(76,302)	-	-
Green Influencers	-	17,285	(17,285)	-	-

Notes to the Statement of Financial Activities [cont]

HeatAbility	-	38,615	(38,615)	-	-
Merton Energy Matters	-	39,252	(39,252)	-	-
North Somerset caseworker	-	41,001	(41,001)	-	-
PLACE	-	30,315	(30,315)	-	-
Redress PPM 4	-	3,350	(3,350)	-	-
Redress PPM 5	-	187,200	(187,200)	-	-
Redress WHAM	-	237,451	(237,451)	-	-
Retrofit support services	-	67,175	(67,175)	-	-
Share the Warmth campaign	-	5,000	(6,744)	1,744	-
Smart and Fair Energy Choices Tool	-	71,248	(71,248)	-	-
Somerset Warm Homes Fund C1	-	21,747	(21,747)	-	-
Somerset Warm Homes Fund C3	-	2,497	(2,497)	-	-
SSEN Enabling Works 2021-22 Grants	-	1,530	(1,530)	-	-
Supporting MEES	-	2,095	(2,095)	-	-
Warm Homes Wiltshire	-	14,174	(14,174)	-	-
WCF Surviving Winter Grant 2021-22 & 2022-23	-	201,148	(201,148)	-	-
WHAM (WHF)	-	141,790	(141,790)	-	-
WHAM Quartet	-	17,784	(17,784)	-	-
WHAM Quartet & Merchant Ventures	-	4,855	(4,855)	-	-
Wiltshire Community Caseworker	-	44,140	(44,140)	-	-
Wiltshire Council Household Support Grant	-	300	(300)	-	-
Wiltshire Installs	-	260,888	(260,888)	-	-
Wiltshire Retrofit Capacity Development	-	14,416	(14,416)	-	-
Total restricted funds	-	2,241,396	(2,245,851)	4,455	-
Total of funds	792,051	6,003,845	(5,789,173)	-	1,006,723

Note 17 Statement of funds

ActionHeat (European Commission Horizon 2020): A multi-partner project offering heat decarbonisation planning services to local authorities across the EU through the use of the THERMOS and Hotmaps tools.

Aurora (European Commission Horizon 2020): A programme to engage citizens across five locations in Europe to reduce their carbon footprints by purchasing shares for a community solar project, using the carbon footprinting app being developed or attending workshops and other project engagement events. CSE is supporting Forest of Dean council to create this community energy project in their area.

Aurora Retrofit Advocacy (The Aurora Trust): The project is increasing our capacity to influence the retrofit agenda. We have funding for proposing solutions to the current barriers to retrofit at national and local government level, providing advice and support to local authorities, community organisations and others, and communicating a vision to decarbonise our housing stock.

Bath and West Community Energy Redress (Bath and West Community Energy): Funding to support BWCE to carry out Futureproof surveys as part of the development of their community-driven home energy retrofit services.

BESN 2022-23 (Citizens Advice): Energy champions in our advice team supporting fuel poor and vulnerable households to get the best deal from their energy supplier and save money on bills.

Bristol Climate Action Fund 2 (now 'Community Climate Action') (Bristol Green Capital

Partnership – as funded by National Lottery Climate Action Fund): a programme supporting community organisations across Bristol to deliver climate action demonstration projects in line with their climate action plans, and increase the voice of disadvantaged communities in Bristol's strategic climate decision-making.

Bristol Heat Pump Ready (Funding received from DESNZ via Bristol City Council): In-depth engagement with targetted homeowners in Westbury-on-Trym around installing heat pumps. We provided homeowners with heat loss surveys and addressed issues associated heat pump installations.

Bristol Household Support Grant 2023-24 & 2022-23 (Bristol City Council): a project which assists low income households around Bristol with one off payments for their energy and daily living costs through provision of vouchers, provision of winter-warmth packs, boiler replacements or repairs, and funding retrofit assessments and installation of small measures for households.

Bristol HUGs WHAM (Bristol City Leap): Funding to support householders under the Warm Homes Advice and Money (WHAM) project who do not qualify for Home Upgrade Grants.

Mission Net Zero (Innovate UK): Funding for projects addressing non-technical challenges. CSE is working specifically with with three community-led organisations to develop local community climate investment plans and tangible projects that have buy-in from key regional stakeholders, communities and investors.

Community Energy Support Network (Energy Saving Trust – Ofgem Energy Industry Voluntary

Redress Scheme): Empowering community-based organisations (local groups, charities and frontline workers) to deliver energy advice, building capacity through training, ongoing mentoring and support. Over two years, CSE and partners are providing 4,350 vulnerable households across Somerset and Wiltshire with energy advice, through home visits, telephone advice, face-to-face advice surgeries, or events.

Energy Outreach Project (Citizens Advice): Delivering energy advice in an outreach setting.

Energy Redress Caseworker Project (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): CSE used this fund to employ two caseworkers to meet the increasing demand for energy advice from vulnerable customers and to build up our local volunteering capacity to provide advice alongside advisors.

Energy Redress Fuel Voucher Project (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Funding to distribute 33,267 ppm vouchers across the UK to households struggling to afford their energy costs. Eligible households are those with low incomes, in debt or at risk of becoming in debt. We encourage other organisations supporting clients who may benefit to register as a referral partner and households are also able to refer themselves.

Futureproof Wiltshire LEAD (West of England Combined Authority): Working with Wiltshire and Swindon councils, and with the Rural Communities Energy Network to support homeowners across Wiltshire facing barriers to engage with retrofit. Targeting mainly off-gas and solid wall properties in the Wiltshire area and hard-to-reach households in Swindon.

Green Home Finance – Empower (Parity Projects): Funding to explore the framework and quality assurance needed for high street lenders to back retrofit projects.

Green Influencers (The Ernest Cook Trust): Funding for a Green Mentor to support young people aged 10-14 in Bristol to lead the way as influencers on social action projects in their communities, as part of a national initiative.

HeatAbility (Wales and West Utilities): An energy efficiency advice project across Bath & North East Somerset providing support to disabled people and low-income families to help them to keep warm and afford their energy bills. We also provide advice on how to keep heating systems safe, especially avoiding carbon monoxide risks. We provide information in a range of community settings, on the telephone and through home visits.

Home Visits Advanced (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): Funding to provide an energy health checks service to 1,000 vulnerable households across Somerset, West of England, Wiltshire and Swindon.

ICLEI Action Fund 1.1 (ICLEI Action Fund on behalf of Tides Foundation): Funding to run a workshop for Birmingham council staff and provide data to help promote and target domestic solar PV installations.

Impact Tool Update 2023 (Nottingham City Council on behalf of the Midlands Net Zero Hub): Funding an updated version of the IMPACT tool that can be used by groups across the country to assess their carbon footprints and to

Note 17 Statement of funds cont.

develop localised plans to reduce them.

Merton Energy Matters (London Borough of Merton Council): A project working with schools in the London Borough of Merton to teach children about climate change and energy savings.

National Landlord Advice Service (TDS Charitable Foundation): Funding to provide an online advice platform to help landlords understand the Minimum Energy Efficiency Standards regulations and a National Landlord Advice service in Bristol, Somerset and Birmingham.

North Somerset caseworker (North Somerset Council): Funding for a WHAM caseworker in North Somerset for one year (Aug 22 to July 23), full time, partnering with Citizens Advice and AMS.

North Somerset Covid Recovery WHAM (North Somerset Council): Funding for a WHAM caseworker in North Somerset for one year.

PLACE (Planning Locally to Address the Climate Emergency) (Esmée Fairbairn): A project to build the capability of local civil society, particularly amongst groups who are currently underrepresented, to effectively use the planning system as a key lever of local change by increasing knowledge and understanding of the role of the planning system and how it works and enhancing their ability to influence local planning policy.

Redress WHAM (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Additional capacity for WHAM enabling

continuation of four caseworkers (one hospital based) in Bristol & North Somerset supporting people in fuel poverty who live in the private and owner occupier sector. Project partners are Talking Money, WE Care Home Improvements, Citizens Advice (Bristol and North Somerset) AMS electricals and NBAC.

Retrofit support services (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Increasing the uptake of low and zero carbon household energy retrofit by building capacity and expertise within local, independent advice organisations.

Retrofit West CIC WECA Grant (West of England Combined Authority): Funding provided by the West of England Combined Authority to support the creation of Retrofit West CIC to increase the uptake of domestic retrofit or energy-saving measures in the home owner market within Bristol, Bath and South Gloucestershire. Retrofit West provides a free telephone advice service and has created a website offering free, impartial advice to homeowners. Funding is provided to significantly discount surveys to enable householders to identify what they should be installing in their homes. Funding also supports community groups to deliver retrofitting facilitation events, programmes to local communities, and development of the local supply chain.

Smart Energy Choices Tool (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Developing an online tool that can be used by energy advisors across Great Britain to assess the relative benefits of smart energy offers for their clients and provide advice tailored to client-specific household circumstances.

VCSE Energy Efficiency Scheme (Groundwork UK): funding to support VCSE organisations to apply for capital costs for their community building upgrades. Successful organisations are then supported with project planning, risk mitigation and community engagement.

Swindon Boiler Fund (Swindon Borough Council): Supporting low-income home owners in Swindon with a broken heating system with the installation of mains gas boilers, night storage heaters, oil boilers or LPG boiler systems. The support also extends to people with long-term health conditions made worse by the cold as long as they are on a low income.

WCF Surviving Winter Grant 2023-24 and 2022-23 (Wiltshire Community Foundation): Fund to provide grant payments to vulnerable households in Wiltshire at risk of fuel poverty.

WHAM Quartet (Quartet Community Foundation): Funding to supplement the Energy Redress funding to help with additional staff capacity to assist fuel poor households over the winter period of 2022-23.

WHAM Quartet & Merchant Ventures (Quartet Community Foundation): A fund specifically to target older people on the WHAM project, making sure that they are aware of the Household Support Grant. CSE delivered events, networking with older persons groups in Bristol and casework.

WHAM Redress 2 (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): Funding for 1.5 energy advice caseworkers based in Bristol and North Somerset.

Wiltshire Health Inequalities Fund (NHS BANES,

Swindon and Wiltshire): Working with GPs in Wiltshire to support patients with cardiovascular, respiratory or mental health issues made worse by the cold. CSE is funded to deliver energy advice, fuel support, casework and home visits for low-income households only.

Wiltshire Household Support Fund 4 (Wiltshire Council): Provision of support and financial assistance for Wiltshire households to help cover winter fuel costs and helping to fund gas boiler and electric heating replacements.

Wiltshire Installs (Wiltshire Council): Support for low-income Wiltshire households with low savings to fund for broken heating systems. Householders need to be on a low income and have low savings. Two advice trainees were also funded to help administer the fund and it also provides fuel vouchers.

WOE Lead (West of England Combined Authority): Funding to train and support community groups to lead delivery (including retrofit advice) at green open homes events. The events are a practical and innovative community-led approach to engagement through in-person advice using real-life, local examples where people can see first-hand practical demonstrations of energy efficiency and clean heating measures in local homes like their own.

WWU WHAM (Wales & West Utilities Ltd): Funding to support householders under the WHAM project across Bristol, North Somerset and Bath & North East Somerset. This project is developing new relationships with partners in B&NES, recruiting new caseworkers and funding benefits advice, casework support and a volunteer co-ordinator.

Notes to the Statement of Financial Activities [cont]

Note 18 Statement of funds

Current year	Balance 1 April 2023 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance 31 March 2024 (£)
Designated funds	-	-	-	-	-
General funds	1,006,723	4,771,315	(4,230,396)	(450)	1,547,192
Restricted funds	-	4,222,421	(4,222,871)	450	-
	1,006,723	8,993,736	(8,453,267)	-	1,547,192
Prior year	Balance at 1 April 2022 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2023 (£)
Designated funds	154,761	-	-	(154,761)	-
General funds	637,290	3,762,449	(3,543,322)	150,306	1,006,723
Restricted funds	-	2,241,396	(2,245,851)	4,455	-
	792,051	6,003,845	(5,789,173)	-	1,006,723

Note 19 Analysis of Group net assets between funds

Current year	Unrestricted funds 2024 (£)	Total funds 2024 (£)
Fixed assets	189,256	189,256
Current assets	3,518,095	3,518,095
Current liabilities	(2,160,159)	(2,160,159)
	1,547,192	1,547,192
Prior year	Unrestricted funds 2023 (£)	Total funds 2023 (£)
Fixed assets	196,399	196,399
Current assets	2,572,958	2,572,958
Current liabilities	(1,762,634)	(1,762,634)
	1,006,723	1,006,723

Note 20 Pension commitments

The Group operates defined contribution pension schemes. The assets of the schemes are held separately from those of the Group in independently administered funds. The pension cost charge represents contributions payable by the group to the fund and amounted to £298,295 (2023: £243,400).

Contributions totalling £58,674 (2023: £42,476) were payable to the fund at the balance sheet date and are included in creditors.

Note 21 Operating lease commitments

At 31 March 2024, the Group and Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 (£)	2023 (£)
Not later than 1 year	157,689	156,788
Later than 1 year and not later than 5 years	417,179	569,163
More than 5 years	1,802	-
	576,669	725,951

Note 22 Related Party Transactions

Peter Capener, a trustee of the charity, is a director of Bath and West Community Energy (BWCE). During the year CSE invoiced BWCE £7,549 (2023: £nil) in relation to supporting BWCE to carry out Futureproof Surveys. CSE has also partnered with BWCE to assist in the delivery of The Green Heritage Homes project, led by BWCE. CSE have invoiced BWCE £14,835 in the year (2023: £nil) in relation to delivering the element focused on engaging landlords of listed homes. There was a balance of £1,361 outstanding at year end (2023: £nil). CSE has partnered with BWCE to deliver the West of England Local Energy Advice Demonstrator (LEAD) project, led by CSE. In the year BWCE invoiced CSE £69,433 in relation to their work towards this project. During the prior year CSE worked with BWCE to deliver our Open Solar project and BWCE invoiced CSE £10,350. At year end £nil (2023: £10,350) was owed to BWCE. Peter was appointed a director of Retrofit West CIC, CSE's wholly owned subsidiary, on 10 May 2023. During the year, Retrofit West C.I.C provided BWCE with grants totalling £7,500. Peter is on the Board of the Community Energy Association

(England) Limited and during the year we commissioned them to carry out some social research on our behalf totalling £2,916 (2023: £nil), this amount was still outstanding at year end

Ariane Crampton, a trustee of the charity was also an employee of Wiltshire Council until September 2023. During her employment there, Ariane declared her trusteeship on the Council's register of interests and took no part in procurement decisions that involved CSE.

Andrew Darnton, a trustee of the charity, has a directorship in A D Research & Analysis Limited with which CSE undertook a number of projects in previous years. During the year, the charity invoiced £nil (2023: £12,744) for services provided and £nil (2023: £nil) was outstanding at year-end.

Jane Dennett Thorpe, a trustee of the charity until July 2024, is an employee of Ofgem. During the year the charity invoiced Ofgem for £42,209 (2023: £Nil). £Nil (2023: £Nil) was outstanding at year-end.

William Gillis, is a trustee of the charity is a trustee of British Gas Energy Trust (BGET). In previous years CSE has undertaken research for BGET. During the year the charity invoiced BGET £nil (2023: £15,885). £Nil (2023: £Nil) was outstanding at year-end.

Bill Hull, a trustee of the charity, is a Partner of TLT LLP. During the year, TLT LLP invoiced £28,622 (2023: £5,700) to the charity for legal services provided. £6,017 (2023: £Nil) was outstanding at year-end.

Felicity Jones, a trustee of the charity until October 2023, is an elected director of Bath & West Community Energy (BWCE). See above notes under Peter Capener for our transactions with BWCE.

Simon Roberts, the Chief Executive of the charity until March 2024, was also a non-executive director of Thrive Renewables plc until June 2022. During the year the charity invoiced Thrive Renewables £12,608 (2023: £13,185) for setting up a fundraising campaign, and for managing the company's Community Benefit Fund. £Nil (2022:

£Nil) was outstanding at year-end. Thrive Renewables plc donated £2,000 towards our Share the Warmth campaign (2023: £nil).

Simon Roberts, the Chief Executive of the charity until 14 March 2024, was a non-executive director of Bristol Climate and Nature Partnership CIC (BCNP). Keith Hempshall, CSE's Director of Local & Community Partnerships took up a position as non-executive director of BCNP from 14 March 2024 when Simon Roberts resigned. The charity made a subscription of £3,500 in the year (2023: £3,500) to support the work of the Partnership. During the year the charity invoiced Bristol Climate and Nature Partnership CIC £12,762 (2023: £26,225) for services provided to the Bristol Community Climate Action project in which CSE is a partner. There was no balance outstanding at year-end.

Note 23 Assets held on behalf of third parties

The charity acts as an agent in administering and distributing funds provided to it for which the charity has no responsibility for their ultimate application and acts on the direct instructions of the funds' donors. As at 31 March 2024 the charity held funds of £538,663 (2023: £443,139) which are not included in these financial statements but are held in separate bank accounts for the original donor and are returnable on demand.



centre for
sustainable
energy

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St James Parade
Bristol BS1 3LH

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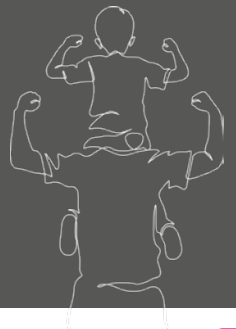
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twitter: [@HelloCSE](https://twitter.com>HelloCSE)

youtube: [csebristol](https://www.youtube.com/c/csebristol)



Accounts

Annual Report **2022-23**



centre for
sustainable
energy



centre for
sustainable
energy

Centre for Sustainable Energy
(a company limited by guarantee)

Report and financial statements for
the year ended **31 March 2023**

COMPANY 2219673

CHARITY 298740

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Reference & administrative details

Company

2219673

Charity

298740

Registered office

St James Court
St James Parade
Bristol BS1 3LH

Trustees

Peter Capener MBE
Ariane Crampton
Andrew Darnton
Dr Jane Dennett-Thorpe
Peter Ellis
William Gillis
Bill Hull
Felicity Jones
Anne Obey OBE **Chair of Trustees**
Shantha Shanmugalingam
Dr Chris Vernon (stepped down October 2022)
Kaye Welfare **Company Secretary**

Chief Executive

Simon Roberts OBE

Deputy Chief Executive

Janine Michael

Bankers

HSBC Bank plc
62 George White Street
Bristol BS1 3BA

Auditors

Bishop Fleming LLP
10 Temple Back
Bristol BS1 6FL

Solicitors

TLT LLP
One Redcliff Street
Bristol BS1 6TP



Introduction from our Chair of Trustees

Well, that was quite a year. The cost-of-living shock and general economic hardship. Unprecedented energy price rises followed by an equally unprecedented government intervention in the energy market. Record fuel poverty levels. Not to mention the two changes of prime minister and administration. Yet against this background, CSE continued to deliver remarkable work. Our income increased by 40% to over £6m, we expanded our staff team, and our impact grew.

Supporting people struggling with fuel bills and cold homes remained at the heart of our work, with our funders valuing more than ever CSE's ability to get practical, direct advice and support, quickly to those in urgent need. Last year, through our advice work, we delivered financial benefits to people worth £7m – more than double the previous year.

Our work supporting low carbon home-retrofit mushroomed in the year – both through delivery of retrofit advice and assessment services within local authority-led grant programmes and through increased demand from homeowners wanting independent advice for upgrades they were self-funding.

Building on our long track record in retrofit, and with support from the West of England Combined Authority,

CSE demonstrated leadership and innovation, setting up Retrofit West Community Interest Company. This new venture, which CSE will continue to host and incubate, will help local households to upgrade their homes more quickly and easily. Our ambition is for it to become Britain's most advanced and comprehensive home retrofit advice service.

As local authorities from parishes to cities seek local solutions to addressing the climate emergency and net zero, CSE was there to offer support. Whether this was the delivery of London's first Local Area Energy Plan, developing a sophisticated heat network zoning model for local decarbonisation planning, delivering climate action planning workshops for smaller parish and town councils, or openly sharing our Future Energy Landscapes community engagement approach to underpin renewable energy planning – CSE remained focused on offering practical, next-step solutions.

Our work with communities also developed with the launch of new grant schemes, guidance and tools to help groups to deliver local climate action, and new programmes of energy-related support for community businesses.

To address the need for more equity, inclusion and diversity in the energy sector and in recognition of the importance of people of all ages having their voices

heard, our PLACE project developed approaches for getting young people involved in shaping planning in their communities. We were also delighted to welcome two new cohorts to Bright Green Future, our national youth programme with a focus on empowering young people from black, brown and minority ethnic backgrounds.

Finally, our research to inform and facilitate a fairer transition to a net zero energy system resulted in the completion of our prototype Smart Energy Choices tool. This will assist energy advisors in giving practical advice on smart energy products and services – and enabled us to trial providing Smart Energy Action Plans to our own advice clients. We were instrumental in developing a new HOMEflex national code of conduct to govern standards and practice in the domestic flexibility market. CSE was also chosen to deliver the consumer research underpinning the Demand Flexibility Service, which saw 1.6m homes and businesses turn down their demand at peak times over winter.

That CSE continues to push boundaries and innovate across all areas of its work – working with households, communities, local authorities, the energy sector and national policy makers – is testament to the commitment and initiative of our staff and volunteers. We continued to invest in improving our operations and systems – including launching a new, lower carbon,

Cont ...

Introduction from the Chair of Trustees **cont**

more accessible website. The formation of a new Staff Voice group alongside a new focus on equity, diversity and inclusion across the charity will, I hope, help to ensure that even as we grow CSE retains its drive, passion and positive culture.

With fuel poverty at record levels and net zero increasingly recognised as an economic opportunity, the need for CSE's work is greater now than ever. In the year ahead we will aim to retain the bedrock of energy advice work that has proven year-on-year to make such a difference to peoples' lives, find even more effective ways to support others to take action on fuel poverty and net zero – and focus our research and policy

influence work on the issues likely to make the biggest differences to the lives of the fuel poor.

CSE's Chief Executive, Simon Roberts OBE, suffered a stroke in May 2022. While he has made a strong recovery and began a phased return to work in June 2023, he was absent from CSE for the large part of the year we are reporting on. In his absence Janine Michael, now Deputy Chief Executive, stepped in and continues to lead the day-to-day operations of the charity with support from other directors. The board of trustees would like to thank Janine and the Senior Leadership Team for their significant contribution over the year and congratulate all of CSE's staff for their work to deliver such an outstanding performance.



Anne Obey OBE
Chair of Trustees

The Trustees present their annual report together with the audited financial statements of the Centre for Sustainable Energy for the year 1 April 2022 to 31 March 2023. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm

that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable

in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.



Objectives & activities

CSE's vision is a world where sustainability is second nature, carbon emissions have been cut to safe levels, and fuel poverty has been replaced by energy justice.

Our work focuses on societal change – we support people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes – sharing our knowledge, practical experience and policy insights.

INDEPENDENT
LOCAL
POSITIVE
CANDID
PEOPLE
INQUISITIVE
DATA
BRISTOL
HOME
TENACIOUS
WARMTH
FOCUS
RESEARCH
VISION
INFLUENCE
PIONEERING
INSIGHT
OPTIMISM
JUSTICE
ADVICE

Cont ...

Objectives & activities **cont**

The way we produce and use energy needs to change rapidly if we are to cut carbon emissions and curb the worst impacts of climate change. We owe it to current and future generations to take action to reduce emissions now.

At the same time, energy costs remain at near record highs and many people in the UK can't afford the costs to heat their homes, impacting their health and wellbeing. We believe this is unacceptable and being able to meet your core energy needs and to keep healthily warm in winter is a basic right.

All CSE's work is dedicated to achieving these dual challenges. Together they are what we mean by 'sustainable energy'.

The following **5** high-level objectives guide all our work:

- **No one suffers a cold home.** We want everyone to be able to afford their home energy bills. This means tackling the root causes of fuel poverty including addressing poor housing energy standards, improving energy literacy, financial capabilities and incomes, and challenging the energy market failures and poor supplier practices which result in high bills.
- **Everyone empowered to act and support net zero.** The net zero transition requires meaningful involvement and consent from everyone in society and this needs understanding, engagement and interaction with people to build trust.

- **Every building zero carbon and livable.** We need massive growth in the scale and rate of energy retrofit and all new buildings to be designed and built to zero carbon standards.
- **Places shaped for sustainable energy.** Changes are required to our local landscapes and nowhere gets an 'opt out' but planning for net zero should recognise that places are different (the people, infrastructure, geography, capacity to act) and that the solutions will vary.
- **A greener, smarter, fairer energy system that works for everyone.** Our transition to a decarbonised energy system must have inclusivity and fairness at its heart (not least to maintain public support). That means policies, regulations, market rules, and programmes which distribute their costs and benefits fairly, and energy products and services that enable everyone, even the most vulnerable, to participate.

Cont ...

Objectives & activities **cont**

Our main activities include:

- Providing practical energy advice and support to those in fuel poverty, living in cold homes or struggling with their energy bills.
- Supporting others across the UK to design and deliver effective local energy projects that address fuel poverty and reduce carbon emissions.
- Delivering research, tools and policy insights that make our transition to a net zero energy system possible, fairer and inclusive.
- Inspiring and supporting young people of all backgrounds to have a voice and become leaders in the energy and environmental sectors.
- Testing and nurturing new ideas to improve impact, accelerate change and engage new audiences in delivering sustainable energy solutions.

- Using our research and analysis, alongside evidence drawn from our direct experience working with households and communities, to influence local and national policy.

These approaches provide different, but connected, ways of achieving **impact** and **influence**. Together they help us accelerate the transition to a genuinely sustainable energy future.

Our website, www.cse.org.uk, has more information about our work and gives free access to many reports, advice leaflets, videos and resources. This sharing of material is central to CSE's mission: enabling others to take action and increasing our reach and impact.

Impact!

The cost-of-living crisis meant that demand for our energy advice hit an all-time high during 2022-23.

14,380

People supported by our freephone energy advice service.



£356

Average saving per household for people who called our advice line.



4,410

People given energy advice at events.

1,600

Installations of energy-saving measures we facilitated in people's homes.



£7,000,000

Saved by our clients following our advice.

Through applying for fuel and related vouchers, claiming benefits they are entitled to, new heating systems, having their debt cleared etc.



Heat network planning

Our **THERMOS** tool is revolutionising heat network planning. THERMOS has now supported over 3,000 planners across 70 countries to develop their heating and cooling plans.

Our new model, a unique zoning tool, can quickly and accurately identify heat network zones within individual cities across the UK based on the heat demand characteristics of local buildings and geography.

Retrofit advice

In 2022, we set up **Retrofit West CIC** with the ambition for it to become Britain's most advanced and comprehensive home retrofit advice service. Retrofit West CIC will offer retrofit advice to homeowners and work with others to build the supply chain and green skills opportunities.

We won the **Retrofit Assessment and Coordination Service award** from the Retrofit Academy CIC.



Left to right: Ed Miliband, Shadow Secretary of State for Climate Change and Net Zero; **Simon Andrews**, Retrofit West Managing Director; **Ian Preston**, then Director of Household Services at CSE (now Director of Development & Communications); **Dan Norris**, West of England Metro Mayor.



Impact!

Community-led renewable energy planning

Our **Future Energy Landscapes (FEL) community engagement approach** involves local communities in how and where renewable energy gets developed. So far, we've worked with 12 parishes, engaging over 400 people from the community.

We've also trained over 200 professionals in the FEL approach so they can use it in their own community engagement.

Inspiring future generations

Through our schools work to date we have now reached around 56,000 young people. Last year, through our Green Influencers and Energy in Schools programmes, we worked with 1,612 young people across 12 schools helping them become influential energy activists in their own homes, communities and schools.

Our focus on increasing diversity in our **Bright Green Future** environmental leadership programme saw 62% young people of colour participating in the 2022-23 cohort. 48% young people of colour participated in 2021-22, compared to 20% people of colour in cohorts from previous years.

As a result of our Bright Green Future programme:

- ▶ 100% participants reported increased confidence.
- ▶ 92% reported increased knowledge of sustainability issues.
- ▶ 74% felt it helped them make an informed decision about their career choices.



We supported over 6,819 citizens and 577 professionals to change the way they think and act on energy.

460

Events delivered or attended to share our knowledge and practical experience.

179

Community groups supported to take action on climate change and fuel poverty.



£723k

Value of grants distributed, enabling 60 groups to drive community-focussed fuel poverty and climate action.



Share the Warmth Appeal

We launched our first individual giving fundraising campaign and were blown away by the support. We raised over £12,000 allowing us to support more people in fuel poverty. Thank you to Thrive Renewables for supporting us to launch this campaign.



▶ Our new low-carbon website **www.cse.org.uk** saw an average reduction in CO₂ production per page visit of around 77% compared with the older site.

Figures from websitescarbon.com.

▶ Through our media work we achieved coverage with the potential to reach over 380 million people, sharing our practical energy advice and advocating for a smarter, greener and fairer energy system.

Cont ...

Policy impact!

Throughout 2022-23 we drew on our direct experience working with households and communities, alongside our research work, to push for improvements to national policy and regulation.

This included continued partnership work with national and local campaigns to address fuel poverty and the rising cost of living – such as the End Fuel Poverty Coalition, the Warm this Winter campaign, and Bristol City Council's winter crisis group.

We also worked with key influencers like Martin Lewis and Money Saving Expert to raise awareness and coordinate messaging over energy price rises.

- ▶ We responded to the government's cost of living support package by calling for a more ambitious home retrofit programme.
- ▶ We made policy recommendations for ensuring that consumer protection keeps pace with developments in the domestic energy flexibility market.
- ▶ We were an integral part of the evaluation team for the Demand Flexibility Service, highlighting the question of who stands to benefit most from the service, and who is unable to take part and why.

- ▶ Our qualitative research with domestic energy consumers informed development of the HOMEflex Code of Conduct for Domestic Flexibility Services.
- ▶ We continued to highlight the importance of community support for renewable energy projects.
- ▶ CSE was selected as the government's heat zoning Model Development Consultant, a significant appointment based on our decades of experience in heat network modelling. Through this, we developed new zoning software that now underpins the national heat network zoning programme.
- ▶ The government published our heat network zoning social research report [PDF] revealing how best to unlock local stakeholders' support for connection.
- ▶ We published our report looking at the enforcement laws requiring landlords of privately rented homes and non-domestic buildings to bring properties up to Minimum Energy Efficiency Standards.



- ▶ We continued our engagement with Bristol One City Climate Strategy through influential roles on the One City Environmental Sustainability Board and on Bristol's Advisory Committee on Climate Change.



- ▶ Raising the profile of our work, this year, we hosted visits from the chair of the charity commission, Orlando Fraser KC (pictured here with Deputy Chief Executive Janine Michael), and from Metro Mayor for the West of England, Dan Norris.



Achievements & performance

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Tackling the root causes of fuel poverty and cold homes

Our energy advice changes lives, helping to improve people's mental and physical health as well as cutting energy bills and carbon emissions ...



We were delighted to win the [Vulnerable Customer Support award](#) at the South West Energy Efficiency Regional Awards – in recognition of our work and achievement in 2022-23 to support people in vulnerable circumstances, struggling with their energy bills and in fuel poverty.

In 2022-23 our advisors dealt directly with almost 25,000 separate enquiries, gave direct advice to nearly 19,000 people and provided them with support collectively worth over £7m. Remarkably, this is more than double the financial benefit we delivered for clients the previous year, and illustrates the level of need for our services. Our online information reached thousands more, with resources ranging from [winter warmth tips](#), to demystifying the price cap.

Our advice tackles the root causes of fuel poverty – poorly insulated homes, low incomes and high energy bills. We help people understand what they can do to improve the energy efficiency of their home and the behaviour changes they can make to save money. And we provide advice on tariffs, bills, fuel debt, income maximisation and benefits, helping our clients access grants and funding and providing welfare and well-being support.



Our freephone energy advice line responds to the immediate needs of callers, often in crisis. Many then get referred into our projects where we provide more in-depth casework support and help with ongoing and more complex fuel poverty issues. During the last year these included [Warmer Homes Advice and Money \(WHAM\)](#), our single point of contact partnership fuel poverty service for Bristol and North Somerset, the [Tenants Energy Advice service](#) for Bristol council social housing tenants, [Warm & Safe Wiltshire](#) and [Safe & Warm Somerset](#).

And we continued to deliver National Grid's [PowerUp](#) service across the Southwest of England, set up a new [Cosier Homes Energy Advice service](#) for customers in Scottish and Southern Electricity Network's South of England region and established a new [rural communities energy support network](#).

Cont ...

Tackling the root causes of fuel poverty cont ...

To inform our national policy work and improve delivery of our advice service, we wanted to understand more about the lived experiences of our clients – particularly prepayment meter and Economy 7 customers – who had received emergency financial support from CSE over the winter. So we conducted our own research: [Energy Crisis Winter 2022-23](#).

Overall, we found that things were significantly worse for most of our clients this winter.

Three quarters of prepayment meter customers reported that their physical or mental health had deteriorated due to living in a cold home. 88% expressed heightened anxiety about fuel bills. And prepayment meter customers were 22% more likely to access food banks than other customers, alongside being more likely to have higher fuel bills.

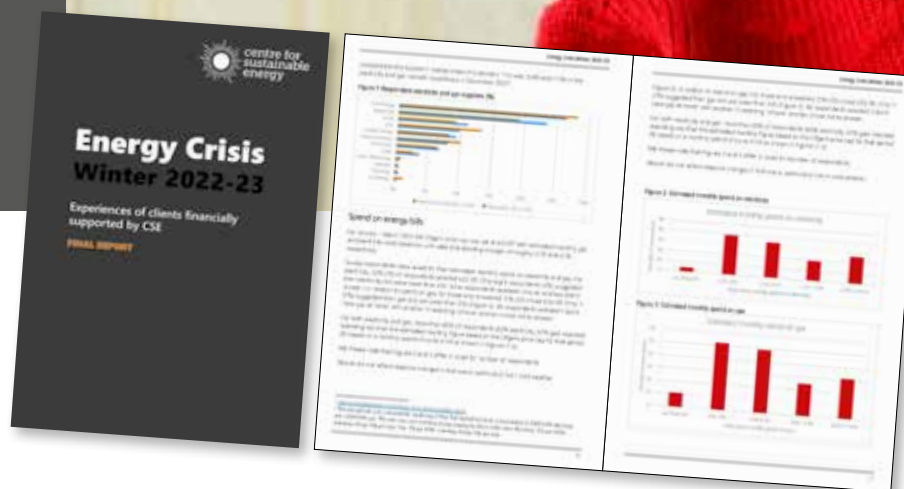


Mould and cold at home have made my illnesses worse.

If it wasn't for Warm & Safe Wiltshire, after losing my disability allowance,

I would have died.

Ellen, Swindon



Championing social justice in the current and future energy system

Finding solutions to ensure equity and inclusion that mean no one is left behind in the transition to net zero ...



CSE champions social inclusion and fairness in the UK's energy system – now and in the future. We work with energy companies to help them understand their vulnerable customers and how to reach them. Over the last year, we've provided data and vulnerability mapping for six of the seven distribution network operators (DNOs), who together cover over 70% of GB households. DNOs use our analysis to identify areas in need of specific types of support, so that more people in fuel poverty or vulnerable circumstances get the targeted support they need.

But vulnerability and the people excluded by the system can change. As the energy system develops in order to accommodate high volumes of renewable energy, there is potential to generate new forms of inequality and unfairness and a risk that many will be excluded and left behind.

The ability of consumers to be flexible in their use of electricity is becoming increasingly important. Household choices about the appliances they use, the technologies they invest in, the tariffs they have access to and the energy services they sign up for have an impact on the energy system overall and are central to achieving the transition to a low carbon energy system.

CSE has been leading the pioneering [Smart & Fair](#) research programme since 2019 which champions social justice in the energy system. During the year we published our Offer Profiling tool and completed development of the prototype Smart Energy Choices tool, which helps energy advisors to give practical advice on the increasing array of smart energy tariffs, products and services on the market. Our own energy



advice service used the tool to trial the provision of Smart Energy Action Plans to our clients.

We led consumer and stakeholder research for the [HOMEflex project](#), resulting in a national code of conduct and setting out rules for the domestic flexibility market to ensure consumer protection keeps pace with market innovation. We undertook work for National Grid Electricity System Operator to develop a set of domestic consumer archetypes for their Future Energy Scenarios modelling – to help them understand the impacts of different scenarios on different consumers. And we were commissioned by the energy regulator, Ofgem, to refresh the archetypes (originally developed by CSE) that they use to model the distributional impacts of energy policy.

We also collaborated on innovative projects to explore the best methods and analysis to represent the complex interactions between households, communities and the energy system. This included stakeholder research for UK Power Network's Socially Green project, exploring how flexibility services and payments made by UKPN

Cont ...

Championing social justice **cont ...**

could be made more inclusive of vulnerable consumers and communities. We also took part in a new Ofgem Strategic Investment Fund research project, Guidelight, which aims to explore the performance gap for grant-funded low carbon technologies installed in the homes of low-income or vulnerable households.

CSE was chosen to deliver the consumer research underpinning the Demand Flexibility Service, which saw 1.6m British homes and businesses turn down their demand at peak times last winter.

Through all our Smart & Fair work, CSE champions principles of open data, shared standards and clear communications. Increasing access to the data, models and decisions making tools is a key part of an equitable transition.



Who has the time to dive into new technology research or information, predict behaviour, and forecast energy costs?

I don't want to be duped by exaggerated promises. I just want to know: will joining a flexibility service really save me money at home, or is it all a gimmick?"

HOMEflex research participant describing CSE support in identifying smart products and services

Scaling-up housing retrofit

Accelerating local activity to improve home energy standards, tackling rising energy prices and decarbonising our homes and buildings ...

Improving the energy performance of UK homes will insulate people from future energy price rises, tackle fuel poverty, boost local economies and support new skilled jobs in the building trades.

We're taking on the tough but crucial challenge to scale up home retrofit services. This includes working with local authorities to deliver grant-funded schemes – such as managing the [Somerset Home Upgrade Grant Scheme](#) – and also developing services for homeowners who are self-funding their home energy improvements through our long-established [Futureproof Programme](#).

CSE's investment and the work of our team of 17 retrofit assessors and coordinators was nationally recognised when we won the [Retrofit Assessment and Coordination Service award](#) from the Retrofit Academy CIC in March 2023.

During the year, CSE worked with community partners in Wiltshire and Somerset, building their skills and expertise to deliver their own local retrofit projects. The culmination of that work, our [Community Retrofit Guide](#), is now helping communities across the UK.

Through [Bristol Heat Pump Ready](#), we produced guidance and tailored advice, working with our community partner Sustainable Westbury-on-Trym to reach deep into the target community. At the core of the project is a measured approach to assessing the heat loss of individual homes to allow for more accurately sized heat pumps and dramatically improved operating performance. Our focus has been on helping local homeowners to understand the benefits and reality of installing heat pumps in a rapidly evolving market where old rules of thumb for retrofit advice – such as upgrade fabric first – no longer necessarily apply.



Cont ...

Scaling-up housing retrofit

cont ...

Meanwhile, we supported the delivery of Wave 1 of the government's Social Housing Decarbonisation Fund, evaluating bids and working with local authorities and housing associations to upgrade almost 1,000 properties.

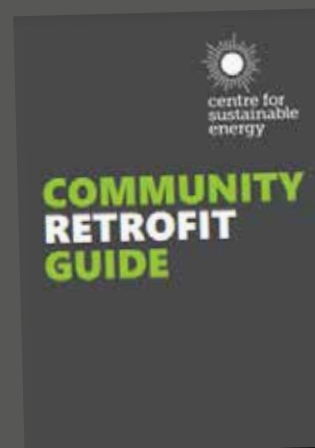
We also continued to push up energy efficiency standards in the private rental sector, publishing [national guidance for councils](#) on compliance and enforcement of the minimum energy efficiency standard (MEES) regulations. Alongside this we launched a [pilot programme of advice](#) for landlords to support them in understanding how to improve their properties.

In January 2023, CSE took the significant step of setting up a new community interest company (CIC) [Retrofit West](#). This will focus on accelerating net zero home retrofit across the West of England by delivering new innovation and boosting local capacity.

With funding and support from the West of England Combined Authority, Retrofit West CIC will provide a full-spectrum homeowner retrofit advice service, stimulate the supply chain and encourage local builders - plus those carrying out repairs,

maintenance and improvements - to offer retrofit solutions to their customers.

In March 2023 we convened partners to help us map next-step solutions to [building the local retrofit supply chain](#) with participants spanning local contractors, social housing providers, colleges, councils, community partners, product manufacturers and wider professionals. Housing retrofit remains an enormous challenge locally and nationally, which no one organisation or single solution can address. Which is why CSE has joined the newly established National Retrofit Hub and is part of the delivery team for a new national Green Homes Finance Accelerator scheme in the year ahead.



I'd wanted to get this project rolling for years but hadn't known where to start. The help and referrals from Futureproof finally got things moving. I'm delighted!"

Bristol householder



Inspiring local authority action on net zero

Providing next-step practical solutions for councils of all shapes and sizes ...

The last year saw an evolution and maturing in the needs of local authorities to find local solutions to address the climate emergency and net zero. CSE has responded to this development by remaining focused on offering councils of all sizes practical, realisable next-step solutions.

During the year we completed London's first borough-wide Local Area Energy Plans for Enfield council. This work built on our pioneering research work for Ofgem to develop the approach on which the current LAEP method guidance is based, and combined CSE's expert local energy modelling capabilities with our unique net zero stakeholder engagement approaches.

Beyond the UK, we developed our collaborative partnership on [Act!onHeat](#) to help 120 municipalities across Europe to start, continue or improve strategic heating and cooling planning, providing support packages that include tailored use of CSE's world-leading open-source [THERMOS](#) heat network planning tool.

Closer to home, we continued to provide council planning teams with bespoke support on energy and climate change. We produced a rural renewable energy evidence base for Cotswold council to underpin new strengthened climate change planning policy, and provided expert evidence for Stroud council to defend similar new Local Plan policies at the Examination in Public stage.

During the year we refined, tested and rolled out our [Future Energy Landscapes](#) approach, designed to support local planning authorities to develop ambitious planning policies for renewable deployment while, crucially, maintaining community support. As well as running the approach ourselves in various nearby councils, we launched our open source and free-to-use Future Energy Landscapes toolkit so others could replicate our method further afield – and we were overwhelmed and delighted with the interest shown from hundreds of councils across England.

But bigger councils and planning authorities are not the only public bodies seeking CSE's support.

For many years we have highlighted the importance of smaller town and parish councils in leading change in their communities. During the year we continued to deliver [Climate Action Planning workshops](#) for these groups, both directly and through webinars provided via the Society of Local Council Clerks.

Notably our expertise on planning and climate change was recognised when the Committee on Climate Change appointed CSE to lead [new research](#) into the barriers and opportunities for delivering net zero and climate resilience through the local planning system. As the Levelling-up and Regeneration Bill makes its way through parliament in the year ahead, we will build on this work to push for changes requiring Local Plans to actively address climate change and free up local councils to enact more visionary planning policies.



The London Heat Map (built and maintained by CSE since 2009) currently has around 5,000 users a month – underpinning heat network and building heat decarbonisation planning across the capital.



CSE's Future Energy Landscapes workshops give the council and councillors confidence that local support for renewables matches national public opinion. Policy needs to be – and can be – bold."

Sustainability officer, Bath & North East Somerset council

Empowering communities to deliver their own sustainable energy future

Putting people and places at the centre of local sustainable energy solutions ...



Local energy initiatives have a key role to play in the transformation of the UK's energy system. Realising a just and inclusive energy transformation and achieving the country's sustainable energy goals (decarbonisation, affordability, reliability) means changes everywhere – to our buildings and neighbourhoods and our local landscapes – and for everyone.

That's why we support communities who want to do something about climate change, energy or sustainability.

During the year our work with communities across the UK flourished. Working with Power to Change we launched the [Resilient Community Fund](#) to provide advice and support to community businesses across England struggling with their energy costs. Alongside this, we continued to support [Next Generation](#) community energy groups to take forward other projects, like Yealm Community Energy's new electric ferry scheme and Wight Community Energy's increasingly popular 'Going Electric' event.

As the [Big Local climate support partner](#), CSE worked directly with groups across the UK to climate-proof their plans and assets, helping them as they join the national effort to cut emissions. We also designed and delivered a peer-learning support network, providing regular online events focussed on themes such as engaging

young people, green spaces and fuel poverty, and showcasing Big Local examples to inspire others.

Locally, in Bristol Community Climate Action, CSE worked with six of Bristol's most disadvantaged communities providing carbon footprinting data and analysis to help them to create impactful climate action plans. We also acted as mentor in the wider National Lottery Climate Action Fund programme, supporting others around the UK. And [our 3D project](#) in Birmingham supported communities by providing data to help them design and deliver impactful local climate action projects.

And we continue to build community capacity to provide local advice and support to those struggling with fuel poverty in their areas. We set up the [Rural Communities Energy Support Network](#) across Somerset and Wiltshire to provide training and resources for groups and to allow them to refer their clients to CSE's professional advisors when needed. We designed and ran grant schemes ([SGN Safe and Warm](#) and the [National Grid Energy Affordability Fund](#)) providing grants to community organisations across Scotland, the South of England, Midlands, South West and South Wales to enable them to support fuel poor and vulnerable households over the winter.

Cont ...



“I've long thought that communities would be much more receptive to renewables they themselves commission and benefit from, but lacked evidence. The FEL work is important proof that this approach can work.”

Future Energy Landscapes workshop participant

Empowering communities **cont ...**

In 2022-23 we won innovation funding to develop a free online rooftop solar calculator. This will help individual households and communities assess the viability of solar PV for their homes and local buildings quickly and easily.

Now openly available, [Solar Wizard](#) combines national LiDAR elevation data with CSE's own building energy models and wider datasets to take account of roof area, pitch, orientation, overshadowing and costs to provide an independent assessment of solar PV viability.

As well as empowering households and individual building owners to invest in PV, CSE is working with a number of communities and local authorities to provide area-wide versions of the model and its data to facilitate local solar schemes.



Future generations

Ensuring young people feel inspired and enabled to play a meaningful role in the transition to a more sustainable and fairer energy system ...

We know the energy transition is not only a technical challenge but also a societal and cultural one, and young people are at the heart of it. With the right support, young people can obtain the skills, knowledge and confidence



to not only get involved with decision making, but to step up and become decision makers themselves.

A culture where young people's opinions and contributions are recognised, valued and acted upon benefits everyone. That's why CSE delivers several youth empowerment programmes, providing children and young people with the essential tools to navigate the energy landscape now and as they grow older.

[Green Influencers](#) makes sustainability fun for all ages, supporting 8-14-year-olds to connect with their local patches of nature and take environmental action in their community. CSE's Green Mentors, employed through the programme, ran regular interactive sessions at schools, youth clubs and adventure playgrounds across the West of England.

During the year we also developed our work with teachers and schools. We expanded our programme of energy workshops for South Gloucestershire schools and rolled out [Merton Energy Matters](#) in which we worked with primary schools in the London borough of Merton to co-design teaching materials covering energy topics such as climate change, home energy and fuel poverty. We trained up teachers to deliver the module across Early Years and Key Stages 1 and 2, and then supported a series of 'energy cafes' in schools enabling families to get local advice and support on their energy bills. Working with the borough council, Merton Climate Action Group and local community benefit society, CREW Energy, the project is a great example of partnership delivery with CSE bringing its existing skills and educational resources while ensuring

local partners are well positioned to continue delivery in future.

With increasing recognition of the need for more equity, inclusion and diversity in the energy sector and the importance of young people having their voices heard, our PLACE project (Planning Locally to Address the Climate Emergency) developed and tested approaches for getting young people involved in shaping planning in their communities.

We were also delighted to welcome two new cohorts to [Bright Green Future](#) (BGF), our national youth empowerment programme with a focus on signing up people from black, brown and minority ethnic backgrounds. With increasing numbers of BGF graduates joining our alumni network we actively sought more ways to integrate them in CSE's work during the year, for example through helping us deliver the residential component of the BGF programme and ensuring their views and ideas were at the heart of the design of our PLACE project.

Our focus on young people of colour in our BGF programme aims to help ensure future environmental leaders and decision makers reflect our diverse society as well as providing a route for enabling young people to have a voice in the issues facing the rapidly changing energy sector.



Cont ...

Future generations **cont ...**



The BGF programme helped me connect with what I wanted and how I wanted to show up and create change in the world. I always felt like there was pressure from school to go down a certain path, but BGF made me realise I could do something completely different and have an impact in the way I truly wanted"

BGF student

Funders & clients

In 2022-23 CSE secured more than **£6m** for its activities, a growth of almost 40% against the previous financial year. This came from a mix of national and associated bodies, local government, energy industry, research and charitable sources. Some activities were grant funded while others were delivered as a contract or service. In addition, some funding came via project partners with whom we jointly developed funding proposals.

The Trustees would like to thank all CSE's funders and clients for their support of our work in the year, including:

AD Research & Analysis Ltd	Buro Happold
ADD Specialists	C&T Eco Consultants Ltd
AECOM Limited	Cadent Gas Limited
Affordable Warmth Solutions (Warm Homes Fund)	Carbon Rewind
AgilityEco	Citizens Advice
All Seasons Interiors Ltd	Committee on Climate Change
Alliance Homes	Community Home Solutions Ltd
Allianz Insurance Plc	Cotswold District Council
Aura Gas Limited	Department for Energy Security and Net Zero
Barnsley Metropolitan Borough Council	Ecocetera Ltd
Bath & North East Somerset Council	Electricity North West Ltd
Baxter Kelly Ltd	Eliq AB
BBH Consulting AG	Energy Saving Trust (Ofgem Energy Industry Voluntary Redress Scheme)
Bridport Town Council	Esmée Fairbairn Foundation
Bristol City Council	Essex County Council
Bristol City Leap	European Commission (Horizon 2020)
Bristol Green Capital Partnership CIC	European Commission (Sustainable Urbanisation Global Initiative) (via Innovate UK)
British Gas Energy Trust	
Bruton Town Council	

Evolve Home Energy Solutions
Flex Assure Limited
Francis Winham Foundation
Frome Town Council
Georgeham Parish Council
Gloucester City Council
Golden Globe Ltd
Good Earth
Gower Street Trust
Grant Store Ltd
Greater London Authority
Green Key Installations Ltd
GRS Eco Ltd
Happy Energy Solutions Ltd
Horsham District Council
Idlei Action Fund (on behalf of Tides Foundation)
Innovate UK
J&J Crump & Son Ltd
Joseph Rowntree Charitable Trust
Kenneth Miller Trust
Lancaster Environment Centre
Land Use Consultants
LD Eco Ltd
Lewisham Council
Local Trust
Locality (UK)
London Borough of Enfield
London Borough of Merton Council
London Economics Ltd
Lyme Regis Development Trust
Margaret's Fund
MCS Charitable Foundation
Mendip District Council
Mike Pye Marketing Ltd
National Grid Electricity Distribution (formerly Western Power Distribution)

National Grid ESO
National Infrastructure Commission for Wales (NICW)
Network Energy Limited
Newby Trust
North Bristol NHS Trust
North Somerset Council
Northern Powergrid
Nu-Wey Limited
Ofgem
Osborne Clarke Charitable Fund
Osborne Clarke LLP
OVO Energy
Place Studio
Pledgeball
Power to Change Trust
Pro Heating Services Ltd
Quartet Community Foundation
Redland & Cotham Amenities Society
Retrofit Academy
Ricardo
RJM Insulation
RMS Energy Solutions Limited
Royal Borough of Kensington and Chelsea
Royal Society of Wildlife Trusts (The Community Fund Our Bright Future Programme)
Scottish and Southern Electricity Networks
Scottish Hydro Electric Power Distribution Plc
Sedgemoor District Council
SGN
SIA Partners Ltd
Simply Eco Ltd
Smart Communities
Smart Energy Sense
Society of Local Council Clerks

Somerset County Council
South Coast Insulation Services
South Gloucestershire Council
South Somerset District Council
SP Energy Networks
St Monica Trust
Stroud District Council
Sustain Energy
Swindon Borough Council
Switch Energy
TDS Charitable Foundation
The Association for Decentralised Energy
The Blagrove Trust
The Connect Fund
The D'Oyly Carte Charitable Trust
The Ernest Cook Trust
The National Benevolent Charity
The Nature Conservancy
The Warmer Group
Thrive Renewables Plc
UK Power Networks
UK100
University of Birmingham
Waddeton Park Limited
Wales & West Utilities Ltd
WarmUK
WECIL
Wessex Water Services Ltd
West of England Combined Authority
Westbury Town Council
Wiltshire Community Foundation
Wiltshire Council
Winchester City Council
YES Energy Solutions
Zing Energy Ltd

Future strategy

The continued cost-of-living crisis, fuelled by record energy prices, combined with increased urgency to find solutions for local and energy system decarbonisation, underpins CSE's current and future work.

During the year the Senior Leadership Team working alongside trustees and staff began a strategy refresh process. This identified and considered the evolving context we are operating in and the wide range of different opportunities for CSE to grow and strengthen our impact. Our work going forward will be delivered around the following work programmes:

- Delivery of fuel poverty programmes and advice services that tackle the root causes of fuel poverty and cold homes: helping to improve people's mental and physical health as well as cutting energy bills and carbon emissions.
- Championing social justice in the current and future energy system; providing research insights, data analytics, tools and solutions to enable a transition to a smarter, net zero energy system which is fair and inclusive and secures wide consent and participation.

- Scaling-up housing energy retrofit; market development and sustained system change to build quality local supply chains alongside schemes and incentives that grow demand.
- Inspiring and supporting local authority action on net zero; providing next-step practical solutions for councils from parishes up to cities.
- Empowering communities to deliver their own sustainable energy future: putting people and place at the centre of delivering local sustainable energy solutions.
- Enabling future generations to contribute to the energy transition: inspiring young people to become environmental leaders, enhancing their skills and knowledge and giving voice to under-represented perspectives in the energy sector.

We are continuing our strategic review through a process of co-creating with staff and trustees more detailed plans for each programme area. Our aim is to publish a refreshed strategy in 2023. And in the meantime, we will continue to work to develop and secure funding to deliver new and more influential projects across all these areas.

We will also continue our work to improve CSE's organisational systems and processes with a focus on maintaining staff wellbeing, productivity and CSE's positive culture. This will include:

- Planned efficiency improvements through the introduction of improved and more integrated financial, time recording and project management systems and enhancement of our internal IT capacity.
- Embedding new project management guidelines through rollout of bespoke project management training.
- Expansion of courses and professional development options available to staff through our Virtual College training platform and clearer mapping and articulation of career progression pathways within CSE.

- Establishment of a regular staff survey to track trends in staff opinions and issues and to add to the feedback and issues raised through the Employee Voice Forum which enables communication and consultation between the Senior Leadership Team and employees on all matters of mutual interest.
- Better collection and analysis of diversity data and a focus on improving understanding and awareness in the organisation of the changes needed to deliver greater equity, diversity and inclusion at CSE.

Financial review

In the year to 31 March 2023, CSE made a surplus of **£214,672** on its income of **£6,003,845**. This followed a year where we had invested heavily in organisational growth (2021-22: deficit £412,681 on an income of £4.3m) and two previous years of surplus (2020-21: surplus of £200,774 on an income of £3.99m; 2019-20: surplus of £223,356 on income of £3.54m).

Our income of £6m represented nearly 40% growth compared to the previous year (£4.3m in 2021-22). In part this was due to the additional funding CSE secured to directly support advice clients during the year (i.e. grants, vouchers and direct energy benefits which we administered and passed through to people, helping them to survive winter).

Within this, gross income from CSE's direct project costs grew by 38% (from £3.2m in 2021-22 to £4.4m), resulting from a combination of growth, increases in staff chargeability and a modest increase in margins as we increased charge-out rates in response to inflation. We also tightened our project management processes and

systems resulting in more efficient project delivery during the year.

Our staff team grew in the year by about 9% (98 FTE in March 2023 compared to 90 FTE in March 2022) and has almost doubled in the last 3 years (55 FTE in March 2020). We recruited 31 new members of staff during the year.

At the end of March 2023 our reserves (total unrestricted funds) stood at £1,006,723 against a target of £1,000,000.

We expect continued gradual and managed growth in the year ahead, and we will continue to focus on achieving a modest surplus that will enable us to sustain a minimum level of reserves commensurate with our size and make critical investments in operational efficiency and effectiveness now that we're a larger and more complicated organisation.

Reserves policy

Our reserves policy establishes a minimum target for our unrestricted reserves and outlines the approach we take to any reserves in excess of that minimum.

The minimum reserves target takes account of two scenarios: (a) the liabilities which would be faced by the charity if it were to cease operating, and (b) the financial cushion the charity would need to cover losses while it responded to a serious but possible funding crisis without immediately losing valuable staff.

CSE's reserves policy, at the end of March 2023, set a minimum reserves target of £1,000,000, with a minimum target for net current assets of £850,000 taking account of the diversity of our funding sources. At the end of March 2023, our reserves were in excess of the overall minimum figure, with total unrestricted funds standing at £1,006,723 although net current assets were below target at £810,324). In July 2023, CSE's trustees approved an increase to our overall reserves target to £1.2m, with a minimum target for net current assets of £1m - reflecting the continued growth of the organisation in the new financial year.

The trustees' aim is to invest reserves above this minimum target through a designated Strategic Investment Reserve in

initiatives shaped by the charity's strategic priorities and which have proved difficult to fund from external sources. Such initiatives are designed to help us to increase our impact, explore new approaches, build our capacity and that of others, and make the case for funding to external funders. At the end of March 2023, due to net current assets being below minimum levels, no funds were allocated to the Strategic Investment Reserve.

In light of the charity's continued growth the trustees will continue to review the reserves policy and associated targets in the coming year, with the aim in the longer term of holding reserves at a level where investments can be made through the Strategic Investment Reserve.

Structure, governance & management

Constitution

The Centre for Sustainable Energy (CSE) is a registered charity and company limited by guarantee, having no share capital. CSE's Memorandum and Articles of Association are the primary governing documents of the charity.

Policies & structure

The charity operates with a board of volunteer trustees that meets quarterly. The board has also established a Finance Committee which meets and reports to the board periodically.

The trustees have overall responsibility for organisational strategy, financial management and compliance with the purposes of the charity. This responsibility is devolved within a clearly documented framework of delegated powers to the Chief Executive (currently covered by the Deputy Chief Executive) and the Senior Leadership Team. The Senior Leadership Team maintains and implements the policies of the organisation and the Chief Executive and members of the Senior Leadership Team report to the trustees at each quarterly meeting.

Pay policy for senior staff

All staff at CSE are paid according to a graded salary scale which was established to reflect the differences in responsibility, skills and capabilities required in each role. The ratio between the salaries of the highest (Chief Executive) and lowest paid member of staff (our project workers) is currently 3.8.

All staff are entitled to participate in the CSE contributory pension scheme (8% employer contribution, 6% employee contribution) which has also been adopted as our auto enrolment scheme since November 2015.

Public benefit

CSE has complied with the duty in Section 17(5) of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

Management and structure

During the year there were a number of changes to the Senior Leadership Team and management structure of the charity. Following the Chief Executive's stroke, the Director of Development & Communications

stepped into the role of Interim Deputy Chief Executive to lead the day-to-day operations (and now holds the permanent role of Deputy Chief Executive). The Director of Finance & Operations also changed during the year, and Joshua Thumim, the Director of Research & Analysis decided to move on to pastures new. The board of trustees would like to thank him for his considerable contribution to CSE and pioneering the charity's research work over the last 17 years.

During the year the Senior Leadership Team was:

- Simon Roberts OBE (Chief Executive)
- Janine Michael (Director of Development & Communications; and Interim Deputy Chief Executive from May 2023)
- Lisa Gardner (Director of Finance & Operations to September 2023)
- Matt Ferdinando (Director of Finance & Operations from October 2023)
- Joshua Thumim (Director of Research & Analysis until end of March 2023)
- Ian Preston (Director of Household Energy Services)
- Keith Hempshall (Director of Local & Community Empowerment)

In response to continued growth, the wider management structure of the organisation was also developed further during the year, with the creation of a number of Head of Team roles, which support directors in undertaking staffing and operational management.

Risk management

The board of trustees has considered the major risks to which CSE is exposed, the systems and procedures in place to mitigate exposure to them and the future actions planned. The Senior Leadership Team maintain an organisational risk register and routinely track and assess risks, highlighting high risks and key changes in the risk register at each trustee meeting.

The principal risks identified through this process include continuing to secure sufficient funding at a scale needed to support a larger and growing organisation, maintaining productivity and chargeability levels, and the risk of loss of key staff and skills across the organisation.

There remains an ongoing and key risk to the operational stability of the charity arising from CSE's continued growth over the past few years and into the future. During the past year there have been some changes of personnel within the Finance & Operations team with further appointments planned, alongside a proposed upgrade to our existing finance system – all of which will further mitigate the associated risks as the organisation grows.

As reported in the previous annual report, the absence following a stroke of CSE's Chief Executive since May 2022 continues to present a risk in that it creates uncertainty and a potential perception of instability. In part this risk is reputational. Strategically and operationally all aspects of the Chief Executive role are being delivered and CSE is thriving and operating effectively.

Statement of trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles of the Charities SORP (FRS 102).
- Make judgements and accounting estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements.

- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of trustees on its behalf by:



12 October 2023

Independent auditors' report to the members of Centre for Sustainable Energy

Opinion

We have audited the financial statements of Centre for Sustainable Energy (the 'charity') for the year ended 31 March 2023 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt

on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole

Cont ...

Independent auditors' report to the members of Centre for Sustainable Energy cont

are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have considered the nature of the sector, control environment and financial performance;
- We have considered the results of enquiries with management and members in relation to their own identification and assessment of the risk of irregularities within the entity;
- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation; and,

- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to year-end cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Companies Act 2006, Charities Act 2011, Charity SORP 2019, FRS 102 and the terms and conditions attaching to material contracts, agreements and grants received by the Charity.

In addition, we considered the provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charity's ability to operate or avoid a material penalty.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;
- Performing detailed transactional testing in relation to the recognition of revenue, with a particular focus around year-end cut off; and,
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in financial statements or non-compliance with regulation, will be detected by us. The risk increases the further removed compliance with a law and regulation is from the

events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

David Butler FCA DChA (Senior Statutory Auditor) for and on behalf of Bishop Fleming LLP, Chartered Accountants, Statutory Auditor, 10 Temple Back, Bristol BS1 6FL

Statement of financial activities (incorporating income and expenditure account)

	Unrestricted funds 2023 (£)	Restricted funds 2023 (£)	Total funds 2023 (£)	Total funds 2022 (£)
Income from:				
Donations and legacies note 3	17,402	-	17,402	4,401
Charitable activities note 4	3,742,297	2,241,396	5,983,693	4,314,413
Other	2,750	-	2,750	-
Total income	3,762,449	2,241,396	6,003,845	4,318,814
Expenditure:				
Charitable activities note 5	3,543,322	2,245,851	5,789,173	4,731,495
Total expenditure	3,543,322	2,245,851	5,789,173	4,731,495
Net income/(expenditure)	219,127	(4,455)	214,672	(412,681)
Transfers between funds note 13	(4,455)	4,455	-	-
Net movement in funds	214,672	-	214,672	(412,681)
Reconciliation of funds				
Funds at the beginning of the period	792,051	-	792,051	1,204,732
Net movement in funds	214,672	-	214,672	(412,681)
Funds at the end of the period	1,006,723	-	1,006,723	792,051

■ The Statement of Financial Activities includes all gains and losses recognised in the year. The notes on pages [34](#) to [52](#) form part of these financial statements.

Balance sheet as at 31 March 2022

	2023 (£)	2023 (£)	2022 (£)	2022 (£)
Fixed assets				
Intangible assets note 10	44,100			
Tangible fixed assets note 11	152,299		173,830	
Total fixed assets		196,399		173,830
Current assets				
Debtors note 12	1,426,353		1,079,214	
Cash at bank and in hand	1,146,605		1,290,377	
Total current assets	2,572,958		2,369,591	
Creditors: amounts due within one year note 13	(1,762,634)		(1,751,370)	
Net current assets		810,324		618,221
Total assets less current liabilities		1,006,723		792,051
Net assets		1,006,723		792,051
Funds				
Restricted note 14		-		-
Unrestricted funds:				
Designated funds note 14	-		154,761	-
General funds note 14	1,006,723		637,290	
Total unrestricted funds note 14		1,006,723		792,051
Total funds		1,006,723		792,051

Company 2219673 | The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

- The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.
- The financial statements were approved and authorised for issue by the Trustees on **12 October 2023** and signed on their behalf by Anne Obey OBE:



Statement of cash flows

	2023 (£)	2022 (£)	
Cash flows from operating activities:			
Net cash used in operating activities (see below)	<u>(68,339)</u>	<u>205,326</u>	
Cash flows from investing activities:			
Purchase of tangible fixed assets	(31,333)	(29,928)	
Expenditure on intangible assets	<u>(44,100)</u>	<u>-</u>	
Net cash provided by investing activities	<u>(75,433)</u>	<u>(29,928)</u>	
Change in cash and cash equivalents in the reporting period	(143,772)	175,398	
Cash and cash equivalents at the beginning of the reporting period	1,290,377	1,114,979	
Cash and cash equivalents at the end of the reporting period	1,146,605	1,290,377	
Reconciliation of net income/(expenditure) to net cashflow operating activities			
Net (expenditure)/income for the reporting period	214,672	(412,681)	
Adjustments for:			
Depreciation charges	52,864	49,227	
(Increase)/Decrease in debtors	(347,139)	417,494	
Increase in creditors	<u>11,264</u>	<u>151,286</u>	
Net cash provided by operating activities	<u>(68,339)</u>	<u>205,326</u>	
Analysis of cash and cash equivalents			
Cash at bank and in hand	<u>1,146,605</u>	<u>1,290,377</u>	
Total cash and cash equivalents	<u>1,146,605</u>	<u>1,290,377</u>	
Analysis of changes in net debt	At 1 April 2022 (£)	Cash flows (£)	At At 31 March 2023 (£)
Cash at bank and in hand	1,290,377	(143,772)	1,146,605

Notes to the Statement of Financial Activities

Note 1 General information	Note 8 Staff costs	Note 15 Summary of funds
Note 2 Accounting policies	Note 9 Trustee and connected persons transactions	Note 16 Analysis of net assets between funds
Note 3 Income from donations and legacies	Note 10 Intangible assets	Note 17 Pension commitments
Note 4 Income from charitable activities	Note 11 Tangible fixed assets	Note 18 Operating lease commitments
Note 5 Analysis of expenditure on charitable activities	Note 12 Debtors	Note 19 New subsidiary incorporated in the year
Note 6 Analysis of expenditure by activities	Note 13 Creditors: amounts falling due within one year	Note 20 Related party transactions
Note 7 Auditors' remuneration	Note 14 Statement of funds	Note 21 Assets held on behalf of third parties

NOTE 1

General information

The charity is a company limited by guarantee. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The charity's registered office is: St. James Court, St. James Parade, Bristol, BS1 3LH.

NOTE 2

Accounting policies

2.01 Basis of preparation

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial

Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Centre for Sustainable Energy meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.02 Going concern

The Trustees assess whether the use

of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Trustees continue to monitor the financial position of the charity and the

potential impacts of inflation, challenges in recruitment, staff retention and the rising cost of living for our staff. The charity continues to have a healthy cash position and a strong forward plan of agreed future work. Under all the scenarios reviewed, the charity has sufficient reserves to enable it to continue as a going concern for the foreseeable future. For this reason it continues to adopt the going concern basis in preparing the financial statements.

2.03 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The

Cont ...

Notes to the Statement of Financial Activities

Accounting policies [cont]

aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.04 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Contractual income is recognised in the Statement of Financial Activities to the extent that the charity has provided the services. Where contractual income is received in advance but the charity has not provided the relevant services then this income is deferred.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

2.05 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity.

The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity.

Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

All expenditure is inclusive of irrecoverable VAT.

2.06 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

2.07 Tangible fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases: Leasehold improvements, over the life of the lease; fixtures and fittings, over 4-5 years; office equipment, over 2-4 years; project assets, over the life of the project.

2.08 Intangible assets

Intangible assets are held on the balance sheet at cost less accumulated amortisation and impairment losses.

Website costs, including development costs, are capitalised as an intangible asset and amortised on a straight line basis over the expected useful life of four years.

Impairment reviews are conducted when events and changes in circumstances

indicate that an impairment may have occurred. If any asset is found to have a carrying value materially higher than its recoverable amount, it is written down accordingly.

2.09 Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

2.10 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.11 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.12 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.13 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet

date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost..

2.14 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.15 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

Notes to the Statement of Financial Activities

NOTE 3

Income from donations and legacies

	Unrestricted funds 2023 (£)	Total funds 2023 (£)	Total funds 2022 (£)
Donations	10,652	10,652	-
Grants	2,450	2,450	
Legacies	4,300	4,300	
Government grants - Coronavirus Job Retention Scheme	-	-	4,401
	17,402	17,402	4,401

NOTE 4

Income from charitable activities

	Unrestricted funds 2023 (£)	Restricted funds 2023 (£)	Total funds 2023 (£)	Total funds 2022 (£)
Research and analysis	996,800	134,159	1,130,959	1,059,648
Household energy services	2,067,074	1,953,762	4,020,836	2,663,099
Local and community empowerment	678,423	153,475	831,898	591,666
	3,742,297	2,241,396	5,983,693	4,314,413
Total 2022	2,573,441	1,740,972	4,314,413	

Notes to the Statement of Financial Activities

NOTE 5

Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 (£)	Restricted funds 2023 (£)	Total funds 2023 (£)	Total funds 2022 (£)
Governance costs	36,926	-	36,926	20,573
Research & Analysis	1,026,799	134,159	1,160,958	1,175,835
Household Energy Services	1,796,245	1,956,219	3,752,464	2,798,635
Local & Community Empowerment	683,352	155,473	838,825	736,452
	3,543,322	2,245,851	5,789,173	4,731,495
Total 2022	2,961,659	1,769,836	4,731,495	

Summary by expenditure type

	Staff costs 2023 (£)	Depreciation 2023 (£)	Other costs 2023 (£)	Total funds 2023 (£)	Total funds 2022 (£)
Governance costs	10,361	-	26,565	36,926	20,573
Research & Analysis	833,254	12,218	315,486	1,160,958	1,175,835
Household Energy Services	2,195,919	32,199	1,524,346	3,752,464	2,798,635
Local & Community Empowerment	576,073	8,447	254,305	838,825	736,452
	3,615,607	52,864	2,120,702	5,789,173	4,731,495
Total 2022	3,159,022	49,226	1,523,247	4,731,495	

Notes to the Statement of Financial Activities

NOTE 6

Analysis of expenditure by activities

	Activities undertaken directly 2023 (£)	Support costs 2023 (£)	Total funds 2023 (£)	Total funds 2022 (£)
Governance costs	-	36,926	36,926	20,573
Research & analysis	1,044,891	116,067	1,160,958	1,175,835
Household Energy Services	3,446,586	305,878	3,752,464	2,798,635
Local & Community Empowerment	758,582	80,243	838,825	736,452
	5,250,059	539,114	5,789,173	4,731,495
Total 2022	4,263,106	468,389	4,731,495	

NOTE 7

Auditors' remuneration

	2023 (£)	2022 (£)
Fees payable to the charity's auditor for the audit of the charity's annual accounts	12,500	11,258

NOTE 8

Staff costs

	2023 (£)	2022 (£)
Wages and salaries	3,089,412	2,742,263
Social security costs	282,795	210,070
Pension costs	243,400	206,689
	3,615,607	3,159,022

- The average number of employees employed by the Charity during the year was 102 (2022:92) of which 97 were project staff (2020: 86) and 5 were management and admin staff (2022: 6).
- Average headcount expressed as a full time equivalent was 93 (2020: 83).
- The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was: in the band £60,001-£69,999 was 2 (2022: 3), and in the band £70,001-£79,999 was 1 (2022: 1).
- The total employee benefits of key management personnel were £467,834 (2022: £523,390).
- Total employer contributions for the provision of defined contribution pension schemes in respect of employees earning more than £60,000 were £16,753 (2022: £28,764). This amount is not included in the banding above.

Notes to the Statement of Financial Activities

NOTE 9

Trustee and connected persons transactions

- During the year, one Trustee received £1,400 for mentoring services provided in a personal capacity as part of the Next Generation Community Energy Peer Mentoring Programme. No other trustees recieved any remuneration or other benefits in the current or prior year.
- During the year ended 31 March 2023, one Trustee claimed travel expenses totalling £180 (2022: £nil).

NOTE 10

Intangible assets

	Website (£)	Total (£)
Cost		
At 1 April 2022	-	-
Additions	44,100	44,100
At 31 March 2023	44,100	44,100
Accumulated amortisation		
At 1 April 2022	-	-
At 31 March 2023	-	-
Net book value		
At 31 March 2023	44,100	44,100
At 31 March 2022	-	-

- During the year we invested in our website. This was launched in April 2023.

Notes to the Statement of Financial Activities

NOTE 11

Tangible fixed assets

	Long-term leasehold property (£)	Fixtures & fittings (£)	Office equipment (£)	Total (£)
Cost				
At 1 April 2022	225,576	9,358	182,798	417,732
Additions	-	-	31,333	31,333
Disposals	-	-	(2,699)	(2,699)
At 31 March 2023	225,576	9,358	211,432	446,366
Accumulated depreciation				
At 1 April 2022	115,645	9,358	118,899	243,902
Charge for period	20,358	-	32,506	52,864
Eliminated on disposal	-	-	(2,699)	(2,699)
At 31 March 2023	136,003	9,358	148,706	294,067
Net book value				
At 31 March 2023	89,573	-	62,726	152,299
At 31 March 2022	109,931	-	63,899	173,830

Notes to the Statement of Financial Activities

NOTE 12

Debtors

	2023 (£)	2022 (£)
Amounts falling due within one year		
Trade debtors	764,733	620,215
Prepayments and accrued income	658,845	458,999
Other debtors	2,775	-
Total due within one year	1,426,353	1,079,214

■ The total due from other debtors relates to the amount owed by the charity's new subsidiary for funds temporarily advanced.

NOTE 13

Creditors: amounts falling due within one year

	2023 (£)	2022 (£)
Trade creditors	133,287	133,086
Other taxation and social security	287,207	224,635
Accruals and deferred income	1,290,588	1,352,250
Other creditors	51,552	41,399
	1,762,634	1,751,370
	2023 (£)	2022 (£)
Deferred income at 1 April 2022	1,155,746	794,608
Resources deferred during the year	1,106,878	1,155,746
Amounts released from previous periods	(1,155,746)	(794,608)
	1,106,878	1,155,746

■ Deferred income related to project income which has been received or invoiced in advance of the work being carried out.

Notes to the Statement of Financial Activities

NOTE 14

Statement of funds

Current year

	Balance at 1 April 2022 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2023 (£)
Unrestricted funds					
Designated funds					
Strategic Investment Reserve	154,761	-	-	(154,761)	-
General funds					
General Funds	637,290	3,762,449	(3,543,322)	150,306	1,006,723
Total unrestricted funds	792,051	3,762,449	(3,543,322)	(4,455)	1,006,723
Restricted funds					
A Warm Welcome Home	-	68,526	(69,239)	713	-
ABLE	-	33,661	(33,661)	-	-
ActionHeat	-	56,814	(56,814)	-	-
Aurora	-	51,626	(51,626)	-	-
BESN 2021-22	-	7,089	(7,089)	-	-
BESN 2022-23	-	14,050	(14,050)	-	-
Bristol Climate Action Fund	-	1,789	(3,039)	1,250	-
Bristol Climate Action Fund 2	-	9,656	(9,656)	-	-
Bristol Heat Pump Ready	-	10,136	(10,136)	-	-
Bristol Household Support Grant	-	214,225	(214,225)	-	-
Community Energy for Everyone	-	3,553	(4,301)	748	-
Community Energy Support Network	-	108,312	(108,312)	-	-
EFN Impact extension	-	5,774	(5,774)	-	-
Energy Redress Caseworker Project	-	114,304	(114,304)	-	-
Food Energy Water Urban Living Lab (FEWULL)	-	323	(323)	-	-

Notes to the Statement of Financial Activities

NOTE 14 cont ...

Futureproof scaling-up in WECA	-	76,302	(76,302)	-	-
Green Influencers	-	17,285	(17,285)	-	-
HeatAbility	-	38,615	(38,615)	-	-
Merton Energy Matters	-	39,252	(39,252)	-	-
North Somerset caseworker	-	41,001	(41,001)	-	-
PLACE	-	30,315	(30,315)	-	-
Redress PPM 4	-	3,350	(3,350)	-	-
Redress PPM 5	-	187,200	(187,200)	-	-
Redress WHAM	-	237,451	(237,451)	-	-
Retrofit support services	-	67,175	(67,175)	-	-
Share the Warmth campaign	-	5,000	(6,744)	1,744	-
Smart and Fair Energy Choices Tool	-	71,248	(71,248)	-	-
Somerset Warm Homes Fund C1	-	21,747	(21,747)	-	-
Somerset Warm Homes Fund C3	-	2,497	(2,497)	-	-
SSEN Enabling Works 2021-22 Grants	-	1,530	(1,530)	-	-
Supporting MEES	-	2,095	(2,095)	-	-
Warm Homes Wiltshire	-	14,174	(14,174)	-	-
WCF Surviving Winter Grant 2021-22 & 2022-23	-	201,148	(201,148)	-	-
WHAM (WHF)	-	141,790	(141,790)	-	-
WHAM Quartet	-	17,784	(17,784)	-	-
WHAM Quartet & Merchant Ventures	-	4,855	(4,855)	-	-
Wiltshire Community Caseworker	-	44,140	(44,140)	-	-
Wiltshire Council Household Support Grant	-	300	(300)	-	-
Wiltshire Installs	-	260,888	(260,888)	-	-
Wiltshire Retrofit Capacity Development	-	14,416	(14,416)	-	-
Total restricted funds	-	2,241,396	(2,245,851)	4,455	-
	792,051	6,003,845	(5,789,173)	-	1,006,723

Cont ...

Notes to the Statement of Financial Activities

NOTE 14 cont ...

Statement of funds (cont)

Prior year

	Balance at 1 April 2021 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2022 (£)
Unrestricted funds					
Designated funds					
Strategic Investment Reserve	300,326	-	(145,565)	-	154,761
General funds					
General Funds	904,406	2,577,842	(2,816,094)	(28,864)	637,290
Total unrestricted funds	1,204,732	2,577,842	(2,961,659)	(28,864)	792,051
Restricted funds					
A Warm Welcome Home	-	94,126	(94,126)	-	-
ABLE	-	99,116	(99,116)	-	-
Act!onHeat	-	35,323	(35,323)	-	-
Aurora	-	12,646	(12,646)	-	-
BESN 19-20	-	1,205	(1,205)	-	-
BESN 20-21	-	1,891	(1,891)	-	-
BESN 21-22	-	8,318	(8,318)	-	-
Bright Green Future	-	36,132	(45,991)	9,859	-
Bristol Climate Action Fund	-	10,795	(10,795)	-	-
Bristol Warm Homes Fund	-	9,421	(15,747)	6,326	-
Community Energy for Everyone	-	45,922	(45,922)	-	-
Community Engagement for Renewable Energy Transition	-	10,000	(10,000)	-	-
EFN Impact extension	-	18,936	(18,936)	-	-
Energy Redress Caseworker Project	-	2,943	(2,943)	-	-

Cont ...

Notes to the Statement of Financial Activities

NOTE 14 cont ...

Food Energy Water Urban Living Lab (FEWULL)	-	1,448	(1,448)	-	-
Futureproof scaling-up in WECA	-	38,296	(38,296)	-	-
Green Influencers	-	16,924	(16,924)	-	-
Heat, Eat & Talk	-	17,187	(17,488)	301	-
HH Advice grant	-	4,654	(4,654)	-	-
Redress Caseworker Support Project	-	14,688	(14,688)	-	-
Redress PPM 4	-	56,600	(56,600)	-	-
Redress PPM Voucher Project	-	67,143	(67,143)	-	-
Redress WHAM	-	99,477	(99,477)	-	-
Retrofit support services	-	56,096	(56,096)	-	-
"Smart and Fair Energy Choices Tool"	-	57,581	(57,581)	-	-
Somerset WHF C1	-	26,634	(26,634)	-	-
Somerset WHF C3	-	88,671	(88,671)	-	-
SSEN Enabling Works 2021-22 Grants	-	22,695	(22,695)	-	-
Staying Warm Together	-	19,871	(20,386)	515	-
Supporting MEES	-	7,663	(7,663)	-	-
THERMOS	-	16,682	(27,645)	10,963	-
Volunteers	-	13,130	(13,291)	161	-
Warm Homes Wiltshire	-	49,748	(49,748)	-	-
Warm Welcome	-	5,934	(5,934)	-	-
WCF Surviving Winter Grant	-	16,245	(16,245)	-	-
WCF Surviving Winter Grant 2021-22	-	71,566	(71,566)	-	-
WE Over 65 Project (WEOVE)	-	3,177	(3,916)	739	-
WECA Business Growth Grant	-	3,386	(3,386)	-	-
WHAM (WHF)	-	244,656	(244,656)	-	-
WHAM Warmer Homes Advice & Money	-	36,865	(36,865)	-	-
Wilts Retrofit Capacity Dev	-	10,584	(10,584)	-	-
Wiltshire Community Caseworker	-	30,191	(30,191)	-	-

Cont ...

Notes to the Statement of Financial Activities

NOTE 14 cont ...

Wiltshire Council Household Support Grant	-	46,420	(46,420)	-	-
Wiltshire Installs	-	164,455	(164,455)	-	-
Wiltshire Winter Grant Scheme	-	45,531	(45,531)	-	-
Total restricted funds	-	1,740,972	(1,769,836)	28,864	-
Total of funds	1,204,732	4,318,814	(4,731,495)	-	792,051

Statement of funds

Designated funds

The Strategic Investment Reserve was set up by the Trustees in order to support agreed projects that would otherwise not receive funding but which the Trustees consider will enhance the organisation's impact and future prospects. While the Charity is under its reserves targets the Strategic Investment Reserve has been transferred back into General Funds.

Restricted funds

The significant restricted funds are explained below:

A Warm Welcome Home (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): funding for energy advisors based in Great Western Swindon and Salisbury hospitals to work with staff and patients to ensure no one is discharged to a cold home.

ABLE (Assisting Bath & NE Somerset on Local Energy) (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): funding to support in-depth energy advice work with older and disabled people in Bath & North East Somerset who are living in fuel poverty.

Act!onHeat (European Commission Horizon 2020): a multi-partner project offering heat decarbonisation planning services to LAs across the EU through the use of the THERMOS and Hotmaps tools.

Aurora (European Commission Horizon 2020): a programme to engage citizens across 5 locations in Europe to reduce their carbon footprints by purchasing shares for a community solar project, using the carbon footprinting app being developed and/or attending workshops and other project engagement events. CSE is supporting the Forest of Dean District Council to create this community energy project in their area.

BESN 2022-23 & 2021-22 (Citizens Advice): Energy champions in our advice team supporting fuel poor and vulnerable households to get the best deal from their energy supplier and save money on bills.

Bristol Climate Action Fund 1 & 2 (now 'Community Climate Action') (Bristol Green Capital

Partnership – as funded by National Lottery Climate Action Fund): a programme supporting six community organisations across Bristol to deliver community climate action demonstration projects in line with their climate action plans, and increase the voice of disadvantaged communities in Bristol's strategic climate decision making.

Bristol Heat Pump Ready (Funding received from DESNZ via Bristol City Council): to deliver in-depth engagement and targeting of homeowners in Westbury On Trym who want to install a heat pump. Referring owners for a in-home heat loss survey and enabling them to sign up to have a heat pump installed.

Bristol Household Support Grant (Bristol City Council): a project which assists low income households

around Bristol with one off payments for their energy and daily living costs by through provision of vouchers, provision of items such as heated electric blankets and boiler replacements/repairs.

Community Energy for Everyone (Joseph Rowntree Charitable Trust): this project identified, developed and disseminated learning, tools and resources to increase the participation, capacity and leadership of marginalised communities in community energy activity and to support those who could facilitate and catalyse similar projects in future.

Community Energy Support Network (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): Empowering community-based organisations (local groups, charities and frontline

Cont ...

Notes to the Statement of Financial Activities

NOTE 14 cont ...

Statement of funds (cont)

workers) to deliver energy advice, building capacity through training, ongoing mentoring and support. Over two years CSE & partners are providing 4,350 vulnerable households across Somerset and Wiltshire with energy advice, through home visits, telephone advice, face-to-face advice surgeries, or events.

EFN Impact extension (Funding received via the Environmental Funders Network - Gower Street Trust, Kenneth Miller Trust and Newby Trust): funded the extension of Impact Tool to cover Wales and Scotland, plus time for updating resources and monitoring Impact Tool inbox.

Energy Redress Caseworker Project (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): CSE used this fund to employ two caseworkers to meet the increasing demand for energy advice from vulnerable customers and to build up our local volunteering capacity to provide advice alongside advisors.

Food Energy Water Urban Living Lab (FEWULL) (European Commission Sustainable Urbanisation Global Initiative - via Innovate UK): CSE was the energy partner in an 'Urban

Living Lab' in Bristol exploring the food, water and energy nexus.

Futureproof scaling-up in WECA (West of England Combined Authority): growing the low-carbon housing retrofit market and local supply chain, including delivering retrofit surveys and plans for householders, providing free community retrofit training, and running Green Open Homes events to showcase practical retrofit solutions.

Green Influencers (The Ernest Cook Trust): funding for a Green Mentor to support young people aged 10-14 in Bristol to lead the way as Green Influencers on social action projects in their communities, as part of a national initiative.

HeatAbility (Wales and West Utilities): An energy efficiency advice project across Bath and North East Somerset. Providing advice and support to disabled people and low income families to help them to keep warm and afford their energy bills. We also provide advice on how to keep heating systems safe, especially monitoring and avoiding carbon monoxide risks. We provide information in a range of community

settings, on the telephone and at home visits.

Merton Energy Matters (London Borough of Merton Council): a project working with schools in the London Borough of Merton to teach children about climate change and energy savings.

North Somerset caseworker (North Somerset Council): funding for a WHAM caseworker in North Somerset for one year (1st Aug 22 – 31st July 23), full time, partnering with Citizens Advice and AMS.

PLACE (Planning Locally to Address the Climate Emergency) (Esmée Fairbairn): Aims to build the capability of local civil society, particularly amongst groups who are currently underrepresented, to effectively use the planning system as a key lever of local change by increasing knowledge and understanding of the role of the planning system and how it works and enhancing their ability to influence local planning policy.

Redress PPM 4 & 5 (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): provision of Pre-Payment Meter

vouchers to fuel poor and vulnerable home energy advice clients.

Redress WHAM (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): additional capacity for the WHAM project enabling continuation of four caseworkers (one hospital based) in Bristol and North Somerset supporting people in fuel poverty who live in the private and owner occupier sector. Project partners are: Talking Money, WE Care Home Improvements, CA (Bristol and North Somerset) AMS electricals and NBAC.

Retrofit support services (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme): increasing the uptake of low and zero carbon household energy retrofit by building capacity and expertise within local, independent advice organisations.

Share the Warmth campaign (Thrive Renewables plc): to help launch a fundraising appeal to enable CSE to support more people struggling with high energy bills and cold homes.

Smart Energy Choices Tool (Energy Saving Trust - Ofgem Energy Industry Voluntary Redress Scheme):

developing an online tool that can be used by energy advisors across Great Britain to assess the relative benefits of smart energy offers for their clients and provide advice tailored to client-specific household circumstances.

Somerset Warm Homes Fund C1 & C3 (Warm Homes Fund): providing face-to-face advice to clients in Somerset with back-office support from the advice line and project management team. Working in partnership with Somerset Independence Plus to deliver home safety and adaptation measures.

SSEN Enabling Works 2021-22 Grants (SSEN): support for low income and vulnerable customers, eligible for energy efficiency measures funding, by providing them with grant funding to remove the issues preventing the measures being installed (e.g. physical barriers such as a loft full of belongings or structural adjustments to enable installation of a new heating system).

Supporting MEES (TDS Charitable Foundation): advice to landlords in Somerset and the West of England on how they can meet the minimum energy efficiency standards for rented property.

Cont ...

Notes to the Statement of Financial Activities

NOTE 14 cont ...

Statement of funds (cont)

Warm Homes Wiltshire (Warm Homes Fund): delivering outreach and home visit energy advice to residents across Wiltshire, including Swindon, under the Warm and Safe Wiltshire banner.

WCF Surviving Winter Grant 2021-22 & 2022-23 (Wiltshire Community Foundation): fund to provide grant payments to vulnerable households in Wiltshire at risk of fuel poverty.

WHAM (Warm Homes Fund): this project added more capacity to the existing WHAM project until July 2021, extended the project into

North Somerset, recruited 4 more caseworkers (one hospital based) and brought more partners to the project including Citizens Advice, AMS electricals and Bristol Energy Network.

WHAM Quartet (Quartet Community Foundation): This is funding to supplement the Energy Redress funding to help with additional staff capacity over the winter period of 2022/23.

WHAM Quartet & Merchant Ventures (Quartet Community Foundation): This is a fund specifically to target older people on the WHAM project, making sure

that they are aware of the Household Support Grant. Undertake events, networking with older persons groups in Bristol and casework.

Wiltshire Community Caseworker (Wiltshire Council): funding for an energy advice caseworker based in Wiltshire to support in depth advice provision to the most vulnerable clients as part of the Warm and Safe Wiltshire service.

Wiltshire Council Household Support Grant (Wiltshire Council): provision of support and financial assistance for Wiltshire households to help cover winter fuel costs.

Wiltshire Installs (Wiltshire Council): support for Wiltshire households with funding for broken heating systems. Householders need to be on a low income and have low savings. Two advice trainees were also funded to help administer the fund and it also provides fuel vouchers.

Wiltshire Retrofit Capacity Development (Wiltshire Council): housing condition survey to identify and assess the suitability of housing stock across both Wiltshire for retrofit home energy efficiency measures.

Notes to the Statement of Financial Activities

NOTE 15

Summary of funds

Current year	Balance 1 April 2022 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance 31 March 2023 (£)
Designated funds	154,761	-	-	(154,761)	-
General funds	637,290	3,762,449	(3,543,322)	150,306	1,006,723
Restricted funds	-	2,241,396	(2,245,851)	4,455	-
	792,051	6,003,845	(5,789,173)	-	1,006,723

Prior year	Balance at 1 April 2021 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2022 (£)
Designated funds	300,326	-	(145,565)	-	154,761
General funds	904,406	2,577,842	(2,816,094)	(28,864)	637,290
Restricted funds	-	1,740,972	(1,769,836)	28,864	-
	1,204,732	4,318,814	(4,731,495)	-	792,051

Notes to the Statement of Financial Activities

NOTE 16

Analysis of net assets between funds

Current year	Unrestricted funds 2023 (£)	Total funds 2023 (£)
Fixed assets	196,399	196,399
Current assets	2,572,958	2,572,958
Current liabilities	(1,762,634)	(1,762,634)
	1,006,723	1,006,723
Prior year	Unrestricted funds 2022 (£)	Total funds 2022 (£)
Tangible fixed assets	173,830	173,830
Current assets	2,369,591	2,369,591
Current liabilities	(1,751,370)	(1,751,370)
	792,051	792,051

NOTE 17

Pension commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £243,605 (2022: £206,689).

Contributions totalling £42,476 (2022: £35,744) were payable to the fund at the balance sheet date and are included in creditors.

Notes to the Statement of Financial Activities

NOTE 18

Operating lease commitments

At 31 March 2022, the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023 (£)	2022 (£)
Not later than 1 year	156,788	147,735
Later than 1 year and not later than 5 years	569,163	92,446
	725,951	240,181

NOTE 19

New subsidiary incorporated in the year

In January 2023, we set up Retrofit West CIC with the ambition for it to become Britain's most advanced and comprehensive home retrofit advice service. With funding and support from the West of England Combined Authority (WECA), Retrofit West CIC will provide a full-spectrum homeowner retrofit advice service, stimulate the supply chain and encourage local builders – plus those carrying out repairs, maintenance and improvements – to offer retrofit solutions to their customers.

Retrofit West CIC was incorporated on 5 January 2023 under Companies House number 14571351. The company is a private company limited by shares. There is one share of £1 and it is owned by CSE. The company's registered office is: St. James Court, St. James Parade, Bristol, BS1 3LH.

Consolidated accounts have not been prepared for the financial year ending 31 March 2023 as the new subsidiary was yet to launch and transactions were immaterial. At year end £2,775 was owed to CSE by Retrofit West CIC for funds forwarded to set up the bank account and insurance paid. This is included in the accounts under 'Other debtors'.

At year end the company had two Directors. Janine Michael (CSE, Director of Development and Communications and Interim Deputy Chief Executive) and Matthew Ferdinando (CSE, Director of Finance & Operations). Additional directors have been appointed since year end to represent WECA and other organisations that Retrofit West CIC will be working closely with.

Notes to the Statement of Financial Activities

NOTE 20

Related party transactions

Peter Capener, a trustee of the charity, is a director of Bath and West Community Energy (BWCE) which during the prior year received an innovation grant from Power to Change's Next Generation programme which is managed by CSE. These interests were disclosed to Power to Change as part of its decision making over grant awards. Peter also invoiced the charity personally £nil (2022: £1,400) for peer mentoring support for the Next Generation Community Energy Peer Mentoring Programme. There was £Nil outstanding at the year-end. During the year CSE worked with Bath and West Community Energy to deliver our Open Solar project. BWCE invoiced CSE £10,350, of which £10,350 was outstanding at year end. Peter Capener was appointed as a Director of Retrofit West CIC, a wholly owned subsidiary of CSE, on 10 May 2023.

Ariane Crampton, a trustee of the charity is also an employee of Wiltshire Council. The charity received funding of £233,690 across 4 projects, including £150,000 for delivery of Warm and Safe Wiltshire Service and three other projects including measures. The charity was also paid £4,547 (2022: £2,893) for the delivery of a Parish and Town Council Action Day. Ariane has declared her trusteeship on the Council's register of interests and takes no part in procurement decisions that involve CSE. £4,547 (2022: £Nil) was outstanding at year-end.

Andrew Darnton, a trustee of the charity, has a directorship in A D Research & Analysis Limited with which CSE undertook a number of projects. During the year, the charity invoiced £12,744 (2022: £2,526) for services provided and £Nil (2022: £2,526) was outstanding at year-end.

Jane Dennett Thorpe, a trustee of the charity, is an employee of Ofgem. During the year the charity invoiced Ofgem for £Nil (2022: £3,516). £Nil (2022: £Nil) was outstanding at year-end.

William Gillis, a trustee of the charity is a trustee of British Gas Energy Trust (BGET). During the year the charity invoiced BGET £15,885 (2022: £47,839) for research undertaken. £Nil (2022: £Nil) was outstanding at year-end.

Bill Hull, a trustee of the charity, is a Partner of TLT LLP. During the year, TLT LLP invoiced £5,700 (2022: £6,094) to the charity for services provided. £Nil (2022: £Nil) was outstanding at year-end.

Felicity Jones, a trustee of the charity, is an elected director of Bath & West Community Energy (BWCE). See above notes under Peter Capener for our transactions with BWCE.

Simon Roberts, the Chief Executive of the charity, was also a non executive director of

Thrive Renewables plc until June 2022. During the year the charity invoiced Thrive Renewables £13,185 (2022: £25,309) for setting up a fundraising campaign, Simon Roberts' services and for managing the company's Community Benefit Fund. £Nil (2022: £Nil) was outstanding at year-end.

Simon Roberts, the Chief Executive of the charity, is a non executive director of Bristol Green Capital Partnership CIC. The charity made a subscription of £3,500 in the year (2022: £3,500) to support the work of the Partnership. During the year the charity invoiced Bristol Green Capital Partnership CIC £26,225 (2022: £10,060) for services provided to the Bristol Community Climate Action project in which CSE is a partner. There was no balance outstanding at year-end.

Kaye Welfare, a trustee of the charity, is also a part time consultant for EVOLVE Home Energy Solutions. EVOLVE HES work on ECO Innovation and other insulation projects. During the year, the charity was invoiced by EVOLVE HES for £3,034 (2022: £5,812) towards the costs of measures installed under these projects. CSE charged EVOLVE HES £4,890 (2022: £30,410) for referral fees. £1,420 (2022: £Nil) was owed to CSE at year-end.

NOTE 21

Assets held on behalf of third parties

The charity acts as an agent in administering and distributing funds provided to it for which the charity has no responsibility for their ultimate application and acts on the direct instructions of the funds' donors. As at 31 March 2023 the charity held funds of £443,139 (2022: £137,297) which are not included in these financial statements but are held in separate bank accounts for the original donor and are returnable on demand.

We're a charity supporting people and organisations across the UK to tackle the **climate emergency** and end the suffering caused by **cold homes**. We do this by sharing our knowledge, practical experience and policy insights.

For over 40 years, we've supported people to take effective action on energy in their homes. We help communities and local councils to understand energy issues, set priorities, and put plans into action. Our research and analysis focus on making the energy system greener, smarter and fairer.

cse.org.uk



**centre for
sustainable
energy**

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Company 2219673
Charity 298740

Accounts

Annual Report 2021-22

Centre for Sustainable Energy
(a company limited by guarantee)

Report and financial statements for
the year ended 31 March 2022

COMPANY 2219673

CHARITY 298740

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Reference & administrative details

Company

2219673

Charity

298740

Registered office

St James Court
St James Parade
Bristol BS1 3LH

Trustees

Peter Capener MBE
Ariane Crampton
Andrew Darnton
Dr Jane Dennett-Thorpe
Peter Ellis
William Gillis
Bill Hull
Felicity Jones
Anne Obey OBE **Chair of Trustees**
Shantha Shanmugalingam
Dr Chris Vernon
Kaye Welfare **Company Secretary**

Chief Executive

Simon Roberts OBE

Bankers

HSBC Bank plc
62 George White Street
Bristol BS1 3BA

Auditors

Bishop Fleming LLP
10 Temple Back
Bristol BS1 6FL

Solicitors

TLT LLP
One Redcliff Street
Bristol BS1 6TP



Introduction from the Chair of Trustees

We have seen another year of growth at CSE, with record demand for our services supporting people struggling with fuel poverty, increasing numbers of communities and local councils seeking our help to support practical, impactful net zero action and a continued programme of research and policy influence focused on making the energy system greener, smarter and fairer.

The continued impact of the Covid-19 pandemic, compounded by the collapse of dozens of energy companies and unfolding energy crisis, meant the people we supported faced more desperate circumstances than ever before, with limited choices in the energy market as suppliers stopped offering attractive fixed term deals. Our advice team, funders and partners all rose to the challenge, securing record levels of direct funding and support to pass straight through to households most in need.



Anne Obey OBE
Chair of Trustees

Despite this challenging context, we delivered significant results in 2021-22 including:

- Our freephone household energy advice service saw a record number of calls: 25,000 enquiries from over 15,000 clients, saving them over £3.2m (with over £570,000 in vouchers and direct grants to householders to help with affordability).
- Scaling up and developing our low carbon retrofit support services – recruiting and training a team of eleven Retrofit Assessors and Coordinators and working with local authorities and communities across our local area to ramp up the installation of home energy efficiency measures.
- Supporting more than 7,000 community and local authority representatives and running grants schemes which distributed around £500,000 during the year to local communities and groups to run fuel poverty, climate action or community energy projects.
- Expanding the reach and functionality of our Impact Community Carbon Footprinting tool to provide free comparative data on local carbon emissions to urban and rural communities across England, Scotland and Wales.
- Producing new national guidelines on community engagement for onshore wind developments, published by national government.
- Completing our EU-funded Horizon 2020 project THERMOS, which is revolutionising heat network planning; it now has over 2,000 users across 70 countries.
- Supported BEIS in development of national heat zoning policies, undertaking heat zone modelling work for six core cities under the City Decarbonisation Delivery Programme and in parallel leading qualitative research to understand stakeholder views and attitudes on heat zones and being required to connect to heat networks.
- Influencing national policy, particularly in relation to supporting vulnerable and fuel poor households through the energy crisis, the need for supply chain development in the low carbon retrofit market and tools and approaches needed to achieve fairness in the evolving smarter energy market.
- Highlighting issues with Ofgem's price cap methodology in our True Cost of the Rising Energy Price cap report.

Cont ...

Introduction from the Chair of Trustees **cont**

- Contributing to COP26 where we shared our work on diversity and fairness – including the focus of Bright Green Future, our national youth leadership programme, on working towards increased diversity in the energy and environmental sector.

These considerable achievements are testament to the commitment and initiative of our staff and volunteers, and the valued support, challenge and advice provided by the board of trustees during the year. Furthermore, they were delivered whilst expanding and investing in the operational resources, processes and systems needed for a charity of our size. During the year we expanded our Finance & Operations team and our Development & Communications team, restructured other delivery teams and embedded a model of ongoing, post-pandemic hybrid working across the organisation.

The year ended on 31 March 2022 with a record rise in the energy price cap, rising inflation and a cost-of-living crisis that threatens millions more people with falling into fuel poverty. This, alongside a post-pandemic increase in UK carbon emissions, means CSE's services, expertise and insight are needed more than ever.

By working across all levels – with households, communities, local authorities and national policy makers – we aim in the year ahead to leverage our impact further, supporting more people than ever to take action on fuel poverty and the climate emergency – and working to ensure the transition to a net zero energy system is grounded in the reality of people's lives.

Anne Obey OBE
Chair of Trustees



Our Chief Executive, **Simon Roberts OBE** suffered a stroke in May 2022 and, while he is making good progress with his recovery, he has been unable to work since. He is therefore unable to jointly author this foreword, despite steering the charity through the financial year we are reporting on, his 20th year as Chief Executive. We are grateful for the huge number of messages received from colleagues and friends from across the sector, all of which have been passed on and gratefully received. We are pleased to report that Simon is making a strong recovery and we look forward to his return to CSE over the next year.





The Trustees present their annual report together with the audited financial statements of the Centre for Sustainable Energy for the year 1 April 2021 to 31 March 2022. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm

that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable

in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives & activities

CSE supports people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes. We do this by sharing our knowledge, practical experience and policy insights.

We are in the business of societal change. Our vision is a world where sustainability is second nature, carbon emissions have been cut to safe levels and fuel poverty has been replaced by energy justice. Our mission is to share our knowledge and practical experience to empower people to change the way they think and act about energy.

The way we produce and use energy needs to change. It's one of the main causes of the climate emergency. At the same time, many people in the UK can't keep their homes warm in winter, even though it's essential for their health and wellbeing. We believe this is unacceptable and being able to afford to keep healthily warm in winter is a basic right for everyone; and we believe we owe it to current and future generations for the UK to reduce carbon emissions rapidly to virtually zero.

All our work is dedicated to achieving this positive vision. It's what we mean by 'sustainable energy' and it's why we exist. In practical terms, this means we focus on:

- Tackling fuel poverty so people can afford to heat their homes – by delivering effective local home energy advice services across the West of England, Somerset and Wiltshire – and more widely across Southern and South-West England.
- Supporting communities and councils across the UK to design and deliver effective local projects which help address fuel poverty, reduce carbon emissions and tackle the climate emergency.
- Delivering research, tools and policy insights which help to make our energy system fairer and ensure no one is left behind in the net zero transition.
- Inspiring and supporting young people to become environmental leaders and working towards more inclusivity in the energy and environmental sectors.

- Testing and nurturing new ideas to improve impact, accelerate change and engage new audiences in cutting carbon emissions and ending cold homes.
- Using our experience and evidence to shape better decision-making, using research, expert analysis and our direct experience to influence local and national policy makers.

These approaches provide different, but connected, ways of achieving impact and influence. Together they will help us accelerate the transition to a genuinely sustainable energy future.

Our work is delivered in partnership with many others – national and local government, community groups, the energy industry, academics, businesses, and other energy charities across the country. At any given time, CSE has more than 120 different and separately funded projects underway.

Our website, www.cse.org.uk, has more information about our work and gives free access to many tools, publications and resources, including our popular energy advice leaflets and videos. This sharing of knowledge and practical experience is central to CSE's mission; doing it well enables others to take action and accelerates change.

INDEPENDENT
LOCAL
POSITIVE
CANDID
PEOPLE
INQUISITIVE
DATA
BRISTOL
HOME
TENACIOUS
WARMTH
FOCUS
RESEARCH
VISION
INFLUENCE
HOPE
PRACTICAL
CHANGE
COLLABORATE
ENGAGE
OPEN
FUTURE
EMPOWER
CARING
CHALLENGE
TOGETHER
POLICY
ADVICE
JUSTICE
PIONEERING
INSIGHT
OPTIMISM
TOGETHER

Impact!

During 2021-22 our energy advisors supported **24,881** enquiries from around 15,145 people, saving them over **£3.2m** (an average of £213 per household) – the highest demand for our advice service to date.



Over the last year, we've supported more than **7,000** community members, volunteers, and local authority representatives, providing support to **160** community groups, delivering **114** CSE events and attending **110** events hosted by key stakeholders. We worked with over **300** local authority officers and councillors and administered community grants with awards to **90** community groups totalling around **£500,000**.



Our energy advisors attended around **100** events during the year, reaching at least **1,500** people.

Our renewed focus on increasing diversity in our Bright Green Future environmental leadership programme saw **48%** young people of colour attending the first cohort starting in September 2021, compared to **20%** people of colour in cohorts from previous years.



Through our high-quality education and youth leadership programmes, we reached approximately **500** young people helping them become influential energy activists in their own homes, communities and schools.



Our Thermos tool which is revolutionising heat network planning now has over **2,000** users across **70** countries.



CSE's staff team grew to **90** staff (full-time equivalent) in March 2022, an increase from 71 in March 2021.



Impact!

As a result of our Bright Green Future environmental leadership programme for 16 to 19-year-olds:

57%

felt it had helped them make an **informed** decision about their education choices.

75%

reported increased **confidence**.

89%

reported increased **knowledge** of sustainability issues.



Policy and awareness raising

- We continued to lobby for improved planning policy to address climate change locally. Building on our previous work with the Town and Council Planning Association calling for stronger reference to climate change within the National Planning Policy Framework, during the year we worked with a coalition of environmental bodies to produce a **Joint Statement on Planning for the Climate Crisis** calling for a Ministerial Statement on the issue.
- We continued our partnership and influencing work with national and local campaigns to address fuel poverty and forums on the cost-of-living crisis. This has included supporting the development of the newly formed **Cost-of-Living Alliance**; ongoing input into the **End Fuel Poverty Coalition**; representation on Bristol City Council's winter crisis group; and focused meetings with stakeholders to coordinate messaging over energy price rises.
- We responded to influential government strategies released over the last year, including the **Heat and Buildings Strategy** and the **Government Energy Strategy** pointing out its complete failure to propose a sustained and scaled up programme to insulate homes.
- We continued our engagement with Bristol One City Climate Strategy through influential roles on the One City Environmental Sustainability Board and on Bristol's Advisory Committee on Climate Change.
- Through our media work we achieved coverage with the potential to reach over **85 million** people, sharing our practical energy advice and advocating for a smarter, green and fairer energy system.

A particular highlight was working with **Channel 4 Dispatches** to help produce a documentary on **Why are your Energy Bills so High?**



A photograph of two young women sitting in a grassy field, smiling at the camera. In the background, a small village with a church spire is visible under a clear sky. The image serves as a background for the text overlay.

Achievements & performance

- 10 Tackling the energy crisis and supporting people in fuel poverty
- 11 Shaping places for sustainable energy
- 12 Scaling up low carbon housing retrofit
- 13 Solving the heat decarbonisation conundrum
- 14 Making the energy system fairer
- 15 Inspiring young people to become environmental leaders and giving voice to under-represented perspectives

The logo for the Centre for Sustainable Energy, featuring a circular graphic with various energy-related terms and the text 'centre for sustainable energy'.

- A photograph of two young women sitting in a grassy field, smiling at the camera. In the background, a small village with a church spire is visible under a clear sky. The image serves as a background for the text overlay.
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- The logo for the Centre for Sustainable Energy, featuring a circular graphic with various energy-related terms and the text 'centre for sustainable energy'.



A photograph of two young women sitting in a grassy field, smiling at the camera. The woman on the left has dark hair in a bun and is wearing a white t-shirt with a line drawing pattern and blue shorts. The woman on the right has long blonde hair and is wearing a light blue t-shirt and grey jeans. In the background, there is a small village with a church spire, surrounded by green hills under a clear sky.

Achievements & performance

- 10 Tackling the energy crisis and supporting people in fuel poverty
- 11 Shaping places for sustainable energy
- 12 Scaling up low carbon housing retrofit
- 13 Solving the heat decarbonisation conundrum
- 14 Making the energy system fairer
- 15 Inspiring young people to become environmental leaders and giving voice to under-represented perspectives

The logo for the Centre for Sustainable Energy. It features a circular graphic on the left composed of many small, overlapping circles in various colors (green, blue, yellow, orange, red, purple). To the right of the graphic, the text "centre for sustainable energy" is written in a clean, sans-serif font, with "centre for" on one line and "sustainable energy" on the line below.

Tackling the energy crisis and supporting people in fuel poverty

Our energy advice changes lives, helping to improve people's mental and physical health as well as cutting energy bills and carbon emissions ...



Our advice service is needed more than ever as everyone across the UK deals with huge increases in their energy bills. People on lower incomes, many of them in vulnerable circumstances including those with health conditions or on prepayment meters have been the hardest hit.

Our advice tackles the root causes of fuel poverty – cold homes, low incomes and high energy bills. This involves increasing people's awareness of energy efficiency or helping to insulate or improve their home – as well as providing support on tariffs, bills and assisting with fuel debt. Our free energy advice line supports people struggling with their energy bills and our projects provide more in-depth casework support for those with ongoing and more complex fuel poverty issues.

In 2021-22 our advisors dealt with almost 25,000 separate enquiries (a record number) from 15,000+ households saving them over **£3.2m** collectively on their fuel bills.

As well a growth in demand for our support, there has also been a big shift in the type of advice we are giving. It takes much longer to help people now due to their increasingly complicated circumstances. Rather than speaking to a caller once or twice, we are helping them repeatedly and more people are coming to us for help with energy debts and access to financial support.

We are speaking to more people whose mental health is suffering and callers are increasingly in distress and having to make tough choices about essentials like energy, food and clothes. A few years ago, it was rare for us to speak to someone who was feeling suicidal; now it's a regular occurrence. Our advisors have all received suicide awareness training and our safeguarding policy has been expanded to add additional layers of support.

In 2021-22, in addition to running our freephone energy advice helpline (across the West of England, Somerset and Wiltshire), we delivered fuel poverty advice projects and services providing targeted and tailored support.

These include [**Western Power Distribution's PowerUp advice service**](#) in South West England, Bristol [**Tenants Advice \(TEA\) service**](#) – and for Bristol City Council social housing tenants, [**Warm Homes and Money \(WHAM\)**](#), our fuel poverty partnership single point of contact service which is used as a national exemplar of best practice by both Ofgem and Public Health England. We developed our council and public health funded advice programmes - [**Warm & Safe Wiltshire**](#) and [**Safe & Warm Somerset**](#). We also launched and delivered the first year of a new advice service for Scottish & Southern Energy Network customers across their Southern England region.

Our True Cost of the Rising Energy Price cap report highlighted issues with Ofgem's price cap methodology and called on Government for:

- A national insulation programme for England that delivers solid wall insulation to fuel poor households, boosting employment and training via an accompanying apprentices' programme.
- A separate price cap for prepayment meter customers due to the barriers this most vulnerable group faces in accessing the energy market.
- Redesign of standing charges so that customers only pay the fixed costs associated with their own supply.
- Funding for energy advice. Energy advice services like CSE's are overwhelmed and there is no central funding for in-depth local fuel poverty support. A national network of local providers is needed to ensure consistent support for the most vulnerable households.

Shaping places for sustainable energy

Locality matters. The needs and solutions for net zero vary between places, and everyone needs to understand and buy in to local changes. That's why stakeholder engagement and local governance is so central to CSE's planning work with councils and communities ...



We help local authorities and communities to develop actionable plans, prioritise the next best steps to reduce carbon emissions and put their plans into action. This year, we delivered net zero studies for Liverpool City Council and Barnsley District Council utilising the principles of [Local Area Energy Planning: The Method](#) developed by CSE with input from the Energy System Catapult.

We updated our [Impact Community Carbon Calculator](#) – a free, online tool providing small communities with easy-to-understand data about where most carbon emissions come from in their area. We expanded its reach to cover Scotland and Wales as well as England, and added an option for ward level, in addition to parish-level analysis. People and communities use this information to work together and agree the best activities to cut emissions. So far, the calculator has supported thousands of people and around 300 local councils.

We also provided advice and training to thousands of councillors, planners, and people in local communities so that they better understand the changes needed and their role in making them happen.

We worked in Birmingham (the largest metropolitan borough in England) alongside the city council and the Birmingham Route to Zero Taskforce to deliver our innovative [3D - 'Data to Decarbonise in a Decade' project](#). This centred on a unique energy data hub, designed by CSE to support city-wide applications of energy-related data as well enabling delivery of local community projects using data to reduce carbon emissions. Seven community-run climate action projects in Birmingham were awarded £10,000 each to use the free open-source data for climate initiatives covering

housing, travel, waste, energy and emissions.

CSE was commissioned by the Department for Business, Energy & Industrial Strategy (BEIS) to lead new [community engagement guidelines for on-shore wind developments](#) – some 15 years after we first drafted the original. This guidance addresses good practice in community engagement and the process for agreeing a suitable community benefits package. Alongside this, we published our detailed [Community Engagement and Benefits for Onshore Wind in England: Qualitative research on good practice](#) report.

Our report into [Enabling Community Energy in the North East of England](#) – one of the least active parts of the country for community energy – was published in Autumn 2021. Funded by the regional Local Enterprise Partnership, North of Tyne Combined Authority, Durham County Council and South Tyneside Council, it has helped them kickstart a programme of support and activity.

“Ashamedly, I really didn't know much of this so our carbon literacy training from CSE was very interesting and helpful, it's really gone up my agenda of priorities.”

Participant, Essex carbon literacy training for planners.

Scaling up low carbon housing retrofit

We're taking on the tough but crucial challenge to scale up home retrofit service – both working with local authorities on funded schemes and developing services for households able to self-fund their home energy improvements. Improving home energy standards will literally insulate people from future energy price rises, tackling fuel poverty, boosting local economies and supporting new skilled jobs in the building trades ...



In the UK we are facing two big problems: rising energy prices and the urgent need to reduce carbon emissions if we're to reach net zero by 2050. Improving our housing energy performance, often called 'retrofit', is one of the best solutions to both these issues.

During 2021-22 we completed a range of projects funded through the Warm Homes Fund and delivered in partnership with local authorities, that helped to get heating and insulation measures installed in low income, fuel poor households in Wiltshire, Bristol and Somerset.

We also saw an explosion of demand from local authorities for support for delivery of Green Homes Grant Local Authority Delivery Scheme (LADS) programmes. We rose to the challenge, recruiting and training a team of Retrofit Coordinators and Retrofit Assessors who have since been instrumental in helping households in the West of England, Somerset and Wiltshire secure grant-funded insulation and glazing as well as the installation of low carbon heating.

Throughout the year, we've been scaling up our self-funded home retrofit support under our **'Futureproof'** brand including developing website functionality to enable people to book and pay for retrofit assessments online. We continued to run virtual retrofit events linked to Futureproof including a series of **free retrofit webinars** to inspire and inform homeowners about home retrofit challenges and opportunities.

CSE secured grant funding to develop our skills, capacity and retrofit-related services, including through the Energy Redress Fund and the Community

Renewal Fund – which has also enabled us to offer a limited number of subsidised retrofit surveys for local households.

Finally, we teamed up with Ricardo to support administering the Social Housing Decarbonisation Fund for BEIS, assessing bids from housing associations, helping to select winning schemes and providing a monitoring role for selected successful projects. This work, combined with our breadth of local authority scheme support and practical retrofit services for households, gives us a deep understanding of the current market and complexities associated with delivering high-quality retrofit works. There remains an urgent need to invest in retrofit skills and jobs and develop a much stronger supplier and installer base.

According to the latest **fuel poverty tables** there are two million fuel poor households whose homes have uninsulated solid walls. This is unacceptable in a situation when energy bills are spiralling and public money is being used to keep energy prices down.

But as troubled, short-lived national government grant schemes have shown, a UK-wide home retrofit scheme is far from simple to deliver. But it is possible and should be our ambition. We're calling on Government to introduce an urgent programme of home insulation to help permanently cut bills alongside **a retrofit skills strategy**. This would create jobs and expand the skills we need to retrofit more homes across the UK.

Solving the heat decarbonisation conundrum

Decarbonising UK heating is one of the most challenging pieces in the net zero puzzle. Our data analysts and software engineers build tools that help identify the cost-optimal solutions at building, community and city-levels. These support policymakers, local authorities, the energy industry and communities to make better investment decisions when planning local decarbonisation programmes ...

Heat networks are crucial to decarbonisation, with the Committee on Climate Change estimating that around 18% of UK heat will need to come from heat networks by 2050 to support net zero targets. We are nowhere near this goal and local authorities and energy system planners need expert help to identify the best locations for heat networks in their areas.

Key to this is our open-source heat network planning tool **THERMOS**. Developed by CSE, THERMOS (Thermal Energy Resource Modelling and Optimisation System), reduces the time and cost associated with heat network planning, producing results for free in a fraction of the time of existing technology. THERMOS is revolutionising the way opportunities for low-carbon heat networks are identified and evaluated.

Our software developers created a unique modelling tool which estimates the energy demand of every building in a chosen geographical area and deploys a set of purpose-built algorithms to optimise the design and layout of local heating and cooling networks.

THERMOS fills a gap in the world of heat decarbonisation planning and is already being applied widely around the world with some 2000 users from energy agencies, urban planning offices, universities and engineering consultancies across 70 countries.

In 2021-22 we successfully implemented a system for tiered subscriptions, with free basic functionality retained but more sophisticated options available through subscription.

Using THERMOS, we completed delivery of heat zone modelling work for six cities under the Government's City Decarbonisation Delivery Programme (CDDP) which ran to December 2021.

In January 2022 following a competitive process, CSE was successfully appointed as Model Development Consultants for BEIS's Heat Network Zoning Pilot. CSE's role is developing modelling software to identify heat network zones within individual cities based on the heat demand characteristics of local buildings and geography. Our model uses innovative heat mapping and demand estimation techniques and a unique network optimisation algorithm to automate the zoning process.

This heat network zoning work is the culmination of over ten years of heat mapping and modelling experience within CSE, including development of the **London Heat Map**, zoning techniques for **Local Area Energy Planning** studies and development of THERMOS.

Later in the year, we kicked off delivery of new Act!on Heat (Horizon Europe) project led by Germany's Fraunhofer Institute which brings together THERMOS with their 'Hotmap' tool to offer cities across Europe high level and then detailed heat and building decarbonisation analysis.



Making the energy system fairer

We show how changes to the energy system affect different consumers, helping to prevent increasing inequality in the UK and working to ensure no one is left behind in the transition to net zero ...



The energy system needs to get much smarter to reach net zero targets and respond to the continuing energy crisis. But can it get smarter in ways which ensure widespread consumer participation and share the costs and benefits of the transition fairly? Can we have a net zero energy system which is both smart and fair? This is the focus of our ground-breaking Smart and Fair? research programme.

While energy industry and policymakers are committed to ensuring 'no one is left behind', we found there was no detail on what this might look like in practice. Our work has started to provide that detail and is producing tools and analytical techniques that can reveal it further.

The findings to date are having influence with Ofgem and the Department for Business, Energy and Industrial Strategy (BEIS) and the Scottish Government's Just Transition Commission. In November, CSE's Chief Executive, Simon Roberts, [spoke at COP26](#) on the importance of achieving a just transition to net zero and how that can be done.

Throughout 2021-22, our focus shifted from a theoretical approach to one grounded in practical applications, real market activity and associated market monitoring, and active policy analysis and advice. Supported by Scottish & Southern Electricity Networks (SSEN), Western Power Distribution (WPD) and the Energy Redress Fund, we began a number of new projects.

We developed the 'Smart and Fair Energy Choices Tool', an innovative new energy advice tool. This bespoke software was developed in-house and allows energy advisors to support households to navigate the increasingly complex array of smart energy products

and services. Using the Smart and Fair 'capabilities lens', the alpha version of the tool (currently being tested) matches house-hold attributes and capabilities to a range of smart energy products, services and tariffs that are ranked by how appropriate and useful they are for the household.

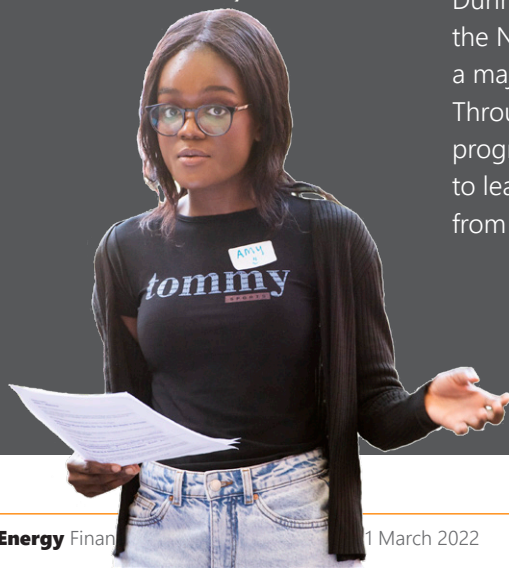
This is backed by our Retail Market Monitoring programme collating the latest information on smart energy offers, products and services in a central database. Importantly, this will include the conditions that consumers must be able to fulfil in order to access any particular service or product – such as digital skills, the ability to be flexible and shift energy use, the availability of off-street parking and private EV charging.

In other connected areas of work, in May 2021 with Sustainability First we published the [final report \(pdf\)](#) of [Smart Energy Meter Data: Public Interest Advisory Group](#) project making specific recommendations to BEIS and Ofgem designed to ensure that the value of smart meter data for public benefit is not overlooked including in energy demand forecasting, and access to aggregated and anonymised data is widened.



Inspiring young people to become environmental leaders and giving voice to under-represented perspectives

Our focus on young people of colour will help ensure future environmental leaders and decision-makers reflect our diverse society ...



We all have to play a part in the climate emergency. CSE is supporting environmental leaders of the future through our national Bright Green Future programme which works with 16-19 year olds from Black, brown and other minority ethnic communities.

People of colour are currently poorly represented in the environment sector, and [Bright Green Future \(BGF\)](#) helps young people to develop leadership skills, provides opportunities for their future career and builds their professional networks. The programme also works to channel the wisdom, energy and enthusiasm of young people into environmental change, by exposing current leaders and decision-makers to a more diverse range of perspectives.

In 2021-22, the fifth cohort of students graduated and a further cohort was recruited and completed the programme. Since pledging to increase our intake young people of colour, 51% of our young people per cohort have been young people of colour with the ambition of reaching 75% young people of colour completing each cohort in future.

During the year, lead partner support was secured from the National Grid Electricity System Operator alongside a major charitable commitment from the Blagrove Trust. Through the partnership with National Grid ESO the programme now offers more opportunities for students to learn about the energy system and receive mentoring from professionals working in the field.

In November, Roy Kareen (BGF programme lead) [spoke at COP26](#) on pathways that respect a more inclusive future and the work of the BGF programme and Bristol's Black & Green Ambassadors.

Alongside BGF, CSE delivered our [Green Influencers](#) project (funded by Ernest Cook Trust) working with 10-14 year olds in the West of England supporting them to design and deliver local projects and take climate action in their communities.

We also completed delivery of a four-year Energy in Schools project (with Samsung and Lancaster University) which developed tools and solutions to address the particular challenges schools face in managing their energy use. There remains a huge opportunity for school communities to understand more about energy use in school buildings by addressing energy management as a [learning tool and as part of climate change discussions](#).

“Before taking part in the BGF programme, I used to think that there should just be specific sustainability jobs, but now I recognise that there doesn't have to be that, but many different jobs can apply sustainability to their everyday work. I was always very into hard sciences – but after being part of BGF I became more interested in social sciences and how environmental issues intersect with people. That has influenced my decisions about education and employment and I likely wouldn't be doing the PhD project I am today if I hadn't changed my mind about this type of research.”

Funders & clients

In 2021-22 CSE secured more than **£4.3m** for its activities, a record level of income. This came from national and local government and associated agencies, industry and charitable sources. Some activities were grant funded while others were delivered as a contract or service. In addition, some funding came via project partners with whom we jointly developed funding proposals.

The Trustees would like to thank all of CSE's funding partners and clients for their support for projects undertaken during the year, including:

A&M Energy Solutions (Cardiff)
AECOM Limited
Affordable Warmth Solutions (National Grid Warm Homes Fund)
AgilityEco
All Seasons Interiors Ltd
Anchor Society
Arnold Clark Fund
Ashley Community Housing
Aura Gas Limited
Aware Technologies Ltd
Barnsley Metropolitan Borough Council
Basingstoke and Deane Borough Council

Barclays Covid-19 Community Relief Funding (via Charities Trust)
Bath & North East Somerset Council
Baxter Kelly Ltd
Bridport Town Council
Bristol City Council
Bristol Green Capital Partnership
British Gas Energy Trust
Bruton Town Council
C&T Eco Consultants Ltd
Cadent Gas
Campaign to Protect Rural England
Charities Trust
Citizens Advice (for Big Energy Saving Network)
Citizens Advice Scotland
City Energy Network Ltd
Climate Guide
Climate UK
Cobb Charitable Trust
Community Home Solutions Ltd
Cotswold District Council
Department for Business, Energy & Industrial Strategy
Department for Levelling Up, Housing & Communities (Community Renewal Fund)
Dorset Council
Dyson Energy Services
Eaga Energy
Electricity North West Ltd
Energy Saving Trust (Ofgem Energy Industry Voluntary Redress Scheme)
The Ernest Cook Trust
Essex County Council
ESW Construction Services Ltd
European Commission (Horizon 2020)
European Commission (Sustainable Urbanisation Global Initiative) (via Innovate UK)
Evolve Home Energy Solutions
Family Action
Francis Winham Foundation
Friends Provident Foundation
Frome Town Council
Gower Street Trust

Greater London Authority
Green Key Installations Ltd
The Green Register
Hawk University
Horsham District Council
Hubbub Enterprise
Iclei Action Fund (on behalf of Tides Foundation)
Innov8 Energy Ltd
Innovation SP Ltd
Installer UK Ltd
Joseph Rowntree Charitable Trust
Kestrelman Trust
Kenneth Miller Trust
Land Use Consultants
Liverpool City Council (through Eunomia Research and Consulting)
LMF Services Ltd
Local Energy Oxfordshire
Local Trust
London Borough of Enfield
MCS Charitable Foundation
Mendip District Council
Midlands Net Zero Hub (via Nottingham City Council)
The National Benevolent Charity
National Citizens Advice Bureau
National Grid ESO
National Lottery Community Fund
Newby Trust Ltd
North Somerset Council
North East Local Enterprise Partnership (via North Tyneside Council)
Northern Powergrid
Ofgem
Origin Energy Services
Ove Arup and Partners Ltd
OVO Energy
Portishead Town Council
Power to Change Trust
Quartet Community Foundation
Ramboll UK Ltd
Rother District Council

Royal Society of Wildlife Trusts (The Community Fund Our Bright Future programme)
Samsung Electronics UK Ltd
School Of Computing and Communications
Scottish and Southern Electricity Networks
Scottish Hydro Electric Power Distribution Plc
Sedgemoor District Council
Sheffield City Council
Smart Energy West Midlands Ltd
Social and Sustainable Capital LLP
Somerset Community Foundation
Somerset West & Taunton Council
South Coast Insulation Services
South Gloucestershire Council
South Somerset District Council
SP Energy Networks
St Monica Trust
Stellar Energy UK Ltd
Stroud District Council
Swindon Borough Council
Tata Consumer Products Ltd
TDS Charitable Foundation
Thrive Renewables Plc
UK Power Networks
UK100
Urban Renewable Power
Wales & West Utilities Ltd
The Warmer Group
Warwickshire and West Midlands Association of Local Councils
We Are Pawprint
Welsh Assembly Government (via AD Research & Analysis Ltd)
Wessex Water Services Ltd
West of England Combined Authority
West Oxfordshire District Council
Western Power Distribution
Wiltshire Community Foundation
Wiltshire Council
Winchester City Council
YES Energy Solutions
Zing Energy Ltd

Future strategy

The energy and cost-of-living crisis is dominating the news and political agenda and keeping the energy sector and its impact on people's lives in the spotlight. This, combined with strong and well-established local and national commitments to achieve net zero carbon emissions, underpins and creates an imperative for CSE's existing and future work. This context is central to CSE's current priority work areas, namely:

- 1 Delivery of fuel poverty programmes and advice services to help people suffering greater economic hardship, higher energy costs, and increasingly experiencing more desperate circumstances.
- 2 Place-based local energy planning and delivery for net zero, building on local commitments to tackling the climate emergency and the shift from the public expressing concern about climate change to sharing their desire for local and community action.
- 3 Market development and sustained system change to scale up low carbon home energy retrofit and build quality local supply chains alongside schemes and incentives to grow demand.
- 4 Decarbonising the way we heat buildings, identifying the optimal solutions and facilitating the shift from gas heating to heat pumps and heat networks.
- 5 Research insights, tools and analytical techniques which enable a transition to a smarter, net zero energy system which genuinely embraces the need to achieve fair outcomes and secures wide public participation.
- 6 Inspiring and supporting young people from Black, brown and other minority ethnic communities to be environmental leaders, enhancing their skills and knowledge and give voice to under-represented perspectives in the energy sector.

Our last strategic review, on which these priorities are drawn, was conducted by the Senior Leadership Team alongside trustees. This identified the context and funding opportunities for CSE to grow and strengthening our impact across all work areas. It also considered the risks and operational challenges associated with a growing organisation, and the importance of maintaining staff wellbeing, productivity and CSE's positive culture in a period of growth and shifting working arrangements.

Looking forward, we aim to continue to develop and secure funding to deliver new and more influential projects across all these priority work areas. We will also continue our work to strengthen and improve our internal systems and processes. This includes:

- Roll out of essential training to all staff via Virtual College, an online platform which enables delivery of mandatory training, but also records and logs additional professional development.
- Introduction of an Employee Voice Forum to provide a more structured and systematic means of communication and consultation between the Senior Leadership Team and employees on all matters of mutual interest.
- Establishment of an Equalities, Diversity and Inclusion working group which will provide insights and suggestions for improvements to CSE's working practices.
- Planned efficiency improvements through the introduction of improved and more integrated financial, time and project management systems to reduce the time needed for report compilation and improve the timeliness of management information.

Financial review

In the year to 31 March 2022, CSE made a deficit of **£412,681** on its income of **£4.3m**. This followed two years of surplus (2020-21: surplus of £200,774 on a turnover of £3.99m; 2019-20: surplus of £223,356 on a turnover of £3.54m).

Our staff team has nearly doubled in the last 3 years. We recruited 28 new members of staff this year and saw a 27% rise in FTE staff numbers (71 FTE in March 21 to 90 FTE in March 22). The costs associated with recruiting this number of new staff as well as changes to our structure and systems had a large impact on the finances in the year. As well as direct recruitment costs, this growth increased the time spent on recruitment, training and induction of new staff. During the year we also made £146k of planned investments from our Strategic Investment Reserve (mainly in our Household Energy Advice support service, but also our Climate Emergency Support Programme and Research & Analysis tools). The year also saw a number of projects with above-budget costs, which we have addressed with the development and introduction of new project management guidelines. There was also higher than anticipated sickness (partly Covid related) and maternity (five staff had babies in the year) costs during the year.

At the end of the year our reserves (total unrestricted funds) stood at £792,051. We expect growth to slow in the year ahead and staff numbers to stabilize, and we will continue to focus on re-establishing a position of modest profitability part way through the year ahead. We will seek to capitalise on the investment already made in improving our infrastructure, processes and capabilities, to ensure CSE is well positioned to deliver ever-increasing impact in the future.

Reserves policy

Our reserves policy establishes a minimum target for our unrestricted reserves and outlines the approach we take to any reserves in excess of that minimum.

The minimum reserves target takes account of two scenarios: (a) the liabilities which would be faced by the charity if it were to cease operating, and (b) the financial cushion the charity would need to cover losses while it responded to a serious but possible funding crisis without immediately losing valuable staff.

CSE's reserves policy sets a minimum reserves target of £600,000, with a minimum target for net current assets of £450,000 taking account of the diversity of our funding sources. At the end of March 2022, our reserves were in excess of this figure, with total unrestricted funds standing at £792,051 (with £618k in net current assets).

The trustees' aim is to invest reserves above this minimum target through a designated Strategic Investment Reserve in initiatives shaped by the charity's strategic priorities and which have proved difficult to fund from external sources. Such initiatives are designed to help us to increase our impact, explore new approaches, build our capacity and that of others, and/or make the case for funding to external funders. At the end of March 2022 a balance of £154,761 remained allocated for future Strategic Investment Reserve work.

In light of the charity's expansion the trustees will review the reserves policy and associated targets in the coming year.

Structure, governance & management

Constitution

The Centre for Sustainable Energy (CSE) is a registered charity and company limited by guarantee, having no share capital. CSE's Memorandum and Articles of Association are the primary governing documents of the charity.

Policies & structure

The charity operates with a board of volunteer trustees that meets quarterly. The board has also established a Finance Committee which meets and reports to the board periodically.

The trustees have overall responsibility for organisational strategy, financial management and compliance with the purposes of the charity. This responsibility is devolved within a clearly documented framework of delegated powers to the Chief Executive (currently covered by his designated deputy) and the Senior Leadership Team. The Senior Leadership Team maintains and implements the policies of the organisation and the Chief Executive and members of the Senior Leadership Team report to the trustees at each quarterly meeting.

Pay policy for senior staff

All staff at CSE are paid according to a graded salary scale which was established to reflect the differences in responsibility, skills and capabilities required in each role. The ratio between the salaries of the highest (Chief Executive) and lowest paid member of staff (our interns) is currently 4.5.

All staff are entitled to participate in the CSE contributory pension scheme (8% employer contribution, 6% employee contribution) which has also been adopted as our auto enrolment scheme since November 2015.

Public benefit

CSE has complied with the duty in Section 17(5) of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

Risk management

The board of trustees has considered the major risks to which CSE is exposed, the systems and procedures in place to mitigate exposure to them and the future actions planned. The Senior Leadership Team and trustees are continuing to develop risk assessment and reporting processes to ensure key risks are regularly assessed and highlighted, in particular in the context of a growing organisation.

The principal risks identified are continuing to secure sufficient funding at the scale needed to support a larger organisation, maintaining productivity and chargeability levels, and risk of loss of key staff and skills due to changing patterns of working and high workloads. Because of the exceptional recent growth of the organisation, these risks are being monitored by the Senior Leadership Team regularly.

There remains an ongoing and key risk to the operational stability of the charity arising from CSE's rapid growth and potential further expansion. During the past year we significantly expanded our Finance and Operations team and plan further development of the team to improve operational support across the organisation.

A further risk to the organisation has arisen with the absence of the Chief Executive Simon Roberts OBE who suffered a stroke in May 22. CSE's leadership team quickly stepped in to ensure that there was continuity of leadership and critical activities were covered. The trustees acted swiftly to enact changes to delegated powers and the Director of Development and Communications has been given the role of Interim Deputy Chief Executive. Key funders, clients and partners were informed with contingency proposals presented and enacted to cover inputs that would have otherwise been made by the Chief Executive. The Chair of Trustees is providing regular and frequent guidance and support to the Senior Leadership Team. We are pleased to report that Simon is making a strong recovery and is looking to make a progressive return to CSE over the next year.

Statement of trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles of the Charities SORP (FRS 102).
- Make judgements and accounting estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements.

- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of trustees on its behalf by:



26.10.2022

Independent auditors' report to the members of Centre for Sustainable Energy

Opinion

We have audited the financial statements of Centre for Sustainable Energy (the 'charity') for the year ended 31 March 2022 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are

relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters

Cont ...

Independent auditors' report to the members of Centre for Sustainable Energy cont

related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have considered the nature of the sector, control environment and financial performance;
- We have considered the results of enquiries with management and members in relation to their own identification and assessment of the risk of irregularities within the entity;

- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation; and,
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to year-end cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Companies Act 2006, Charities Act 2011, Charity SORP 2019, FRS 102 and the terms and conditions attaching to material contracts, agreements and grants received by the Charity.

In addition, we considered the provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be

fundamental to the Charity's ability to operate or avoid a material penalty.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;
- Performing detailed transactional testing in relation to the recognition of revenue, with a particular focus around year-end cut off; and,
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in financial statements or non-compliance with regulation, will

be detected by us. The risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



David Butler FCA DChA (Senior Statutory Auditor) for and on behalf of Bishop Fleming LLP, Statutory Auditor, 10 Temple Back, Bristol BS1 6FL

Statement of financial activities

	Unrestricted funds 2022 (£)	Restricted funds 2022 (£)	Total funds 2022 (£)	Total funds 2021 (£)
Income from:				
Donations and legacies note 3	4,401	-	4,401	46,768
Charitable activities note 4	<u>2,573,441</u>	<u>1,740,972</u>	<u>4,314,413</u>	<u>3,945,394</u>
Total income	<u>2,577,842</u>	<u>1,740,972</u>	<u>4,318,814</u>	<u>3,992,162</u>
Expenditure:				
Charitable activities note 5	<u>2,961,659</u>	<u>1,769,836</u>	<u>4,731,495</u>	<u>3,791,388</u>
Total expenditure	<u>2,961,659</u>	<u>1,769,836</u>	<u>4,731,495</u>	<u>3,791,388</u>
Net income/(expenditure)	<u>(383,817)</u>	<u>(28,864)</u>	<u>(412,681)</u>	<u>200,774</u>
Transfers between funds note 13	<u>(28,864)</u>	<u>28,864</u>	<u>-</u>	<u>-</u>
Net movement in funds	<u>(412,681)</u>	<u>-</u>	<u>(412,681)</u>	<u>200,774</u>
Reconciliation of funds				
Funds at the beginning of the period	1,204,732	-	1,204,732	1,003,958
Net movement in funds	<u>(412,681)</u>	<u>-</u>	<u>(412,681)</u>	<u>200,774</u>
Funds at the end of the period	<u>792,051</u>	<u>-</u>	<u>792,051</u>	<u>1,204,732</u>

■ The Statement of Financial Activities includes all gains and losses recognised in the year. The notes on pages [25](#) to [38](#) form part of these financial statements.

Balance sheet as at 31 March 2022

	2022 (£)	2022 (£)	2021 (£)	2021 (£)
Fixed assets				
Tangible fixed assets note 10		<u>173,830</u>		<u>193,129</u>
Total fixed assets		173,830		193,129
Current assets				
Debtors note 11	1,079,214		1,496,708	
Cash at bank and in hand	<u>1,290,377</u>		<u>1,114,979</u>	
Total current assets	2,369,591		2,611,687	
Creditors: amounts due within one year note 12	<u>(1,751,370)</u>		<u>(1,600,084)</u>	
Net current assets		618,221		1,011,603
Total assets less current liabilities		<u>792,051</u>		<u>1,204,732</u>
Net assets		<u>792,051</u>		<u>1,204,732</u>
Funds				
Restricted note 13		-		-
Unrestricted note 13				
Designated funds note 13	154,761		300,326	
General funds	<u>637,290</u>		<u>904,406</u>	
Total unrestricted funds note 13		792,051		1,204,732
Total funds		<u>792,051</u>		<u>1,204,732</u>

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The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements. • The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime. • The financial statements were approved and authorised for issue by the Trustees on **26.10.2021** and signed on their behalf by Anne Obey OBE:



Statement of cash flows

	2022 (£)	2021 (£)
Cash flows from operating activities:		
Net cash used in operating activities (see below)	<u>205,326</u>	<u>603,733</u>
Cash flows from investing activities:		
Purchase of tangible fixed assets	(29,928)	(72,610)
Proceeds from sale of fixed assets	-	-
Net cash provided by investing activities	<u>(29,928)</u>	<u>(72,610)</u>
Change in cash and cash equivalents in the reporting period	175,398	531,123
Cash and cash equivalents at the beginning of the reporting period	<u>1,114,979</u>	<u>583,856</u>
Cash and cash equivalents at the end of the reporting period	<u><u>1,290,377</u></u>	<u><u>1,114,979</u></u>
Reconciliation of net income/(expenditure) to net cashflow operating activities		
Net (expenditure)/income for the reporting period	(412,681)	200,774
Adjustments for:		
Depreciation charges	49,227	47,053
(Increase) in debtors	417,494	(402,116)
Increase in creditors	151,286	758,022
Net cash provided by operating activities	<u><u>205,326</u></u>	<u><u>603,733</u></u>
Analysis of cash and cash equivalents		
Cash in bank and in hand	1,290,377	1,114,979
Total cash and cash equivalents	<u><u>1,290,377</u></u>	<u><u>1,114,979</u></u>

Notes to the Statement of Financial Activities

NOTE 1

General information

The charity is a company limited by guarantee. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The charity's registered office is: St. James Court, St. James Parade, Bristol, BS1 3LH.

NOTE 2

Accounting policies

2.01 Basis of preparation

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Centre for Sustainable Energy meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.02 Going concern

The Trustees assess whether the use of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Trustees continue to monitor the

financial position of the charity and the potential impacts of inflation, challenges in recruitment, staff retention and the rising cost of living for our staff. The charity continues to have a healthy cash position and a strong forward plan of agreed future work. Under all the scenarios reviewed, the charity has sufficient reserves to enable it to continue as a going concern for the foreseeable future. For this reason it continues to adopt the going concern basis in preparing the financial statements.

2.03 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged

against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.04 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Contractual income is recognised in the Statement of Financial Activities to the extent that the charity has provided the services. Where contractual income is received in advance but the charity has not provided the relevant services then this income is deferred.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

2.05 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it

is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

All expenditure is inclusive of irrecoverable VAT.

2.06 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

2.07 Tangible fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases: Leasehold improvements, over the life of the lease; fixtures and fittings, over 4-5 years; office equipment, over 2-4 years; project assets, over the life of the project.

2.08 Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

Cont ...

Accounting policies [cont]

2.09 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be esti-

mated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre tax discount rate that reflects the risks specific to the liability. The unwinding of the

discount is recognised in the Statement of financial activities as a finance cost.

2.13 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Pensions

The charity operates a defined contribu-

tion pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

NOTE 3

Income from donations and legacies

	Unrestricted funds 2022 (£)	Total funds 2022 (£)	Total funds 2021 (£)
Donations	-	-	32,513
Government grants - Coronavirus Job Retention Scheme	4,401	4,401	14,255
	4,401	4,401	46,768

NOTE 4

Income from charitable activities

	Unrestricted funds 2022 (£)	Restricted funds 2022 (£)	Total funds 2022 (£)	Total funds 2021 (£)
Research and analysis	909,807	149,841	1,059,648	1,200,223
Household energy services	1,204,388	1,458,711	2,663,099	2,177,515
Local and community empowerment	459,246	132,420	591,666	567,656
Total 2022	2,573,441	1,740,972	4,314,413	3,945,394
Total 2021	2,015,451	1,929,943	3,945,394	

Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2022 (£)	Restricted funds 2022 (£)	Total funds 2022 (£)	Total funds 2021 (£)
Governance costs	20,573	-	20,573	10,302
Research and analysis	1,014,516	161,319	1,175,835	1,066,136
Household energy services	1,332,397	1,466,238	2,798,635	2,137,590
Local and community empowerment	594,173	142,279	736,452	577,360
	<u>2,961,659</u>	<u>1,769,836</u>	<u>4,731,495</u>	<u>3,791,388</u>
Total 2021	<u>1,838,008</u>	<u>1,953,380</u>	<u>3,791,388</u>	

Summary by expenditure type

	Staff costs 2022 (£)	Depreciation 2022 (£)	Other costs 2022 (£)	Total funds 2022 (£)	Total funds 2021 (£)
Governance costs	6,311	-	14,262	20,573	10,302
Research and analysis	840,966	13,080	321,789	1,175,835	1,066,136
Household energy services	1,776,803	27,782	994,050	2,798,635	2,137,590
Local and community empowerment	534,942	8,364	193,146	736,452	577,360
	<u>3,159,022</u>	<u>49,226</u>	<u>1,523,247</u>	<u>4,731,495</u>	<u>3,791,388</u>
Total 2021	<u>2,499,017</u>	<u>47,053</u>	<u>1,245,318</u>	<u>3,791,388</u>	

NOTE 6

Analysis of expenditure by activities

	Activities undertaken directly 2022 (£)	Support costs 2022 (£)	Total funds 2022 (£)	Total funds 2021 (£)
Governance costs	-	20,573	20,573	10,302
Research and analysis	1,056,842	118,993	1,175,835	1,066,136
Household energy services	2,545,902	252,733	2,798,635	2,137,590
Local and community empowerment	660,362	76,090	736,452	577,360
	4,263,106	468,389	4,731,495	3,791,388
Total 2021	3,409,661	381,727	3,791,388	

NOTE 7

Auditors' remuneration

	2022 (£)	2021 (£)
Fees payable to the charity's auditor for the audit of the charity's annual accounts	11,258	8,500

NOTE 8

Staff costs

	2022 (£)	2021 (£)
Wages and salaries	2,742,263	2,168,350
Social security costs	210,070	174,608
Pension costs	206,689	156,059
	3,159,022	2,499,017

- The average number of employees employed by the Charity during the year was 92 (2021:74) of which 86 were project staff (2020: 69) and 6 were management and admin staff (2021: 5).
- Average headcount expressed as a full time equivalent: was 83 (2020: 66).
- The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was: in the band £60,001-£69,999 was 3 (2021: 3), and in the band £70,001-£79,999 was 1 (2021: 1).
- The total employee benefits of key management personnel were £523,390 (2021: £486,915).
- Total employer contributions for the provision of defined contribution pension schemes in respect of employees earning more than £60,000 were £28,764 (2021: £21,508). This amount is not included in the banding above.

NOTE 9

Trustee and connected persons transactions

- During the year, one Trustee received £1,400 for mentoring services provided in a personal capacity as part of the Next Generation Community Energy Peer Mentoring Programme. No other trustees received any remuneration or other benefits (2021 - £Nil).
- During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £Nil).

NOTE 10**Tangible fixed assets**

	Long-term leasehold property (£)	Fixtures & fittings (£)	Office equipment (£)	Project assets (£)	Total (£)
Cost					
At 1 April 2021	225,576	9,788	223,386	1,569	460,319
Additions	-	-	29,928	-	29,928
Disposals	-	(430)	(70,516)	(1,569)	(72,515)
At 31 March 2022	225,576	9,358	182,798	-	417,732
Accumulated depreciation					
At 1 April 2021	95,272	9,443	160,906	1,569	267,190
Charge for period	20,373	345	28,509	-	49,227
Eliminated on disposal	-	(430)	(70,516)	(1,569)	(72,515)
At 31 March 2022	115,645	9,358	118,899	-	243,902
Net book value					
At 31 March 2022	109,931	-	63,899	-	173,830
At 31 March 2021	130,304	345	62,480	-	193,129

NOTE 11**Debtors**

	2022 (£)	2021 (£)
Amounts falling due within one year		
Trade debtors	620,215	866,788
Prepayments and accrued income	458,999	629,920
Total due within one year	1,079,214	1,496,708

Creditors: amounts falling due within one year

	2022 (£)	2021 (£)
Trade creditors	133,086	151,855
Other taxation and social security	224,635	203,297
Accruals and deferred income	1,352,250	1,202,046
Other creditors	41,399	42,886
	1,751,370	1,600,084
	2022 (£)	2021 (£)
Deferred income at 1 April 2021	794,608	451,764
Resources deferred during the year	1,155,746	794,608
Amounts released from previous periods	(794,608)	(451,764)
	1,155,746	794,608

- Deferred income related to project income which has been received or invoiced in advance of the work being carried out.

Statement of funds

Current year

	Balance at 1 April 2021 (£)	Income (£)	Expenditure (£)	Transfers in/out (£)	Balance at 31 March 2022 (£)
Unrestricted funds					
Designated funds					
Strategic Investment Reserve	300,326	-	(145,565)	-	154,761
General funds					
General Funds	904,406	2,577,842	(2,816,094)	(28,864)	637,290
Total unrestricted funds	1,204,732	2,577,842	(2,961,659)	(28,864)	792,051
Restricted funds					
A Warm Welcome Home	-	94,126	(94,126)	-	-
ABLE	-	99,116	(99,116)	-	-
Act!onHeat	-	35,323	(35,323)	-	-
Aurora	-	12,646	(12,646)	-	-
BESN 19-20	-	1,205	(1,205)	-	-
BESN 20-21	-	1,891	(1,891)	-	-
BESN 21-22	-	8,318	(8,318)	-	-
Bright Green Future	-	36,132	(45,991)	9,859	-
Bristol Climate Action Fund	-	10,795	(10,795)	-	-
Bristol Warm Homes Fund	-	9,421	(15,747)	6,326	-
Community Energy for Everyone	-	45,922	(45,922)	-	-
Community Engagement for Renewable Energy Transition	-	10,000	(10,000)	-	-
EFN Impact extension	-	18,936	(18,936)	-	-
Energy Redress Caseworker Project	-	2,943	(2,943)	-	-
Food Energy Water Urban Living Lab (FEWULL)	-	1,448	(1,448)	-	-
Futureproof scaling-up in WECA	-	38,296	(38,296)	-	-
Green Influencers	-	16,924	(16,924)	-	-
Heat, Eat & Talk	-	17,187	(17,488)	301	-
HH Advice grant	-	4,654	(4,654)	-	-
Redress Caseworker Support Project	-	14,688	(14,688)	-	-

Redress PPM 4	-	56,600	(56,600)	-	-
Redress PPM Voucher Project	-	67,143	(67,143)	-	-
Redress WHAM	-	99,477	(99,477)	-	-
Retrofit support services	-	56,096	(56,096)	-	-
"Smart and Fair Energy Choices Tool"	-	57,581	(57,581)	-	-
Somerset WHF C1	-	26,634	(26,634)	-	-
Somerset WHF C3	-	88,671	(88,671)	-	-
SSEN Enabling Works 2021-22 Grants	-	22,695	(22,695)	-	-
Staying Warm Together	-	19,871	(20,386)	515	-
Supporting MEES	-	7,663	(7,663)	-	-
THERMOS	-	16,682	(27,645)	10,963	-
Volunteers	-	13,130	(13,291)	161	-
Warm Homes Wiltshire	-	49,748	(49,748)	-	-
Warm Welcome	-	5,934	(5,934)	-	-
WCF Surviving Winter Grant	-	16,245	(16,245)	-	-
WCF Surviving Winter Grant 2021-22	-	71,566	(71,566)	-	-
WE Over 65 Project (WEOVE)	-	3,177	(3,916)	739	-
WECA Business Growth Grant	-	3,386	(3,386)	-	-
WHAM (WHF)	-	244,656	(244,656)	-	-
WHAM Warmer Homes Advice & Money	-	36,865	(36,865)	-	-
Wilts Retrofit Capacity Dev	-	10,584	(10,584)	-	-
Wiltshire Community Caseworker	-	30,191	(30,191)	-	-
Wiltshire Council Household Support Grant	-	46,420	(46,420)	-	-
Wiltshire Installs	-	164,455	(164,455)	-	-
Wiltshire Winter Grant Scheme	-	45,531	(45,531)	-	-
Total restricted funds	-	1,740,972	(1,769,836)	28,864	-
Total of funds	1,204,732	4,318,814	(4,731,495)	-	792,051

Statement of funds (cont)

Prior year

	Balance (£) at 1 April 2020	Income (£)	Expenditure (£)	Net transfers £	Balance (£) at 31 March 2021
Unrestricted funds					
Designated funds					
Strategic Investment Reserve	326	-	-	300,000	300,326
General funds					
General funds	1,003,632	2,062,219	(1,838,008)	(323,437)	904,406
Total unrestricted funds	1,003,958	2,062,219	(1,838,008)	(23,437)	1,204,732
Restricted funds					
A Warm Welcome Home	-	47,822	(47,822)	-	-
ABLE	-	51,043	(51,043)	-	-
BEIS MEES Pilot	-	10,344	(10,344)	-	-
BESN 2019-20	-	1,107	(1,107)	-	-
BESN 2020-21	-	13,609	(13,609)	-	-
Bright Green Future	-	151,151	(151,151)	-	-
Bristol Climate Action Fund	-	18,456	(18,456)	-	-
Bristol Energy Emergency Fund	-	12,510	(12,542)	32	-
Bristol Warm Homes Fund	-	3,048	(19,125)	16,077	-
Building Capacity for Energy Resilience (FPF)	-	23,701	(23,701)	-	-
Community Consent for Low Carbon Future (EFF)	-	39,954	(39,954)	-	-
Community Energy for Everyone (JRCT)	-	8,204	(8,204)	-	-
Food Energy Water Urban Living Lab (FEWULL)	-	3,854	(3,854)	-	-
Futureproof	-	384,887	(391,784)	6,897	-
Green Influencers	-	4,754	(4,754)	-	-
HEART	-	42,686	(42,686)	-	-
Heat, Eat & Talk	-	82,813	(82,813)	-	-
HH Advice Grant – Healthy Homes Dorset	-	55,346	(55,346)	-	-
Lottery Covid support	-	49,395	(49,395)	-	-

Cont ...

PPM Redress	-	178,750	(178,750)	-	-
Redress Caseworker Support Project	-	34,250	(34,250)	-	-
Redress PPM Voucher project	-	35,970	(35,981)	11	-
Social Innovation and Capabilities	-	1,280	(1,612)	332	-
Somerset WHF C3	-	114,476	(114,476)	-	-
Staying Warm Together	-	104	(104)	-	-
Supporting MEES	-	321	(321)	-	-
THERMOS	-	149,961	(149,961)	-	-
Volunteers Restricted	-	(6,015)	6,015	-	-
Warm & Safe Wiltshire	-	1,050	(1,050)	-	-
Warm & Safe Wiltshire Hospital Placements	-	3,381	(3,469)	88	-
Warm Homes Wiltshire	-	61,972	(61,972)	-	-
Warm Welcome	-	6,149	(6,149)	-	-
WCF Surviving Winter Grant	-	54,046	(54,046)	-	-
WE Over 65 Project (WEOVE)	-	10,432	(10,432)	-	-
WHAM Warmer Homes Advice & Money	-	74,655	(74,655)	-	-
WHAM (WHF)	-	197,348	(197,348)	-	-
Wiltshire Community Caseworker	-	5,669	(5,669)	-	-
Wiltshire Winter Grant Scheme	-	1,460	(1,460)	-	-
	-	1,929,943	(1,953,380)	23,437	-
Total of funds	1,003,958	3,992,162	(3,791,388)	-	1,204,732

Statement of funds (cont)

Designated funds

The Strategic Investment Reserve has been set up by the Trustees in order to support agreed projects that would otherwise not receive funding but which the Trustees consider will enhance the organisation's impact and future prospects.

Restricted funds

The significant restricted funds are explained below:

A Warm Welcome Home (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): funding for energy advisors based in Great Western Swindon and Salisbury hospitals to work with staff and patients to ensure no one is discharged to a cold home.

ABLE (Assisting Bath & NE Somerset on Local Energy) (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): funding to support in-depth energy advice work with older and disabled people in Bath & North East Somerset who are living in fuel poverty.

ActionHeat (European Commission Horizon 2020): a multi-partner project offering heat decarbonisation planning services to LAs across the EU through the use of the THERMOS and Hotmaps tools.

Aurora (European Commission Horizon 2020): a programme to engage citizens across 5 locations in Europe to reduce their carbon footprints by purchasing shares for a community solar project, using the carbon footprinting app being developed and/or attending workshops and other project engagement events. CSE is supporting the Forest of Dean District Council to create this community energy project in their area.

BESN 2021-22, 2020-21 & 2019-20 (Citizens Advice): Energy champions in our advice team supporting fuel poor and vulnerable households to get the best deal from their energy supplier and save money on bills.

Bright Green Future (Big Lottery Fund): a programme to engage and train young people aged 15-19 to get involved in energy and sustainability with a view to them embarking on a future career in the sector.

Bristol Climate Action Fund (now 'Community Climate Action') (Bristol Green Capital Partnership – as funded by National Lottery Climate Action Fund): a programme supporting six community organisations across Bristol to develop effective climate action plans whilst also including some of the less heard community voices in the climate change debate.

Bristol Warm Homes Fund (Warm Homes Fund): funding to enable vulnerable and fuel poor households who are not currently connected to the gas grid access to install a new gas connection and/or gas central heating system. Covers Bristol, Bath and North East Somerset and North Somerset unitary authority areas.

Community Energy for Everyone (Joseph Rowntree Charitable Trust): this project aims to identify, develop and disseminate learning, tools and resources that will increase the participation, capacity and leadership of marginalised communities in community energy activity and to support those who could facilitate and catalyse similar projects in future.

Community Engagement for Renewable Energy Transition (MCS Foundation): a community engagement workshop programme exploring renewable energy working with local planning authorities to build informed consent for the rapid rollout of renewables, with workshop outputs being used in the development of planning policy.

EFN Impact extension (Funding received via the Environmental Funders Network – Gower Street Trust, Kenneth Miller Trust and Newby Trust): funded the extension of Impact Tool to cover Wales and Scotland, plus time for updating resources and monitoring Impact Tool inbox.

Energy Redress Caseworker Project (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): CSE will use this fund to employ two caseworkers to meet the increasing demand for energy advice from vulnerable customers and to build up our local volunteering capacity to provide advice alongside advisors.

Food Energy Water Urban Living Lab (FEWULL) (European Commission Sustainable Urbanisation Global Initiative – via Innovate UK): CSE was the energy partner in an 'Urban Living Lab' in Bristol exploring the food, water and energy nexus.

Futureproof scaling-up in WECA (West of England Combined Authority): growing the low-carbon housing retrofit market and local supply chain, including delivering retrofit surveys and plans for householders, providing free community retrofit training, and running Green Open Homes events to showcase practical retrofit solutions.

Green Influencers (The Ernest Cook Trust): funding for a Green Mentor to support young people aged 10-14 in Bristol to lead the way as Green Influencers on social action projects in their communities, as part of a national initiative.

Heat, Eat & Talk (Barclays Covid-19 Community Relief Funding): funding to distribute 550 'Heat, Eat, Talk' financial support packages to the very poorest households across the South West that access our advice services, helping to meet their immediate needs in a time of crisis.

HH Advice Grant – Healthy Homes Dorset (Dorset County Council): grant to support advice work for clients of Healthy Homes Dorset insulation and heating improvements scheme.

Statement of funds (cont)

Redress Caseworker Support Project (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): a Covid-19 relief initiative funding additional energy advice caseworker capacity to deal with greater demand and higher complexity of cases.

Redress PPM Voucher Project & Redress PPM 4 (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): provision of Pre-Payment Meter vouchers to fuel poor and vulnerable home energy advice clients.

Redress WHAM (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): additional capacity for the WHAM project enabling continuation of four caseworkers (one hospital based) in Bristol and North Somerset supporting people in fuel poverty who live in the private and owner occupier sector. Project partners are: Talking Money, WE Care Home Improvements, CA (Bristol and North Somerset) AMS electricals and NBAC.

Retrofit support services (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): increasing the uptake of low and zero carbon household energy retrofit by building capacity and expertise within local, independent advice organisations.

Smart Energy Choices Tool (Energy Saving Trust – Ofgem Energy Industry Voluntary Redress Scheme): developing an online tool that can be used by energy advisors across Great Britain to assess the relative benefits of smart energy offers for their clients and provide advice tailored to client-specific household circumstances.

Somerset Warm Homes Fund C1 & C3 (Warm Homes Fund): providing face to face advice to clients in Somerset with back-office support from the advice line and project management team. Working in partnership with Somerset Independence Plus to deliver home safety and adaptation measures.

SSEN Enabling Works 2021-22 Grants (SSEN): this project supported low income and vulnerable customers, eligible for energy efficiency measures funding, by providing them with grant funding to remove the issues preventing the measures being installed. The barriers that the project will address are physical barriers such as a loft full of belongings or structural adjustments to enable installation of a new heating system.

Staying Warm Together (Quartet Community Foundation): codesigning warm homes support services for multi-generational South Asian households in Bristol through focused research and engagement to understand context, needs, priorities and ways to enable uptake.

Supporting MEES (TDS Charitable Foundation): advice to landlords in Somerset and the West of England on how they can meet the minimum energy efficiency standards for rented property.

THERMOS (EC Horizon 2020): a multi-partner project that aims to accelerate the development of low carbon district energy networks in Europe.

Volunteers Restricted (The National Lottery Community Fund – Awards for All): funding to support the coordination of our volunteers. This includes guidance, training, scheduling of activities and regular communication with the coordinator.

Warm Homes Wiltshire (Warm Homes Fund): delivering outreach and home visit energy advice to residents across Wiltshire, including Swindon, under the Warm & Safe Wiltshire banner.

Warm Welcome (Ashley Community Housing): a project supporting refugees living in Bristol by providing workshops and advice in their homes, delivered in partnership with other refugee advice agencies across Bristol.

WCF Surviving Winter Grant 20-21 & 21-22 (Wiltshire Community Foundation): fund to provide grant payments to vulnerable households in Wiltshire at risk of fuel poverty.

WE Over 65 Project (WEOVE) (St Monica Trust): a project offering home visits and in-depth casework to people over the age of 65 in the West of England, helping them to lower their energy bills and keep warm at home.

WECA Business Growth Grant (West of England Combined Authority): capital costs associated with equipment and training to expand retrofit advice services.

WHAM (Warm Homes Fund): this project added more capacity to the existing WHAM project until July 2021, extended the project into North Somerset, recruited 4 more caseworkers (one hospital based) and brought more partners to the project including Citizens Advice, AMS electricals and Bristol Energy Network.

WHAM Warmer Homes Advice & Money (WHAM) (Bristol City Council Impact Fund): a project providing in depth support to fuel poor households in partnership with Talking Money and We Care Home Improvements.

Wiltshire Retrofit Capacity Development (Wiltshire Council): housing condition survey to identify and assess the suitability of housing stock across both Wiltshire for retrofit home energy efficiency measures.

Wiltshire Community Caseworker (Wiltshire County Council): funding for an energy advice caseworker based in Wiltshire to support in depth advice provision to the most vulnerable clients as part of the Warm and Safe Wiltshire service.

Wiltshire Council Household Support Grant (Wiltshire Council): provision of support and financial assistance for Wiltshire households to help cover winter fuel costs.

Wiltshire Installs (Wiltshire Council): support for Wiltshire households with funding for broken heating systems. Householders need to be on a low income and have low savings. Two advice trainees were also funded to help administer the fund and it also provides fuel vouchers.

Wiltshire Winter Grant Scheme (Wiltshire Council): local grant funding for fuel cost and food vouchers for boaters due to impact of Covid-19.

NOTE 14**Summary of funds**

Current year	Balance 1 April 2021 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance 31 March 2022 (£)
Designated funds	300,326	-	(145,565)		154,761
General funds	904,406	2,577,842	(2,816,094)	(28,864)	637,290
Restricted funds	-	1,740,972	(1,769,836)	28,864	-
	1,204,732	4,318,814	(4,731,495)	-	792,051

Prior year	Balance at 1 April 2020 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2021 (£)
Designated funds	326	-	-	300,000	300,326
General funds	1,003,632	2,062,219	(1,838,008)	(323,437)	904,406
Restricted funds	-	1,929,943	(1,953,380)	23,437	-
	1,003,958	3,992,162	(3,791,388)	-	1,204,732

NOTE 15**Analysis of net assets between funds**

Current year	Unrestricted funds 2022 (£)	Total funds 2022 (£)
Tangible fixed assets	173,830	173,830
Current assets	2,369,591	2,369,591
Current liabilities	(1,751,370)	(1,751,370)
	792,051	792,051

Prior year	Unrestricted funds 2021 (£)	Total funds 2021 (£)
Tangible fixed assets	193,129	193,129
Current assets	2,611,687	2,611,687
Current liabilities	(1,600,084)	(1,600,084)
	1,204,732	1,204,732

NOTE 16**Pension commitments**

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £201,276 (2021: £156,060).

Contributions totalling £35,744 (2021: £37,834) were payable to the fund at the balance sheet date and are included in creditors.

NOTE 17**Operating lease commitments**

At 31 March 2022, the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 (£)	2021 (£)
Not later than 1 year	147,735	147,845
Later than 1 year and not later than 5 years	92,446	239,279
	240,181	387,124

NOTE 19**Assets held on behalf of third parties**

The charity acts as an agent in administering and distributing funds provided to it for which the charity has no responsibility for their ultimate application and acts on the direct instructions of the funds' donors. As at 31 March 2022 the charity held funds of £137,297 (2021: £407,323) which are not included in these financial statements but are held in separate bank accounts for the original donor and are returnable on demand.

The charity held £Nil (2021: £22,830 (£19,451)) in relation to the THERMOS project as the lead partner. These funds were held in a separate bank account and are included in these financial statements; the funds were distributed to partners as the project progressed. The project ended this financial year.

NOTE 18**Related party transactions**

Peter Capener, a trustee of the charity, is a director of Bath and West Community Energy which during the year received an innovation grant from Power to Change's Next Generation programme which is managed by CSE. These interests were disclosed to Power to Change as part of its decision making over grant awards. Peter also invoiced the charity personally £1,400 (2021: £Nil) for peer mentoring support for the Next Generation Community Energy Peer Mentoring Programme. There was £Nil outstanding at the year-end.

Ariane Crampton, a trustee of the charity is also an employee of Wiltshire Council. The charity received funding of £50,495 (2021: £58,367) for delivery of Warm Homes Fund advice work including measures. The charity was also paid £2,893 (2021: £Nil) for the delivery of a Parish and Town Council Action Day. Ariane has declared her trusteeship on the Council's register of interests and takes no part in procurement decisions that involve CSE. £Nil (2021: £Nil) was outstanding at year-end.

Andrew Darnton, a trustee of the charity, has a directorship in A D Research & Analysis Limited with which CSE undertook a number of projects. During the year, the charity invoiced £2,526 (2021: £Nil) for services provided and £2,526 (2021: £Nil) was outstanding at year-end.

Jane Dennett Thorpe, a trustee of the charity, is an employee of Ofgem. During the year the charity invoiced Ofgem for £3,516 (2021: £Nil). £Nil (2021: £Nil) was outstanding at year-end.

William Gillis, a trustee of the charity is a trustee of British Gas Energy Trust (BGET). During the year the charity invoiced BGET £47,839 (2021: £68,010) for research undertaken. There was no balance outstanding at year-end.

Bill Hull, a trustee of the charity, is a Partner of TLT LLP. During the year, TLT LLP invoiced £6,094 (2021: £3,083) to the charity for services provided. £Nil (2021: £1,458) was outstanding at year-end.

Felicity Jones, a trustee of the charity, is an employee and minority shareholder of Everoze Partners Ltd. During the year, Everoze Partners Ltd invoiced CSE for £3,214 (2021: £10,829). This was as subcontractor to CSE for the Next Generation programme, a project funded by Power to Change. £Nil (2021: £6,494) was outstanding at year-end.

Simon Roberts, the Chief Executive of the charity, is also a non executive director of Thrive Renewables plc. During the year the charity invoiced Thrive Renewables £25,309 (2021: £20,439) for Simon Roberts' services and for managing the company's Community Benefit Fund. £Nil (2021: £Nil) was outstanding at year-end.

Simon Roberts, the Chief Executive of the charity, is a non executive director of Bristol Green Capital Partnership CIC. The charity made a subscription of £3,500 in the year (2021: £3,500) to support the work of the Partnership. During the year the charity invoiced Bristol Green Capital Partnership CIC £10,060 (2021: £19,210) for services provided to the Bristol Community Climate Action project in which CSE is a partner. There was no balance outstanding at year-end.

Kaye Welfare, a trustee of the charity, is also a part time consultant for EVOLVE Home Energy Solutions. EVOLVE HES work on ECO Innovation and other insulation projects. During the year, the charity was invoiced by EVOLVE HES for £5,812 (2021: £21,441) towards the costs of measures installed under these projects and £Nil (2021: £Nil) was owed at year-end.

We're a charity supporting people and organisations across the UK to tackle the **climate emergency** and end the suffering caused by **cold homes**. We do this by sharing our knowledge, practical experience and policy insights.

For over 40 years, we've supported people to take effective action on energy in their homes. We help communities and local councils to understand energy issues, set priorities, and put plans into action. Our research and analysis focus on making the energy system greener, smarter and fairer.

cse.org.uk



centre for
sustainable
energy

**St James Court
St James Parade
Bristol BS1 3LH**

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youtube: csebristol

Company 2219673
Charity 298740

Accounts

Annual Report

2020-21

Trustees' report & financial statements

Year ended 31 March 2021

The trustees present their annual report together with the audited financial statements of the charity for the year 1 April 2020 to 31 March 2021. The annual report serves the purposes of both a trustees' report and a directors' report under company law.

The trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

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Company

2219673

Charity

298740

Registered office

St James Court
St James Parade
Bristol
BS1 3LH

Trustees

Peter Capener MBE
Ariane Crampton
Andrew Darnton
Dr Jane Dennett-Thorpe
Peter Ellis
William Gillis
Bill Hull
Felicity Jones
Anne Obey OBE*
Shantha Shanmugalingam
Dr Chris Vernon
Kaye Welfare

* Chair of Trustees

Company Secretary

Kaye Welfare

Chief Executive

Simon Roberts OBE

Independent auditors

Bishop Fleming LLP
10 Temple Back
Bristol
BS1 6FL

Bankers

HSBC Bank plc
62 George White Street
Bristol
BS1 3BA

Solicitors

TLT LLP
One Redcliff Street
Bristol
BS1 6TP



Introduction

from our Chair of Trustees & Chief Executive

The year started with lockdown and an amazing response from CSE's staff to reconfigure work to sustain our support for people struggling in fuel poverty and enabling communities and local authorities to address the climate emergency. We saw a growing need for our services and responded quickly with our funders and partners, adjusting projects to suit the new conditions and securing new income to expand, meeting increasing demand.

Despite the challenges from Covid-19, we achieved so much throughout 2020-2021:

- Advising 43% more households, most of them at risk of fuel poverty, and achieving 47% more benefit for these clients than in the previous year.
- Engaging proactively and innovatively with the huge challenge of growing, more-or-less from scratch, a local market in retrofitting homes for net zero carbon emissions.
- Shifting successfully to on-line support for energy action planning by local councils and communities.
- Establishing our innovative THERMOS software as a key resource in local planning for heat decarbonisation.
- Securing funding for a new phase of our youth empowerment programme, Bright Green Future, focusing on young people from Black, brown and other minority ethnic communities, currently so poorly represented in the energy and environmental sectors.
- Reporting findings and recommendations of Smart *and* Fair? Phase One, our ground-breaking research programme.
- Influencing national policy, particularly in relation to local area energy planning and consumer protection and fairness in a smarter energy market.

These considerable achievements sit alongside posting healthy financial results. Such a positive outcome in such a difficult year is wholly due to a fantastic team effort bringing together the dedication and expertise of CSE's staff and volunteers, the insight, encouragement and challenge offered by our board of trustees, the resilience of our project partnerships, and the continuing engagement and support offered by our many generous funders.

Addressing the challenges of achieving net zero carbon emissions while leaving no one behind demands far more of what CSE does well. Our strategic plans for the coming years boil down to us stepping up to meet this demand, responding to the ultimatum 'if not us, then whom? If not now, then when?'

As George Eliot said some 150 years ago: "It will never rain roses; when we want to have more roses, we must plant more roses."

Anne Obey OBE
Chair of Trustees



Simon Roberts OBE
Chief Executive



Impact!

Shaping places for sustainable energy

3,500

We supported around 3,500 people working on locally led climate action. This includes 179 community groups and 45 neighbourhood planning groups, and 2,330 people at 158 local and community empowerment events.



more ...

Taking on tough challenges in scaling up low carbon housing retrofit

70

With our partners, we've trained 70 'Futureproof Assured Builders' (FABs) to enable more skilled builders and contractors to move into this emerging market of energy efficient housing retrofit.



more ...

Empowering new voices to make positive change

191

Currently 191 young people are involved with our environmental leadership programme, Bright Green Future.

1,000

We're working with schools supporting approximately 1,000 young people.



more ...

Expanding our support to people in vulnerable circumstances

43%

Our advice line saw a 43% increase in enquires over the last year.

14,850

We supported 14,850 households in fuel poverty with 21,337 separate enquiries.

£2.76m

We secured £2.76m of energy bill savings and income uplifts worth an average of £191 per household.



more ...

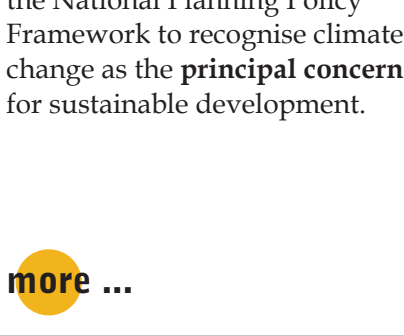
Revealing the path to a smart and fair energy future

We articulated a more coherent, and comprehensive approach to local area energy planning to underpin future regulatory and policy thinking.

We stimulated consideration of the regulatory and policy challenges of achieving a net zero energy system that is both **smart** and **fair**.

We highlighted the challenges of developing decent quality supply chains for the insulation and net zero heating technologies we need in our homes.

We led a coalition pushing for the National Planning Policy Framework to recognise climate change as the **principal concern** for sustainable development.



more ...

Creating tools for better decision-making for a net zero future

1,486

1,486 registered users across the world have used our Thermos software. Between them, they've created 3,925 maps to support heat decarbonisation planning.

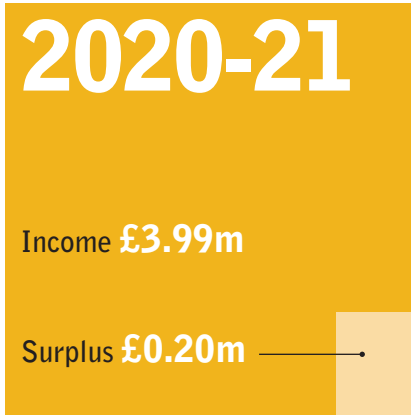
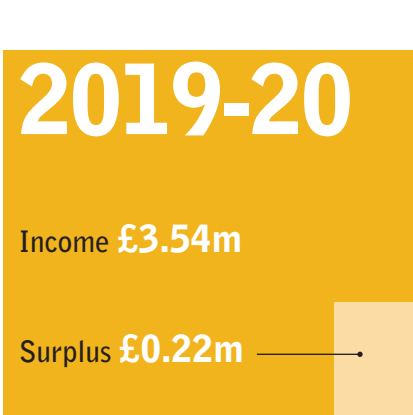
3,000

'Impact', our open source, free to access, community-scale carbon foot printing tool had 22,000 views from around 3,000 users. The launch event was attended by representatives of 300 local councils.



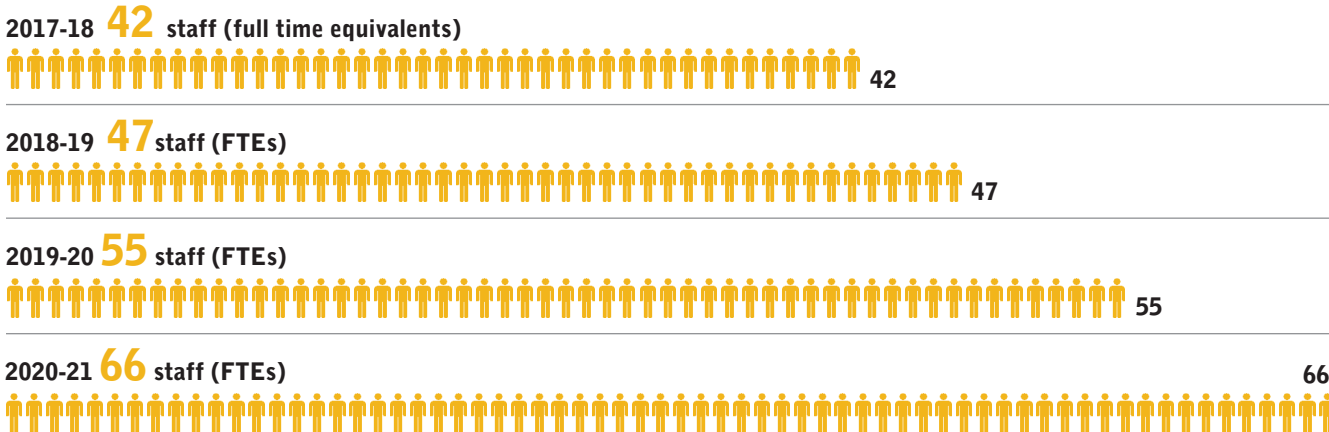
more ...

Income & surplus



[Jump to accounts](#) →

A growing organisation



Objectives & Activities

Our mission as an independent charity is to **share our knowledge and practical experience** to enable people to change the way they think and act about energy.

We believe we owe it to current and future generations for the UK to reduce carbon emissions rapidly to virtually zero. And we think that being able to afford to keep healthily warm in winter is a basic right for every household.

All our work is dedicated to achieving this positive vision. It's what we mean by 'sustainable energy' and it's why we exist.

In practical terms, this means we focus on:

- Designing and delivering effective services enabling individuals and organisations in our local area (West of England, Somerset, Wiltshire and Swindon) to make their energy supply and use more sustainable and build their energy resilience.
- Empowering and supporting young people, communities and local councils across the UK to take effective action.
- Developing analytical tools and models to improve policy and practice, enabling better insights and lowering the costs of action.

- Testing and nurturing new ideas to improve impact, accelerate change and engage new audiences in cutting carbon emissions and ending cold homes.
- Using our experience and evidence to shape local and national policy through expert analysis and research and targeted activity to influence policy makers.

These approaches not only provide different ways of achieving impact and influence. They also create connections across our work – bringing direct contact with individuals' experiences together with engagement with practitioners and detailed research and analysis. This nourishes the quality of the understanding and insights that we can share with clients, partners, and policy makers to accelerate the transition to a genuinely sustainable energy future.

Our work is delivered in partnership with national and local government and associated agencies, community groups, the energy industry, academics, business, other energy charities across the country - and the general public. At any given time, CSE has around 100 different and separately funded projects underway.

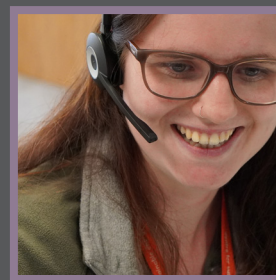
Our website, has more information about our work and gives free access to our publications and resources, including our popular energy advice leaflets and videos. This sharing of knowledge and practical experience is central to CSE's mission; doing it well enables others to take action and accelerates change. www.cse.org.uk

Achievements & performance

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Taking on tough
challenges in scaling
up low carbon housing
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Revealing the path to a smart and fair energy future

We know the energy system needs to get much smarter if the UK is to achieve our commitment to reach net zero greenhouse gas emissions. But can it get smarter in ways which ensure widespread consumer participation and share the costs and benefits of the transition fairly? Can we have a net zero energy system which is both smart and fair?

This is the focus of our ground-breaking Smart and Fair? research programme launched in June 2019 with support from Western Power Distribution and Scottish and Southern Electricity Networks. We reported on the findings and recommendations from its first phase in September 2020.

While energy industry and policy-makers are committed to ensuring ‘no one is left behind’, we found there was no detail on what this might look like in practice. Our work has started to provide that detail and to develop the analytical techniques that can reveal it further. It leaves little doubt about two important findings and an obvious resulting conclusion:

- **The sorts of smart innovation needed and coming forward in the energy market – from time of use tariffs to smart technologies – will bring with them new ways to generate unfairness and leave people behind.**
- **The smart innovation we need is unlikely to be forthcoming if we seek to achieve fairness by insisting that every smart offer in the market has itself to be fair and inclusive from the outset.**
- **Smart and fair outcomes will not emerge reliably from the market without deliberate and purposeful action to secure them by policy-makers and regulators, including requiring adherence by all market participants to a set of Smart and Fair Guidelines.**



Our Smart and Fair? Phase One report outlines how ‘smart’ and ‘fair’ could co-exist in a future net zero energy system. It details the purposeful actions required to start ensuring they do, with recommendations to government, energy regulator Ofgem, consumer advocates and smart energy market practitioners. We’ve also developed the analytical approaches needed to anticipate and assess progress.

The findings to date are having influence with Ofgem and the Department for Business, Energy and Industrial Strategy (BEIS) and the programme was singled out as offering valuable insights by the Scottish Government’s Just Transition Commission when it reported in March 2021 (see page 65).

We have now embarked on an expanded programme for Phase Two which will shift our work from a theoretical approach to one grounded in practical applications, real market activity and associated market monitoring, and active policy analysis and advice.

“

CSE has delivered genuinely thought-provoking analysis which challenges us and many others to reflect in our future plans. It will enable us to reconsider the nature of consumer vulnerability in a smarter energy system and to adapt and develop new practices.

”

Alison Sleightholm, Resources & External Affairs Director, Western Power Distribution

“

Phase one of Smart and Fair? represents a real stride forward in understanding what the principle ‘no one left behind’ means in practice. The findings and tools are readily and gainfully applicable in our work and others will undoubtedly find the same.

”

Stewart Reid, Head of Future Networks at Scottish and Southern Electricity Networks

Expanding our support to people in vulnerable circumstances

During 2020-21, we supported thousands more households than ever before. Like many others, we had to quickly adapt our services to meet a growing need while lock-down restrictions ruled out face-to-face contact.

The Covid-19 pandemic caused widespread financial hardship and more households are now classified as being in fuel poverty meaning they are likely to suffer a cold home and be making tough choices about how to spend limited budgets; sometimes choosing between putting the heating on or buying food.

Cold homes cause misery, ill-health and social exclusion. Currently more than 5m households in the UK can't afford to keep adequately warm in winter.

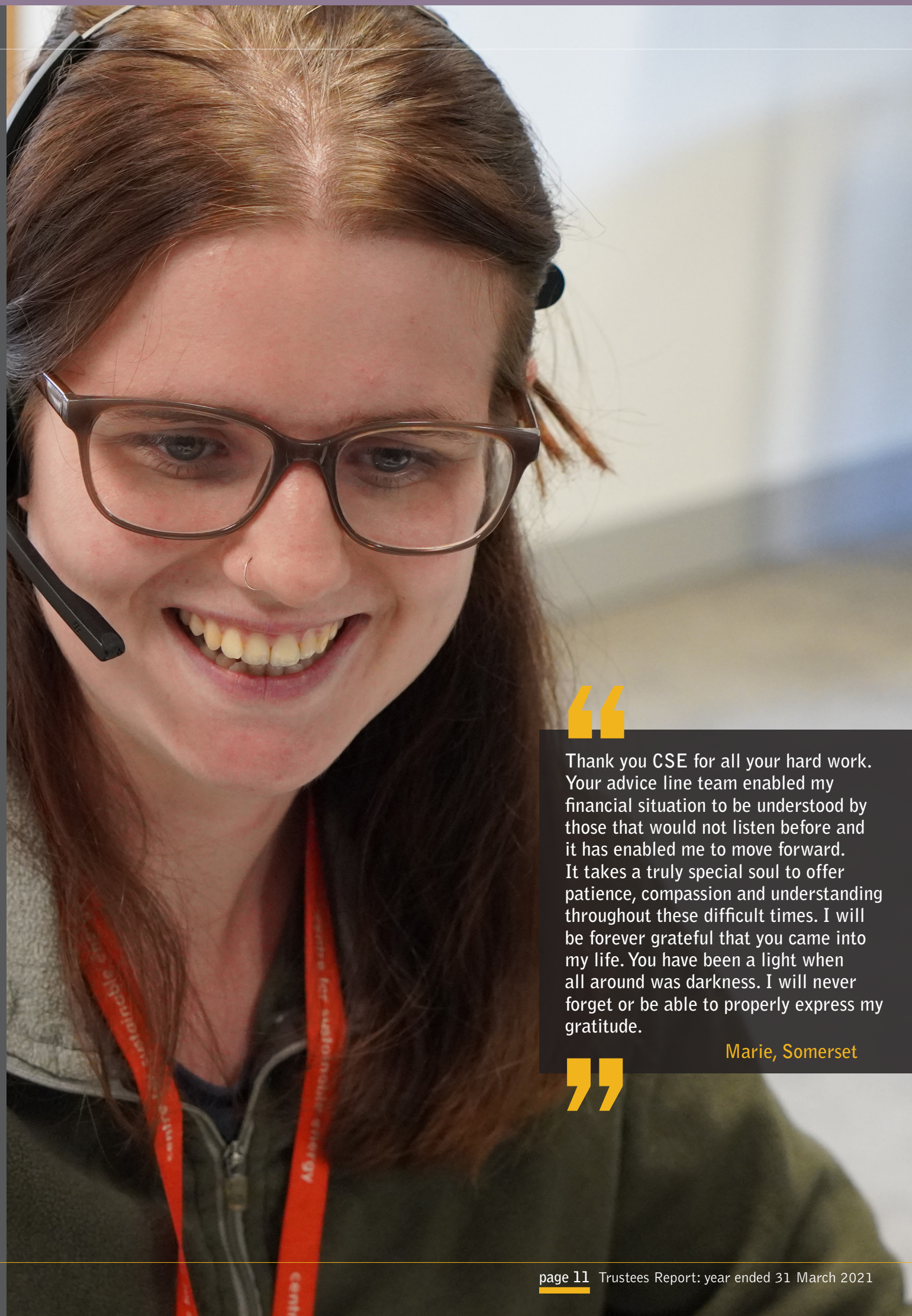
Our CSE advice line saw a 43% increase in enquires over the last year. Our advice and support secured these people £2.76m in energy bill savings and income uplifts, an average of around £190 per household.

Our advisors answered 21,604 enquiries from 14,465 households in 2020-21 compared to 15,646 enquiries from 10,093 households in the same period 2019-20.

Many other public advice agencies operate face-to-face from drop-in centres and when lockdown hit, they had to close. At the same time we were able to offer prepayment meter vouchers to people in need through our advice line which meant it became an increasingly important source of support. Many clients have referred to us as a light in the darkness because we provided someone at the end of the phone who genuinely cares and actively helps.

Wider trends on the CSE advice line in 2020-21 included:

- **More calls from single men – a new client group.** Before the pandemic, support was usually taken up by low income families, single parents, pensioners and people with health needs.



“

Thank you CSE for all your hard work. Your advice line team enabled my financial situation to be understood by those that would not listen before and it has enabled me to move forward. It takes a truly special soul to offer patience, compassion and understanding throughout these difficult times. I will be forever grateful that you came into my life. You have been a light when all around was darkness. I will never forget or be able to properly express my gratitude.

Marie, Somerset

”

- An increase in people who are suffering from mental health issues, including calls from people who feel suicidal.
- Calls taking much longer, probably due to increased social isolation.
- Normally CSE's advice line is busiest at the beginning of winter as people turn on their heating. In 2020-21, there was no notable peak, it was constantly busy throughout the summer.
- CSE received double the number of referrals from local authorities and more word of mouth referrals than ever.

When lockdown hit in March 2020, we innovated and adapted services quickly, working with energy industry funding partners who were also quick to respond. Existing funders like Ofgem's Energy Redress fund made more funding streams available for emergency financial aid for vulnerable people and new funders like Barclays' 100x100 fund helped charities provide more support to those needing it most.

Meanwhile, when our face to face in-person services like home visits had to stop, CSE advisors worked with clients in other ways including phone support, video calls and visiting people in parks and gardens, when restrictions allowed. The entire office-based advice service shifted to home working within days of lockdown. And CSE support workers normally based in hospitals (to help ensure patients aren't discharged to a cold home) teamed up with foodbanks to continue to reach vulnerable clients. We also introduced a variety of new measures to support wellbeing at work for our frontline staff as they dealt with increased demand and more clients in very challenging circumstances.

The increase in demand for our advice services confirms what we already know: that people at risk of fuel poverty need more support and their situation can quickly shift from just-about-coping to a desperate struggle with the slightest of changes in income or energy costs.

We are dedicated to continuing this vital work until no one suffers a cold home.

Creating tools for better decision-making for a net zero future

Our data analysts and software developers are dedicated to building analytical tools and models enabling better insights on sustainable energy outcomes and lowering the costs of action. Our tools and models are supporting better understanding, improved decision-making and more appropriate and cost-effective action by policy-makers and practitioners at both local and national level.

Alongside completing a major re-implementation for BEIS of the National Household Model that we first developed for the government in 2012, we launched two particularly significant new tools in 2020-21.

We finalised and released our open-source heat network planning tool THERMOS - one of our largest ever projects. Almost five years in development, THERMOS is now revolutionising the way opportunities for low-carbon district heating networks are identified and evaluated. The tool was developed through a multi-partner EU-funded initiative led by CSE. Our software developers created a unique modelling tool which estimates the energy performance of every building in a city, and deploys a set of purpose-built algorithms to optimise the design and layout of local heating and cooling networks.

THERMOS does this by integrating advanced building-level energy demand mapping with a detailed spatial representation of road networks. These are combined to generate and solve a mixed-integer linear optimisation problem, taking into account user-inputs such as the energy supply source, local energy costs, investment budgets, and the carbon emission reduction obligations of a developer or local authority. The outputs are exceptionally detailed, including fully routed, sized and costed network designs in which Thermos decides which buildings to include, and how to route the network to connect them.

THERMOS fills a gap in the world of heat decarbonisation planning and is already being applied widely around the world with some 1,400 users from energy agencies, urban planning offices,



universities, engineering consultancies etc. And it is now underpinning work we are undertaking for BEIS to support the department's policy thinking on identifying and prioritising heat network zones in cities.

1,486 registered users across the world have used our Thermos software creating 3,925 maps to support heat decarbonisation planning.

In February 2021 we launched **Impact**, an open source, free to access, community-scale carbon foot printing tool, created by CSE's data analysts and software developers in collaboration with the University of Exeter's Centre for Energy & the Environment.

Impact enables small administrative geographies in England, initially parish and town councils, to understand the carbon footprint of their localities. By June 2021, it had already received over 22,000 views from around 3,000 users and the launch event was attended by representatives of 300 local councils. The tool gives communities estimates of the carbon emissions caused by their residents and businesses that is easy to understand, easy to share, and gives them a clear idea of their main 'impact areas' - those places where focused community-based action will make the biggest contribution to cutting local emissions.

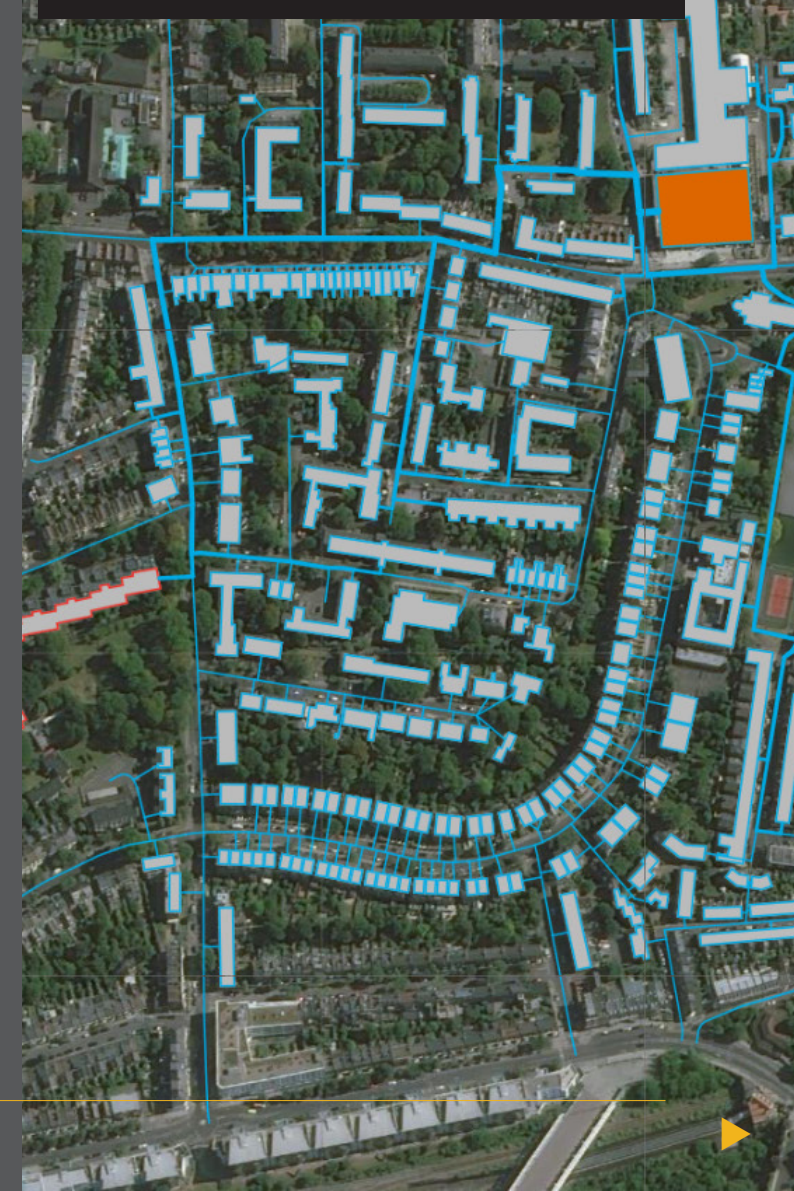
The tool has been designed with a simple web-based user interface and dynamic visual representation of data that's easy for a layperson to interpret. With further funding secured, it will be extended in summer 2021 to include urban wards, completing coverage across the whole of England.

“

Thank you for developing this amazing Impact tool and making it open access with no requirement to buy further services. We used the tool to compare carbon footprints of eight parish and town councils to help focus activities on the areas of highest impact. It has been fascinating to go through the data comparatively for the different areas as we have great variety in socio economic factors in this district.

”

Shelaine Siepel, Managing Director, Sustainable Business Partnership CIC working with Lewes District Council's Climate Action Forum.



Shaping places for sustainable energy

Achieving a sustainable energy future – net zero carbon emissions and affordable energy for all – needs changes everywhere in the UK that will affect everyone. It requires an understanding of what’s involved and any choices to be made. Just as importantly, it requires the active participation and consent of people as both consumers and citizens in the processes of change.

The central role of local initiatives to build this understanding and secure this participation has come to the fore in 2020-21, on the back of the wave of commitments to tackling the climate emergency emerging from local councils over the last few years.

CSE has been working with neighbourhoods, communities, parish and town councils, and local authorities small and large to help develop plans and projects for their localities based on:

- **Robust data analysis, revealing the scale of technological and system change required and specific local options.**
- **Comprehensive understanding of the full range of factors which need to be addressed for those options to become straightforward and common (from supply chain skills and costs and financing options to policies and regulations and social and cultural attitudes to change).**
- **Engagement processes which build understanding, draw out insights based on local knowledge, and involve stakeholders – from councillors and business leaders to expert practitioners and community representatives from all walks of life – to create plans and establish a sense of shared purpose.**
- **Ways of organising across a locality to support initiative-taking and develop momentum while establishing accountability.**

We documented how each of these elements can be ‘done well’ in Local Area Energy Planning: The Method. Written by CSE with input from the Energy System Catapult, the project for Ofgem also involved BEIS, Scottish and Welsh Governments, the Committee on Climate Change and Innovate UK.



“

Thanks CSE for all the support you offer to communities, and the great set of resources. The Neighbourhood Planning Programme provided us with useful reference to planning policy, outlined the key areas we needed to focus on, suggested an appropriate and realistic approach and signposted us to useful case studies and examples that had worked in other communities.

Anonymous feedback from attendee at event

”

Our three-year programme (funded by Esmée Fairbairn Foundation) has been supporting and providing expertise to neighbourhood planning groups to lay the groundwork to ensure their area contributes to a sustainable, low carbon future. The programme has directly engaged and supported at least 250 neighbourhood planning groups and more than 50 local planning authorities, with more than 37,400 downloads of our key resources on neighbourhood planning for net zero.

Alongside this bottom-up programme we led a coalition with the Town & Country Planning Association of 16 organisations highlighting considerable shortcomings in the government’s proposed changes to national planning policy for England in terms of (a) shaping new developments, transport patterns and energy systems that can deliver on national and local targets for achieving net zero carbon emissions (see www.cse.org.uk/news/view/2587) and (b) providing for appropriate local influence and control.

Our Climate Emergency Support Programme, part-funded from our own reserves, has continued in the year to provide free advice to local councils on the next steps needed in tackling the climate emergency: from commissioning the right sort of technical study to understanding how best to navigate the myriad opportunities and barriers to change locally and nationally. This included developing an accredited Climate Literacy training course for councillors, now a routine feature in our work with councils, and developing a similar course for local planning officials which will be piloted in summer 2021.

A particular focus of this programme has been to provide support that was otherwise missing for parish and town councils. Covid-19 restrictions meant we had to re-design our Parish Action Days, wondering whether such an interactive process could work on-line given the common caricatures of the likely participants. More than 300 parish councillors and clerks have joined in to prove that it could, drawing in turn on the new Impact tool to understand their locality’s carbon footprint.

We have also been working with the pioneers in community energy, leading the Next Generation programme from Power to Change to support them to explore the new business models which could enable them to realise their ambitions in a post-subsidy, smarter energy market. A series of well-attended innovation webinars has showcased the findings (see www.next-generation.org.uk/innovation).

Empowering new voices to make positive change

Across the world, there's a growing movement of young people deeply concerned about the escalating impacts of climate change and the urgent need for far-reaching action to cut carbon emissions. At CSE, we are nurturing this power in young people to make positive change happen in society, helping them to enhance their understanding and strategic insights, develop their influencing skills and explore how best to focus their efforts. Alongside this, we know we need systemic change within the environmental sector so it better reflects and embraces the diverse voices and concerns of every citizen.

Bright Green Future, our inclusive environmental leadership programme for young people, has now supported 191 young people (15 – 19 years old) from urban and rural communities across all corners of the UK. The programme is going from strength to strength in spite of the virtual approach we were forced to adopt throughout the fifth year of the programme. Students are finding new ways to push for climate action during uncertain times and a recent example of this is a current BGF student being appointed to the Youth Board of Good Energy to give their perspective on the climate crisis.

BGF alumni are making fantastic strides in the environmental sector; a BGF alumni student was one of the first UK Youth Ambassadors for WWF and many former BGF students now work in the green economy and other relevant careers.

BGF is the only UK-wide environmental leadership programme free for young people, providing leadership skills, opportunities for self-development, future career prospects and professional networks.

As we start its sixth year and move beyond the initial funding from the 'Our Bright Future' programme (funded by National Lottery Community Fund), we have committed to focus on young people from Black, brown and other minority ethnic backgrounds. This will help to ensure that the next generation of environmental leaders and decision-makers is more

diverse and the sector becomes more representative of wider society. In June 2021 we were excited to announce sponsorship from National Grid ESO for this new phase of Bright Green Future.

We have also started working to build the capabilities of young people on our doorstep in Bristol. In January 2020, we launched our new Green Influencers programme as part of national scheme supported by Ernest Cook Trust. We are supporting 10 – 14 year-olds to become environmental influencers in their communities developing youth social action projects to benefit their schools and surrounding areas. Green Influencers will apply for funding for their local projects from the Trust and together they'll turn words into action by stimulating a range of initiatives to protect and enhance the local environment and tackle climate change.

“

As a person from an underrepresented community, BGF has shown me I can pursue a career in the environmental sector. I hadn't thought much about a career in this area before as I didn't really know anybody who had that kind of job. As well as my work placement, the programme showed me other Black, brown and ethnic minority people within the environmental sector and demonstrated that this was something I could do.

”

Demi, London

Taking on tough challenges in scaling up low carbon housing retrofit

Improving the energy efficiency of UK homes is central to delivering our net zero climate change targets. But as troubled and short-lived government schemes like the Green Homes Grant have shown us in 2020, reaching that goal is far from simple.

At CSE, we're committed to taking on this tough but crucial challenge. Securing energy performance upgrades to homes – often called 'retrofit' – will also tackle fuel poverty, boost local economies and support new skilled jobs in the building trades.

At the end of March 2021, we completed the final year of the pilot phase of Futureproof, funded by BEIS. This tested a targeted, bottom-up model for building local supply chains and growing the market for owner-occupier-led low carbon retrofit in the West of England.

Futureproof's market transformation approach is to orchestrate (a) creating demand for retrofit services from well-advised and committed householders while also (b) increasing the supply of high quality builders and other tradespeople who've received appropriate training in the right technologies and techniques. We anticipated that, by revealing householder demand, the supply chain would react to these new opportunities and take advantage of the training available through the programme from our partner, The Green Register.

In practice, it has proved relatively easy and quick to stimulate householder interest and commitment and much harder and slower to secure engagement and participation by the building trades. And of course if a householder can't get someone decent to provide a quote, getting the improvements done becomes all but impossible, however committed you are.

Covid-19 restrictions during 2020-21 limited opportunities for face-to-face open homes events



“

Thank you again for all your advice on my internal wall insulation... it was so difficult wading through all the different and completely contradictory views out there, so I really appreciated your balanced and thoughtful perspectives on things.

”

Futureproof client

and in-home advice in the final year of the pilot. But householder demand still grew, helped by the virtual house tours we created to showcase what pioneering householders in Bristol had achieved and how they did it. What these lost in direct hands-on experience they at least partly made up by securing higher audiences through the greater access over a longer time available via the internet. On the supply chain side, we initially saw an increase in engagement by builders as the ban on in-home construction work gave them time to join in and a rapid switch by The Green Register to create online versions of their courses – including the new 'Futureproof Essentials' – provided access to the content.

The scheme is now well known across the region and has enabled more local builders and contractors to move into this emerging market with now 70 trained 'Futureproof Assured Builders' (FABs). However, it is still only scratching the surface of transforming the market to the extent required to meet future carbon emission reduction targets.

This is why we are continuing with the Futureproof programme beyond the pilot, taking forward the many lessons learned so far in this demanding project. This includes sustaining both the demand-creating support and advice for householders and the supply-expanding training and support for builders in partnership with The Green Register.

We upgraded our advice service after the introduction of the PAS 2035 standard to improve standards in the retrofit industry, including training up staff to become assessors and coordinators, and licensing new tools and software to ensure we can deliver our service. The success of this pilot inspired us to develop a menu of further advice services.

We will also apply these lessons and our improved capabilities to help local authorities implement their own home retrofit schemes in response to continuing government funding opportunities and to work with other organisations taking on the challenge.

With our partners, we've trained 70 'Futureproof Assured Builders' (FABs) to enable more skilled builders and contractors to move into this emerging market of housing energy efficient housing retrofit.

Financial review

In the year to 31 March 2021, CSE made a surplus of £200,774 on its income of £3.99m (2019-20: surplus of £223,356 on a turnover of £3.54m). This record turnover reflects our success in raising funds to support strategically valuable initiatives and delivering these initiatives effectively, even with the challenges brought by the pandemic. It also reflects the extent to which our core strategic objectives – tackling the climate emergency and ending the misery of cold homes – have become much more widely shared priorities in recent years.

Our staff team has grown to deliver this greater workload, rising from an average of 62 members of staff last year to an average of 74 in 2020-21. Turnover has nearly doubled in the last three years (since 2017-18) and a combination of tight control of overheads and decent staff productively have enabled us to generate modest but healthy surpluses each year. At the end of the year our reserves (total unrestricted funds) stood at £1,204,732.

Future strategy

The pandemic and its potential long-term consequences now combine in our world with strong local and national commitments to achieve net zero carbon emissions. This creates an unprecedented and highly dynamic context for our existing and future work, a context that was central to the review of CSE's strategic priorities undertaken by the trustees and the senior leadership team in Autumn 2020.

The review focused on the potential within this new context for strengthening our impact and influence by scaling and sharpening up our current practices and through ambitious new initiatives. It also considered key funding risks and opportunities, operational challenges associated with a growing organisation, and the importance of maintaining staff wellbeing and productivity with shifting working arrangements.

This process identified four priority areas for strategic action from CSE:

- 1 **Increased focus on and need for place-based local energy planning and delivery for net zero, building on local commitments to tackling the climate emergency and the shift from the public expressing concern about climate change to sharing their desire for local and community action.**
- 2 **A strong new imperative for decarbonising the way we heat buildings, requiring sustained system change to build quality local supply chains and develop demand to retrofit buildings alongside a shift from gas heating to heat pumps and heat networks.**

- 3 **Growing momentum and commitment to a transition to a smarter energy system which genuinely embraces the need to achieve fair outcomes and secure wide public participation.**
- 4 **Greater economic hardship and higher energy costs, leading to increased need and demand for our advice services from more people in more desperate circumstances.**

The strategic review also established commitments to:

- Shifting our work on youth empowerment to focus on working with young people from Black, brown and other minority ethnic communities to enhance their skills and knowledge and give voice to under-represented perspectives in the energy sector.
- Strengthening our operational support functions for our growing organisation, recruiting additional finance and HR management staff and nurturing CSE's positive culture as we establish post-pandemic working arrangements.
- Expanding our development and communications capacity to enable us to respond to new funding opportunities, build new and more influential projects and establish the multi-sector partnerships necessary for genuinely transformative change.

Funders & clients

In 2020-21 CSE secured more than £3.99m for its activities, a record level of income. This came from national and local government and associated agencies, industry and charitable sources. Some activities were grant funded while others were delivered as project or consultancy services. In addition, some funding came via project partners with whom we jointly developed funding proposals to third parties.

The Trustees would like to thank all of CSE's funding partners and clients for their support for projects undertaken during the year, including:

Affordable Warmth Solutions
(National Grid Warm Homes Fund)

Alliance Homes

Ashley Community Housing

Aware Technologies Limited
(Awaretag)

Barclays Covid-19 Community Relief
Funding (via Charities Trust)

Bath & North East Somerset Council

Bath & West Community Energy

Baxter Kelly Ltd

Big Lottery Fund (Awards for All)

Bridgend County Borough Council

Bristol City Council

Bristol Green Capital Partnership CIC

Bristol Energy

British Gas Energy Trust

Cadent Gas

Cardiff University

Chichester District Council

Citizens Advice (for Big Energy
Saving Network)

Citizens Advice Scotland

City Energy Network Ltd

Cotswold District Council

C & T Eco Consultants

Department for Business, Energy &
Industrial Strategy (BEIS)

Dorset Council

Dyson Energy Services

EA Technology

Electricity North West Ltd

Eliq Ltd

Energy Saving Trust (Ofgem Energy
Industry Voluntary Redress Scheme)

The Ernest Cook Trust

Esmée Fairbairn Foundation

European Commission (Horizon 2020)

European Commission (Sustainable
Urbanisation Global Initiative)

Evolve Home Energy Solutions

Folkestone and Hythe District Council

Forest of Dean District Council

Francis Winham Foundation

Friends Provident Foundation

Frome Renewable Energy Coop

Gosport Borough Council

Greater London Authority

Greater Manchester Combined
Authority

Horsham District Council

Icfei Action Fund (on behalf of Tides
Foundation)

Joseph Rowntree Charitable Trust

J & J Crump & Son Ltd

Kestrelman Trust

Leicestershire and Rutland
Association of Local Councils

Liverpool City Council (through
Funomia Research and Consulting)

London Borough of Greenwich

Mendip District Council

Muswell Hill Parish Council

National Grid Electricity System
Operator

National Lottery Community Fund

Neighbourly

North East Local Enterprise Partnership

North Somerset Council

Midlands Energy Hub (via
Nottingham City Council)

One Family Foundation

Ofgem

Ovo Energy

Portishead Neighbourhood Planning
Group

Power to Change Trust

Quartet Community Foundation

Rother District Council

Royal Society of Wildlife Trusts (The
Community Fund Our Bright Future
programme)

Samsung Electronics UK Ltd

Scottish Power Energy Networks

Scottish and Southern Electricity
Networks

Sedgemoor District Council

Shropshire Council

Smart Energy GB (via Agility Eco)

Society of Local Council Clerks

Somerset Community Foundation

South Coast Insulation Services

South Gloucestershire Council

South Somerset District Council

Suffolk County Council

SP Energy Networks

St Monica Trust

Stroud District Council

Sustainability First

Swindon Borough Council

Tamar Parish Council

Taunton Deane Borough Council

TDS Charitable Foundation

Test Valley Borough Council
(through Land Use Consultants)

Tesco Charity Trust

The Green Register

The Warmer Group

Thrive Renewables Plc

UK Power Networks

University College London

University of Exeter

Wales and West Utilities

Wessex Water Services Ltd

West Oxfordshire District Council

Westbury Town Council

Western Power Distribution plc

Wiltshire Community Foundation

Wiltshire Council

Winchester City Council

Structure, governance & management

Constitution

The Centre for Sustainable Energy (CSE) is a registered charity and company limited by guarantee, having no share capital. CSE's Memorandum and Articles of Association are the primary governing documents of the charity.

Policies & structure

The charity operates with a board of volunteer trustees that meets quarterly. The board has also established a Finance Committee and which also meets and reports

to the board in accordance with its terms of reference.

The trustees have overall responsibility for organisational strategy, financial management and compliance with the purposes of the charity. This responsibility is devolved within a clearly documented framework of delegated powers to the Chief Executive and Senior Management Team. The Senior Management Team maintains and implements the policies of the organisation and the Chief Executive and members of the Senior Management Team report to the trustees at each quarterly meeting.

Pay policy for senior staff

All staff at CSE are paid according to a graded salary scale which

was established to reflect the differences in responsibility, skills and capabilities required in each role. The ratio between the salaries of the highest (Chief Executive) and lowest paid member of staff (our interns) is currently 4.5.

All staff are entitled to participate in the CSE contributory pension scheme (8% employer contribution, 6% employee contribution) which has also been adopted as our auto enrolment scheme since November 2015.

Public benefit

CSE has complied with the duty in Section 17(5) of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

Reserves policy

Our reserves policy establishes a minimum target for our unrestricted reserves and outlines the approach we take to any reserves in excess of that minimum.

The minimum reserves target takes account of two scenarios: (a) the liabilities which would be faced by the charity if it were to cease operating, and; (b) the financial cushion the charity

would need to cover losses while it responded to a serious but possible funding crisis without immediately losing valuable staff.

The reserves policy was reviewed by trustees in March 2021, taking account of the recent growth of the organisation and the diversity of our funding sources. As a result of that review, the minimum reserves target was increased to £600,000, with a minimum target for net current assets of £450,000. At the end of March 2021, our reserves were in excess of this figure, standing with total unrestricted funds standing at £1,204,732 (with £1,011,603 in net current assets).

The trustees' aim is to invest reserves above this minimum target through a designated Strategic Investment Reserve on initiatives shaped by the charity's strategic priorities and which have proved difficult to fund from external sources. Such initiatives are designed to help us to increase our impact, explore new approaches, build our capacity and that of others, or make the case for funding to external funders. Trustees agreed in March 2021 to allocate £300,000 to the Strategic Investment Reserve and asked the executive team to develop project proposals for investment during the year.

Related parties

As detailed in note 21 to the accounts

Risk management

The board of trustees has assessed the major risks to which CSE is exposed and is satisfied that systems and procedures are in place to mitigate exposure to them. This is a routine consideration in the annual budget setting process.

The principal risks identified are continuing to secure sufficient

funding, maintaining staff knowledge, and maintaining productivity levels, with the additional risk during this year of maintaining staff health and safety (including mental health) in the face of the challenges of working from home and demanding workloads. Because of the exceptional circumstances in the year, these risks were monitored by the Senior Management Team on at least a fortnightly basis, resulting in additional investment mental health first aid training and resources to enable remote 'buddying' support

between staff. These actions limited the impact of these risks to manageable levels.

We also identified a new risk to the operational stability of the organisation arising from the rapid growth we had recently experienced and the further expansion we are planning. As a result, we are significantly expanding our Finance and Operations team to improve operational support across the organisation and provide sufficient new capacity to accommodate anticipated future growth.

Statement of trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.

- Observe the methods and principles of the Charities SORP (FRS 102).
- Make judgements and accounting estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are trustees at the time when this trustees' report is approved has confirmed that:

- So far as that trustee is aware, there is no relevant audit information of which the charity's auditors are unaware.
- That trustee has taken all the steps that ought to have been taken as a trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

The auditors, Bishop Fleming LLP, have indicated their willingness to continue in office. The designated trustees will propose a motion reappointing the auditors at a meeting of the trustees.

Approved by order of the members of the board of trustees on 15 July 2021 and signed on their behalf by:



Independent auditors' report to the members of Centre for Sustainable Energy

Opinion

We have audited the financial statements of Centre for Sustainable Energy (the 'charity') for the year ended 31 March 2021 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated.

If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- The trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from

cont ...

material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have considered the nature of the sector, control environment and financial performance;
- We have considered the results of enquiries with management and members in relation to their own identification and assessment of the risk of irregularities within the entity;
- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation; and,
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to year-end cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Companies Act 2006, Charities Act 2011, Charity SORP 2019, FRS 102 and the terms and conditions attaching to material contracts, agreements and grants received by the Charity.

In addition, we considered the provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charity's ability to operate or avoid a material penalty.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;
- Performing detailed transactional testing in relation to the recognition of revenue, with a particular focus around year-end cut off; and,
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators

of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in financial statements or non-compliance with regulation, will be detected by us. The risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



David Butler FCA DChA
(Senior statutory auditor)
for and on behalf of
Bishop Fleming LLP
Chartered Accountants
Statutory Auditors,
10 Temple Back,
Bristol BS1 6FL
1 October 2021

Statement of financial activities

	Unrestricted funds 2021 (£)	Restricted funds 2021 (£)	Total funds 2021 (£)	Total funds 2020 (£)
Income from				
Donations and legacies (note 3)	46,768	-	46,768	-
Charitable activities (note 4)	2,015,451	1,929,943	3,945,394	3,541,315
Total income	2,062,219	1,929,943	3,992,162	3,541,315
Expenditure on:				
Charitable activities (note 5)	1,838,008	1,953,380	3,791,388	3,317,959
Total expenditure	1,838,008	1,953,380	3,791,388	3,317,959
Net income/(expenditure)	224,211	(23,437)	200,774	223,356
Transfers between funds (note 13)	(23,437)	23,437	-	-
Net movement in funds	200,774	-	200,774	223,356
Reconciliation of funds:				
Total funds brought forward	1,003,958	-	1,003,958	780,602
Net movement in funds	200,774	-	200,774	223,356
Total funds carried forward	1,204,732	-	1,204,732	1,003,958

- The Statement of Financial Activities includes all gains and losses recognised in the year. The notes on pages 22 to 33 form part of these financial statements.

Balance sheet as at 31 March 2021

	2021 £	2021 £	2020 £	2020 £
Fixed assets				
Tangible assets (note 10)		193,129		167,572
		<u>193,129</u>		<u>167,572</u>
Current assets				
Debtors (note 11)	1,496,708		1,094,592	
Cash at bank and in hand	<u>1,114,979</u>		<u>583,856</u>	
	2,611,687		1,678,448	
Creditors: amounts falling due within one year (note 12)	<u>(1,600,084)</u>		<u>(842,062)</u>	
Net current assets		<u>1,011,603</u>		<u>836,386</u>
Total assets less current liabilities		<u>1,204,732</u>		<u>1,003,958</u>
Total net assets		<u>1,204,732</u>		<u>1,003,958</u>
Charity funds				
Restricted funds (note 13)		-		-
Unrestricted funds				
Designated funds (note 13)	300,326		326	
General funds (note 13)	<u>904,406</u>		<u>1,003,632</u>	
Total unrestricted funds		<u>1,204,732</u>		<u>1,003,958</u>
Total funds		<u>1,204,732</u>		<u>1,003,958</u>

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the trustees on 15 July 2021 and signed on their behalf by:



Statement of cash flows

	2021 (£)	2020 (£)
Cash flows from operating activities		
Net cash used in operating activities (note 16)	603,733	171,959
Cash flows from investing activities:		
Purchase of tangible assets	(72,610)	(71,569)
Net cash used in investing activities	(72,610)	(71,569)
Change in cash and cash equivalents in the year	531,123	100,390
Cash and cash equivalents brought forward	583,856	483,466
Cash and cash equivalents carried forward (note 17)	1,114,979	583,856

NOTE 1. General information

The charity is a company limited by guarantee. The members of the charity are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The charity's registered office is: St. James Court, St. James Parade, Bristol BS1 3LH

NOTE 2. Accounting policies**2.01 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Centre for Sustainable Energy meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.02 Going concern

The Trustees assess whether the use of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Trustees continue to monitor the impact that Covid-19 is having on operations and are taking actions to minimise their effect on the long-term reserves of the charity. Under all the scenarios reviewed, the charity has sufficient reserves to enable it to continue as a going concern for the foreseeable future. For this reason it continues to adopt the going concern basis in preparing the financial statements.

2.03 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.04 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Contractual income is recognised in the Statement of Financial Activities to the extent that the charity has provided the services. Where contractual income is received in advance but the charity has not provided the relevant services then this income is deferred.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors

as deferred income. Where entitlement occurs before income is received, the income is accrued.

2.05 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Charitable activities and governance costs are costs incurred on the charity's operations, including support costs and costs relating to the governance of the charity apportioned to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

2.06 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

NOTE 2 (CONTINUED). Accounting policies**2.07 Tangible fixed assets and depreciation**

Tangible fixed assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases: leasehold improvements, over the life of the lease; fixtures and fittings, over 4-5 years; office equipment, over 2-4 years; project assets, over the life of the project.

2.08 Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

2.09 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.13 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

NOTE 3. Income from donations and legacies

	Unrestricted funds 2021 (£)	Total funds 2021 (£)	Total funds 2020 (£)
Donations	32,513	32,513	-
Government grants - Coronavirus Job Retention Scheme	14,255	14,255	-
	46,768	46,768	-

NOTE 4. Income from charitable activities

	Unrestricted funds 2021 (£)	Restricted funds 2021 (£)	Total funds 2021 (£)	Total funds 2020 (£)
Research and analysis	1,045,024	155,199	1,200,223	1,109,838
Household energy services	648,991	1,528,524	2,177,515	1,668,756
Local and community empowerment	321,436	246,220	567,656	762,721
Total 2021	2,015,451	1,929,943	3,945,394	3,541,315
Total 2020	2,083,079	1,458,236	3,541,315	

NOTE 5. Analysis of expenditure on charitable activities**Summary by fund type**

	Unrestricted funds 2021 (£)	Restricted funds 2021 (£)	Total funds 2021 (£)	Total funds 2020 (£)
Governance costs	10,302	-	10,302	16,703
Research and analysis	914,459	151,677	1,066,136	1,085,405
Household energy services	582,175	1,555,415	2,137,590	1,217,776
Local and community empowerment	331,072	246,288	577,360	998,075
	1,838,008	1,953,380	3,791,388	3,317,959
Total 2020	1,859,723	1,458,236	3,317,959	

Summary by expenditure type

	Staff costs 2021 (£)	Depreciation 2021 (£)	Other costs 2021 (£)	Total funds 2021 (£)	Total funds 2020 (£)
Governance costs	-	-	10,302	10,302	16,703
Research and analysis	781,093	24,440	260,603	1,066,136	1,085,405
Household energy services	1,289,770	15,123	832,697	2,137,590	1,217,776
Local and community empowerment	428,154	7,490	141,716	577,360	998,075
	2,499,017	47,053	1,245,318	3,791,388	3,317,959
Total 2020	2,041,797	30,217	1,245,945	3,317,959	

NOTE 6. Analysis of expenditure by activities

	Activities undertaken directly 2021 (£)	Support costs 2021 (£)	Total funds 2021 (£)	Total funds 2020 (£)
Governance costs	-	10,302	10,302	16,703
Research and analysis	873,210	192,926	1,066,136	1,085,405
Household energy services	2,018,216	119,374	2,137,590	1,217,776
Local and community empowerment	518,235	59,125	577,360	998,075
	3,409,661	381,727	3,791,388	3,317,959
Total 2020	2,967,287	350,672	3,317,959	

NOTE 7. Auditors' remuneration

	2021 (£)	2020 (£)
Fees payable to the charity's auditor for the audit of the charity's annual accounts	8,500	7,225

NOTE 8. Staff costs

	2021 (£)	2020 (£)
Wages and salaries	2,168,350	1,763,107
Social security costs	174,608	151,810
Other pension costs	156,059	126,880
	2,499,017	2,041,797

- The average monthly number of employees during the year was 74 (2020: 62) of which 69 were project staff (2020: 57) and 5 were management and admin staff (2020: 5).
- Average headcount expressed as a full time equivalent: 66 (2020: 55).
- The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was: in the band £60,001-£70,000 was 3 (2020: 1), in the band £70,001-£80,000 was 1 (2020: nil) and in the band £80,001-£90,000 was nil (2020: 1).
- The total employee benefits of key management personnel were £486,915 (2020: £494,149).
- Total employer contributions for the provision of defined contribution pension schemes in respect of employees earning more than £60,000 were £21,508 (2020: £11,555). This amount is not included in the banding above.

NOTE 9. Trustees' remuneration and expenses

- During the year, no Trustees received any remuneration or any benefits in kind (2020: £Nil).
- During the year ended 31 March 2021, no trustee expenses have been incurred (2020: £Nil).

NOTE 10. Tangible fixed assets

	Long-term leasehold property (£)	Fixtures & fittings (£)	Office equipment (£)	Project assets (£)	Total (£)
Cost					
At 1 April 2020	197,750	9,788	178,602	1,569	387,709
Additions	27,826	-	44,784	-	72,610
At 31 March 2021	225,576	9,788	223,386	1,569	460,319
Depreciation					
At 1 April 2020	75,871	9,038	133,659	1,569	220,137
Charge for the year	19,401	405	27,247	-	47,053
At 31 March 2021	95,272	9,443	160,906	1,569	267,190
Net book value					
At 31 March 2021	130,304	345	62,480	-	193,129
At 31 March 2020	121,879	750	44,943	-	167,572

NOTE 11. Debtors

	2021 (£)	2020 (£)
Due within one year		
Trade debtors	866,788	647,844
Other debtors	-	5,698
Prepayments and accrued income	629,920	441,050
	1,496,708	1,094,592

NOTE 12. Creditors: amounts falling due within one year

	2021 (£)	2020 (£)
Trade creditors	151,855	97,166
Other taxation and social security	203,297	173,204
Other creditors	42,886	33,457
Accruals and deferred income	1,202,046	538,235
	1,600,084	842,062
	2021 (£)	2020 (£)
Deferred income at 1 April 2020	451,764	339,069
Resources deferred during the year	794,608	451,764
Amounts released from previous periods	(451,764)	(339,069)
	794,608	451,764

■ Deferred income related to project income which has been received or invoiced in advance of the work being carried out.

NOTE 13. Statement of funds**Statement of funds - current year**

	Balance at 1 April 2020 (£)	Income (£)	Expenditure (£)	Transfers in/out (£)	Balance at 31 March 2021 (£)
Unrestricted funds					
Designated funds					
Strategic Investment Reserve	326	-	-	300,000	300,326
General funds					
General Funds	1,003,632	2,062,219	(1,838,008)	(323,437)	904,406
Total unrestricted funds	1,003,958	2,062,219	(1,838,008)	(23,437)	1,204,732
Restricted funds					
A Warm Welcome Home	-	47,822	(47,822)	-	-
ABLE (Assisting Bath & NE Somerset on Local Energy)	-	51,043	(51,043)	-	-
BEIS MEES Pilot	-	10,344	(10,344)	-	-
BESN 19-20	-	1,107	(1,107)	-	-
BESN 20-21	-	13,609	(13,609)	-	-
Bright Green Future (Big Lottery Fund Grant)	-	151,151	(151,151)	-	-
Bristol Climate Action Fund	-	18,456	(18,456)	-	-
Bristol Energy Emergency Fund	-	12,510	(12,542)	32	-
Bristol Warm Homes Fund	-	3,048	(19,125)	16,077	-
Building Capacity for Energy Resilience (FPF)	-	23,701	(23,701)	-	-
Community Consent for Low Carbon Future (EFF)	-	39,954	(39,954)	-	-
Community Energy for Everyone (JRCT)	-	8,204	(8,204)	-	-
Food Energy Water Urban Living Lab (FEWULL)	-	3,854	(3,854)	-	-
Futureproof	-	384,887	(391,784)	6,897	-
Green Influencers	-	4,754	(4,754)	-	-
HEART	-	42,686	(42,686)	-	-
Heat, Eat & Talk	-	82,813	(82,813)	-	-
HH Advice Grant – Healthy Homes Dorset	-	55,346	(55,346)	-	-
Lottery Covid support	-	49,395	(49,395)	-	-
PPM Redress	-	178,750	(178,750)	-	-
Redress Caseworker Support Project	-	34,250	(34,250)	-	-
Redress PPM Voucher project	-	35,970	(35,981)	11	-
Social Innovation and Capabilities	-	1,280	(1,612)	332	-
Somerset Warm Homes Fund	-	114,476	(114,476)	-	-
Staying Warm Together	-	104	(104)	-	-
Supporting MEES	-	321	(321)	-	-
THERMOS	-	149,961	(149,961)	-	-
Volunteers Restricted	-	(6,015)	6,015	-	-
Warm & Safe Wiltshire	-	1,050	(1,050)	-	-
Warm & Safe Wiltshire Hopsital Placements	-	3,381	(3,469)	88	-

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Warm Homes Wiltshire	-	61,972	(61,972)	-	-
Warm Welcome	-	6,149	(6,149)	-	-
WCF Surviving Winter Grant	-	54,046	(54,046)	-	-
WE Over 65 Project (WEOVE)	-	10,432	(10,432)	-	-
WHAM (National Grid Warm Homes Fund)	-	197,348	(197,348)	-	-
WHAM (Warmer Homes Advice & Money)	-	74,655	(74,655)	-	-
Wiltshire Community Caseworker	-	5,669	(5,669)	-	-
Wiltshire Winter Grant Scheme	-	1,460	(1,460)	-	-
Total restricted funds	-	1,929,943	(1,953,380)	23,437	-
Total of funds	1,003,958	3,992,162	(3,791,388)	-	1,204,732

Statement of funds - prior year

	Balance (£) at 1 April 2019	Income (£)	Expenditure (£)	Balance (£) at 31 March 2020
Designated funds				
Strategic Investment Reserve	326	-	-	326
General funds				
General funds	780,276	2,083,079	(1,859,723)	1,003,632
Total unrestricted funds	780,276	2,083,079	(1,859,723)	1,003,632
Restricted funds				
BEIS MEES Pilot	-	95,722	(95,722)	-
BESN 18-19	-	615	(615)	-
BESN 19-20	-	12,911	(12,911)	-
Bright Green Future (Big Lottery Fund Grant)	-	245,280	(245,280)	-
Bristol Warm Homes Fund	-	15,632	(15,632)	-
Building Capacity for Energy Resilience (FPF)	-	30,509	(30,509)	-
Community Consent for Low Carbon Future (EFF)	-	56,341	(56,341)	-
Community Energy for Everyone (JRCT)	-	13,486	(13,486)	-
EASE (Big Lottery Fund Grant)	-	53,776	(53,776)	-
Food Energy Water Urban Living Lab (FEWULL)	-	28	(28)	-
Futureproof	-	321,131	(321,131)	-
Get ready for MEES	-	1,814	(1,814)	-
HEART	-	41,100	(41,100)	-
Project in a Box (AFA)	-	742	(742)	-
Seniors Living Smarter	-	24,521	(24,521)	-
Social Innovation and Capabilities	-	5,720	(5,720)	-
Somerset Warm Homes Fund	-	14,230	(14,230)	-
THERMOS	-	150,744	(150,744)	-
Volunteers Restricted	-	3,285	(3,285)	-
Warm & Safe Wiltshire	-	38,950	(38,950)	-
Warm & Safe Wiltshire Hospital Placements	-	22,675	(22,675)	-
Warm Homes Wiltshire	-	51,777	(51,777)	-

Cont ...

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Warm Welcome	-	435	(435)	-
WE Over 65 Project (WEOVE)	-	6,391	(6,391)	-
WHAM (WHF)	-	141,673	(141,673)	-
WHAM Fuel Good Fund	-	17,594	(17,594)	-
WHAM Warmer Homes Advice & Money	-	91,154	(91,154)	-
Total restricted funds	-	1,458,236	(1,458,236)	-
Total of funds	780,602	3,541,315	(3,317,959)	1,003,958

Designated funds

The Strategic Investment Reserve has been set up by the Trustees in order to support agreed projects that would otherwise not receive funding but which the Trustees consider will enhance the organisation's impact and future prospects.

Restricted funds

The significant restricted funds are explained below:

A Warm Welcome Home (Energy Redress Fund): funding for energy advisors based in Great Western Swindon and Salisbury hospitals to work with staff and patients to ensure no one is discharged to a cold home.

ABLE (Assisting Bath & NE Somerset on Local Energy) (Energy Redress Fund): funding to support in-depth energy advice work with older and disabled people in Bath & North East Somerset who are living in fuel poverty.

BEIS MEES Pilot (BEIS): pilot to raise awareness of, and compliance with Minimum Energy Efficiency standards for private, rented, domestic properties in Bristol.

BESN 20-21 & 19-20 (Citizens Advice): Energy champions in our advice team supporting fuel poor and vulnerable households to get the best deal from their energy supplier and save money on bills.

Bright Green Future (Big Lottery Fund Grant): a programme to engage and train young people aged 15-19 to get involved in energy and sustainability with a view to them embarking on a future career in the sector.

Bristol Climate Action Fund (now 'Community Climate Action') (Bristol Green Capital Partnership – as funded by National Lottery Climate Action Fund): a programme supporting six community organisations across Bristol to develop effective climate action plans whilst also including some of the less heard community voices in the climate change debate.

Bristol Energy Emergency Fund (Bristol Energy): fund to support interventions to relieve immediate risks to vulnerable people of suffering a cold home (through heating failure, income loss or energy debt).

Bristol Warm Homes Fund (National Grid Warm Homes Fund): funding to enable vulnerable and fuel poor households who are not currently connected to the gas grid access to install a new gas connection and/or gas central heating system. Covers Bristol, Bath and North East Somerset and North Somerset unitary authority areas.

Building capacity for energy resilience (Friends Provident Foundation): building capacity for energy resilience in deprived areas.

Community Consent for Low Carbon Future (Esmee Fairbairn Foundation): supporting Low Carbon Neighbourhood Plans embedding energy and environmental objectives and climate change mitigation.

Community Energy for Everyone (Joseph Rowntree Charitable Trust): this project aims to identify, develop and disseminate learning, tools and resources that will increase the participation, capacity and leadership of marginalised communities in community energy activity and to support those who could facilitate and catalyse similar projects in future.

Food Energy Water Urban Living Lab (FEWULL) (Innovate UK): CSE is the energy partner in an 'Urban Living Lab' in Bristol to explore the food, water and energy nexus.

Futureproof (BEIS): Futureproof aims to make it easy for homeowners and contractors in the West of England to carry out energy saving improvements and refurbishments with confidence.

Green Influencers (The Ernest Cook Trust): funding for a Green Mentor to support young people aged 10-14 in Bristol to lead the way as Green Influencers on social action projects in their communities, as part of a national initiative.

HEART (Big Lottery Fund Grant): Supporting fuel poor households in Somerset, especially those in private rented accommodation to stay warm at an affordable cost.

Heat, Eat & Talk (Barclays Covid-19 Community Relief Funding): funding to distribute 550 'Heat, Eat, Talk' financial support packages to the very poorest households across the South West that access our advice services, helping to meet their immediate needs in a time of crisis.

HH Advice Grant – Healthy Homes Dorset (Dorset County Council): grant to support advice work for clients of Healthy Homes Dorset insulation and heating improvements scheme.

Lottery Covid Support (National Lottery Community Fund Coronavirus Community Support Fund): a Covid-19 relief initiative funding additional energy advice caseworker capacity to deal with greater demand and higher complexity of cases.

Cont ...

NOTE 13 (CONTINUED). Statement of funds**Restricted funds cont.**

PPM Redress (Energy Redress Fund): a Covid-19 relief initiative to provide vouchers to vulnerable households to enable them to top up pre-payment meters without leaving home.

Redress Caseworker Support Project (Energy Redress Fund): a Covid-19 relief initiative funding additional energy advice caseworker capacity to deal with greater demand and higher complexity of cases.

Redress PPM Voucher project (Energy Saving Trust): funding to distribute 600 PPM vouchers to vulnerable clients in the South West region.

Social Innovation and Capabilities (Cardiff University): exploring whether social innovation can contribute to generating solutions to energy related problems.

Somerset Warm Homes Fund (National Grid Warm Homes Fund): providing face to face advice to clients in Somerset with back-office support from the advice line and project management team. Working in partnership with Somerset Independence Plus to deliver home safety and adaptation measures.

Staying Warm Together (City Funds Quartet Community Foundation): Co-designing warm homes support services for multi-generational South Asian households in Bristol through focused research and engagement to understand context, needs, priorities and ways to enable uptake.

Supporting MEES (The TDS Charitable Foundation): providing advice to tenants and landlords to make effective use of the minimum energy efficiency standards to improve energy performance and reduce fuel costs in private rented homes.

THERMOS (EC Horizon 2020): a multi-partner project that aims to accelerate the development of low carbon district energy networks in Europe.

Volunteers Restricted (Awards for All): funding to support the coordination of our volunteers. This includes guidance, training, scheduling of activities and regular communication with the coordinator.

Warm & Safe Wiltshire (Wiltshire Council): delivering telephone energy advice to residents under the Warm and Safe Wiltshire banner.

Warm and Safe Wiltshire Hospital Placements (Wiltshire County Council): funding for CSE energy advisors based in Wiltshire hospitals to support vulnerable patients to make it easier to keep affordably warm when they are back at home.

Warm Homes Wiltshire (National Grid Warm Homes Fund): delivering outreach and home visit energy advice to residents across Wiltshire, including Swindon, under the Warm and Safe Wiltshire banner.

Warm Welcome (Ashley Community Housing): A two year project supporting refugees living in Bristol by providing workshops and advice in their homes. Funded by Ashley Community Housing and working in partnership with other refugee advice agencies across Bristol.

WCF Surviving Winter Grant (Wiltshire Community Foundation): fund to provide grant payments to vulnerable households in Wiltshire at risk of fuel poverty.

WE Over 65 Project (WEOVE) (St Monica Trust): project offering home visits and in-depth casework to people over the age of 65 in the West of England, helping them to lower their energy bills and keep warm at home

WHAM (National Grid Warm Homes Fund): This is a two year project adding more capacity to the existing WHAM project until July 2021. This fund has extended the project into North Somerset, recruited 4 more caseworkers (one hospital based) and brought more partners to the project including Citizens Advice, AMS electricals and Bristol Energy Network.

WHAM Warmer Homes Advice & Money (Bristol City Council Impact Fund): a project involving providing in depth support to fuel poor households in partnership with Talking Money and We Care Home Improvements.

Wiltshire Community Caseworker (Wiltshire County Council): as part of Warm and Safe Wiltshire, a energy advice caseworker based in Wiltshire to support in depth advice provision to the most vulnerable clients.

Wiltshire Winter Grant Scheme (Wiltshire County Council): fund to provide grants to vulnerable Boaters and Travellers in Wiltshire at risk of fuel poverty.

NOTE 14. Summary of funds**Summary of funds - current year**

	Balance at 1 April 2020 (£)	Income (£)	Expenditure (£)	Transfers in/out (£)	Balance at 31 March 2021 (£)
Designated funds	326	-	-	300,000	300,326
General funds	1,003,632	2,062,219	(1,838,008)	(323,437)	904,406
Restricted funds	-	1,929,943	(1,953,380)	23,437	-
	1,003,958	3,992,162	(3,791,388)	-	1,204,732

Summary of funds - prior year

	Balance at 1 April 2019 (£)	Income (£)	Expenditure (£)	Balance at 31 March 2020 (£)
Designated funds	326	-	-	326
General funds	780,276	2,083,079	(1,859,723)	1,003,632
Restricted funds	-	1,458,236	(1,458,236)	-
	780,602	3,541,315	(3,317,959)	1,003,958

NOTE 15. Analysis of net assets between funds**Current year**

	Unrestricted funds 2021 (£)	Total funds 2021 (£)
Tangible fixed assets	193,129	193,129
Current assets	2,611,687	2,611,687
Creditors due within one year	(1,600,084)	(1,600,084)
	1,204,732	1,204,732

Prior year

	Unrestricted funds 2020 (£)	Total funds 2020 (£)
Tangible fixed assets	167,572	167,572
Current assets	1,678,448	1,678,448
Creditors due within one year	(842,062)	(842,062)
	1,003,958	1,003,958

NOTE 16. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 (£)	2020 (£)
Net income for the year (as per Statement of Financial Activities)	200,774	223,356
Adjustment for		
Depreciation charges	47,053	30,935
Increase in debtors	(139,060)	(250,118)
Increase in creditors	494,966	167,786
Net cash provided by operating activities	603,733	171,959

NOTE 17. Analysis of cash and cash equivalents

	2021 (£)	2020 (£)
Cash in hand	1,114,979	583,856
Total	1,114,979	583,856

NOTE 18. Analysis of changes in net debt

	At 1 April 2020 (£)	Cash flows (£)	At 31 March 2021 (£)
Cash at bank and in hand	583,856	531,123	1,114,979

NOTE 19. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £156,060 (2020: £126,880). Contributions totalling £37,834 (2020: £28,349) were payable to the fund at the balance sheet date and are included in creditors.

NOTE 20. Operating lease commitments

At 31 March 2021 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 (£)	2020 (£)
Not later than 1 year	147,845	148,032
Later than 1 year and not later than 5 years	239,279	387,123
	387,124	535,155

NOTE 21. Related party transactions

Peter Capener, a trustee of the charity, is a director of Bath and West Community Energy which during the year received an innovation grant from Power to Change's Next Generation programme which is managed by CSE. These interests were disclosed to Power to Change as part of its decision-making over grant awards.

Ariane Crampton, a trustee of the charity is also an employee of Wiltshire Council. The charity received funding of £58,367 (2020: £45,281) for delivery of Warm Homes Fund advice work including measures. The charity also received a grant of £40,000 to support the Wiltshire Community Caseworker project (2020: £Nil) and a grant of £499,973 (2020: £Nil) to support the installation of heating, measures and other financial support as well as the employment of two Wiltshire based trainee advisors. Ariane has declared her trusteeship on the Council's register of interests and takes no part in procurement decisions that involve CSE.

Andrew Darnton, a trustee of the charity, has a directorship in A D Research & Analysis Limited with which CSE undertook a number of projects. During the year, the charity invoiced £Nil (2020: £7,200) for services provided and £Nil (2020: £Nil) was outstanding at year end.

Jane Dennett-Thorpe, a trustee of the charity, is an employee of Ofgem. During the year the charity invoiced Ofgem for £Nil (2020: £161,280). There was no balance outstanding at year end.

William Gillis, a trustee of the charity is a trustee of British Gas Energy Trust (BGET). During the year the charity invoiced BGET £31,530 (2020: £Nil) for research undertaken. There was no balance outstanding at year end.

Bill Hull, a trustee of the charity, is a designated member of TLT LLP. During the year, TLT LLP invoiced £3,083 (2020: £13,231) to the charity for services provided. At the year end, CSE owed the company £1,458 (2020: £678).

Felicity Jones, a trustee of the charity, is an employee and minority shareholder of Everoze Partners Ltd. During the year, Everoze Partners Ltd invoiced CSE for £10,829 (2020: £29,193). This was as subcontractor to CSE for the Next Generation programme, a project funded by Power to Change. At the year end, CSE owed the company £6,494 (2020: £Nil).

Simon Roberts, the Chief Executive of the charity, is also a non-executive director of Thrive Renewables plc. During the year the charity invoiced Thrive Renewables £20,439 (2020: £23,016) for Simon Roberts' services and for managing the company's Community Benefit Fund. £Nil (2020: £Nil) was outstanding at year end.

Simon Roberts, the Chief Executive of the charity, is a non-executive director of Bristol Green Capital Partnership CIC. The charity made a subscription of £3,500 in the year (2020: £3,500) to support the work of the Partnership. CSE also administers payments for BGCP on a pro bono basis. During the year the charity invoiced Bristol Green Capital Partnership CIC £19,210 (2020: £Nil) for services provided to the Bristol Community Climate Action project in which CSE is a partner. There was no balance outstanding at year end.

Kaye Welfare, a trustee of the charity, is also a part-time consultant for EVOLVE Home Energy Solutions. EVOLVE HES work on ECO Innovation and other insulation projects. During the year, the charity was invoiced by EVOLVE HES for £21,441 (2020: £55,491) towards the costs of measures installed under these projects and £Nil (2020: £4,455) was owed at year end.

NOTE 22. Assets held on behalf of third parties

The charity acts as an agent in administering and distributing funds provided to it for which the charity has no responsibility for their ultimate application and acts on the direct instructions of the funds' donors. As at 31 March 2021 the charity held funds of £407,323 (2020: £291,177) which are not included in these financial statements but are held in separate bank accounts for the original donor and are returnable on demand.

The charity is also holding €22,830 (£19,451) (2020: €266,105 (£236,514)) in relation to the THERMOS project as the lead partner. These funds are held in a separate bank account and are included in these financial statements; the funds will be distributed to partners as the project progresses.

We are in the business of
societal change.

Our vision is a world where
sustainability is second nature,
carbon emissions have been cut
to safe levels and fuel poverty
has been replaced by **energy justice.**



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energy

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