

# 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](http://www.cse.org.uk)





# Reference and administrative details

## Company

02219673

## Charity

298740

## Registered office

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St James Parade,  
Bristol BS1 3LH

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- 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](https://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.

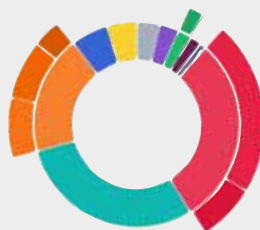
[thermos-project.eu](https://thermos-project.eu)  
**Over 3,500 registered users**

## 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](https://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](https://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](https://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.







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

■ 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 (£)
<b>Fixed assets</b>				
Intangible assets <b>Note 13</b>	42,431	42,431	44,100	44,100
Tangible fixed assets <b>Note 14</b>	146,825	143,065	152,299	152,299
Investments in subsidiaries <b>Note 10</b>	-	1	-	-
<b>Total fixed assets</b>	<b>189,256</b>	<b>185,497</b>	196,399	196,399
<b>Current assets</b>				
Debtors <b>Note 15</b>	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
<b>Total current assets</b>	<b>3,518,095</b>	<b>3,463,198</b>	2,572,958	2,572,958
Creditors: amounts due within one year <b>Note 16</b>	(2,160,159)	(2,101,503)	(1,762,634)	(1,762,634)
<b>Net current assets</b>	<b>1,357,936</b>	<b>1,361,695</b>	810,324	810,324
<b>Total assets less current liabilities</b>	<b>1,547,192</b>	<b>1,547,192</b>	1,006,723	1,006,723
<b>Net assets</b>	<b>1,547,192</b>	<b>1,547,192</b>	1,006,723	1,006,723
<b>Funds</b>				
Restricted <b>Note 17</b>	-	-	-	-
Unrestricted:				
General funds <b>Note 17</b>	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
<b>Total funds</b>	<b>1,547,192</b>	<b>1,547,192</b>	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 (£)
<b>Cash flows from operating activities:</b>		
Net cash used in operating activities (see below)	<u>572,985</u>	<u>(68,339)</u>
<b>Cash flows from investing activities:</b>		
Purchase of tangible fixed assets	(79,479)	(31,333)
Expenditure on intangible assets	<u>(12,475)</u>	<u>(44,100)</u>
<b>Net cash provided by investing activities</b>	<u>(91,954)</u>	<u>(75,433)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	<b>481,031</b>	<b>(143,772)</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u><b>1,146,605</b></u>	<u><b>1,290,377</b></u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u><b>1,627,636</b></u></u>	<u><u><b>1,146,605</b></u></u>
<b>Reconciliation of net income/(expenditure) to net cashflow operating activities</b>		
<b>Net (expenditure)/income for the reporting period</b>	<b>540,469</b>	<b>214,672</b>
<b>Adjustments for:</b>		
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>
<b>Net cash provided by operating activities</b>	<u><u><b>572,985</b></u></u>	<u><u><b>(68,339)</b></u></u>
<b>Analysis of cash and cash equivalents</b>		
Cash at bank and in hand	<u>1,627,636</u>	<u>1,146,605</u>
<b>Total cash and cash equivalents</b>	<u><u><b>1,627,636</b></u></u>	<u><u><b>1,146,605</b></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 (£)
<strong>Cost</strong>		
At 1 April 2023	44,100	44,100
Additions	12,475	12,475
At 31 March 2024	56,575	56,575
<strong>Accumulated amortisation</strong>		
At 1 April 2023	-	-
Charge for period	14,144	14,144
At 31 March 2024	14,144	14,144
<strong>Net book value</strong>		
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 (£)
<b>Cost</b>					
At 1 April 2023	225,576	9,358	211,432	-	446,366
Additions	-	6,828	42,822	29,829	79,479
<b>At 31 March 2024</b>	<b>225,576</b>	<b>16,186</b>	<b>254,254</b>	<b>29,829</b>	<b>525,845</b>
<b>Accumulated depreciation</b>					
At 1 April 2023	136,003	9,358	148,706	-	294,067
Charge for period	20,358	945	33,821	29,829	84,953
<b>At 31 March 2024</b>	<b>156,361</b>	<b>10,303</b>	<b>182,527</b>	<b>29,829</b>	<b>379,020</b>
<b>Net book value</b>					
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 (£)
<b>Amounts falling due within one year</b>				
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><del>72,986</del></u>	<u><del>72,986</del></u>	<u><del>51,552</del></u>	<u><del>51,552</del></u>
	2,160,159	2,101,503	1,762,634	1,762,634
	<b>Group 2024 (£)</b>	<b>Charity 2024 (£)</b>	<b>Group 2023 (£)</b>	<b>Charity 2023 (£)</b>
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><del>(1,106,878)</del></u>	<u><del>(1,106,878)</del></u>	<u><del>(1,155,746)</del></u>	<u><del>(1,155,746)</del></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 (£)
<b>Unrestricted funds</b>					
<b>General funds</b>					
General Funds	1,006,723	4,771,315	(4,230,396)	(450)	1,547,192
<b>Total unrestricted funds</b>	<b>1,006,723</b>	<b>4,771,315</b>	<b>(4,230,396)</b>	<b>(450)</b>	<b>1,547,192</b>
<b>Restricted funds</b>					
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)	-	-
<b>Total Restricted Funds</b>	-	<b>4,222,421</b>	<b>(4,222,871)</b>	<b>450</b>	-
<b>Total Funds</b>	<b>1,006,723</b>	<b>8,993,736</b>	<b>(8,453,267)</b>	-	<b>1,547,192</b>

## Note 17 Statement of funds

### Prior year

	Balance at 1 April 2022 (£)	Income (£)	Expenditure (£)	Net transfers (£)	Balance at 31 March 2023 (£)
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Strategic Investment Reserve	154,761	-	-	(154,761)	-
<b>General funds</b>					
General Funds	637,290	3,762,449	(3,543,322)	150,306	1,006,723
<b>Total unrestricted funds</b>	792,051	3,762,449	(3,543,322)	(4,455)	1,006,723
<b>Restricted funds</b>					
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)	-	-
<b>Total restricted funds</b>	-	2,241,396	(2,245,851)	4,455	-
<b>Total of funds</b>	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.



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