

“A whole-process approach to domestic improvement. Connecting engagement, advice and delivery. Improving outcomes through better alignment”

Jon Davis – Partnerships Manager



About YES

A Community Interest Company
on a mission to:



Alleviate fuel poverty

Drive energy efficiency

*(via installations
and advice)*

Last year (2025-26):

- **Supported 26,995 households**
- **£11.6M annual bill savings**
- **Installed 12,861 energy efficiency measures**
- **CIC funding of £1.4M to support**

Experienced professionals

- Established in 2000
- Public sector roots (originally an ancillary of Kirklees Council)
- Multi award winners
- A growing workforce – now 100+ employees
- Sustainable business
- Delivery of 17 local authority schemes in 2025
- PAS2035 compliance, ensuring all schemes meet industry standards
- 10 wrap around advice contracts with electricity and gas network providers
- Mobile advice centre servicing the North West and East of England
- As of July 2026, YES have added 3 more wins at the Yorkshire EEA awards

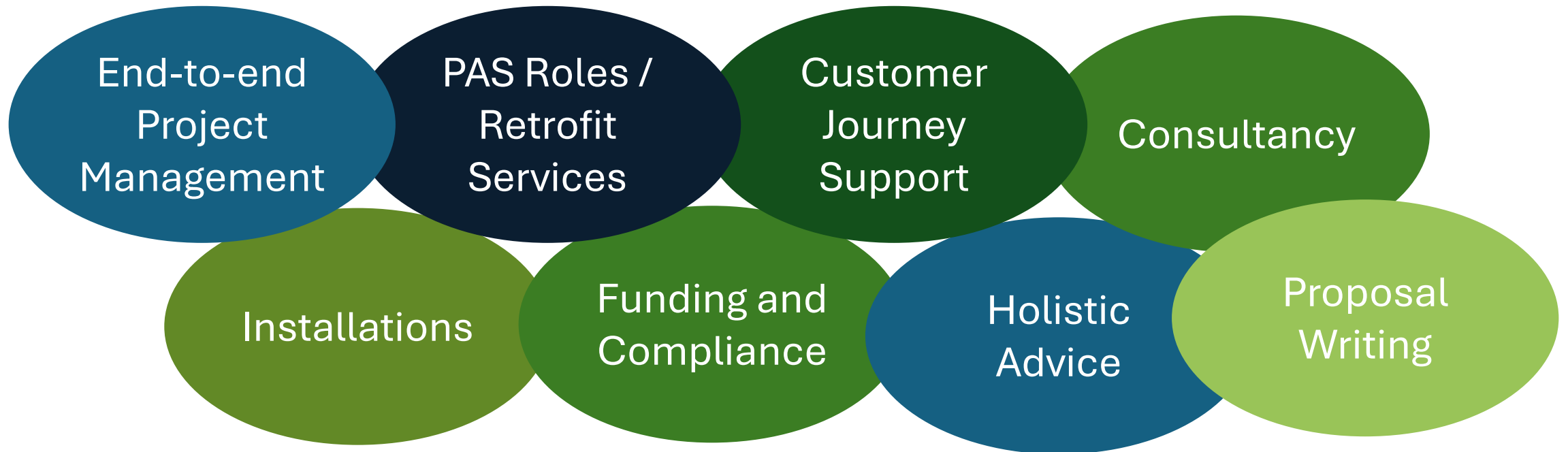


A safe pair of hands



A versatile partner

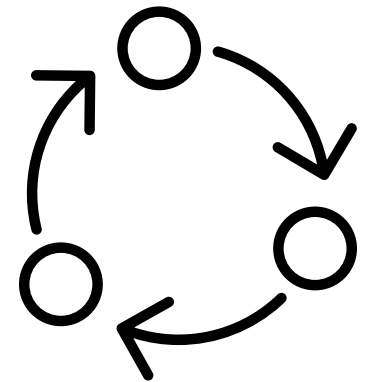
YES has the infrastructure and capabilities to meet your fuel poverty alleviation requirements, whether as a turnkey provider or as a support function:





What is a whole process approach...

- Marketing
- First contact
- Advice
- Assessment and Survey
- Design
- Installation
- Sign off



The core issue....

.....the customer journey



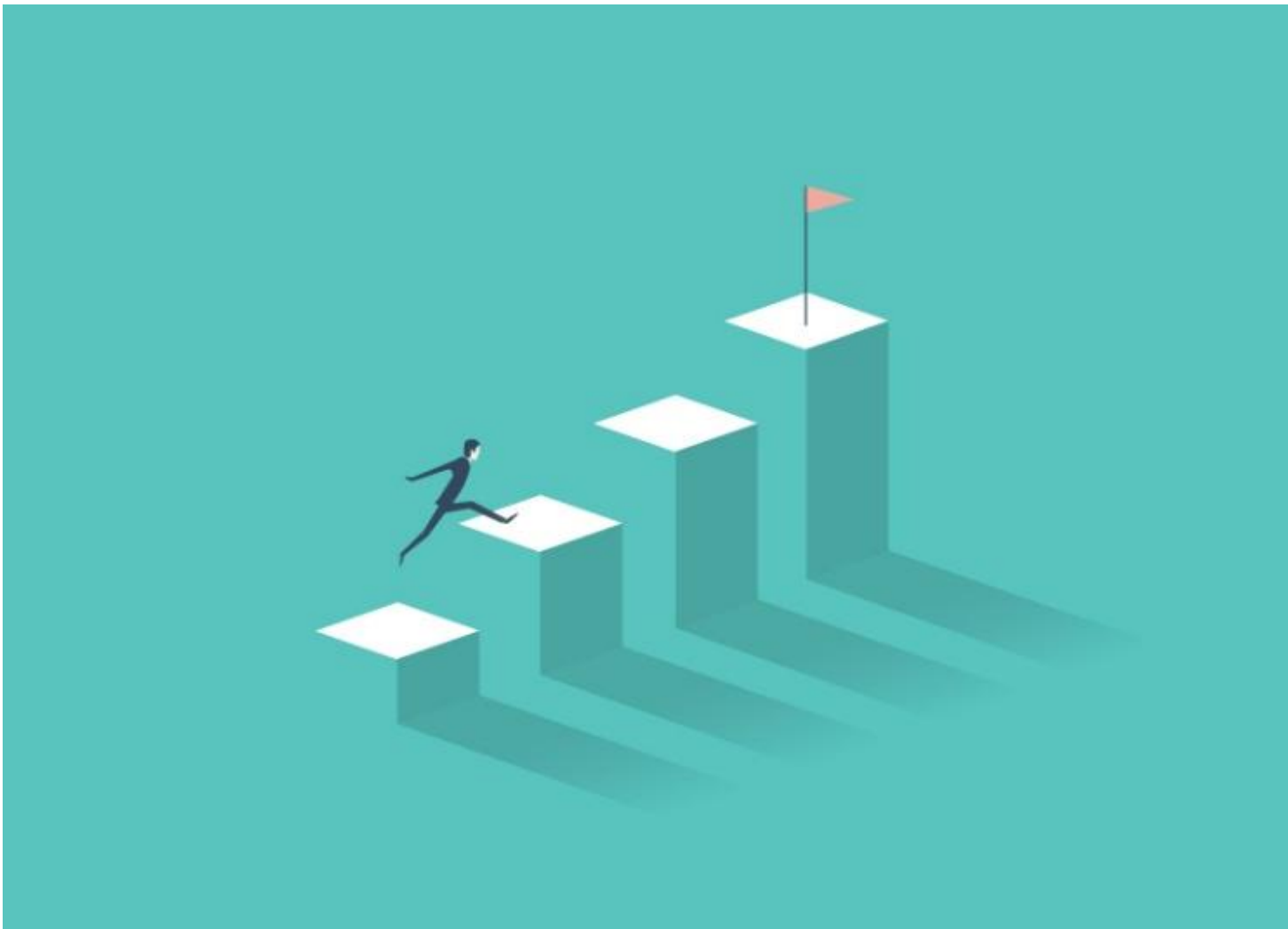
The problem...

- Schemes structured across multiple delivery stages
- Separate teams and processes for each phase
- Residents do not experience a single continuous journey
- Disconnect between stages creates confusion
- Misalignment increases risk across delivery
- Poor or delayed reporting of metrics
- Bad press relating to ECO4 – there are sharks out there!

**“I found the process really easy... everyone seemed to be on the same page
Anthony, Derby levelling up scheme**

The solution...

- YES coordinate and manage across all stages
- One point of contact, one integrated team
- Residents experience smooth journey
- We engage to ensure they know what comes next and what to expect
- We manage the installers and risks
- Our reporting is regular, detailed and useful
- We quality check work at various stages
- We vet contractors and their certifications





Fragmentation....

- Messaging varies between stages of the process
- No single standard guiding the full journey (until now)
- Expectations change as new information emerges
- Residents receive inconsistent or unclear communication and mixed messages
- Reduced confidence in the overall scheme
- Fragmentation undermines trust

“There was some confusion about the dates... several visits I hadn’t realised.”

— Patricia, Northallerton HUG2



From fragmentation to a defined standard....

- Inconsistent delivery is not a technical issue
- It is a standards and control issue
- Customer experience varies across teams and contractors
- Lack of a single definition of “what good looks like”
- Creates risk: complaints, rework, drop-off and reduced trust
- The YES ‘Gold Standard’ – customer charter





The YES Client Charter...

- A single, YES-owned “Gold Standard”
- Defines quality, safety and customer experience
- Applies across the entire customer journey
- Covers all teams, not just operations
- Goes beyond minimum compliance
- Ensures a consistent, predictable experience

Supported by
our Green,
Great, Gracious
values



What this looks like in practice...

- Plain English communication
- Clear timelines and “no surprises”
- Installer scorecards (quality, behaviour, timeliness)
- Structured QA (in-progress and post-install checks)
- Independent validation and sign-off
- Whole-process visibility across teams



What this means for local authorities

- Greater assurance and delivery control
- Reduced complaints and escalation
- Consistent resident experience
- Stronger contractor accountability
- Improved delivery efficiency
- Increased funder confidence



The resident journey...

- Initial awareness and understanding of the scheme
- Perception of relevance and eligibility
- Ongoing clarity about process and outcomes
- Need for reassurance at each stage
- Continuous experience rather than isolated steps

“They keep you informed through the whole process and tell you each day what’s going to happen.”

— Peter & Lynn, Nottingham HUG2 scheme

Nottingham City Council

Carolynne Watson

Principal Energy Projects officer



Nottingham City Council (NCC)

- A unitary authority
- Mostly urban area
- Mostly traditional built terrace/semi - detached homes

Small Skilled Team

- Upskilled - Retrofit Coordination
- Own Retrofit Coordinators and Assessors
- Project oversight
- Separate CJS – Nottingham Energy Partnership

Funded Private Housing Projects

Since 2021 NCC has installed over 1280 measures for private homes across the city with Government funded schemes.

- LAD1b & LAD2
- LAD3
- HUG1 & 2
- Devolution Funding
- WHLG

Greener HousiNG - supporting local people

- ~1280 homes with range of measures.
- Greener HousiNG Team = private homes
- Retrofit Coordination team

Different to social housing

- Less place-based
- Measures: SPV, Insulation (solid wall, loft, cavity and flat roof), low carbon (ASHP) and batteries



People Focused

Residents are our primary focus. The measure must be suitable for the occupant AND the house.

Process:

- Initial letter to explain scheme and process with a diagram for ease
- Discussion as part of the Retrofit Assessment
- Call with Retrofit Coordinator to discuss/explain options
- Follow up confirmation letter



Communication

- Critical to ensure we inform residents at **every** stage
- Welcome packs and handover pack
- Clarity from the CJS on the steps and number of surveys
- Never make promises –wish lists - not a guarantee
- Timelines clear from the first application/contact
- Ensure all stakeholders are on the same page



Site visits and handovers

- Retrofit Coordinator site visits
- Follow up calls
- Maintain contact – even if we have no update
- Work closely with YES on handover packs
- CSAT is vital and we ensure we learn from it



Our Learning Journey

We always ensure we learn from both our successes and issues.

We host a 'lessons learned' session after every project with both our contractor and CJS.

Some things we have improved:

- 100% Customer Feedback
- Offering tailored 1-1 energy efficiency advice
- Relevant and timely communications



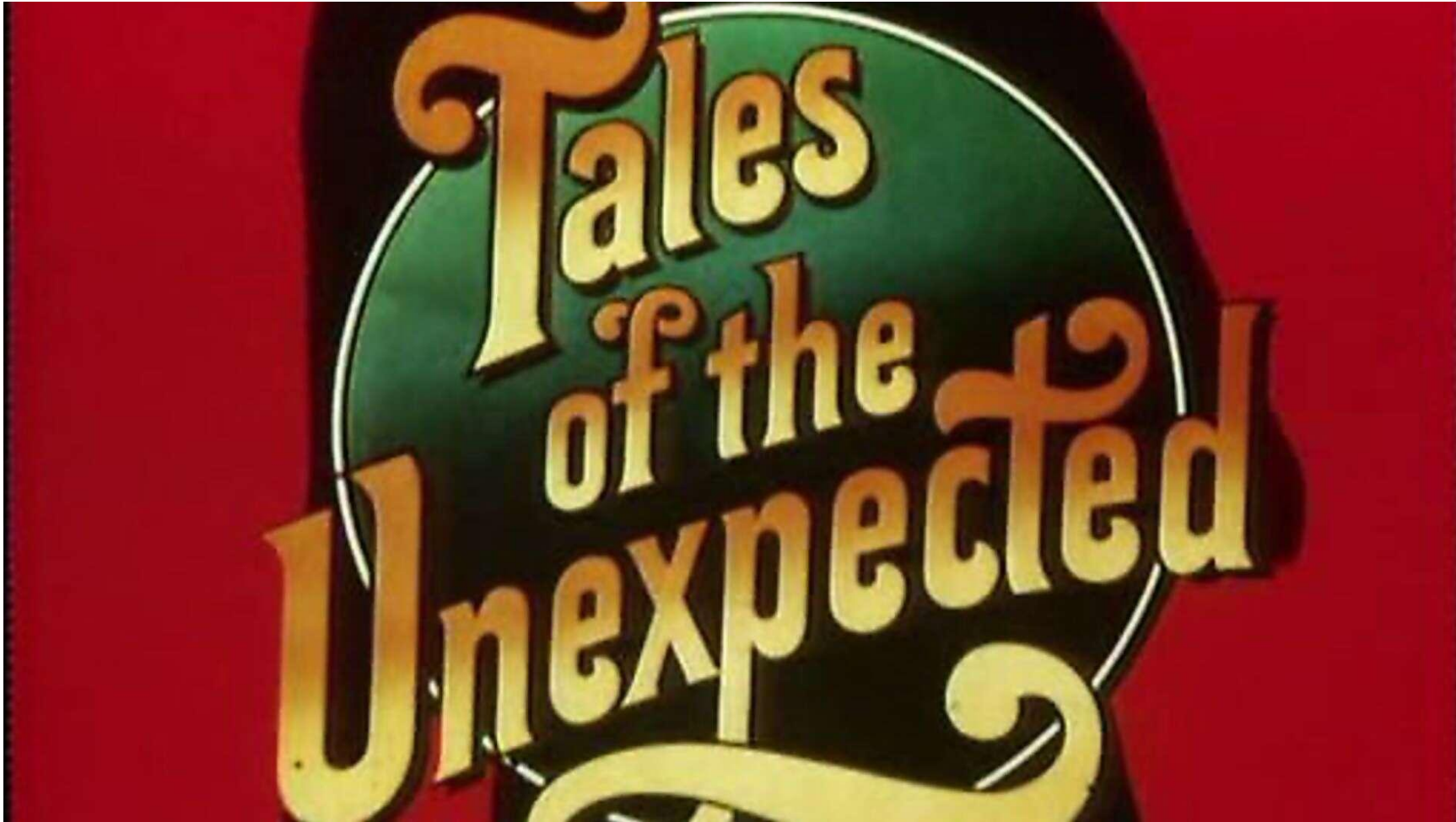
The Results so far

- 7 schemes so far
- £11m funding since 2021
- ~1280 homes with range of measures.
- Highly commended for Y1 WHLG - Regional Energy Efficiency Award



Next steps

- Awarded 7.4m WHLG funding
- Support for approx. 420 city homes (year 2-3)
- Working with YES and Nottingham Energy Partnership





Pressure points...

- Delays between engagement and delivery stages
- Changes to scope or expectations mid-process
- Discovery of unexpected property issues
- Increased complexity during technical stages
- Points where disengagement commonly occurs
- The British Weather
- Most issues that surface late originate early

**"I do wish that had been clearly explained earlier on in the process."
— Patricia, Northallerton HUG2**



Refusals and Complaints...

- Tend to surface at later stages but originate much earlier
- Often driven by gaps in understanding or shifting expectations
- Signal a breakdown in confidence or trust
- Arise from a build-up of small issues, not single events
- Early interactions shape the eventual outcome





The role of advice...

- Positioned early to support understanding
- Provides context for decisions and next steps
- Prepares residents for technical stages
- Reduces uncertainty and prevents misunderstanding
- Strengthens continuity across the process
- Reduces delivery risk by setting early expectations
- Prevents later refusals or complaints

“They explained absolutely everything... when they said they’d do something, they did it.”
— Tenant, Halifax HUG2



In-home support...

- Required for more complex or vulnerable cases
- Helps identify issues not evident remotely
- Builds stronger trust through direct interaction
- Supports clearer communication of solutions
- Improves engagement and outcomes

"They took the time to talk... and were very understanding of my Dad's situation."

— Anthony, Derby Levelling Up scheme



Joined up delivery...

- Consistent messaging across all stages
- Clear handovers between teams and processes
- Continuous support for residents
- Alignment between expectations and delivery
- Process designed around the resident journey
- Aligned to a defined customer standard (Customer Charter)

**“When they said someone was coming, they came – and that’s important”
— Jan and Phil, North Yorkshire HUG2**



Benefits at Programme level

- Better control across delivery partners
- More predictable timelines
- Reduced complaints or risks
- Improved resident confidence
- Happier local authorities and residents
- Supports delivery at scale without loss of consistency

**“My energy bills have dropped dramatically. I tell everyone!”
— Householder, Halifax HUG2**



Closing...

- Domestic improvement is a connected process
- Resident experience shapes outcomes
- Alignment improves delivery effectiveness
- Systems need to reflect real journeys
- Better process leads to better results

“If a process makes sense to people, it works. If it doesn’t, it doesn’t.”

— Jon Davis, YES Energy Solutions



Thank you

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