

Annual Impact Report 2024/25



The background image shows three people from Chirpy Heat, two women and one man, wearing high-visibility yellow safety vests with the Chirpy Heat logo. They are standing outdoors in front of a modern, multi-story building with large windows. The man in the center is pointing towards the building. The scene is dimly lit, suggesting dusk or dawn.

ABOUT US

We believe heat should be affordable, reliable, and sustainable for all.

Chirpy Heat is a purpose-led, independent specialist supporting housing providers in running reliable and compliant heat networks.

We started Chirpy Heat to tackle the challenges faced by those working in social housing, striving to deliver sustainable heat networks. From day one, we have aimed to make a positive difference through our work, embedding and demonstrating our social and environmental purpose in everything we do.

We work with housing providers to offer practical, impartial advice on heat network compliance, performance, and governance – helping organisations manage risk, improve outcomes for residents, and move toward affordable heat and the low-carbon future.

OUR *M* ISSION

To deliver independent expertise and leading solutions that help the housing sector create **simply better heat networks.**



WHY CORP?

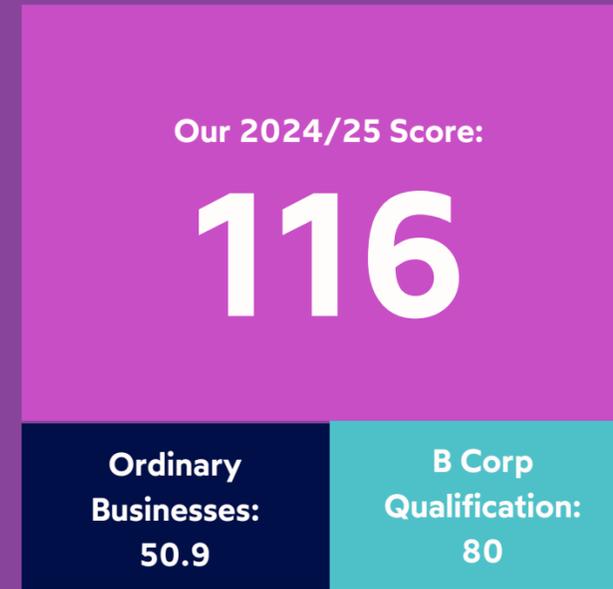
We chose B Corp for its holistic approach, assessing not just our impact in the world but also how we minimise our environmental footprint and promote fair, inclusive working practices. The certification process rigorously examined our operations and challenged us to think deeply about every aspect of the business, and we're proud that our vision and purpose were recognised.

Becoming a B Corp has pushed us to critically review what we do and how we do it, and the journey has been both challenging and rewarding. Ultimately, it has made us a better business – helping us articulate and stay aligned around the “why” behind our work: for our clients, for the environment, and for heat network customers.



OUR *Impact* SCORE

We're proud of our achievements and we're not stopping.



The B Corp score is the number earned on B Lab's B Impact Assessment, which rates its social and environmental performance out of 200 points. To be certified, a business must score at least 80.

Performance is classified across five impact areas (see figure below).



Impact BUSINESS MODELS

An impact business model means creating positive impact through everyday business activities, not as an add-on. Our operating model does this by embedding environmental problem-solving into the services we deliver for clients and their affordable housing, resulting in us being awarded strong Impact Business Model points.



A WORD FROM OUR *D*IRECTORS



It is a year since Chirpy Heat became B Corp certified – it has been a busy, productive and positive 12 months in the world of social housing heat networks with the transition into the first phase of a regulated energy sector. This milestone provides a natural opportunity to reflect on the impact B Corp is having on Chirpy Heat and our clients.

Accreditation was just the beginning – a spark that engaged our whole team to think about what we do, why we do it, and how we do it. This has grown into ongoing discussions about how we operate as a business, develop services for our clients, and build our team to achieve these goals – and it will continue to evolve as we progress on our B Corp journey.

Since B Corp accreditation – Chirpy Heat has:

- **Grown responsibly:** turnover up 46%, client base up 50%, and team size up 40%
- **Expanded our impact:** developed new services for environmental education and client-focused impact improvement
- **Amplified positive outcomes:** increased the number of people we train, carbon savings we deliver, and funding we secure – supporting our mission to provide affordable, compliant, reliable, low-carbon heat networks

We are incredibly proud of these achievements and grateful to everyone who has contributed – our colleagues, clients, partners, and suppliers. None of this would have been possible without the foundation of B Corp guiding our business decisions and philosophy.

Will, Rachael & Nicholas

OUR ETHOS



PEOPLE

We build a fair, flexible, inclusive and continuously learning team – because how we work matters as much as what we deliver.



CUSTOMERS & COMMUNITIES

We partner with housing providers to deliver trusted heat for the communities they serve.



ENVIRONMENT

We deliver solutions to housing providers to help build the low carbon future.

PEOPLE GOALS



ACHIEVEMENTS	OBJECTIVES 24/25
<p>Paid the Real Living Wage to all staff and offered flexible working options.</p>	<p>Continue paying the Real Living Wage and offering flexible working; expand and strengthen flexible working opportunities to ensure fairness and accessibility for all staff.</p>
<p>Implemented a Learning & Development Policy supporting staff development.</p>	<p>Maintain and enhance L&D support; refresh the offer, clarify pathways and competencies, and improve access to development resources.</p>
<p>All staff had environmental and social annual objectives and quarterly reviews.</p>	<p>Continue structured objective-setting; improve how objectives are set, tracked, embedded and reviewed to ensure consistency and clarity.</p>
<p>Offered volunteering opportunities, including paid time off for community and environmental projects.</p>	<p>Continue providing volunteering opportunities; strengthen the process with better tracking, communication, accessibility, and visibility for staff.</p>
<p>Encouraged staff to advocate for environmental and social topics through internal groups and culture.</p>	<p>Continue encouraging advocacy; build a clearer structure to support staff engagement and increase participation in environmental/social initiatives.</p>
<p>Negotiated with suppliers to ensure environmental and social performance standards.</p>	<p>Ensure all major suppliers meet ethical and environmental standards; review and strengthen supplier screening and compliance processes.</p>

ACHIEVEMENTS	OBJECTIVES 24/25
Customer satisfaction rating of 92%	Maintain customer satisfaction above 85% and continue monitoring and improving service experience.
Worked with over 80 non-profit heat network operators	Increase the number of non-profit heat network operators supported by 10% year-on-year.
Advised on 3901 heat networks, 130k properties and c.324k customers	Increase the number of networks advised on by 10% year-on-year.
Trained 362 people and 38 organisations on heat network management	Increase the number of people and organisations trained by 20%.
Accessed £2.2m in funding for clients	Continue to access funding for clients where appropriate Government funding is available.
Identified £565k in annual energy savings for heat network customers	Increase the value of annual energy savings by 10%.
Donated 1% of post-tax profits to charity	Continue donating 1% of post-tax profits to charity.



CUSTOMERS & COMMUNITIES GOALS



ENVIRONMENT GOALS

ACHIEVEMENTS

We offset all of our carbon emissions (scopes 1-3) through certified carbon credits investing back into the social housing sector

Carbon intensity of 6.4 TnCO₂e/£1m turnover

Carbon Savings Identified for heat network operators: 2418 TnCO₂e

OBJECTIVES 24/25

Maintain our net zero status by reducing emissions and offsetting carbon emissions (scope 1-3) by investing back into the social housing sector

Reduce our carbon intensity by 10% year-on-year.

Increase our carbon savings by 10% year-on-year.



THOUGHTS FROM OUR TEAM

"Having joined Chirpy Heat almost three years ago, it was as clear then as it is now – we strive to make a positive difference with what we do. I'm thrilled our B Corp certification reflects that this mission expands into our internal operation, our people and the environment."

CHARLOTTE BUTTON, HEAT NETWORK CONSULTANT

"The social conscience and self-appointed responsibility to protect both heat network users and the environment was what really drew me to Chirpy Heat. I feel very proud to be a part of a company that has been acknowledged for these values that every workplace should be aiming for"

GREG MOIR, TRAINEE TECHNICAL HEAT NETWORK CONSULTANT

"Being B-Corp certified ensures we are not just profit-driven, but also focused on improving the lives of people and the planet. It is vital that customer protection and affordability are at the heart of what we aim to achieve in our sector, where financial hardship can quickly lead to homelessness."

JOSH DAVIS, DIRECTOR OF DELIVERY

THANK YOU

