

Our Contribution to Yorkshire

Annual impact and public value report 2020/2021

One page summary

Introduction

Yorkshire Water provides some of life's most essential services to over 5 million people and 100,000 businesses in Yorkshire. Our work impacts the region's communities and environment in many ways, both positively and negatively.

In this report we use a six capitals approach to assess the impacts of our business activities over the past year, providing fresh insights to ensure the resilience of our services, enhance our positive impacts, and maximise the value we create for society.

Six capitals assessment

The six capitals represent the resources on which we all rely and impact, both positively and negatively. Capital is often thought of only as money, but in fact can be any resource that stores or provides value to people.

Our assessment considers impacts across all six capitals, going far beyond the financial balance sheet to help us focus on what we truly value.



Financial capital



Manufactured capital



Natural capital



Human capital



Intellectual capital



Social capital

Results

Our results highlight many positive examples of the public value generated by Yorkshire Water. These include our support for vulnerable customers, our work to protect and enhance the environment, and our continued focus on colleague safety and wellbeing.

However, our findings also reveal areas where we know we need to work harder to reduce our negative impacts, such as by minimising waste, reducing our carbon emissions, and building trust within our supply chain.

The six capitals approach helps us to put being purpose-led at the heart of our decision making. We will continue to report on our progress and performance in future.

Further information

To read the full report and learn more about the six capitals visit yorkshirewater.com/capitals

Or get in touch using sustainability@yorkshirewater.co.uk

Capital	Annual Impacts				Value generated	Commentary
Financial	Taxes £123m ~	Salaries £169m ▲	Pension contributions £12m ▲	Profits £241m ▲	£545m	Salary contributions, pension contributions, and profits increased compared to last year.
Manufactured	Change in asset value £824m ▼	Waste to landfill 28,000 tonnes ▲	Renewable energy generated 163GWh ~		£834m	Increased waste to landfill was driven largely by higher water demand and associated waste produced during the treatment process. Renewable energy generation supplied 20% of our total demand.
Natural	Farm tenancies 243 ~	Water abstracted 481,000MI ▲	Pollution incidents 125 ▼	Net carbon emissions 250,000t/ CO ₂ e ▲	£51m	Dry summer weather in 2020 increased customer demand for water. Reduced pollution incidents led to a four-star industry-leading Environmental Assessment rating.
Human	Apprenticeships 19 ▼	LTIR 0.21 ▼	Gender pay gap 0.5% ~ Favourable to female colleagues	BAME pay gap 8.8% ~ Favourable to BAME colleagues	-£11m	A continued focus on health and safety resulted in our lowest recorded Lost Time Incident Rate. Sickness absence costs and wage deflation led to an overall negative value for human capital.
Intellectual	Employee training 52,000hrs ▼	Spend on R&D £2.8m ▼	Remote sensor investment £0.1m ▼	Public education participants 6,600 ▼	£17m	Covid-19 restricted colleague training courses and our public educational programme. R&D spend reduced in line with the current business cycle. In future, we aim to work more with partners to secure external R&D funding.
Social	Recreational health benefits 425 QALYS ▲	Internal flooding incidents 778 ▼	Customers financially supported 61,000 ▲	Early payments to suppliers 43,000 ▼	£24m	Visitor numbers increased at our recreational sites as people sought out safe outdoor activities close to home. Making more prompt payments in future would help to build trust with our suppliers.

KEY: ▲ Upward trend positive outcome ▲ Upward trend negative outcome ▲ Upward trend unclear outcome
 ▼ Downward trend positive outcome ▼ Downward trend negative outcome ▼ Downward trend unclear outcome
 ~ Broadly stable trend stable outcome

R&D = Research and Development
 BAME = Black, Asian and Minority Ethnic
 QALYS = Quality Adjusted Life Years
 LTIR = Lost Time Incident Rate



YorkshireWater