



AgilityEco
A part of MGroupServices



Impact Report

APRIL 2023 - MARCH 2024

Looking back on 2023-24



from Sharon Johnson, our Managing Director

Well, another year has passed and a very interesting further evolution in AgilityEco’s development against a backdrop of continuing change in our sector and in our country.

As I write this, the plans of the new Labour government are starting to swing into motion. It is reassuring to see in the Warm Homes Plan, the initial investment commitment required to decarbonise Britain’s housing stock in support of net zero and the alleviation of fuel poverty. Whilst much of the Government’s focus is, quite rightly, upon the need to generate clean energy, the interventions we make to improve home energy efficiency will make the most difference to households in the short to medium term.

AgilityEco is also completing its transition to new ownership. I am delighted that we have joined the M Group Services team; the combination of deep experience and expertise across the utilities sector and focus on leveraging the “sum of the parts” for the benefit of our clients is exactly the right environment for AgilityEco to continue our journey.

Our mission to play a major role in eliminating fuel poverty, to deliver better outcomes for low income and vulnerable families and to prepare Britain’s home for net zero is as relevant as ever.

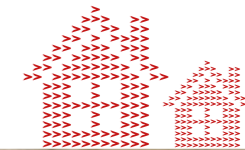
Whilst energy costs have decreased, these are still 50% higher than in 2020 and need to be met from very stretched household budgets. We now have 6m¹ households who are spending more than 10% of their income on energy.

The combined effects of the ECO scheme, the Great British Insulation Scheme, local authority led projects, social housing work, and the Boiler Upgrade Scheme - have helped improve a multitude of homes, however we still have a long way to go. The Climate Change Committee has estimated that the rate of home decarbonisation needs to triple to meet the UK’s net zero target. Further, heat pump installation rates need to increase by a factor of ten over the next few years.

We are fortunate to have a team of inspiring people who offer specialist tailored support to households in need via the Local Energy Advice Partnership (LEAP) programme. Our LEAP team see the effects of poor-quality housing and high energy costs up-close. Each day they are providing energy advice on the fully-funded energy saving measures to the replacement of appliances, including over 1000 energy efficient air-fryers this year! We are very proud of the life-altering impact this help can provide.

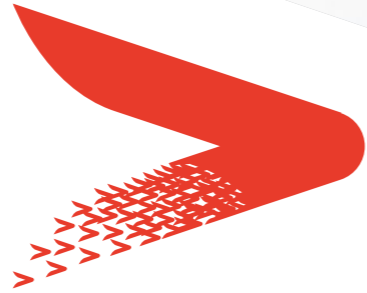
Of course, whilst we enable delivery, successful schemes are fundamentally down to the vision and efforts of passionate, tenacious and forward-thinking leadership in local authorities. I would like to thank and congratulate the teams at Portsmouth City Council (including all 24 local authorities in the Portsmouth Consortium), the Oxfordshire County Council team, and the Sheffield City Council Team who have delivered some outstanding outcomes for their residents.

We also see how the dual focus on net zero and energy affordability creates jobs. AgilityEco currently works with nearly 400 great businesses nationwide and together we are building the skills needed to meet the evolving needs of the complex housing retrofit market.



Our teams see first-hand the life-changing impact home upgrades make.

¹National Energy Action estimate August 2024



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I'm very proud of what we have achieved this year.

In this report last year, we discussed the mobilisation of the new ECO4 scheme and we are now running along into the third period of delivery. Our supply chain partners have adjusted incredibly well to a new scheme targeting whole-house, fabric-first measures. AgilityEco has funded the upgrade of over 50,000 customers' homes and delivered over £16 million in annual energy bill savings (ABS) for consumers. Our Connected for Warmth Scheme proved a very effective forerunner to the Great British Insulation Scheme and we are very proud to have facilitated the upgrade of over 7000 homes. Further, we are grateful to our partners, Affordable Warmth Solutions and National Grid, for placing their confidence in AgilityEco to deliver this innovative and highly successful scheme.

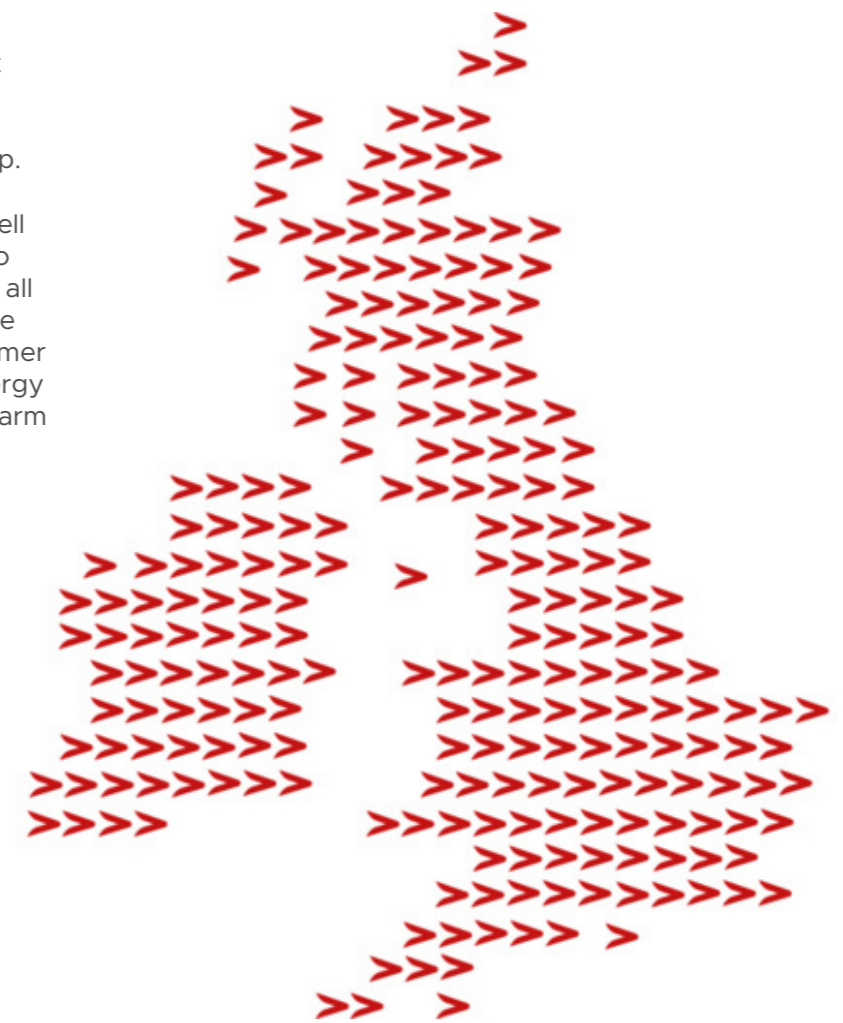
This latest iteration of local authority led retrofit funding – the Home Upgrade Grant (HUG) has thrown up novel challenges. The investment in becoming more skilled in engaging households directly about home upgrades, our growing expertise in data and insight tools and of course the collaboration with excellent supply chain partners has been critical to our success.

I am beyond proud to say that schemes supported by AgilityEco have accounted for 28% (as at end October 2024) of the upgrades delivered via the HUG scheme, against a backdrop of very varied national performance. Our customers were satisfied too, giving us a rating of 4.26 out of 5 for overall happiness with our service. The demand for LEAP services has once again been unsurpassed and we were delighted to be able to assist a number of energy suppliers late on in Scheme Year 13 (period April 2023-March 2024) with some additional interventions to help to meet their Warm Home Discount obligations. In particular, we have evolved the LEAP proposition to now include 8 different interventions, with two new measures - Heating system tune-up and the solar plus battery scheme. All of these were targeted at providing holistic and tailored support to households and achieving the best possible return on supplier investment.

Our retrofit division has continued to thrive, helping clients deliver retrofit at scale and within the PAS 2035 framework. The team has supported AgilityEco projects such as Connected for Warmth and HUG as well as a growing list of external clients. They have developed a particular strength in Social Housing Decarbonisation Fund work, surveying and coordinating upgrades to more than 3,000 properties this year. Our relationship with Pellings has gone from strength to strength and social housing clients have included Southern Housing, Sovereign Network Group, Royal Borough of Kensington and Chelsea,

London Borough of Harrow and, more recently, Sanctuary. We look forward to continued growth when Warm Homes: Social Housing Fund Wave 3 launches.

Great Britain is seeing a gradual upward trend in heat pump installations but is still far short of the numbers envisaged by the government. Alto Energy, our excellent heat pump partners, have supported our efforts to help our wider supply chain partners transition their services to include heat pump. We have observed an enormous shift in this area over the last 18 months which bodes well for the future. We continue to do our best to incentivise heat pumps installations through all of our schemes and, working with Affordable Warmth Solutions, have introduced a consumer proposition which includes two years of energy bill² support to guarantee homes will stay warm and well. We will monitor this closely to see levels of customer take-up.



²£1000 spread over two years, from November 2024



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For the Agility management team this has been a year of both growth and consolidation.

The leadership team structure which we established back in 2022 has now matured and some incredibly talented and experienced new people have also joined the AgilityEco team – growing our total numbers to over 140.

We know we must continue to work hard to develop and keep our people in such a competitive market, where deep knowledge and technical skills are essential. Our staff were supported with opportunities to formally attain new skills, with 28 achieving new qualifications relevant to their roles. Further, 14% of our colleagues were promoted internally, a great testament to their hard work and our commitment to developing internal talent.

We have retained our commitment to the enhanced London Living Wage across both our sites and are continuing to work on investing in training and development.

We continue to work on our Diversity and Inclusion agenda and I am pleased to say that 61% of the workforce are female, 43% of the workforce are from an ethnic minority and 44% of our senior managers are women.

With the transition to our new owners, we have taken the opportunity to consider how we can do more to contribute to the dual net zero and affordability challenge and to increase our level of ambition.

AgilityEco has continued to grow steadily since it was formed in 2013, and we are now a truly scalable platform to support vulnerable households with all their home energy needs from advice through to whole house retrofit.

I am excited that we are making a significant investment in technology during 2024, which has the potential to be transformational for our clients, our installer partners, for our people and for the households we all serve.

We currently offer high quality service to customers, and during this coming year, our technology investment will help us to:

- > Improve the visibility of the end-to-end retrofit journey
- > Make applying for grant support much easier
- > Provide our funder clients with better visibility of how their work is progressing and the returns they are getting for the investment

We will be using this investment, together with the stability we now have in the AgilityEco team as a jumping off point to increase our level of ambition about what we can do on behalf of our funder clients.

I am so excited about what this forthcoming year brings, continuing the good work with our existing partners and starting new programmes such as the Warm Homes: Local Grant, to deliver on our mission.



Sharon Johnson
Managing Director



AgilityEco Impact Highlights

April 2023-March 2024

176,363



Number of energy efficiency measures provided



We are dedicated to improving the energy efficiency of homes across Britain

50,142

Total number of vulnerable households served



£15,724,956

Value of health and care outcomes

793,621^{MWh}

Lifetime energy savings



This year, we were able to support over 13k more households than the previous year, with a **49% increase in lifetime energy savings**



£106,369,567

Total lifetime bill savings from energy saving measures and services

172,366

Tonnes of lifetime CO2 emissions abated



£2,464

Average lifetime bill savings per household

We continue to build a network with local communities and businesses, creating jobs that will tackle fuel poverty and aid decarbonisation

£114,930,481

Funding unlocked for clients and partners

173

Supply chain partners supported

929

Jobs supported in local companies, social enterprises and charities



10

Energy retail partnerships

51

Retrofit enablement partnerships with local authorities, social housing providers and CICs



Warmer Homes

Andrew's Journey



Customer story

The Warmer Homes programme is dedicated to enhancing energy efficiency and sustainability in residential communities, like that of Andrew, a Portsmouth resident who shares his personal experience of transitioning from an expensive electric combi boiler to a cost-saving air source heat pump.



Discovering Warmer Homes

For six years, Andrew lived under the burden of high electricity bills due to his electric combi boiler. The financial strain was a constant worry. Upon learning about the Warmer Homes programme, he decided to investigate how the initiative could alleviate his home's energy costs:

"I've been living here for six years now. Before we had the heat pump, we had an electric combi-boiler instead of a gas one. And the experience was expensive..."

Impact on Energy Efficiency

The heat pump has dramatically increased Andrew's home energy efficiency.

"We were really scraping by with the cost of the electricity," he reflects, highlighting the newfound financial flexibility. Now, Andrew can allocate funds towards essentials and leisure, like shopping and family outings, without the constant anxiety of overspending on energy costs. The heat pump ensures year-round comfort without the financial sting, especially during the winter months."

New Energy Measures

Through Warmer Homes, Andrew installed an air source heat pump and this upgrade has been transformative:

"We had an air source heat pump installed to replace the electric combi boiler that we had, and it's made a massive difference. We've saved in excess of £300 a month on electricity bills, which is astronomical, especially with the cost of living at the moment. Also, the space saving, we no longer have a boiler in the kitchen. So, we've freed up a bit of cupboard space!"

The Warmer Homes programme is committed to helping families stay warm and reduce energy bills.

Our installer network

Essential to our impact is our national installer network, which covers a broad range of energy efficiency measures, from fabric to low-carbon energy to controls.

They also play a critical role through every phase of our programme delivery, from referring customers, to surveying, to installing measures, all while collaborating closely with our team, maintaining compliance with regulations, and upholding the highest standards of quality in every installation. By engaging with customers they also ensure a positive experience for residents.

We want to thank them for their commitment and dedication to helping us service communities facing fuel poverty.



Gary Robinson, Owner and Founder of Aura Heating, reflects on the shared impact of our work:

“ We can see the benefits that the customer is going to experience from the improvements we install through the improved EPC score and, in some cases, have even seen the EPC score rise from a G to a B. We are passionate about achieving Net Zero by 2050 and are keen to serve as many properties as we can. ”

Spotlight on Aura Heating



Simon White, Operations Director at AgilityEco, commented on the collaborative relationship:

“ Working with Aura Heating has been mutually beneficial. Aura has successfully built trust and awareness among residents through localised demand generation activities and completed many of our heat pump installs. Initially, our heat pump design partner, Alto, supported them with training on MCS heat pump system design and installation, and we have provided Aura with our in-house support with programme documentation and process management steps. ”

Aura Heating has been a valued installer since 2017, sharing our dedication to helping households improve their energy efficiency. This year, they supported our LEAP and HUG2 programmes, assisting 634 households with 782 measures (April 2023- March 2024), predominately in the South of England. By March 2024, Aura Heating had installed 38% of all Air Source Heat Pumps under the HUG2 scheme in England and fully funded through AgilityEco’s partners.

As part of these programmes, Aura Heating has installed a range of high-quality PAS and MCS-qualified measures, including air source heat pumps, boiler replacements, solar panels, fabric measures and associated ventilation measures, as well as heating system tune-ups.

Thank you

to our partners

We want to express our gratitude to our energy supplier partners and other funders, who have supported our various programmes this year, enabling us to grow and expand our reach.

We’d also like to thank our delivery partners, including local authorities, charities, and housing associations. It’s been a pleasure working with you, and we look forward to continuing our collaboration to help more homes across Britain.

We’d also like to extend our appreciation to our Home Energy Advisors; we are truly grateful for their continued efforts and dedication.

Finally, we thank our trusted delivery network of installers, assessors and surveyors; none of our achievements would be possible without their expertise and skills.



Our people

from Amy Ainger - Head of People



2023/2024 saw significant change to AgilityEco and our commitment to providing a great place to work for our team has remained a top priority.

We welcomed 61 new people to our business, 57% of whom are women and 49% from an ethnic minority background. As part of our commitment to the Real Living Wage, we proudly made the decision to continue to pay all our staff the enhanced London Rate Real Living Wage, regardless of their location. This provided an annual salary increase of 10% to our lowest paid employees, and 100% of all eligible employees received a pay increase across the business.

The sale of AgilityEco to M Group Services saw many happy employees reaping the reward of the Share Incentive Plan (SIP) that the business created for them. As part of our integration with M Group, our employees now have access to greater benefits including private virtual GP services, increased company sickness allowance, financial wellbeing support, cycle to work and childcare voucher schemes, and salary sacrifice pensions.

Our learning and development offer now extends to apprenticeships to our colleagues, a suite of online learning tools to enhance their personal and leadership skills through e-learning, bootcamps and live learning sessions. 14% of our colleagues received a promotion during the year and we are proud to continuously develop talent up through the business. We strongly believe in energy efficiency as an area which will make a huge contribution to the British economy in the future and see this investment in training as well as enabling colleagues to gain on the job experience as a contribution to this goal.

Our employees are happy and engaged and despite the additional challenges experienced with a change of ownership we are very pleased that our Net Promotor Score (eNPS) has held up in line with last year's, reflecting that our teams would recommend AgilityEco as a great place to work to their friends and family.

61% of workforce female

43% of workforce ethnic minority

44% of our senior managers are women

Data as of 31 March 2024



Through our continuous work on listening to employee feedback, we have learnt that 75% of our team feel a real sense of belonging at AgilityEco and the main reason our colleagues love working for AgilityEco is because of the work that we do to support vulnerable people and those facing fuel poverty.

To support the drive for more energy-efficient housing stock, the country needs a skilled workforce across a range of areas of expertise. This includes engaging consumers on their home upgrades, evaluating the best set of interventions to achieve a warm, efficient home, designing the home upgrade, and making sure that the work has been done to industry standards. This year saw the beginning of a new partnership between AgilityEco and green skills talent startup, Greenworkx, where we joined forces to boost the number of trained Energy Advisors (EAs) available to meet the growing demand from the industry. A pilot project between the two companies launched in October 2023, with the aim of training 100 new EAs with the skills to become Home Energy Advisors for our LEAP programme. The first cohort of 15 EAs entered the workforce in March 2024, and are already supporting households manage the impact of high energy costs.

More broadly, we continued to support upskilling our team to develop their capabilities in their roles. Over the reporting period, we supported three staff members to achieve their Retrofit Coordinator qualification, four to attain their Retrofit Assessor or DEA qualification and eight Retrofit Coordinators completed broader training relevant to their role. 13 of the team completed their NVQ Level 3 in Energy Awareness and 89 undertook training to provide energy advice and smart meter advice.



AgilityEco

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