



Impact Report

April 2024–March 2025

agilityeco.co.uk



A look at 2024-25

Sharon Johnson,
our Managing Director



It's been another year of change in our market and the world at large - and another year of AgilityEco teams delivering well for our clients and for consumers.

Some things stay constant: household budgets are more squeezed than ever. While there is positive progress towards net zero, it will take continued focus and commitment from government, industry and consumers to address this huge global challenge.

This year we collaborated with our colleagues at Baringa Management Consulting on energy sector analysis. It highlighted how much investment in scale in our sector could benefit Great Britain in economic and employment terms. And our change of ownership to M Group has underlined how much untapped potential AgilityEco has to contribute to this.



2024-25 Key Achievements

Thank you to our clients and supply chain partners for your support with everything we've achieved this year.

- ☑ This year our LEAP [Local Energy Advice Partnership] programme has gone from strength to strength, leading to an impressive **£70 million in lifetime bill savings** on behalf of our energy supplier partners. LEAP represents AgilityEco's commitment to providing long-term, sustainable improvements and significant financial relief to those in need.
- ☑ While we acknowledge the challenges of the Great British Insulation Scheme, this shouldn't detract from the fact that insulation continues to make a huge difference to home warmth and efficiency. We're proud to have upgraded the homes of **nearly 9,000 families** as part of delivering National Grid's scheme, facilitated by Affordable Warmth Solutions.
- ☑ We're in the final year of a challenging but ultimately very successful ECO4 scheme. AgilityEco has facilitated the upgrade of **over 45,000 homes** across the country, and we're grateful to our energy supplier partners for their continued confidence in us.
- ☑ In collaboration with our partners, we've once again proved our worth tackling the challenges of the Home Upgrade Grant, delivering 15% of installs nationally – that's **1,732 homes** helped. We're also pleased to be working more closely with social housing clients.

£70,000,000

in lifetime bill savings

45,000+

homes upgraded across the country

Nearly 9,000

families had their homes upgraded by AgilityEco

1,732

homes nationally had installs through the HUG programme





At AgilityEco, we continue to focus on how best to serve clients and support the many excellent businesses we work with. This has been a transformative year for us, but our overall strategy remains consistent:



Delivering for our clients

We're proud of our record of satisfying clients and demonstrating an excellent return on investment for consumers who benefit from the funds.

We have a distinctive set of skills in our market. We combine LEAP's very hands-on customer support (via phone and in-home advice) with a full end-to-end retrofit upgrade service.

In 2025 we brought these capabilities closer together, recognising the difference the sum of their parts can make for our clients and consumers.

It's a true 'one stop shop' where every household receives as much help as we can provide: from advice, income maximisation and replacement appliances to whole-house multi-measure retrofits. This service is relevant for all consumers, whatever their financial means, and a powerful tool in addressing some of the barriers to engaging with retrofit.

Working smarter with our installation teams

A real highlight of this year and a key plank in our strategy has been the acquisition of Aran Insulation, led by Mark Randall.

We recognise it's essential that we have the ability to execute some work ourselves, in particular for social housing and private landlord clients. In Aran we've found a business that aligns with our values and culture, has a well-deserved, excellent reputation and brings complementary skills – and has a brilliant team! We're already seeing benefits from this added capacity.

Aran has strong existing relationships and a track record in delivering social housing and private rented projects. Together we're continuing to develop and build our offering in this area.

Offering a single, simple end-to-end retrofit and customer journey

With M Group's support, we've invested in technology to help us meet the changing needs of the sector and our clients. Our central concept of a single, simple retrofit journey can be quickly adapted to suit different clients and aims to deliver the best possible consumer outcome for every household.

Our ongoing IT transformation/upgrade programme is giving our clients, colleagues, partners and consumers a truly enhanced experience through:

- ✔ Added digital marketing capacity
- ✔ A state-of-the-art sales CRM platform for consumer & supply chain management
- ✔ Sophisticated call routing & telephony
- ✔ Advanced data & insight capability

Being a great place to work

We've continued to build our team, welcome new additions and promote talent:

- ✔ Jenny Boyce joined us from E.on to drive the growth of Community Schemes, freeing Caroline Joseph to focus on our technology and innovation programme
- ✔ While we were sad to say goodbye to Anthony Dear as Finance Director, Adam Bailey joined in his place from British Gas, bringing a wealth of sector experience
- ✔ We continue to promote talent from within, with George Parnell and Amy Ainger taking on broader roles as Head of Eco and Head of Impact respectively
- ✔ To help drive our commitment to quality, Helen Ball joined us from Balfour Beattie as Head of Quality & Compliance, bringing construction experience. In 2025 we launched our Minimum Standards, setting out our approach to quality across AgilityEco and our partner businesses.

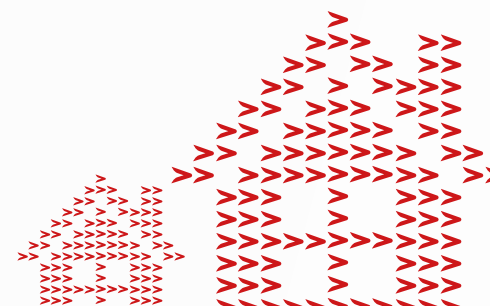
Of course we continue to focus on our impact, and I'm pleased to say we've helped over **45,000 households** make an average of **£4,319 lifetime bill savings**. Delivering these measures has unlocked **£110,280,178 in funding** for our clients and partners and abated **343,775 tonnes** of lifetime CO² emissions.

Looking ahead

I'm also excited to report we've developed a retrofit training programme in partnership with green skills experts Greenworkx, enabling our teams to improve their understanding of end-to-end retrofit processes.

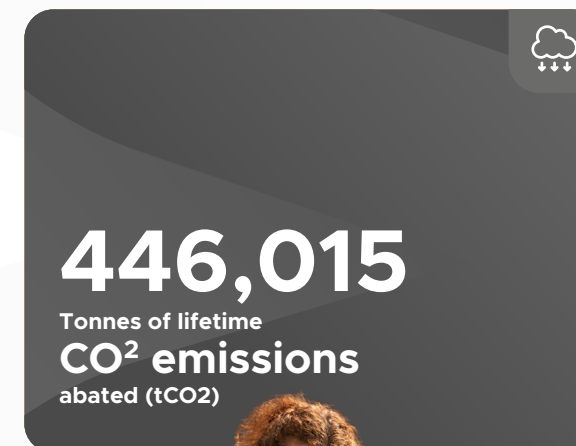
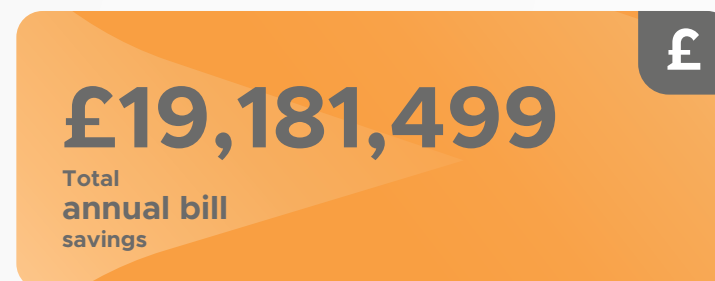
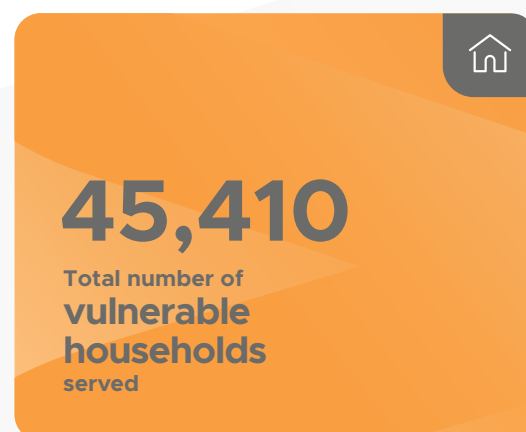
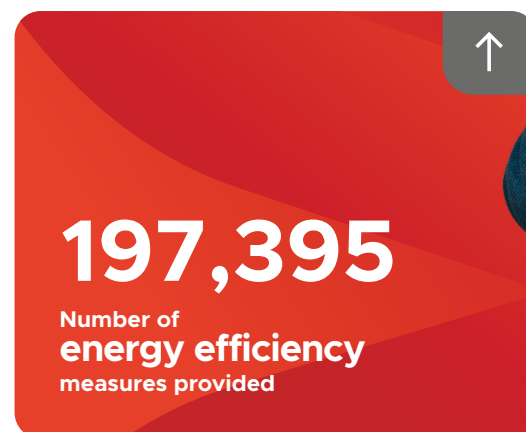
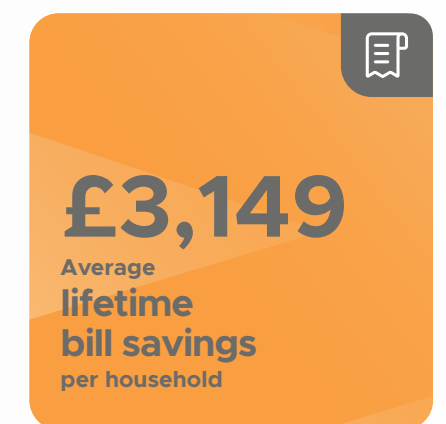
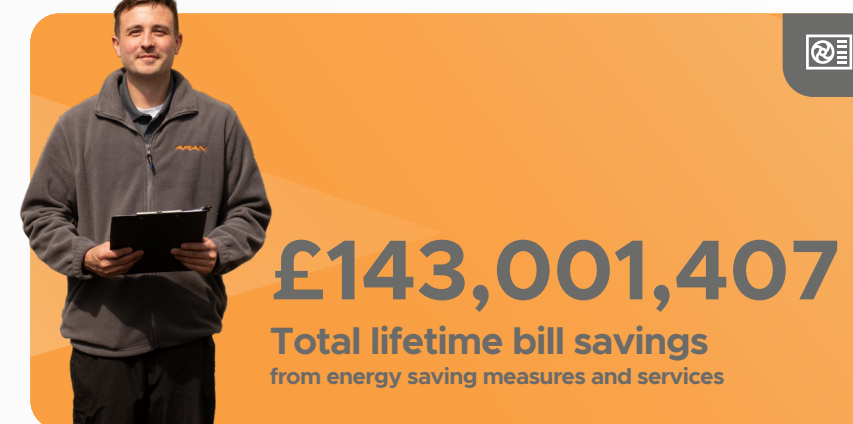
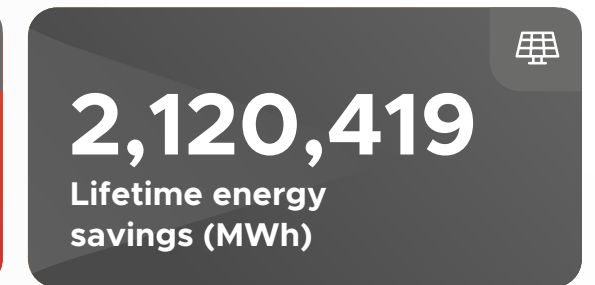
Overall, I feel greatly optimistic as I look forward to the next year of AgilityEco's development, and full of pride at the impact we continue to deliver.

Sharon Johnson
Managing Director



Impact Highlights

2024/2025





Mr & Mrs Smith

from Test Valley, Hampshire

The Warmer Homes programme offers a range of fully funded energy measures to help households stay warm and reduce energy bills. Long-time Test Valley residents Mr and Mrs Smith shared their experience of upgrading from an ageing oil boiler to a modern, renewable heating system powered by solar energy.

Discovering Warmer Homes

Mr and Mrs Smith had lived with the same oil boiler for 35 years. It was becoming increasingly costly to run and service, and its inefficiency was affecting their day-to-day comfort.

Some winters we even ran out of oil by accident and were left with a cold house until more arrived.

Friends of ours had recently had energy efficiency measures fitted, so when we heard about Warmer Homes, we decided to look into it.

Fully funded energy improvements

The Smiths went ahead and applied to the Warmer Homes scheme. After a detailed home survey, their old boiler was replaced by a new combination of an air source heat pump and solar PV panels.

The process was easy, and the surveyor was very pleasant. He took the time to explain how the heat pump and solar technology worked, and where everything would go.

Our solar panels produce free electricity, which helps power the heat pump and provide hot water.

Better energy efficiency

Upgrading to this new renewable heating system has already made a noticeable difference for The Smiths – to both their energy bills and comfort levels.

We've only had them a few months, but our electricity bill has reduced by around half, and we no longer have the cost of oil on top of that.

We also had an old cold water header tank in the loft that used to leak and now it's gone. That's one less thing to worry about.

The house is now pleasantly warm on colder days without us having to think about switching the heating on – it's all automatic.

New measures installed



Air source heat pump



Solar PV panels



Thank you to our partners



We truly value our partners and are proud of the positive work we've done together over the past year, serving communities facing fuel poverty.

A big thank you goes to our **energy supplier partners and other funders** for your support with our programmes over the past year, enabling us to expand our reach.

And we're very grateful to **our delivery partners, including local and combined authorities, charities and housing associations**. We very much enjoy collaborating with you and look forward to continuing our joint work to help more homes across Britain.

We'd also like to express our appreciation to our dedicated **Home Energy Advisors** whose

unflagging efforts make such a difference on a daily basis.

Finally, we want to thank our **trusted national network of expert installers, assessors and surveyors** whose skills make our achievements possible.

Without your dedication, we couldn't have the impact we do. Your input is key at every stage of our programme delivery, from customer referral to survey to installation. And your expertise enables us to install a broad range of energy efficiency measures, from fabric to low-carbon energy to controls.

Collaborating closely with our team, you ensure we stay compliant with regulations and uphold the highest quality standards in every installation. As the local faces of our business, we appreciate the positive experiences you give residents every day.

Jonathan Dyson
Senior Business Development Manager

With thanks to EVOLVE Home Energy Solutions



By partnering with a best-in-class supply chain network, we can harness tremendous reciprocal value to deliver retrofit solutions at scale. A great example of this is our collaboration with Evolve Home Energy Solutions, installers of whole house retrofit improvements across Wales, Southern and Southwest England.

We've worked with them since 2021 and, over the past year, jointly delivered our industry-leading Connected for Warmth (CFW) programme. Evolve HES consistently demonstrate high technical competency and a customer-first culture which helps ensure a smooth installation journey. Measures included cavity wall insulation, loft insulation, smart thermostats and radiator valves.

Supported throughout by our dedicated in-house teams, the CFW programme provided a fantastic opportunity to combine our respective capabilities and achieve the greatest impact for customers.

Find out more at www.evolvehes.co.uk.

1,825
households
helped

3,641
total measures
installed

“It was a highlight of our year to be part of something that gets as much funding as possible to people who need it. The project delivered excellent outcomes for thousands of individuals and families through multi-measure PAS standard retrofits to tackle fuel poverty. Connected for Warmth is a fantastic example of strong partnership working.”

Alan Plumridge,
Partnerships Director

Shropshire Green Energy Centre (SGEC)



236
households
helped

289
total measures
installed

We've partnered with renewable energy design and installation company Shropshire Green Energy Centre since 2022. From their bases in Telford and the North East, they serve a broad area covering up to 95% of counties across the UK.

Their team brings a wealth of energy efficiency expertise to the table, alongside experience installing ECO4, GBIS and new build schemes, all with a strong focus on high standards and tailored aftercare.

Partnering with us to deliver the HUG2 and Connected for Warmth schemes, their team installed a range of measures including cavity wall insulation, loft insulation and smart controls.

Find out more at www.shropshiregreenenergycentre.co.uk.

“Over the past 12 months our partnership with AgilityEco has gone from strength to strength. This collaboration has let us combine our technical expertise with their reach and resources, ensuring more families access government-funded schemes, enjoy warmer homes and reduce energy bills. It's been a highly rewarding partnership – we look forward to building on this success in the exciting year ahead, supporting the WH:LG scheme.”

Darren Bate,
Chairman

Our People

Amy Ainger,
our Head of People



We aim to be a workplace where everyone can perform at their best – where our people feel proud of what we do and how we do it. This year our journey's been shaped by collaboration, growth and transformation, in line with our roadmap priorities:



Building Skills



Providing Opportunities for Progression



Using Our Diverse Strengths

A transformational milestone: Joining M Group Ltd



December 2024 marked a pivotal moment in our evolution: M Group Ltd acquired AgilityEco. This partnership connects us with a broader infrastructure services network, enabling us to deliver energy efficiency and home decarbonisation services at scale.

The transition wasn't just a business milestone, it was a people milestone – and our teams were resilient, adaptable and united throughout the change. In return, they're rewarded with the expanded resources and support that come from being part of a larger organisation.

Our integration with M Group means we now benefit from dedicated teams in:

Learning & Development

supporting continuous growth and capability building



Talent Acquisition

welcoming 30 new colleagues to support our ambitious plans



Employee Relations

guiding and empowering line managers to foster positive, productive work environments



Reward & Benefits

letting us offer enhanced, meaningful benefits to our people and their families



Delivering the roadmap

Our roadmap focuses on **being a great place to work**, where we're committed to collaboration and development. To deliver on this strategy, the past year has seen our workforce align and collaborate across teams more than ever. Strong communication across the business is vital, so everyone understands how their work contributes to the bigger picture.

We've made significant strides in **securing new skills**, as well as supporting learning and development. Alongside personal development opportunities, we've supported colleagues through technical qualifications, including:

NEA Level 3 NVQ in Energy Awareness

Domestic Energy Assessor and Retrofit Assessor certifications

Level 5 Diploma in Retrofit Coordination & Risk Assessment

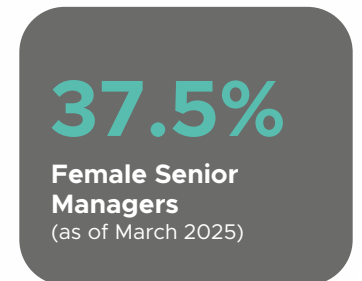
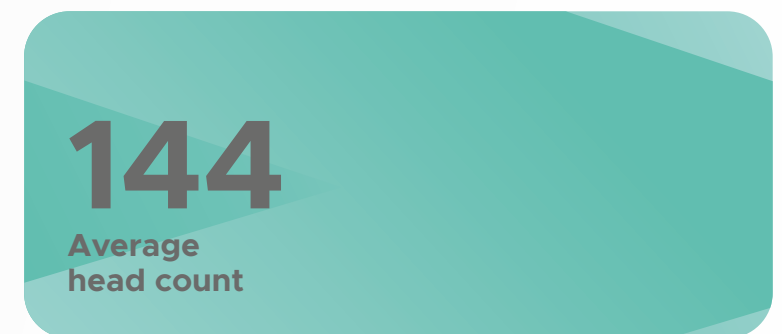
Preparing for IT transformation: A system built by our people

As part of our commitment to building capabilities and transforming our systems, we began the design and creation of a brand-new CRM system. It will revolutionise the way we work and how we support our customers.

Our teams are working together to plan the system and how it'll interact across all areas of the business. Their teamwork and strength in the face of change means we're tackling the challenges of this transformation with clarity and purpose.

Growing together: Tenure, progression and development

Our average employee tenure is 3.2 years and we're seeing a steady influx of new team members. We're committed to developing our existing workforce and supporting their growth. Over 6% of our people changed roles this year, through promotion or moving to new teams to broaden their skill sets.



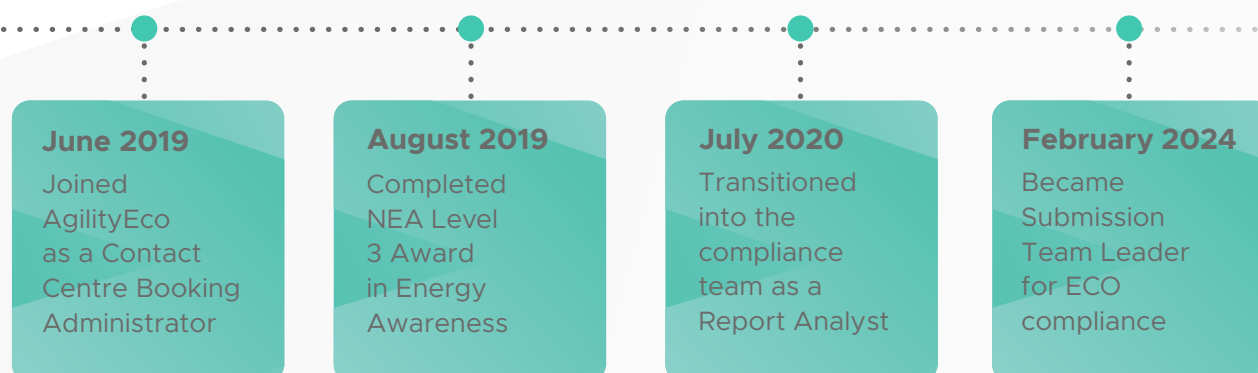
Growing Together

Meet Giselle Williams
Submission Team Leader
for ECO compliance



We celebrate all forms of career development – whether through promotion, across teams or significant career changes. One standout example of development is Giselle Williams, who's moved both upwards and across teams during her five years with us.

Giselle's Journey



What was your first role with AgilityEco?

I joined the contact centre bookings team in 2019, handling appointments for the LEAP programme. It was a great starting point because I interacted with a wide range of customers, helping them access various services. This gave me a solid understanding of what we offer as a company and what customers expect from us.

It also familiarised me with GDPR and the kind of information needed to advise customers effectively. Being customer-facing built my resilience, especially as many of the people we support are in difficult situations.

What is your current role?

I'm the **Submission Team Leader for ECO4 compliance**. I ensure all completed installations under ECO4 are submitted to the correct funder or energy supplier. I manage the submission of all relevant details to the energy companies and support installers through the process.

I work closely with the ECO compliance team to resolve any issues, and with the Finance team to ensure everything is submitted correctly and payments are processed. This role involves collaborating with several teams across the wider business.

How did you get there?

I believe in being curious and proactive. While I was in the Contact Centre, I completed the NEA Level 3 Award in Energy Awareness. That training gave me more confidence and a deeper understanding of the sector.

During COVID, when LEAP home visits were paused, I transitioned into the compliance team. My contact centre experience helped me recognise the documents and eligibility criteria needed for compliance. I also knew about different heating systems, which made the transition smoother and less intimidating.

What steps did you take to develop and progress?

I volunteered to train new starters in my team, showing my manager I was ready for more responsibility. I also created spreadsheets to track my workload and shared them with my supervisor as tools that could benefit the whole team.

I made a point of keeping my knowledge up to date – asking questions, learning from colleagues and finding out what training others had done. I also improved my Excel skills, which became increasingly important as my roles evolved.

What advice would you give someone starting their career?

- ☑ Talk to colleagues from different teams and levels – not just managers. Sometimes a sideways move can lead to an upward one. My move from the contact centre to compliance was lateral but opened the door to the role I have now.
- ☑ Be your own advocate. Make a list of your strengths and think about where else in the business you could apply them. Often your skills are transferable, even if the systems or terminology are different.
- ☑ If you're unsure about your development or progression, speak to your line manager. They want to support you and help you succeed.



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