



Case Study



Portsmouth
CITY COUNCIL

Warmer
Homes

Delivering Home Upgrade Grant (HUG2) for Warmer Homes consortium, led by Portsmouth City Council

Client

Warmer Homes consortium of 31 local authorities, led by Portsmouth City Council

Project

£23.8 million under Home Upgrade Grant – Phase 2 (HUG2)

Project Lifecycle

April 2023 – March 2025

Overview

AgilityEco partnered with Warmer Homes, a consortium of 31 local authorities across the South and East of England led by Portsmouth City Council, to deliver large-scale home retrofit projects under the Home Upgrade Grant (HUG) scheme Phase 2.

The scheme provided eligible off-gas grid households with fully funded energy efficiency upgrades and low carbon heating, enabling residents to live in warmer, cheaper-to-heat homes.

AgilityEco delivered one of the most successful local authority schemes, completing 15% of all GB installations under HUG2. We continue to partner with the consortium to deliver the Warm Homes: Local Grant (WH:LG) programme to low-income households across the region.

Measures delivered

- ✓ Air Source Heat Pumps (ASHP)
- ✓ Solar PV panels
- ✓ Loft, cavity, flat roof and room-in-roof insulation
- ✓ High retention storage heaters
- ✓ Heating controls

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AgilityEco have supported us to deliver several grant-funded domestic retrofit schemes over many years. Their experience, contacts and well-established installer network have been invaluable in the success we've had delivering these schemes.

James Hill, Director of Housing,
Neighbourhoods & Buildings – Portsmouth City Council

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**Get in touch
with us today**

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Approach and Delivery

- ✓ Foundation meetings to align all parties on timelines, milestones, reporting requirements and delivery profile
- ✓ Detailed assessments to plan surveys, design and installations in phases to maintain a consistent workflow with minimal disruption for residents
- ✓ Careful management of planning requirements, prioritising health and safety compliance throughout
- ✓ Mitigated risks through close collaboration with our partners, supply chain agreements and installer network
- ✓ Enhanced resident support with pre-installation walkthroughs, tailored communications (depending on measures installed) and aftercare.

Social Value and Long Term Impact

To leave a positive legacy for residents and the local area, our delivery framework committed to:

- ✓ Provide accredited training opportunities within our supply chain
- ✓ Donate equipment and funding to local community enterprises and charities
- ✓ Support our suppliers with staff training through Supply Chain Sustainability School
- ✓ Offer fully funded energy efficiency advice and practical support to low-income residents through our nationwide LEAP (Local Energy Advice Partnership) service
- ✓ Install a minimum of 50 fully funded gas boilers for low-income residents

Key Outcomes



1,162 homes upgraded, improving thermal comfort for residents



2,217 measures delivered, including Air Source Heat Pumps (ASHPs) and solar PV panels



Lower energy bills with £24,600 annual bill savings (est.*) for Portsmouth residents (£850 per household per year)



£1.1m annual total bill savings (est.*) across the Warmer Homes consortium



Supported the consortium's net zero targets with over 2,000 tCO₂e (est.*) reduction in annual carbon emissions



Right First Time, Every Time approach ensured quality and compliance – all installations certified to PAS, MCS & Trustmark standards

*Best estimates - precise figures not available as dependent on resident behaviour



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Partner with us for your retrofit programme

We design, manage and deliver fully-compliant retrofit projects to improve efficiency, comfort and carbon performance – from initial assessment to final installation.

Get in touch to discuss how we can help in your area.



Since having a heat pump installed, **my energy bills have gone down by 50% and the EPC rating of my home has gone from an E to a C.** The application process was quick and easy... and the installers were incredibly professional.

Fred, Warmer Homes client

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