



Impact Report

April 2025–March 2026


AgilityEco
Part of M Group

ARAN
Part of M Group

A look at 2025-2026

Sharon Johnson,
AgilityEco
Managing Director



“

Looking back, I'm proud of how our team have **faced challenges that tested us professionally and personally**, and successfully navigated a year which (even by this sector's standards) has been seismic.

”

I want to acknowledge something everyone in this industry knows all too well: this has been an incredibly tough period. This has meant difficult decisions, and often moving forward without having all the answers, but we've weathered the storm and look forward with optimism to a different but exciting landscape for home energy efficiency and decarbonisation.

This year has reinforced more than ever that, in periods of uncertainty, those with a strong belief in their purpose can adapt and continue to serve that purpose in whichever emerging conditions prevail. This focus has served us well during 2025-26.

It has allowed us to continue building for the future. As an organisation, we've become more agile in service of what truly matters: delivering for our clients and helping those in fuel poverty.

The end of an energy era

The conclusion of the Energy Company Obligation scheme marked the end of a significant era for AgilityEco, Aran and the industry.

For over a decade, ECO shaped the way industry, government and local communities worked together to tackle fuel poverty – improving housing standards and supporting vulnerable households across the country. It created opportunities for innovation, employment and meaningful social impact, while helping millions of people to live in warmer, safer, more energy-efficient homes.

Naturally, any major transition brings uncertainty. For those of us operating in the sector, the end of ECO raises important questions about continuity, investment and the future direction of support schemes.

But we believe the upcoming Warm Homes Plan is not simply a replacement for what came before. It represents the potential for a broader, more ambitious future. At a time when more households need help, the industry is being presented with a renewed chance to evolve and bring lasting change for the people who need it most.

Welcoming the Warm Homes Plan

Across the UK, millions of households continue to struggle with rising energy costs, inefficient homes and making the impossible choice between heating and other essentials. Vulnerable residents, elderly people, low-income families and those living in hard-to-treat properties still urgently need support.



Our **Local Energy Advice Partnership (LEAP)** team have a unique insight into the realities faced here. This is why, in the coming year, we'll keep working to embed carefully tailored customer support into our delivery of home upgrades – to provide a deeper, more holistic offering.

And that's precisely why the Warm Homes Plan carries such promise.

At AgilityEco and Aran, we're ready to help our suppliers and clients navigate this next phase, which opens the door to new funding pathways, stronger partnerships and more targeted community impact. It creates an opportunity for the industry to move beyond compliance-driven delivery towards a model built around long-term social value, innovation and sustainable outcomes.



2025-2026 Key Achievements

At AgilityEco and Aran we are beyond proud of what we've achieved this year despite recent challenges. Our focus remains on how we can achieve the best outcomes for our clients and support the many businesses who partner with us.

✔ This year our clients' **Warm Homes: Local Grant programmes** have made exceptional progress, delivering **£18.1m in funding** to upgrade **1,068 homes**. Huge congratulations are due to the dedicated teams within the Warmer Homes consortium (led by Portsmouth County Council), Oxfordshire County Council, North Northamptonshire Council, Cambridge City Council, Norfolk Warm Homes, Dover District Council, Dartford Borough Council and Sevenoaks District Council.

✔ Similarly, on **Warm Homes: Social Housing Fund projects**, Aran have supported excellent delivery under the guidance of clients including Cambridge County Council, Folkestone & Hythe District Council, Paradigm Housing Group and CHS Group. In total we installed **2,255 measures to upgrade 787 homes**, ensuring those households are now more comfortable and seeing the benefits of reduced energy bills, thanks to the commitment of their local authority or social housing landlord.

✔ Our **Local Energy Advice Partnership (LEAP)** team have once again achieved great results. Nationally we've supported **over 28,000 of the most vulnerable households** – giving energy advice in the home and over the telephone, as well as providing small energy saving measures, income maximisation sessions, new/replacement appliances and heating and solar upgrades. Our gratitude goes out to our energy supplier clients for their continued support and belief in the benefits we deliver.

✔ During 2026 the teams at AgilityEco and Aran have worked increasingly closely together, and we leave the year with a truly integrated home upgrade capability. **Our single retrofit journey is designed to support all households** through the process, including advice, support, design and installation, with the highest quality assurance and communication throughout.

✔ With the support and encouragement of M Group, we've continued to invest during this difficult period and **end 2026 with a new digital system** encompassing Marketing, Customer Relationship Management and Installation.



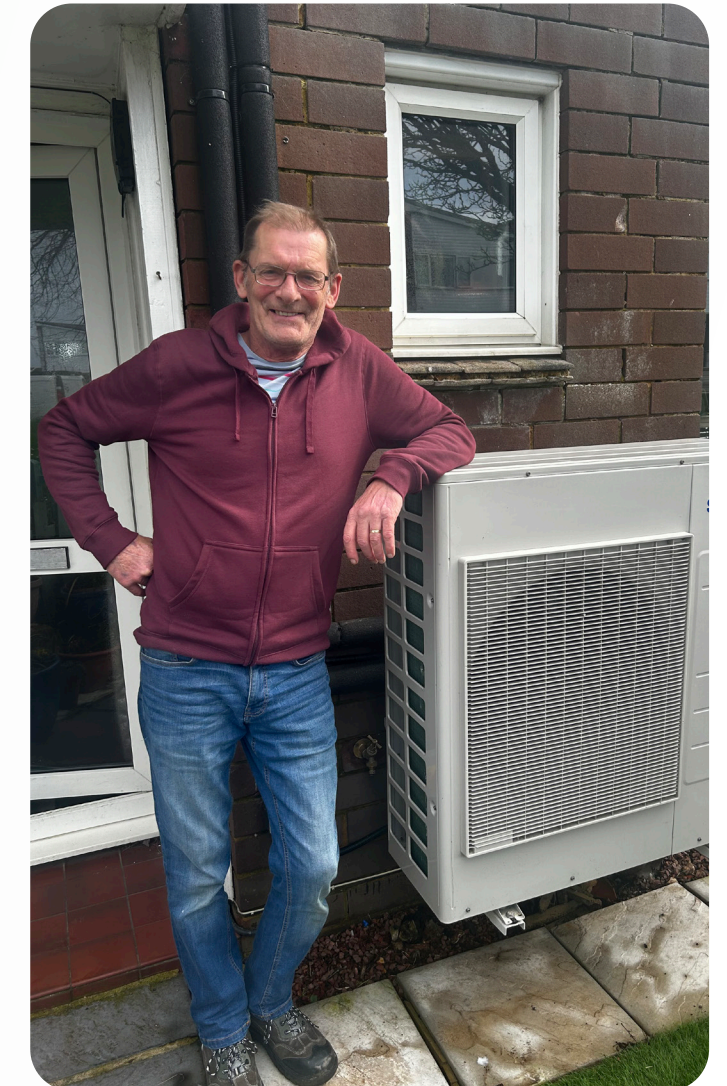
The **acquisition of Aran** in April 2025 has proved to be a huge success. I'm very grateful to **Mark Randall** and the team at Bury St Edmunds who have led their own ambitious transformation, expanding the number of expert teams we employ and widening our reach to support growing demand.



Looking ahead

To close, I want to extend my sincere thanks to all colleagues, clients and suppliers for their continued support and hard work throughout this reporting period. Your commitment and trust have been instrumental in our achievements and ongoing success. We greatly value the strong relationships we've built together and look forward to continuing those partnerships as we pursue future opportunities.

Sharon Johnson
Managing Director



Our Impact

April 2025 - March 2026

253,709

Number of
energy efficiency
measures provided



431,107

Tonnes of lifetime
CO² emissions
abated (tCO₂)

£139,371,015

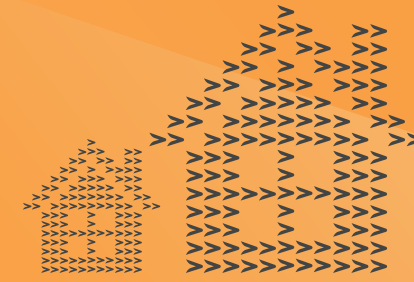
Funding unlocked
for clients and partners

£138,730,957

Total lifetime bill savings
from energy saving measures and services

2,104,580

Lifetime energy
savings (MWh)



39,583

Total number of
vulnerable households
served

150

No. of supply
chain partners
supported

848

No. of jobs
supported in local companies,
social enterprises and charities

£19,705,175

Total
annual bill savings

£12,547,248

Value of **health and care outcomes**

£3,505

Average
lifetime bill savings
per household



91

No. of retrofit
enablement
partnerships
with local authorities,
social housing providers and
community interest companies

12

No. of energy retail
partnerships



Customer Story



Katie's Story

📍 Witney, Oxfordshire

Welcome the Warmth offers energy efficiency upgrades and low carbon heating systems to eligible households across Oxfordshire. Photographer Katie received free solar panels and a solar battery through the programme, funded by the UK Government's Warm Homes: Local Grant scheme.

Discovering Welcome the Warmth

West Oxfordshire resident Katie was struggling with high energy costs for her busy family and concerned about future rises when she heard about the Welcome the Warmth programme.

“

The cost of living has hit really hard. We're a single income household with three teenagers who use electricity a lot of the time and my energy bills have skyrocketed.

When I realised I was eligible to apply, the process was easy. I provided evidence and it was all done really quickly and efficiently.

”

Fully funded energy improvements

Once Katie's application to Welcome the Warmth was approved, our surveyor assessed her property to identify which upgrades would make the biggest difference to the family's comfort, energy costs and home energy efficiency for the long-term. Then our experienced installers completed the work in just one day, with minimal disruption for the family.

“

The survey was really straightforward. He came round, shared what options I had and explained the benefits of solar. The installers did an amazing job and were lovely to have in the house, really discreet and not in the way at all.

”

A warmer, cheaper-to-heat home

The new system means Katie can generate her own electricity and buy less from her energy supplier, as well as enjoy year-round comfort – so she's much more confident about her ability to handle future energy costs.

“

I would never, ever have been able to afford that. I'm excited about the difference it's making for my children, and the ease and comfort we live in."

”



New measures installed



Solar PV panel



Solar Battery

✓ Approx. **£14,000** worth of home energy upgrades

Making a real difference

✓ EPC rating increased from **D to C**

✓ **£180** est. average annual bill savings
(assuming typical household use at 2026 prices)

✓ **Carbon emissions reduced** to 3.4 tonnes
(average household produces 6 tonnes CO₂)

The power of partnerships

Mark Randall,
Managing Director
Installations



The positive outcomes we've achieved this year owe much to the skill, commitment and collaboration of our partners, working alongside us to help communities benefit from warmer, more energy efficient homes.

As AgilityEco's installer arm, Aran has successfully delivered projects across the country, from Portsmouth to Perthshire. We've completed thousands of installations through our experienced in-house team, supported by **expert assessors, surveyors and installers from our trusted UK-wide network.**

The quality, technical expertise and professionalism of our partners is incredibly important to us. As the retrofit sector grows, maintaining high standards and strong compliance while ensuring we provide the right outcomes for residents remains at the heart of everything we do.

We're grateful to our many **funding and delivery partners, including local and combined authorities, housing associations and charities**, for your dedication to improving day-to-day living for residents in cold, energy-inefficient homes.

A special mention goes to the **Home Energy Advisors** who support our Local Energy Advice Partnership (LEAP) service. We appreciate your willingness to go the extra mile every day,

making a meaningful difference to households experiencing hardship due to fuel poverty and cost of living pressures.

Our partnerships support every stage of the customer journey, from referral and assessment through to installation, aftercare and beyond. As the scale and ambition of energy efficiency programmes continue to grow, these strong, trusted relationships – alongside internal capacity – will become even more important.

Thank you to everyone across our partner network for your continued collaboration and commitment to delivering high-quality work. And most importantly, for making a real difference to customers and communities across the country.

With thanks to our installer network, including...



800
households
helped

1,060
total measures
installed

Since 2024 we've been partnering with Chesterfield-based intuECO Ltd, installers of home retrofit improvements across Yorkshire, the East & West Midlands and some southern areas.

In 2025 the partnership reached another important milestone, with the successful mobilisation of a new Warm Homes: Local Grant workstream in additional geographies. We've been working together to install energy efficiency measures for the award-winning Warmer Homes consortium led by Portsmouth City Council, and the Welcome the Warmth scheme serving eligible customers across Oxfordshire.

“

Working with AgilityEco has been extremely valuable for us. As a business, we've gone through a big change over the past two years by moving into installation, and this relationship has given us the chance to build experience, expand our team and strengthen the way we deliver work. They're supportive to work with and it's been a positive partnership.

Rich Sickler,
Owner

Find out more at
www.intueco.co.uk

”



325
households
helped

1,015
total measures
installed

Since 2019 we've delivered over 3000 retrofit projects with Prima Energy Solutions, a retrofit and energy efficiency upgrade installer operating across the north of England, with a focus on West and South Yorkshire.

Our collaboration reflects the changing needs of both funding programmes and households in the past 12 months. While traditional fabric-first measures (loft, cavity wall, solid wall insulation) still play an important role, we increasingly incorporate low-carbon technologies such as air source heat pumps and solar PV, helping maximise energy savings and affordability for residents.

“

Working alongside AgilityEco has enabled us to make a real difference within local communities. Together we've improved the quality of homes for vulnerable residents while creating employment and training opportunities for local people. The partnership has been professional, collaborative and instrumental in supporting our continued growth.

Ayaz Azim,
Director

Find out more at
www.primaenergysolutions.co.uk

”

Our People

Laura Armstrong,
People Partner,
M Group Ltd



A year of evolution and a confident future ahead

Over the past year, we've strengthened our organisation and built a more agile business, positioning us well to seize the opportunities ahead.

This progress has been made possible by the professionalism, resilience and commitment of our colleagues and partners. From subcontractors and installers to Home Energy Advisors and Project Coordinators, everyone has played a vital role in delivering outstanding results and maintaining the high-quality service our customers expect.

We're incredibly proud of how we have adapted and evolved, creating a stronger organisation with a solid foundation for long-term success.

Looking ahead, we remain confident in our expertise, capabilities and future direction. Supported by a streamlined organisational structure and an effective end-to-end offering, we're well equipped to deliver even greater value and better outcomes for our customers.

Above all, we're excited about the next stage of our journey and the opportunities we'll take on together.

Together

We work as one team, believing our collective strength is greater than the sum of our individual parts.



Working smarter together

Collaboration sits at the core of our operating model. We know we can achieve more by working together.

This year, a key priority has been bringing colleagues, processes and ways of working closer together across our three sites: our installation arm in Bury St Edmunds, our customer service teams in Aylesbury and our main office in Sutton.

By strengthening connections and aligning teams, we're building a unified culture that fosters a strong sense of belonging and pride in the AgilityEco and Aran brands.

Open

We're open-minded and challenge ourselves to do better.



Learning and development

The focus for our people continues to be on investment and supporting employees' future growth, underpinning our drive to be a great place to work for both current and future staff.

As part of **M Group**, our team has access to a broad range of resources and support. We want every colleague to feel able to reach their full potential, understanding the important role they play in our success and how they contribute to our strategic direction.

This year, we've enhanced our **Personal Development Review (PDR)** approach. Every colleague has a quality conversation about their personal and professional development and sets goals, supported by an evidence-based audit trail to continuously support their aspirations and achievements.



Responsible

We go the extra mile for our people, clients, communities and the planet.

Celebrating achievement

Throughout this changing year as we've all pulled together, individual efforts and successes haven't gone unnoticed.

We're particularly proud that AgilityEco colleagues were nominated for M Group's prestigious **Beyond Expectations Awards 2026**. Congratulations to Julie Poole (Energy Advice Manager), Zahra Davies (LEAP Support Team Administrator) and to the LEAP team as a whole for your nominations. You are testament to the positive impact our people make every day.



Ambitious

We embrace opportunities to improve energy efficiency for vulnerable and fuel poor communities.



Lynsey Johns

Social Project Manager, Aran

We value every kind of career journey, recognising achievements made through promotion, cross-team moves and broader vocation changes. Lynsey began working with Aran in 2023 and her positive, progressive mindset has greatly supported her career path.



Lynsey's Journey



What was your first role with the company?

I began as a Project Coordinator when I joined Aran. I didn't really know anything about the business so I was on the nursery slopes, shadowing someone, having my work checked, asking lots and lots of questions as I went along.

I was managing two social housing clients and took control of their projects with the aim of improving transparency and reporting on their jobs as they moved through the stages of survey, quoting and approval. I organised these in my first few months and developed some good client relationships, then moved into the role of Senior Project Coordinator.

What's your current role?

After two and a half years as a Lead Project Coordinator, I recently became Social Project Manager, managing a team of seven staff at different career stages. They're all looking after projects, so I oversee and support with those, share best practice, and still maintain direct relationships with clients.

What does it involve?

It can be a pressurised environment, and we handle the odd difficult client, so the most important thing to me is the team's wellbeing at work, for them to feel happy, motivated and well informed. I muck in and ensure the whole team is aware of the current task load so they can support each other, especially when someone's off on holiday.

I aim to remove hurdles for the team where possible and cascade information from them to the rest of the organisation and vice versa, managing their expectations and ensuring they know what's important for the business.

I love the client relationships, being able to offer a really professional, friendly service and build the reputation of our company. But supporting the team, helping to bring out their skills and initiative as they grow in their roles, is the most rewarding part.

How did you get there?

I came here following many years as a Customer Sales Manager then Business Analyst at a leading brewer. I was ready for a change of pace, joined Aran without a clear plan and have gradually progressed.

What steps did you take to develop and progress?

I've done the Damp & Mould Level II training course, as well as HR training in Managing People, Telephone Techniques and Handling Challenging Customers.

A key thing for me has been taking time to understand processes fully, so I can spot how to improve our ways of working. I think it's important to be transparent across the business. Identifying an issue and working out exactly where/why it's happening means we can define accountability clearly. It takes the emotion out of things and helps us improve the system.

What advice would you give someone starting their career?

If they're coming into this sector, there's a lot of information to learn, but give it time and it will all fall into place! Ask as many questions as you need to. It's a big world and it changes quite frequently, so don't be frightened to put your hand up and say, "I don't know". Ask the question.





Find out more
about the
work we do

AgilityEco
Part of M Group

✉ enquiries@agilityeco.co.uk
🌐 www.agilityeco.co.uk

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