



Case Study



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



Portsmouth
CITY COUNCIL

Warmer
Homes

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.



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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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