


**Social
Impact**
REPORT
2024-2025





Absolutely brilliant service, thank you so much. This wonderful organisation gave me two loans to make an urgent repair to drainage on my house and then to partly fund a new boiler at times when I did not have any available funds to pay for it otherwise.

Without them I would have been in a lot of trouble with water damage, and had no heating or hot water. I was able to defer interest payments until such a time as I could pay them off. Very helpful and caring people work here and helped me so much. I thoroughly recommend them.

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About *us*

Vision

A world where everyone can improve their lives through inclusive finance.

Mission

Together with our funding partners, we provide dynamic lending solutions to maximise social & environmental impact.

1

Supporting our
Customers

2

Supporting our
Partners

3

Demonstrating
Our Impact



Lending *...done Differently*

Since 2005, Lendology has been on a mission to change lending for good.

In 2024–25, that purpose has never felt more relevant. Demand for accessible finance continues to grow as households face rising costs, ageing homes, and the urgent need to reduce energy use. This year, we facilitated £3.74 million in lending, supporting 343 homeowners to live in warmer, safer and more sustainable homes. An 18% increase on a like-for-like basis.

What matters most is not growth for its own sake, but how that growth is achieved. Every loan we deliver is shaped around real lives and real circumstances, guided by conversation, understanding and trust. Independent analysis shows that for every £1 lent, £2.44 of measurable social value is created, through improved wellbeing, stronger financial resilience and reduced environmental impact. This evidence gives our partners and funders confidence that inclusive finance, when designed responsibly, delivers lasting results.

Our model is deliberately built for sustainability. By reinvesting repayments into future lending, we create a cycle that allows public and partner funding to go further, helping more people over time. Strong partnerships with local authorities remain central to this approach, enabling

us to align lending with local housing, health and climate priorities.

We are proud to be the UK's first carbon-neutral lender, a certified B Corp, and a trusted delivery partner to over 39 local authorities. This year, we welcomed new partners including Suffolk County Council, Cornwall Council, West Yorkshire Combined Authority and the London Borough of Merton, a reflection of growing confidence in our approach.

Looking ahead to 2025–26, the challenge is clear. The need for inclusive, ethical finance continues to outpace available provision. Our focus will be on growing the lending pot responsibly, strengthening partnerships, and ensuring that as we help more people, we continue to deliver fair value, strong outcomes and meaningful impact.

None of this is possible without the collaboration of our partners and the dedication of our team, who bring both professionalism and compassion to every decision they make.

Together, we are proving that finance can be both responsible and human, and that when it is, it has the power to change lives, homes and communities for the better.



Emma Lower

Chief Executive, Lendology CIC

Social Impact

at our core

Every pound lent by Lendology delivers more than financial value, it creates social and environmental impact that lasts.

In 2024/25, **£3.74 million in lending** was facilitated across all partners, representing 18% year-on-year growth on a like-for-like basis. This lending supported homeowners across England to repair, adapt, and improve their homes – helping people live in places that are warmer, safer, and more affordable to run.

Over the past five years, independent analysis shows that every £1 lent by Lendology generates £2.44 in measurable social value – a direct return in improved wellbeing, community resilience, and reduced environmental impact.

£3.74
million lent

343

homeowners helped



This evidence reinforces what we see every day: when finance is designed around people, it delivers far more than financial outcomes alone.

Growth in 2024/25 was underpinned by strong local authority partnerships and trusted delivery models, enabling Lendology to scale responsibly while maintaining a people-first approach. By reinvesting loan repayments into future lending, we continue to create a sustainable cycle of inclusive finance that supports communities year after year.

Our work isn't driven by profit margins, but by measurable, lasting change. Every home improved strengthens a household, supports local resilience, and contributes to a fairer, lower-carbon future.

Our social value return is split across:



£740

Energy
efficiency

£26,678*



£1,008

Physical
improvements



£3,054

Financial
wellbeing



£21,876

Health

Without Lendology,
I'd still be living in one
room of my house with no
heating. They treated me
with kindness, not judgment.

Lendology customer,
2025 survey

*Figures based on 5 year average

Reaching people *other lenders can't*

We exist to make sure homeowners from every background, income, and circumstance can access the finance they need to live safely and comfortably in their own homes.

Across the UK, many homeowners struggle to access fair and affordable finance, particularly when their circumstances don't fit the mould of mainstream lending.

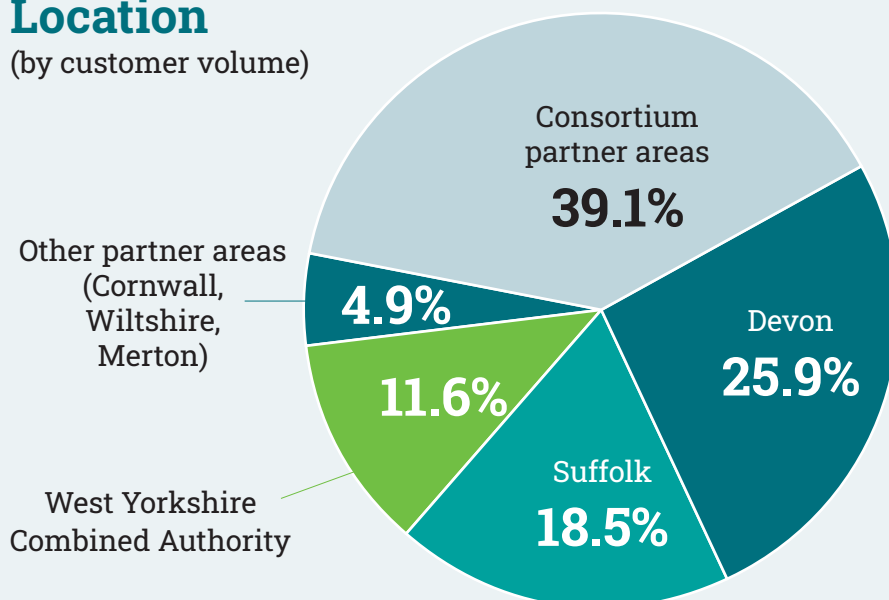
In 2024/25, Lendology facilitated **£3.74 million in lending**, representing 18% year-on-year growth on a like-for-like basis.

This growth reflects increasing demand for an alternative approach to finance – one that reaches people other lenders can't, and supports homeowners at different stages of life.

Who we lend to

Location

(by customer volume)



Behind our growth are real people, living in real homes, with real needs.

Age

Average age:

55

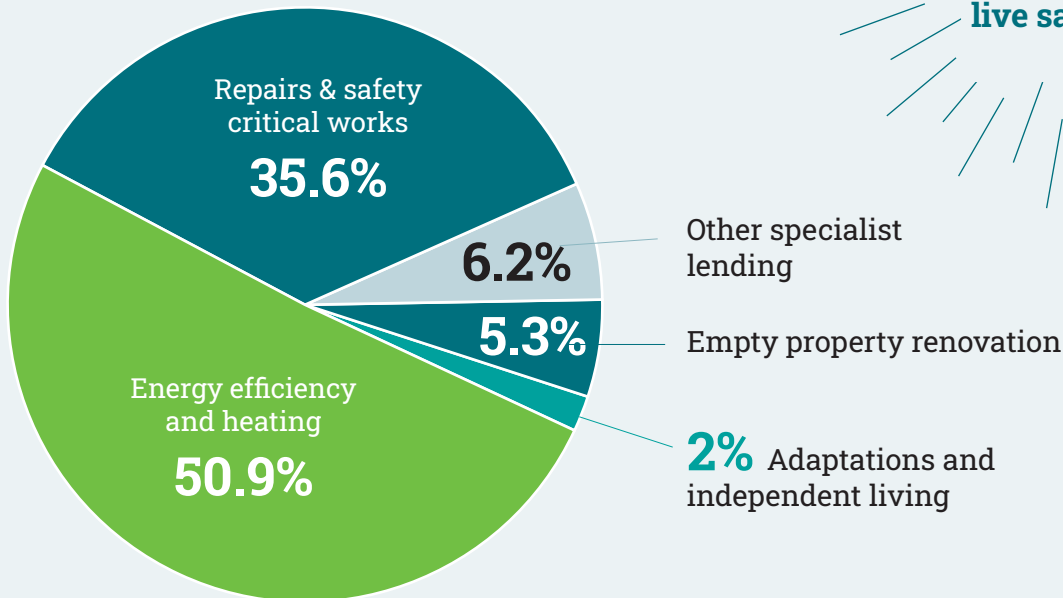
Age range:

26–89

Aged 65+:

25%

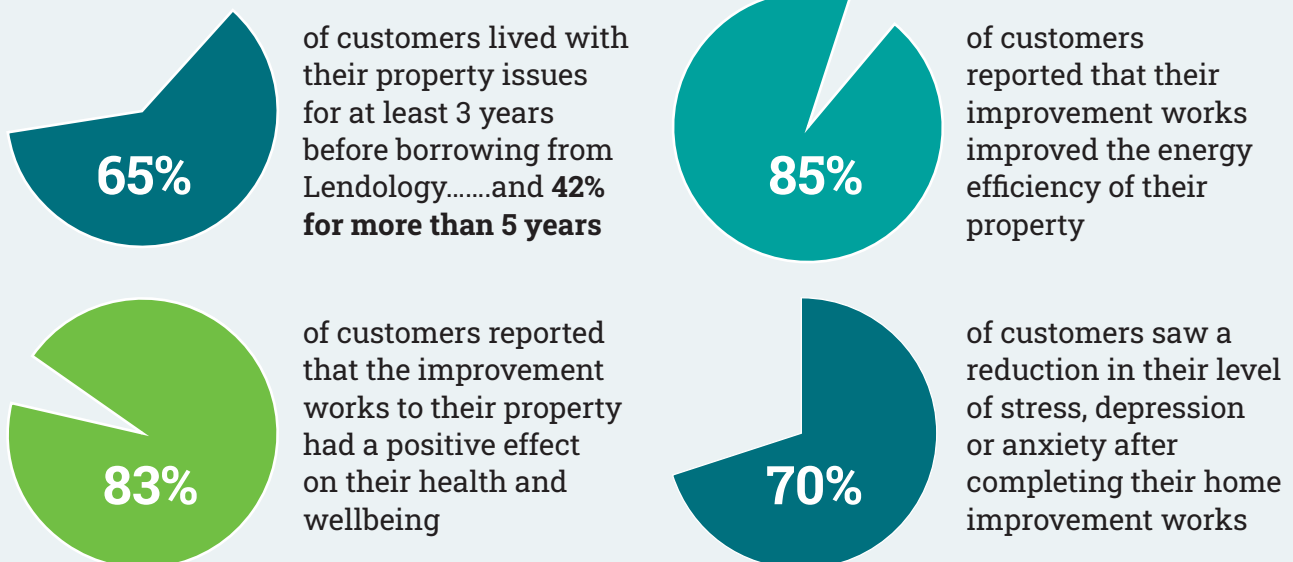
Loan purpose



**We believe
owning a home
shouldn't mean
struggling to
live safely in it.**

Percentages are based on primary loan purpose and customer location recorded at loan origination. Figures rounded to one decimal place. Loan purpose categories are based on the primary "Matter Type" recorded at loan origination. For reporting clarity, related loan types have been grouped into broader categories. "Other specialist lending" includes landlord lending, park homes and small, targeted schemes delivered at low volumes.

Outcomes that matter



These customer outcomes reflect improved confidence, stability, and peace of mind.

Lending

shaped around people

There is no one-size-fits-all solution when it comes to financial inclusion. That's why our lending decisions are rooted in conversation, understanding, and trust.

Our Case Managers work alongside customers throughout their journey, ensuring the process is clear, supportive, and respectful. This human-centred approach allows us to deliver fair outcomes for people at different stages of life – and ensures no one is excluded simply because their circumstances are complex.

Inclusive finance is about designing finance that works in the real world.

Very helpful and caring people work here and helped me so much. I thoroughly recommend them.
Lendology customer





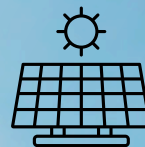
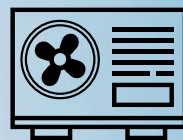
**People borrow
from Lendology
to stay safe,
warm, and
independent**

Warmer homes. Lower carbon. *Lasting change ...*

For us, environmental responsibility isn't an add-on, it's part of our DNA.

As the first carbon-neutral lender in the UK, we're proud that every loan we issue helps two of the biggest challenges facing households today: fuel poverty and climate change.

These loans funded 50+ energy saving measures, including insulation, heat pumps and solar panels.



In 2024–25

Energy-related home improvements accounted for

34% of total lending.

Delivering an estimated

59,355 kg of CO² savings

which is a **200%** increase on the previous year.

“ Since the work was completed, my home stays warm and my energy bills are far more manageable. It's made a huge difference. Lendology customer ”

A cycle of sustainability

Our lending model reinvests repayments into future loans — creating a self-sustaining cycle that supports even more homeowners to upgrade their properties and reduce energy costs year after year.

In partnership with local authorities, we're helping councils meet their climate and housing objectives, proving that community-driven finance can accelerate the transition to a low-carbon future.

We're turning
customer reviews
into forests!

600 TREES

have been planted because of
customer reviews in 2024/25



Case Study

It's just simple...
hasn't caused me
any hassle.
Nicky

How a Suffolk resident achieved energy savings and peace of mind through the Suffolk Loan Scheme.

Loan Scheme: **Warm Homes Suffolk Loan**

Location: **East Suffolk** Partner: **Suffolk Council**

Challenge

A passionate recycler and long-time solar panel user (over 22 years), Nicky spotted the Warm Homes Suffolk Loan on the East Suffolk Council website while looking for ways to make her home more energy-efficient. With an all-electric home and rising bills, she wanted a better solution to store the solar energy her panels produced.

Solution

The Warm Homes Suffolk Loan, delivered by Lendology CIC, helped fund her battery storage installation.

"So easy – I've had mortgages over the years, but this was so easy and people were happy to talk to you and it's just simple. It hasn't caused me any hassle."

She also found the team supportive and responsive:

"Fantastic, kept in touch all the time – been made aware of what was happening, what is required and how things went."

When her installer offered a short-notice slot, she called the team—and the money was released the very next day.

Since installing the battery, Nicky has been able to manage her energy use more efficiently. Combined with sunny weather, she hasn't needed to turn on her heating much, helping keep her bills very low. These improvements have brought her peace of mind in retirement.

Result

Bills
dramatically
reduced to just
30p/day

Achieved
peace of mind
and **financial**
security in
retirement

100%
would
recommend
the scheme to
others

Case Study

From EPC D to A: How a loan from Lendology made it all possible

Loan Scheme: **Warm Homes Suffolk Loan**

Location: **East Suffolk**

Partner: **Suffolk Council**

Motivated by this desire to make a difference, Mike and his family started exploring renewable energy options.

That's when Mike discovered Lendology's Warm Homes Suffolk Loan.

Mike decided to apply, and everything changed.

He appreciated having a supportive named contact to guide him through. "They explained the steps and were extremely efficient answering all our

questions and dealt with each step in the process very rapidly" Mike said.

Best of all, the loan allowed the family to spread the cost over time "It gave us longer to repay than the projected payback of the solar panels- so almost a no-brainer" Mike explained.

Today, their installation has taken their home's Energy Performance Certificate (EPC) from Band D to Band A, with a SAP rating of 100.

Reflecting on his journey, Mike said:

Without your help I don't think we would have been able to get this all done. I'd recommend anyone who is unsure whether they can afford to do their little bit to save the planet to talk to Lendology!



Case Study

How a Helston resident saved money and reduced his carbon footprint through the Renewable Energy Scheme.

Loan Scheme:
Renewable Energy Scheme
Location: **Helston**
Partner: **Cornwall Council**



After trying to get by year-by-year with an old gas boiler, Paddy knew it was time for a change. He looked at his options and was put in touch with Lendology. After taking a Renewable Energy Loan in partnership with Cornwall Council, Paddy said:

"The gas bill just disappeared overnight, so that had easily offset the repayments that I was making. It was actually cheaper for me to have a new one now and get rid of the gas and bring the leccy bills down."

We're saving money there so that we can use it somewhere else, so, yeah it gives you more money to have a day out with the kids."

"So, knowing that Lendology, backed by Cornwall Council, is actually helping then it's nice that we're getting

Whether you go for an air source heat pump boiler or solar panels, it's a good thing, isn't it. It's good for the environment, so, yeah, it does make you feel a little bit better inside.

something back really, you know, especially for the working man, one less thing to worry about. Well, quite a big thing that I don't have to worry about now."

Not only has Paddy achieved piece of mind financially, he can relax knowing that his carbon footprint is vastly reduced by the heat pump.

Responsible lending

designed for fairness and trust

Fair value and good customer outcomes are fundamental to how Lendology designs and delivers its lending. Our people-first approach, grounded in understanding real circumstances, is the same approach that underpins how we meet and evidence the Financial Conduct Authority's Consumer Duty requirements.

Consumer Duty provides a clear framework for ensuring that financial products support positive outcomes, particularly during periods of economic pressure. Rising living costs, volatile mortgage markets and ageing housing stock all place strain on household finances. Our responsibility is to ensure the finance we provide remains appropriate, accessible and fair for the people it is intended to serve.

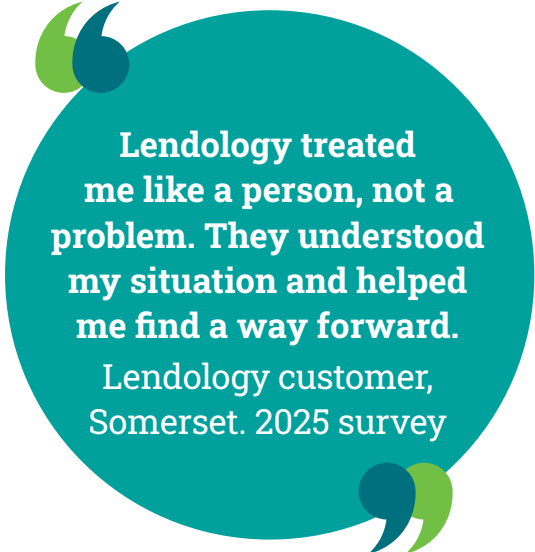
A core pillar of Consumer Duty is demonstrating fair value. Lendology operates within a locally funded lending model, working in partnership with local authorities to deliver loan schemes backed by public capital. This enables us to offer competitive, fixed interest rates, where customers pay the same rate set by their local council regardless of loan size, term or personal circumstances. This consistency creates transparency, predictability and fairness – particularly for customers who may be excluded elsewhere.

Our council partners share our commitment to supporting vulnerable customers and those who struggle to access mainstream finance.

Together, we regularly review our loan products to ensure they remain aligned to their intended purpose, deliver fair value, and support good customer outcomes over time.

Listening to customer feedback is central to this approach. In 2024, we expanded our feedback programme to include everyone who engaged with Lendology, not only those who went on to take a loan. This strengthens our understanding of customer experience across the full journey and informs continuous improvement.

By embedding Consumer Duty into our people-first model, we ensure that as demand for inclusive finance grows, our approach remains robust, transparent, and accountable. This provides partners and customers with confidence that Lendology can scale responsibly while continuing to deliver fair value and good customer outcomes.



Lendology treated me like a person, not a problem. They understood my situation and helped me find a way forward.

Lendology customer,
Somerset. 2025 survey



Lendology's people are kind, helpful and caring. Anyone thinking about improving their domestic energy efficiency, saving money and/or upgrading their heating system should apply for their help without delay.

The team members take the time to see that applicants, particularly vulnerable applicants, are kept up to date with progress, are helped with handling the process and dealing with suppliers and, when the job is done, they deliver the results on time and in excellent style



our partners

With special thanks for our funders for continuing to invest in our loan scheme



Our accreditations



“Paying taxes in the right place at the right time, and explicitly shunning tax avoidance and the use of tax havens, means businesses are able to give back to the communities in which they operate, creating social impact by contributing to the funding of essential services”



Lending with Heart and Mind

Lendology CIC is a community interest company limited by guarantee, registered in England, company number 4512225.

Registered address: Heatherton Park Studios, Bradford on Tone, Taunton TA4 1EU.

Lendology CIC is authorised and regulated by the Financial Conduct Authority (675263) for credit regulated activities.