

Care Unbound Ltd

# Carbon Reduction Plan

For financial year ended 31 March 2024

Publication date: 17 July 2024

## Commitment to achieving Net Zero

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Care Unbound Ltd is committed to achieving Net Zero emissions by 2040 for the emissions we control directly (direct emissions) and 2045 for the emissions we can influence (indirect emissions), in line with the NHS Long Term Plan commitments.

## Baseline Emissions Footprint

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Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Last year was our first year of producing a CRP, using a baseline of 21/22. During the year, we have managed to calculate back to 19/20 as a baseline, which is in line with SCFT, and NHS Trust organisation that we work closely with. We also managed to add energy and waste calculations from our Benfield GP practice operation to our 19/20, 20/21, and 21/22 calculations to improve their accuracy.

**Baseline Year: 19/20****Additional details relating to the Baseline Emissions calculations.**

*Scope 1 gas usage was sourced from landlord allocation of gas usage to our main office building. For the Benfield sites, we estimated usage from bills during that period.*

*Scope 2 electricity usage was sourced from a combination of direct meter readings and bills, and landlord allocations of electricity to communal areas. Where we have unreliable readings, we have used a similar floor's usage as a proxy. For Benfield sites, we estimated usage from bills during that period.*

*Scope 3 "Upstream" was sourced from a download of purchases by supplier from our accounting system, with allocations to different service and product categories. We excluded from this the SMSKP pass-through payments, and any suppliers where their data is used in another part of the calculation. Analysis between food and drink categories was hindered by a lack detail in some cases, but best assumptions were made.*

*Scope 3 "waste" was sourced from manual counts at the time and extrapolation of refuse bag volumes, and detailed recycling analysis from Recorra, our recycling supplier. Our confidential shredding and recycling supplier Shred-On-Site also provided certified weight data. We do not have this information available for the Benfield sites.*

*Scope 3 "water" was sourced via our landlord via an allocation from a central bill. We assumed that 95% of water used was disposed of via the water system. For the Benfield sites, we estimated usage from the bills that we have during that period.*

*Scope 3 "business travel": given the time constraints of the manual extraction of this data, this was pro-rated from the analysis of our 22/23 expense claims, using the total expense claim and proportion that represents business travel as a basis for the calculation.*

*Scope 3 "employee commuting": as we had not produced an employee commuting survey prior to 22/23, we prorated the pattern of results from the 22/23 survey and extrapolated this to the statutory employee numbers for 19/20.*

*Scope 3 "downstream" is zero as we do not produce any physical products. Our outputs are mainly services, and for Practice Unbound they are online or software products with no physical delivery. Due to the nature of some of our clinic locations, we are not always able to measure energy and water use, for example in offsite clinics and hospitals.*

**Baseline year emissions:**

<b>EMISSIONS</b>	<b>TOTAL (tCO<sub>2</sub>e)</b>
<b>Scope 1: Gas, based on usage of 174,435 Kwh)</b>	31.40
<b>Scope 2: Electricity purchased, based on usage of 136,728 Kwh)</b>	26.44
<b>Scope 3:</b>	
<b>Upstream Transportation and Distribution</b>	1,859.64
<b>Waste generated</b>	5.34
<b>Water used</b>	1.90
<b>Business Travel</b>	36.97
<b>Employee commuting</b>	38.79
<b>Downstream Transportation and Distribution</b>	0
<b>Total emissions</b>	<b>2,000.48</b>

## Current Emissions Reporting

**Current Year: 23/24**

**Additional details relating to the current year Emissions calculations.**

Scope 1 gas usage is for common areas of our main building only and was sourced from landlord allocation of gas usage to our office building. Some readings provided are unreliable, this we have extrapolated from sensible usage from part of the year.

Scope 2 electricity usage was sourced from a combination of direct meter readings and bills, and landlord allocations of electricity to communal areas. Where we have unreliable readings, we have used a similar floor's usage as a proxy.

Scope 3 "Upstream" was sourced from a download of purchases by supplier from our accounting system, with allocations to different service and product categories. We excluded from this the SMSKP pass-through payments, and any suppliers where their data is used in another part of the calculation. Analysis between food and drink categories was hindered by a lack detail in some cases, but best assumptions were made. For 23/24 only, we included for the first time direct debits which had previously been excluded.

Scope 3 "waste" was sourced from manual counts and extrapolation of refuse bag volumes, and detailed recycling analysis from Recorra, our recycling supplier. Our confidential shredding supplier Shred-On-Site also provided certified weight data.

Scope 3 "water" was sourced via our landlord via an allocation from a central bill, with 95% of water used was disposed of via the water system.

Scope 3 "business travel" was sourced from our expense claims, with car type and size being assumed as petrol and average where the information was not given in our employee commuting survey which we ran in parallel. Taxis were all assumed to be regular and not black cab.

Scope 3 "employee commuting" was sourced from survey responses from 128 employees and extrapolated to our statutory employee number, 258.

Scope 3 "downstream" is zero as we do not produce any physical products. Our outputs are mainly services, and for Practice Unbound they are online or software products with no physical delivery.

Due to the nature of some of our clinic locations, we are not always able to measure energy and water use, for example in clinics and hospitals.

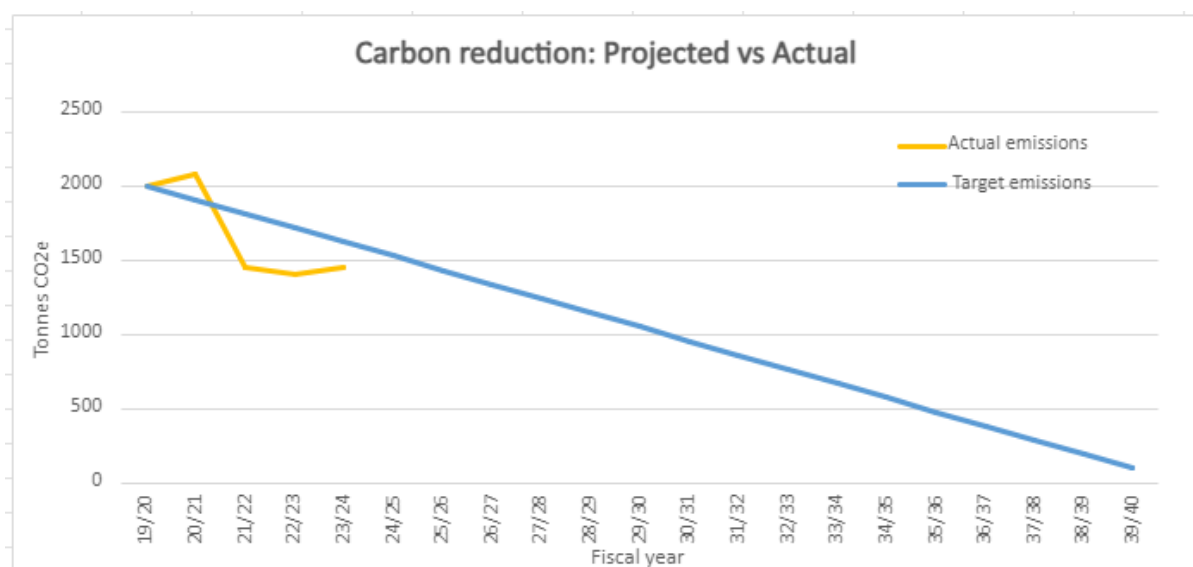
	23/24	22/23	Baseline 19/20
<b>USAGE</b>	<b>KwH</b>	<b>KwH</b>	<b>KwH</b>
<b>Scope 1: Gas</b>	65,240	64,733	174,435
<b>Scope 2: Electricity purchased</b>	81,366	94,767	136,728
	<b>146,606</b>	<b>159,500</b>	<b>311,163</b>
<b>EMISSIONS</b>	<b>tCO<sub>2</sub>e</b>	<b>tCO<sub>2</sub>e</b>	<b>tCO<sub>2</sub>e</b>
<b>Scope 1: Gas</b>	11.74	11.65	31.40
<b>Scope 2: Electricity purchased</b>	16.85	18.33	26.44
<b>Scope 3: Upstream Transportation and Distribution</b>	1,352.90	1,305.66	1,859.64
<b>Waste generated</b>	2.26	2.16	5.34
<b>Water used</b>	0.87	0.67	1.90
<b>Business Travel</b>	5.97	10.12	36.97
<b>Employee commuting</b>	52.97	58.47	38.79
<b>Downstream Transportation and Distribution</b>	0	0	0
<b>Total emissions</b>	<b>1,443.55</b>	<b>1,407.06</b>	<b>2,000.48</b>

## Emissions reductions targets

To continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets. As this is the second year that we have formally measured our carbon footprint, and we have refined the process for this year's calculation.

To meet our net zero carbon trajectory, we project that Scope 1, 2 and 3 carbon emissions will decrease to **1,047.87 tCO<sub>2</sub>e by 2030**. This is a reduction of **27%, from where we are today**. Our progress to date shows that in 23/24 we are 175.9 tCO<sub>2</sub>e favourably under the target level, but the progress since 19/20 has not been a linear reduction. The trajectory has increased slightly since last year, partly due to refining our data capture methods which has led to including more accurate data points, but also the GHG emission factors used in the calculation have increased year-on year.

Progress against these targets can be seen in the graph below:



## Intensity ratios

We do not want our carbon footprint measurements to be distorted by our growth, however, we want to demonstrate that our carbon footprint is reducing in proportion to our growth, hence we will link our targets to our intensity ratios as we go forward.

We believe that by using intensity ratios we can best show our carbon reduction path even as the business changes size. As a service industry, headcount best reflects this, so our carbon emissions per average employee figure, as shown in our financial statements is:

	23/24	22/23	Baseline 19/20
Average employee numbers	258	297	210
Scope 1 and 2 emissions (tCO <sub>2</sub> e)	28.59	29.98	57.84
<b>TCO<sub>2</sub>e per employee (scope 1 and 2 only)</b>	<b>0.11</b>	<b>0.10</b>	<b>0.28</b>
Scope 1, 2 and 3 emissions (tCO <sub>2</sub> e)	1,443.55	1,470.06	2,048.48
<b>TCO<sub>2</sub>e per employee (scope 1, 2 and 3)</b>	<b>5.60</b>	<b>4.74</b>	<b>9.53</b>

We also believe that using revenue as an intensity ratio also shows our carbon reduction path,

particularly as our mix of services changes over time. This is measured in kilogrammes of CO<sub>2</sub>e rather than tonnes of CO<sub>2</sub>e due to the lower values.

	23/24	22/23	Baseline 19/20
Turnover (less value of commissioned subcontracted activity) £m	£14.7m	£18.4m	£16.9m
<b>Scope 1, 2 and 3 - kgCO<sub>2</sub>e per £ net turnover</b>	<b>0.10</b>	<b>0.08</b>	<b>0.12</b>

## Carbon Reduction Projects

### COMPLETED CARBON REDUCTION INITIATIVES

The following environmental management measures and projects have been completed or implemented since the 19/20 baseline. The carbon emission reduction achieved by these schemes equate to **556.93 tCO<sub>2</sub>e**, a **27.8% reduction** against the 19/20 baseline and the measures will be in effect when conducting our services.

#### How we manage our carbon footprint

- Our Finance Director, representing the Board, continues to lead the sustainability initiative for Here working with a growing cross-organisational Sustainability group which meets weekly to progress our work plan. We have been refining the calculation of the carbon footprint, working back to a 19/20 baseline. We have also been focusing on non-numerical data gathering, and communications including working through how Here impacts the wider UN Sustainability Development Goals via monthly emails on how Here works towards a specific goal.
- We continue to invest in training of both the Sustainability group and of the wider organisation through monthly communications. We have leveraged multiple courses by the ICAEW and by Clean Growth 360 to keep pace with the fast-moving regulatory requirements.
- We continue to build strategic connections with other sustainability teams in our community including the Sussex Integrated Care Board, our main business partner SCFT, and key community training organisations to encourage knowledge sharing and alignment of goals.

#### Energy usage

- Our gas usage is an allocation from the building manager and due to errors in their meter readings we have not seen this reflected in our Scope 1 gas carbon footprint yet.
- Our energy supplier Octopus Energy provides 100% of their energy from green sources. We actively encourage smart sustainable thinking when using facilities: turning off lights, monitors, and laptops when not in use. In May, we had a new meter installed which should give us much more accurate meter readings for electricity for 24/25.
- Our facilities management partners have over the last few years embarked on a programme of sustainability for our leased buildings. This includes solar panel installation and replacing our fluorescent lighting with LED luminaires across our office. We have ensured that sustainability is a permanent agenda item to be discussed at tenants' meetings.
- To reduce energy usage and unnecessary hardware usage, we have removed desk phones where our employees use Teams or mobiles for calls unless landlines are needed for patient calls.

- We switched from desktop to laptop use across the organisation, primarily to increase portability, which was needed for hybrid working and desk sharing, however, this has had the added advantage that laptops are more energy efficient than desktops. This year we implemented a rule of only funding one monitor per employee for homeworking, rather than two.
- We continue to share our canteen area with another company, which reduces the energy consumption of both companies through shared space and costs.

### **Procurement and suppliers**

Our upstream procurement carbon footprint increased this year compared to last year due to a more detailed calculation methodology being used which we plan to continue evolving.

Although this is not reflected in the calculation, we buy local to reduce the carbon footprint of delivery of our purchases: 66% of our suppliers in 23/24 (22/23: 66%) were based in Brighton and Hove where our main office is located, and 87% were Sussex based (22/23: 70%).

We have actively reduced printing and limited colour printing dramatically. Electronic literature and software are used for training, feedback, surveys and meeting presentations. We are expanding our pilot of using electronic notepads now and have 31 in use so far (22/23: 11). Our mobile phone use was reviewed and re-contracted with a different supplier, BT, once we had reduced the volume of handsets we needed.

The cleaning company that we use, Green Mop, uses 100% sustainable products in cleaning our offices and operates in a sustainable way to reduce their carbon footprint.

We wanted to assist with the cost-of-living impact on our staff but also to encourage employees to eat more sustainably and reduce the need to purchase packaged lunches. We doubled the provision to twice a week and provided 4,080 vegan lunches in 2023 (2022: 1,750).

### **Business travel**

We have seen our carbon emissions from business travel reduce by 41% since last year.

The use of Microsoft Teams across the organisation has reduced business travel emissions for both employees and the people who use our services. This has had a significant reduction in our business travel since March 2020, however, post pandemic, business travel has increased as conferences have emerged nationwide. Due to our new expense policy and monthly sustainability communications, we are confident that our employees are more conscientious about using sustainable methods of transport when travel is necessary.

Our Board changed their Board meeting venue to one that was more accessible by public transport and we saved 85kg CO2e per Board meeting on average in carbon emissions per meeting which is a 70% reduction in emissions.

### **Employee commuting**

Our second annual employee commuting survey provided emissions reporting with 128 (22/23: 107) of our employees responding, with 48% (22/23: 47%) of the employees who responded either walking, cycling, or not commuting.

Our employee commuting survey has shown a reduction in emissions of 9.4%. We have been supporting for environmental commuting decisions in a number of ways:

- We continue to offer an electric car salary sacrifice scheme through Octopus EV and have 4 employee-owned electric cars issued so far.
- We have been running a Cycle to Work scheme for several years. We have helped 43 employees purchase cycles since inception, including 1 person in 23/24 (22/23: 4).
- We introduced during the year a free Brighton and Hove bus pass scheme for new employees for their first month at Here to encourage local bus travel. Details of the scheme were sent to 18 new employees in 23/24 and 9 people took up the offer.

### **Patient travel**

Although patient travel is not included in our carbon calculation at present, we have always been conscious of making our services as accessible as possible to patients by locating clinics in the locality or close to public transport links. We have recently started locating clinics in places that are at the heart of communities, which has the additional benefit of reducing emissions caused by patient travel. We have done this with several MSK Community Appointment Days (CAD), patient hubs and COVID vaccination clinics, including mobile and pop-up vaccination clinics to bring the clinics closer to the patient. We calculated that 1 CAD day saved emissions of 179 kg CO<sub>2</sub>e.

We have also provided 38 First Contact Practitioners at 52 GP practices to providing 371 hours of onsite advice for MSK health issues each week, which reduces the need for patients to travel further for this service.

### **Water usage**

Our four Bibo water dispensers, which dispense instant hot and chilled water for our employees, reduces water waste and encourages the use of refillable water bottles. We no longer have standalone water dispensers in our offices to reduce plastic usage. We have a practice of reporting tap and bathroom leaks immediately to enable our maintenance contractors to stop water loss. We use dishwashers to clean office crockery used by our employees which eliminates the need for any disposable crockery and cutlery and uses less water than washing up manually.

Unfortunately, we are not seeing this reflected in our carbon footprint yet as our usage is based on an allocation from the whole building's usage, and we had to extrapolate usage from partially incorrect meter data that we were provided.

### **Waste**

We disposed of 4.2 tonnes of general rubbish to landfill this year, a reduction from 4.4 tonnes last year. We also recycled 4.7 tonnes of waste this year (22/23: 5.6 tonnes). The reduction in both is most likely due to less employees in the office due to hybrid working. Our recycling now extends to vapes, batteries and crisp packets. We also composted 1.7 tonnes of compost-friendly material in our kitchen (22/23: 1.6 tonnes).

## **PLANNED CARBON REDUCTION INITIATIVES**

In the future, we plan to implement further measures such as:

### **How we manage our carbon footprint**

To gain context on our carbon footprint, we are benchmarking our calculation with other social enterprises in the health sector, with the additional aim of sharing best practice in carbon reduction, data capture and reporting.

Whilst we continue to look to reduce our footprint as far as possible, we continue to evolve our ways of capturing data for the calculation, including exploring whether our new expenses claim software can be modified to help further with data capture.

We will be holding further organisation wide sustainability awareness sessions to further increase understanding of how everyone can help embed sustainability into the way they work. We continue to work through the UN Sustainability Development Goals as an initial way of identifying and organising climate related risks and opportunities and creating a monthly plan of campaigns to raise awareness in the organisation and gather ideas. An important way of doing this is to explain the 23/24 carbon footprint and what impacts it which we plan to do in July.

We are starting to include sustainability into our advice seeking process and decision making across Here, and are looking to improve this. We are exploring how we include it within the key decision-making pillar in the Here Charter which is being developed to describe our culture.

### **Energy usage**

We are reviewing our estates to explore re-purposing our main premises so that less space is used by central teams, and more is used to deliver services rather than taking on new space as we grow. The primary driver of this is cost savings but it will positively impact our carbon footprint.

We will work with landlords of our leased head office to drive sustainability measures including only renewing leases once Net Zero expectations are met.

### **Upstream purchases**

As well as vetting the environmental values of all new suppliers and subcontractors when we onboard them, we are also looking to refine the calculation by seeking suppliers who can provide us with carbon emission impact reporting of our purchases.

We will review our suppliers and their carbon footprints by service, so that we can work with the service leads to understand how we can reduce the carbon impact of delivery.

We are continuing to reduce the amount of paper we consume for letters by introducing new ways of communicating with patients, including introducing self-booking for patients.

### **Employee commuting and business travel**

We will continue to encourage choice of away day venues to be those that are serviced well by public transport. When the ban on new petrol and diesel cars comes into force in 2035, we should see a gradual impact on our carbon emissions caused by business travel and employee commuting.

### **Patient travel**

We have scheduled more Community Appointment Days and patient hubs in the local community for our Sussex MSK Partnership service, which will reduce the amount of patient travel by having clinicians in one local location.



## Declaration and Sign Off

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This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard<sup>1</sup> for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting<sup>2</sup>.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard<sup>3</sup>.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors.

Signed on behalf of Care Unbound Ltd:

**Lesley Jay FCA**

Finance Director

17 July 2024

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<sup>1</sup> [Ghgprotocol.org/corporate-standard](https://ghgprotocol.org/corporate-standard)

<sup>2</sup> [Gov.uk/government/collections/government-conversion-factors-for-company-reporting](https://gov.uk/government/collections/government-conversion-factors-for-company-reporting)

<sup>3</sup> [Ghgprotocol.org/standards/scope-3-standard](https://ghgprotocol.org/standards/scope-3-standard)