

Care Unbound Ltd

Carbon Reduction Plan

For financial year ended 31 March 2023

Publication date: 29 September 2023

Commitment to achieving Net Zero

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

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.

As a small and medium-sized company until FY20/21, Here had not previously had a formal policy for sustainability reporting. However, as a social enterprise, we had been conscientiously working with our community and environment for many years, but not gathering data on this activity.

During 2022, we became aware that we would be a large company for the second year and would need to formalise our sustainability disclosures for our Streamlined Energy and Carbon reporting (SECR), and for NHS procurement we would need to follow PPN 06/21 and publish an annual CRP.

Baseline Year: FY21/22**Additional details relating to the Baseline Emissions calculations.**

Scope 1 gas usage was sourced from landlord allocation of gas usage to our office building. 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.

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 and recycling supplier Shred-On-Site also provided certified weight data.

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.

Scope 3 "business travel": given the time constraints of the manual extraction of this data, this was pro-rated from the analysis of our FY22/23 our 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 in FY21/22, we prorated the pattern of results from the FY22/23 survey and extrapolated this to the statutory employee numbers.

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.

Baseline year emissions:

EMISSIONS	TOTAL (tCO₂e)
Scope 1: Gas	10.06
Scope 2: Electricity purchased	17.40
Scope 3: Upstream Transportation and Distribution	1,343.87
Waste generated	2.54
Water used	0.72
Business Travel	6.20
Employee commuting	58.27
Downstream Transportation and Distribution	0
Total emissions	1,439.06

Current Emissions Reporting

Current Year: FY22/23	
Additional details relating to the current year Emissions calculations.	
<p>Scope 1 gas usage was sourced from landlord allocation of gas usage to our office building.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Scope 3 "employee commuting" was sourced from survey responses from 107 employees and extrapolated to our statutory employee number, 297.</p> <p>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.</p> <p>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.</p>	
Current year emissions:	
EMISSIONS	TOTAL (tCO₂e)
Scope 1: Gas	11.65
Scope 2: Electricity purchased	18.33
Scope 3:	
Upstream Transportation and Distribution	1,305.66
Waste generated	2.16
Water used	0.67
Business Travel	10.12
Employee commuting	58.47
Downstream Transportation and Distribution	0
Total emissions	1,407.06

Intensity ratios

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:

	2022/23	2021/22
Average employee numbers, <i>per financial statements</i>	297	296
Total emissions tCO ₂ e	1,407.06	1,439.06
TCO₂e per employee	4.74	4.86

We also believe that using revenue, excluding the SMSKP pass through payments, 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 CO₂e rather than tonnes of CO₂e due to the lower values.

	2022/23	2021/22
Turnover (excl SMSKP pass through), <i>per financial statements</i>	£13,574,499	£13,168,063
kgCO₂e per £ net turnover	0.10	0.11

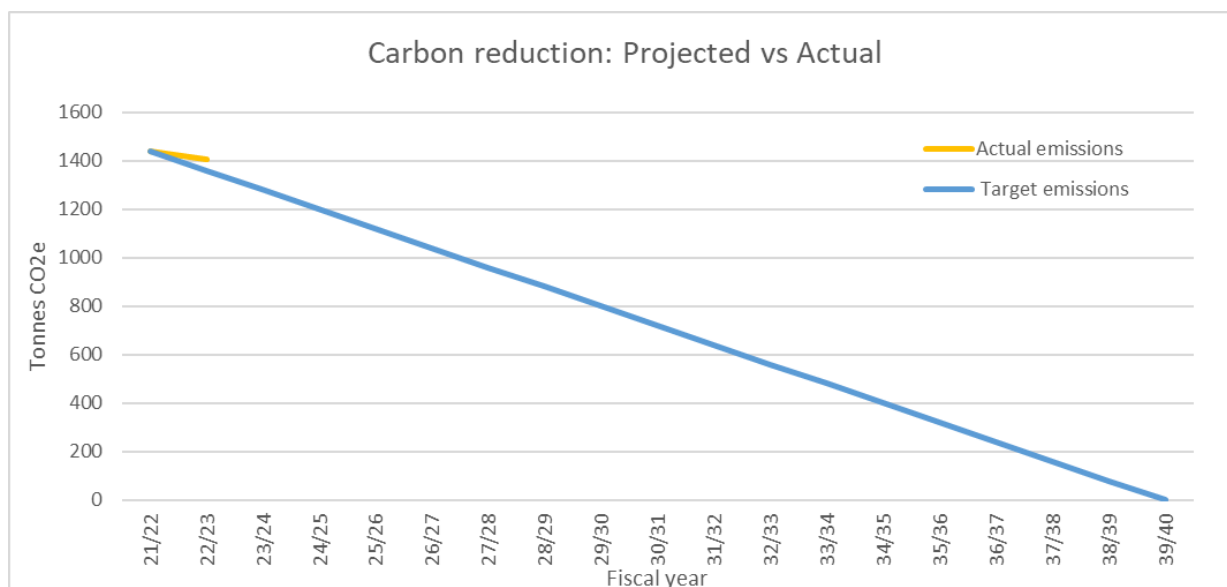
Emissions reductions targets

To continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets. As this is the first year that we have formally measured our carbon footprint, we were encouraged to see the reduction in our carbon footprint.

To meet our net carbon trajectory, we project that carbon emissions will decrease to **1,199 tCO₂e by 2030**. This is a reduction of **16.7%**.

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.

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



Over the next year, we will be working to see if it is possible to obtain accurate baseline data in previous years, which we will plot with the same 2040 net zero target.

Carbon Reduction Projects

COMPLETED CARBON REDUCTION INITIATIVES

The following environmental management measures and projects have been completed or implemented since the 2021/22 baseline. The carbon emission reduction achieved by these schemes equate to **32 tCO₂e**, a **2.2% reduction** against the 2021/22 baseline and the measures will be in effect when conducting our services.

Creating the team

We appointed our Finance Director (FD) to represent the Board and lead the sustainability initiative for Here in early 2022. We then began forming a cross-organisational Sustainability group which meets weekly to develop our approach to sustainability. We identified that the Finance team would be best positioned to hold the calculation of the carbon footprint, with the remainder of the team working on non-numerical data gathering, including working through how Here impacts the UN Sustainability Development Goals.

Training and awareness

Our investment in training included the FD completing the ICAEW Sustainability training certificate and Clean Growth 360's Net Zero training course. The FD then briefed the Board on the key terms and needs of sustainability reporting. The Sustainability team were trained via Clean Growth's Net Zero 360 training and internal training by the FD.

Metrics

This financial year, we initially gathered metrics for our Annual Report, and since then, we have been working towards establishment of our current year and baseline measurements of our GHG emissions, to enable goal setting by the Board.

Community

We have been building 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.

Employee travel

The pandemic showed us that some of our business travel and employee commuting was not always necessary. Whilst we recognise that face-to-face meeting is preferable in some situations, we encourage the use of Microsoft Teams across the organisation to reduce 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.

Where business travel is necessary, we wanted to ensure that it was done as sustainably as possible, thus we changed our expenses policy to encourage more sustainable choices including:

- Choosing the most sustainable way to travel where possible, including ride-shares with colleagues
- financially rewarding for business travel by cycle
- financially rewarding car sharing with colleagues for business travel, especially for awaydays

- financially rewarding employees for using family and friend's houses for business trips away from home rather than hotels
- choosing hotels that are eco-friendly where possible

We introduced our first employee commuting survey to provide valid dataset for FY22/23 for emissions reporting with 107 of our employees responding, with 47% of the employees who responded either walking, cycling, or not commuting.

In 2022, to support a move by our employees and their families to less carbon intensive travel, we launched an electric car salary sacrifice scheme through Octopus EV with free installation of electric charge point at home. We have 4 employee-owned electric cars issued so far.

We have been running a Cycle to Work scheme for several years. We have helped 41 employees purchase cycles since inception, including 4 in FY22/23.

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 and COVID vaccination clinics, including mobile and pop-up vaccination clinics to bring the clinics closer to the patient.

We have also provided First Contact Practitioners at many GP practices to provide onsite advice for MSK health issues, which reduces the need for patients to travel further for this service.

Energy

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 switched our energy supplier to Octopus Energy who are providing 100% of their energy from green sources. We actively encourage smart sustainable thinking when using facilities: turning off lights, monitors, laptops etc when not in use.

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.

We share our canteen area with another company, which reduces the energy consumption of both companies through shared space and costs.

Water

We installed 4 Bibo water dispensers which dispense instant hot and chilled water for our employees which 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.

We have seen this reduce our carbon footprint for water usage by 6.9% in the last year.

Procurement and suppliers

We buy local to reduce the carbon footprint of deliveries: 66% of our suppliers in FY22/23 were based in Brighton and Hove where our main office is located, and 70% were Sussex based.

Our upstream procurement carbon footprint has reduced by 2.9% over the last year.

Our People team are even more conscious than before about purchasing sustainably. We bulk buy from a local organic wholesaler our office refreshments and breakfast bar to reduce packaging and supplier transit. When purchasing apparel for local events such as Pride and fun runs, we purchase sustainably.

We have actively reduced printing. Electronic literature and software are used for training, feedback, surveys and meeting presentations. During COVID, our transition to a paperless office accelerated due to necessity, and this practice has persisted as new efficiency ways of working emerged. This includes piloting a switch to electronic notebooks to reduce notepaper usage (11 in use so far).

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 provide weekly vegan lunches primarily to assist with the cost-of-living impact on our staff but also to encourage employees to eat more sustainably and reduces the need to purchase packaged lunches.

Our mobile phone use was reviewed and re-contracted with a different supplier, BT, once we had reduced the volume we needed.

Waste

We increased our recycling via our supplier Recorra by 16.4% year on year, which leads to a 17% CO₂ saving and a further 36 trees saved. We support Recorra as they are funding a local sea kelp forest. Our recycling extends to batteries and crisp packets, which are more difficult to recycle. We also compost any compost-friendly material in our kitchen. Our confidential waste is also shredded and recycled, with certified weight metrics supplied to us.

PLANNED CARBON REDUCTION INITIATIVES

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

Metrics

We continue to look to reduce our footprint as far as possible. We are creating a plan for identifying gaps or weaker areas in our metrics and creating better ways of collating the data needed. We also hope to extend our data capture back further.

Our Scope 3 emissions measurement are still being refined and our process for calculating these will continue to be reviewed to ensure that we have a full picture.

We are working 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.

Training and awareness

We will be creating organisation-wide training to share our sustainability goals and increase understanding of how everyone can help embed sustainability into the way they work.

An important way of doing this is to explain to employees the different carbon impact of their own personal decisions with respect to employee commuting and business travel, as well as how our procurement decisions impact our emissions.

Decisions

We are starting to include sustainability into our advice seeking process and decision making across Here, however this is at very nascent stages, and we look to improve this.

Procurement and suppliers

We will review all our suppliers for their green credentials and provision of green metrics for our purchases to improve the quality of supply chain carbon emissions data for inclusion in future reporting.

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 travel

We have introduced a free Brighton and Hove bus pass scheme for new employees for their first month at Here to encourage local bus travel.

When the ban on new petrol and diesel cars comes into force in 2035, we should see the impact on our carbon emissions caused by business travel and employee commuting.

Patient travel

We continue to provide mobile vaccination units and pop-up clinics for COVID vaccinations throughout the spring and autumn in 2023. We will be hosting more frequent Community Appointment Days 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.

Energy

We are looking to re-purpose our premises so that less 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.

Offsetting

Although offsetting will be the last resort, investigation of ways to mitigate our emissions through investment in verified offsetting schemes for carbon sequestration.

Declaration and Sign Off

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 standard¹ for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

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) Standard³.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of Care Unbound Ltd:

Lesley Jay FCA

Finance Director

29th September 2023

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

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

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