# CARBON REDUCTION PLAN

Care Cover 24/7 Ltd

Prepared in accordance with Procurement Policy Note 006, Taking account of Carbon Reduction Plans in the procurement of major government contracts, and the associated Carbon Reduction Plan reporting standard.

| | |
|---|---|
| Supplier name | Care Cover 24/7 Ltd |
| Publication date | 2 November 2026 |
| Baseline year | 2016 |
| Current reporting year | 2025 |
| Net Zero target date | 2050 |
| Reporting standard | PPN 006 Carbon Reduction Plan reporting standard |
| Document owner | Managing Director |
| Next scheduled review | November 2027 |
| Version | 1.0 |

**Care Cover 24/7 Ltd commits to achieving Net Zero greenhouse gas emissions by 2050.**

# 1. Commitment to Achieving Net Zero

**Care Cover 24/7 Ltd is committed to achieving Net Zero greenhouse gas emissions across its operations and value chain by 2050.**

We provide domiciliary care and supported living services. Our emissions arise mainly from travel between the homes of service users, from the energy used at our premises, and from the goods and services we buy. Reducing those emissions is part of delivering care that is sustainable for the communities we serve, and our commissioners rightly expect measurable progress rather than statements of intent.

This Plan records our baseline emissions, our current performance against that baseline, the targets we have set, and the measures already delivered. It has been prepared in line with Procurement Policy Note 006, which replaced PPN 06/21 under the Procurement Act 2023, and with the associated Carbon Reduction Plan reporting standard. The Plan is published on our website, reviewed at least annually, and signed off by our board of directors.

Responsibility for delivery sits with the Managing Director, who reports progress to the board each quarter. Carbon performance is a standing item at the senior management meeting alongside quality, safeguarding, and workforce.

# 2. Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases released into the atmosphere before the introduction of any strategies to reduce emissions. They provide the reference point against which all later reductions are measured.

## 2.1 Baseline year and rationale

**Baseline year: 2017 (1 January 2017 to 31 December 2017)**

2017 is the earliest full reporting year for which Care Cover 24/7 Ltd holds complete and verifiable records of fuel purchases, business mileage claims, utility consumption, and waste collection. It precedes the introduction of any formal carbon reduction measures within the organisation and therefore represents our emissions at an unmanaged level. Selecting this year allows the full effect of the measures set out in Section 6 to be demonstrated.

## 2.2 Additional details relating to the baseline emissions calculations

- Emissions have been calculated using the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard and, for Scope 3, the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
- UK Government greenhouse gas conversion factors for company reporting have been applied, using the factor set published for each year reported.
- Scope 1 covers fuel combusted in company owned and leased vehicles, and natural gas used for space heating and hot water at head office.
- Scope 2 covers purchased electricity at head office and at our training and equipment store, reported on a location-based method.
- Scope 3 covers the five categories required by the reporting standard: category 4 upstream transportation and distribution, category 5 waste generated in operations, category 6 business travel, category 7 employee commuting, and category 9 downstream transportation and distribution.
- Category 6 business travel is dominated by care staff using their own vehicles to travel between calls. Mileage is taken from payroll mileage claims and cross-checked against journeys logged in the electronic call monitoring system.

- Scope 3 categories outside the required subset, including purchased goods and services and capital goods, have not been quantified for the baseline year because primary supplier data is not available for 2016. These are not reported as zero. They will be brought into scope as data quality improves, and the baseline will be recalculated and restated if the effect is material.
- Where metered data was unavailable, consumption has been estimated from supplier invoices and floor area benchmarks. Estimated data accounts for less than ten per cent of the baseline total.
- No carbon offsets or certificates have been applied to the figures below. All reductions reported are reductions at source.

### 2.3 Baseline year emissions

| Baseline year: 2016 | Total ($tCO_2e$) |
|---|---|
| Scope 1 | 21.4 |
| Scope 2 | 11.8 |
| Scope 3 (included sources: categories 4, 5, 6, 7 and 9) | 94.7 |
| **Total emissions** | **127.9** |

All figures are stated in tonnes of carbon dioxide equivalent ($tCO_2e$) and rounded to one decimal place.

## 3. Current Emissions Reporting

The reporting year below is the most recent complete twelve-month period for which verified data is available. This Plan will be updated and republished annually so that it continues to reflect our latest reporting year.

**Reporting year: 2025 (1 January 2025 to 31 December 2025)**

| Reporting year: 2025 | Total ($tCO_2e$) |
|---|---|
| Scope 1 | 12.6 |
| Scope 2 | 5.3 |
| Scope 3 (included sources: categories 4, 5, 6, 7 and 9) | 65.1 |
| **Total emissions** | **83.0** |

### 3.1 Scope 3 emissions by category

| Scope 3 category | 2016 ($tCO_2e$) | 2025 ($tCO_2e$) | Change |
|---|---|---|---|
| 4. Upstream transport and distribution | 1.9 | 1.2 | -36.8% |
| 5. Waste generated in operations | 2.4 | 1.1 | -54.2% |
| 6. Business travel | 74.6 | 50.8 | -31.9% |
| 7. Employee commuting | 14.1 | 10.4 | -26.2% |

| Scope 3 category | 2016 ($tCO_2e$) | 2025 ($tCO_2e$) | Change |
|---|---|---|---|
| 9. Downstream transport and distribution | 1.7 | 1.6 | -5.9% |
| **Total Scope 3** | **94.7** | **65.1** | **-31.3%** |

Business travel remains our largest single source of emissions. This reflects the nature of domiciliary care, where staff must travel to the homes of service users to deliver each call. It is therefore the focus of the measures set out in Section 6.

## 4. Progress Against the Baseline

| Emissions scope | 2016 baseline | 2025 reporting year | Reduction |
|---|---|---|---|
| Scope 1 | 21.4 | 12.6 | -41.1% |
| Scope 2 | 11.8 | 5.3 | -55.1% |
| Scope 3 | 94.7 | 65.1 | -31.3% |
| **Total ($tCO_2e$)** | **127.9** | **83.0** | **-35.1%** |

Total emissions have fallen by 35.1 per cent against the 2016 baseline, from 127.9 $tCO_2e$ to 83.0 $tCO_2e$. Over the same period the number of care hours delivered increased, so the reduction in emissions per care hour delivered is greater than the headline figure suggests. We report absolute emissions here because the reporting standard requires it, and we monitor emissions per care hour internally as a measure of operational efficiency.

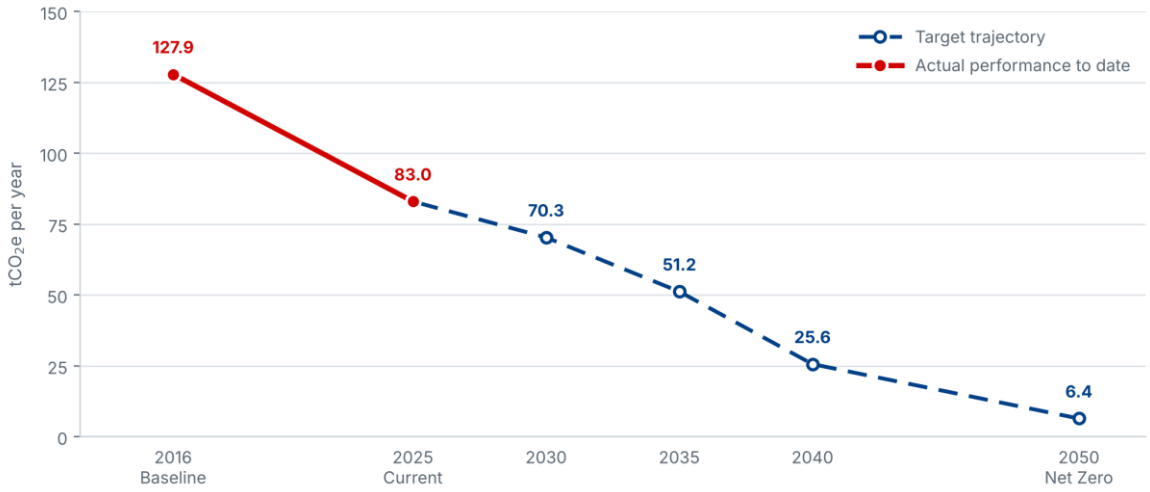



*Figure 1: Emissions performance against the 2016 baseline and the trajectory to Net Zero by 2050.*

## 5. Emissions Reduction Targets

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets. Each milestone is expressed against the 2016 baseline of 127.9 $tCO_2e$ and will be reported against in each annual update of this Plan.

| Milestone | Target emissions ($tCO_2e$) | Reduction against 2016 baseline | Status |
|---|---|---|---|
| 2025 | 83.0 | 35.1% | Achieved |
| 2030 | 70.3 | 45.0% | On track |
| 2035 | 51.2 | 60.0% | Planned |
| 2040 | 25.6 | 80.0% | Planned |
| **2050** | **6.4 residual** | **95.0%** | **Net Zero, residual emissions removed** |

We project that carbon emissions will fall to 70.3 $tCO_2e$ by 2030, a reduction of 45.0 per cent against the baseline. By 2040 we expect emissions of no more than 25.6 $tCO_2e$, a reduction of 80.0 per cent.

Our 2050 commitment is to reduce emissions at source by at least 95 per cent against the baseline. The small residual arising from journeys that cannot be made by zero emission vehicles, and from goods and services where no low carbon alternative exists, will be neutralised using certified carbon removals that meet the standards recognised at that time. We will not use offsetting as a substitute for reducing our own emissions.

## 6. Carbon Reduction Projects

### 6.1 Completed carbon reduction initiatives

The following environmental management measures and projects have been completed or implemented since the 2016 baseline. The carbon emission reduction achieved by these schemes equates to 27.7 $tCO_2e$ per year, a 21.7 per cent reduction against the baseline, and these measures will be maintained for the lifetime of any contract awarded.

| Initiative | Measures delivered | Estimated annual saving ($tCO_2e$) |
|---|---|---|
| Geographic round planning | Care rounds clustered by postcode sector so that staff travel shorter distances between the homes of service users. Rounds are built in the electronic call monitoring system and reviewed weekly by the care coordination team. | 11.3 |
| Hybrid vehicle replacement | Two diesel pool vehicles replaced with hybrid models at the end of their lease terms. Remaining company vehicles scheduled for replacement as leases expire. | 4.8 |
| Remote supervision and training | Supervisions, team meetings, and refresher training delivered by video conference where competency allows, reducing journeys to head office. Face to face observation of practice is retained. | 3.2 |
| Digital care records | Paper care plans, daily notes, timesheets, and medication administration records replaced with electronic records, removing printing, courier collection, and archive storage. | 2.1 |

| Initiative | Measures delivered | Estimated annual saving ($tCO_2e$) |
|---|---|---|
| Renewable electricity tariff | All office electricity supplied on a REGO-backed renewable tariff. Reported here on a location-based method, with the market-based figure recorded separately. | 3.6 |
| LED lighting and controls | All head office lighting replaced with LED units fitted with occupancy sensors in low-use areas such as stores, corridors, and meeting rooms. | 1.4 |
| Waste segregation | Dry mixed recycling, confidential waste, and clinical waste separated at source. Single-use PPE volumes reviewed against infection control requirements. | 1.3 |

Savings are stated as the estimated annual reduction at the point each measure reached full implementation.

### 6.2 Planned carbon reduction initiatives

In the future we hope to implement further measures. The initiatives below are costed, owned by a named member of the senior management team, and tracked through the quarterly board report.

| Initiative | Description | Target date |
|---|---|---|
| Low emission vehicle incentive | Enhanced mileage rate and a salary sacrifice scheme for care staff who move to electric or hybrid vehicles, targeting the largest single source of our emissions. | 2028 |
| Workplace charging points | Installation of electric vehicle charging points at head office for staff and company vehicles. | 2029 |
| Building fabric and heating | Smart heating controls, loft and cavity insulation survey, and replacement of the gas boiler with an air source heat pump at the end of its service life. | 2031 |
| Carbon literacy training | Carbon literacy module added to induction and to annual refresher training for all staff, including fuel-efficient driving. | 2027 |
| Supply chain engagement | Suppliers with annual spend above £25,000 asked to publish a Carbon Reduction Plan. Carbon weighting applied to our own supplier selection. | 2027 |
| Scope 3 data expansion | Quantification of purchased goods and services, and of capital goods, to extend reporting beyond the required subset of Scope 3 categories. | 2028 |
| Full fleet electrification | All remaining company owned and leased vehicles replaced with battery electric models. | 2035 |
| Certified carbon removals | Procurement of verified removals for the residual emissions that cannot be eliminated, so that Net Zero is reached in 2050. | 2045 |

Where an initiative depends on vehicle or boiler replacement, delivery is aligned to the end of the asset life so that serviceable equipment is not scrapped early, which would increase embodied emissions.

## 7. Governance, Measurement and Reporting

- The Managing Director holds overall accountability for this Plan and for delivery of the targets within it.
- Carbon performance is reported to the board each quarter alongside mileage, utility consumption, and waste volumes.
- Emissions data is collected monthly from fuel cards, payroll mileage claims, electronic call monitoring records, utility bills, and waste transfer notes.
- This Plan is reviewed and republished at least annually, and is signed off by the board at each republication.
- The Plan is published in an accessible format on the Care Cover 24/7 Ltd website and remains publicly available.
- Where a contracting authority requires contract-level carbon reporting, we will report emissions attributable to that contract using the same methodology.
- If our baseline is restated following an improvement in data quality, the change and its reason will be disclosed in the next annual update.

## 8. Declaration and Sign Off

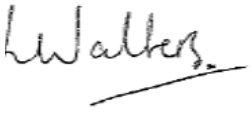
This Carbon Reduction Plan has been completed in accordance with Procurement Policy Note 006 and the associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the Greenhouse Gas Protocol Corporate Standard, and use the appropriate government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with Streamlined Energy and Carbon Reporting 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.

**This Carbon Reduction Plan has been reviewed and signed off by the board of directors of Care Cover 24/7 Ltd.**

**Signed on behalf of the supplier:**

| | |
|---|---|
| Signature |  |
| Name | Mrs Lizzy Walters |
| Title | Director |
| Date | 02/11/2026 |
| On behalf of | Care Cover 24/7 Ltd |