Carbon Reduction Plan

Doves Care Agency Ltd. Written to the Cabinet Office PPN 006 template and reporting standard

At a glance

33.34 tCO2e
Baseline footprint, FY2024/25 (estimate)

Over 90%
of our footprint is staff travel

20% lower
Total emissions by FY2029/30

Net Zero
By 2050 at the latest

Supplier details	
Supplier name	Doves Care Agency Ltd
Company number	09955285
Registered address	Suites 28 and 30, iMex Centre, 575–599 Maxted Road, Hemel Hempstead, Hertfordshire HP2 7DX
Website	www.doves.care
What we do	Home care and community support for adults across Hertfordshire, including people with mental health needs. Registered with the Care Quality Commission and rated Good
Plan version and date	Version 1.0, November 2026
Financial year	1 February to 31 January
Baseline year	FY2024/25 (1 February 2024 to 31 January 2025)
Current reporting year	FY2025/26 (1 February 2025 to 31 January 2026)
Size (FY2025/26)	Turnover £859,522; average 27 employees, including directors
Next update	By 31 July 2027, within six months of the FY2026/27 year end

1. This plan in brief

- **Our footprint:** We estimate that our work produced 33.3 tonnes of carbon dioxide equivalent (tCO2e) in our baseline year, FY2024/25, and 35.0 tCO2e in FY2025/26. These are estimates from our own financial records and published UK averages, explained in section 9.
- **Where it comes from:** Over 90% comes from staff travel: driving between the homes of the people we support (business mileage) and travelling to and from work (commuting). That is where we can make the biggest difference, and it is what we can measure.
- **Our office:** We rent two suites in the same serviced building, the iMex Centre in Hemel Hempstead. Electricity, heating and waste collection are part of our rent: we do not buy energy ourselves or receive an electricity bill. We include a small estimate for the electricity used in our suites (about 2% of our footprint) so that the footprint is complete, but we cannot measure it.
- **What we measure ourselves:** Business miles (from mileage claims and our care records), company car fuel (from fuel receipts) and how staff travel to work (from a short yearly survey). Section 6 shows how each one is turned into a carbon figure with a simple multiplication.
- **What we commit to:** Net Zero by 2050 at the latest; total emissions 20% below our baseline by FY2029/30; and business mileage per care hour 10% lower by March 2029.

2. What this plan covers and our Net Zero commitment

The plan covers all of our UK operations, using the operational control approach of the Greenhouse Gas Protocol:

- our office: two serviced suites in the same building, the iMex Centre, Hemel Hempstead, where electricity, heating and waste collection are supplied by the landlord and included in our rent;
- one company car;
- care and support delivered in people's own homes across Hertfordshire, with staff travelling between visits in their own cars, on foot or by public transport.

We have no subsidiaries, no other premises, no manufacturing and no overseas operations.

Commitment to achieving Net Zero: Doves Care Agency Ltd is committed to achieving Net Zero emissions by 2050 at the latest, across Scope 1, Scope 2 and the Scope 3 categories reported in this plan. We will get there in five-year steps from our FY2024/25 baseline (section 5), reaching a 90% cut by FY2044/45. That step matches the NHS ambition for net zero emissions it can influence by 2045, because the NHS is one of our main commissioners. Our directors own this commitment, and it applies to every contract we hold.

3. Baseline emissions footprint

Baseline year: FY2024/25 (1 February 2024 to 31 January 2025).

Additional details relating to the baseline calculation: This is our first Carbon Reduction Plan, so no earlier baseline exists. FY2024/25 is the first full year for which we hold an itemised profit and loss account that separates fuel, mileage and rent. We did not record mileage centrally in that year, and as a serviced-office tenant we have no energy bills or meters. Every figure is therefore an estimate built from our financial records and published UK averages (section 9). We will replace estimates with recorded data as it becomes available (section 6), and will restate the baseline if any figure changes it by more than 5%.

Baseline year emissions:

Emissions	Source	Total (tCO2e)
Scope 1	Petrol for the company car	2.67
Scope 2	Electricity used in our two office suites, supplied by the landlord and included in our rent (estimate, location-based)	0.43
Scope 3, category 4: upstream transportation and distribution	Suppliers' deliveries of PPE and office supplies	Below 0.1 (not quantified, see note)
Scope 3, category 5: waste generated in operations	Used PPE and office waste, collected through the building (estimate)	0.03
Scope 3, category 6: business travel	Staff mileage between visits in their own cars, paid by us	6.84
Scope 3, category 7: employee commuting	Staff journeys between home and work	23.38
Scope 3, category 9: downstream transportation and distribution	Not applicable: we deliver care, not goods	0.00
Total		**33.34**

Note on category 4: our suppliers deliver goods in their own consolidated deliveries and do not report delivery emissions to us. Because we buy only small volumes, mainly PPE and office supplies, we estimate the total is well below 0.1 tCO2e.

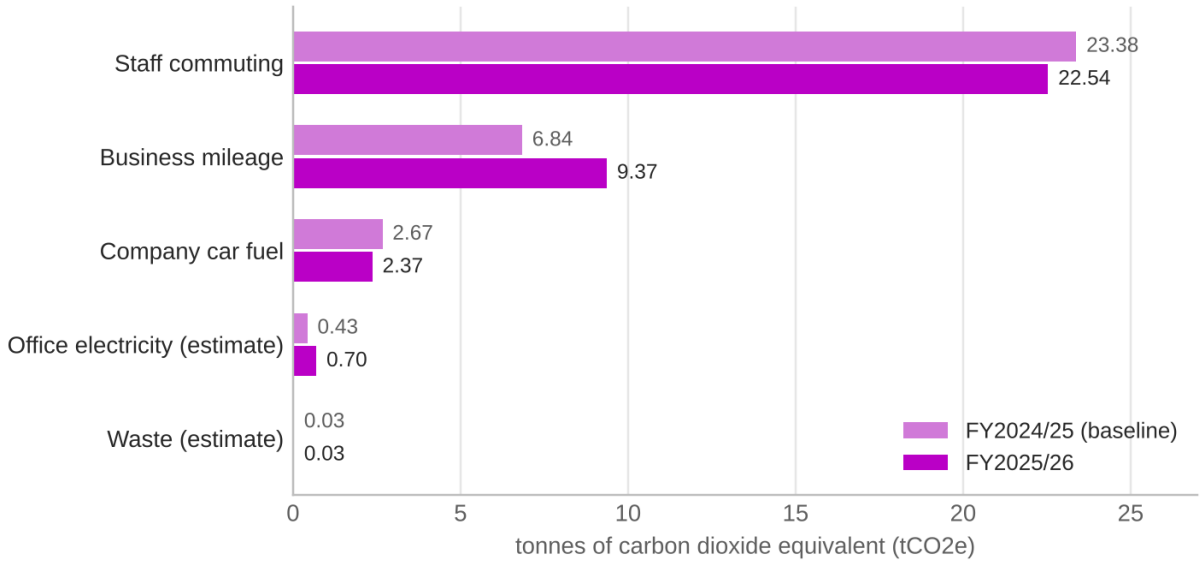

Figure 1. Emissions by source in FY2024/25 (baseline) and FY2025/26, in tCO2e. Staff commuting and business mileage make up over 90% of the total.

4. Current emissions reporting

Reporting year: FY2025/26 (1 February 2025 to 31 January 2026).

Emissions (tCO2e)	FY2024/25 (baseline)	FY2025/26	Change
Scope 1: company car fuel	2.67	2.37	−11%
Scope 2: office electricity (estimate, included in rent)	0.43	0.70	+63%
Scope 3, category 4: upstream deliveries	Below 0.1	Below 0.1	No change
Scope 3, category 5: waste (estimate)	0.03	0.03	No change
Scope 3, category 6: business travel	6.84	9.37	+37%
Scope 3, category 7: employee commuting	23.38	22.54	−4%
Scope 3, category 9: downstream transport	0.00	0.00	Not applicable
Total	**33.34**	**35.01**	**+5%**

Why the total changed: Our estimated emissions rose by 1.67 tCO2e (5%). The main reason is that we grew and staff drove further between visits:

- **Business mileage (+2.53 tCO2e), the main reason:** Travel and subsistence spending rose from £12,796 to £17,533 as we took on more packages across Dacorum, St Albans and Watford, so staff drove more miles between visits.
- **Office electricity (+0.27 tCO2e), a result of the estimating method:** Our two suites are in the same building and our electricity is part of the rent, so we have no bill or meter. The estimate is worked out from the rent we pay, which rose from £13,493 to £22,081, so the estimate rose with it. It does not show that we used more electricity, and we will replace it with the landlord's figure if one can be provided.
- **Company car fuel (−0.30 tCO2e):** Fuel spending fell from £1,818 to £1,526.
- **Commuting (−0.84 tCO2e):** Average staff numbers fell from 28 to 27.

Intensity measures (emissions relative to the size of our service):

Measure	FY2024/25	FY2025/26
tCO2e per £1m turnover	38.9	40.7
tCO2e per employee	1.19	1.30

5. Emissions reduction targets

We will cut total emissions 20% below the FY2024/25 baseline by FY2029/30 and reach Net Zero by FY2049/50, even as the business grows. All targets cover Scope 1, Scope 2 and the reported Scope 3 categories.

By financial year	Cut against the baseline	Total emissions no higher than
FY2029/30	20% lower	26.67 tCO2e
FY2034/35	50% lower	16.67 tCO2e
FY2039/40	70% lower	10.00 tCO2e
FY2044/45	90% lower	3.33 tCO2e
FY2049/50	Net Zero	Any remaining emissions balanced by verified carbon removals

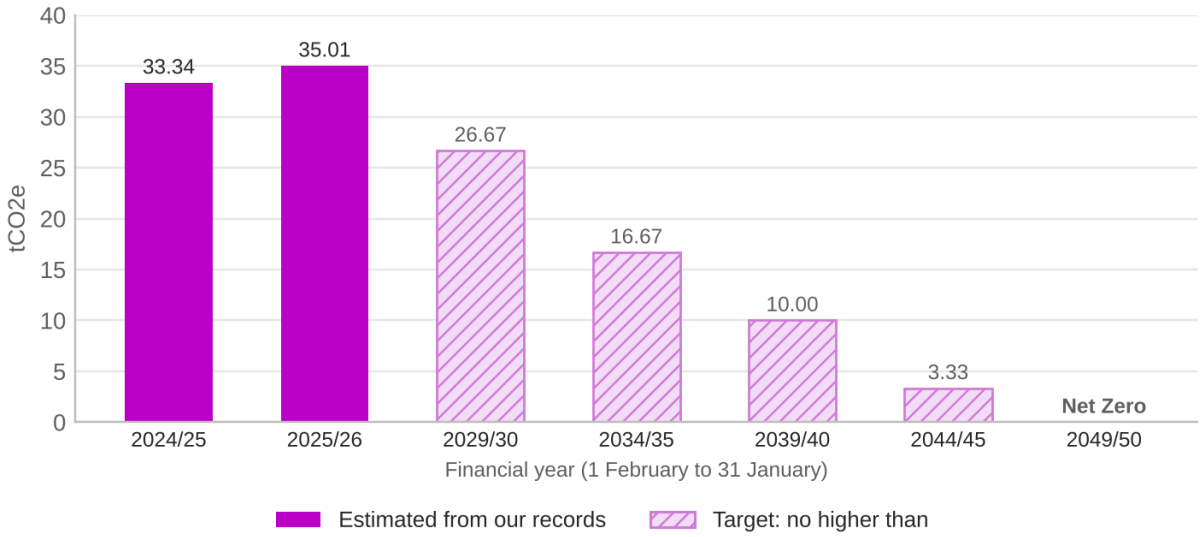

Figure 2. Estimated total emissions for FY2024/25 and FY2025/26, and the target for each five-year step, in tCO2e.

Supporting targets for the first five years, each based on records we keep:

- business mileage per care hour 10% lower by March 2029, from mileage claims and careVITALS visit records (this is also a commitment in our social value offer to Hertfordshire Partnership University NHS Foundation Trust);
- emissions per £1m turnover 30% lower than FY2024/25 (38.9) by FY2029/30, so that growth does not outpace our cuts;
- the company car replaced with a fully electric or hybrid model at its next replacement, and by 31 January 2029 at the latest.

6. How we measure and track our performance

We measure what we can record ourselves: staff travel and the company car, which together make up over 90% of our footprint. We do not measure the office: as a serviced-office tenant we have no energy bills or meters, so the small office figures are estimated the same way every year.

What	How we record it	Who	How often
Business miles	Mileage claims staff already submit, checked against careVITALS visit records	Registered Manager	Monthly
Company car fuel	Litres shown on each fuel receipt, kept with the receipt	Office team	Each purchase; totalled yearly

What	How we record it	Who	How often
Staff commuting	A short staff survey: distance from home to work, how staff travel and how many days a week. First survey by 31 March 2027	Registered Manager	Once a year
Office electricity, waste and deliveries	Not measured by us. Estimated the same way each year from our rent and accounts (section 9). Together under 3% of the total. We ask the landlord each year whether figures for our suites are available	Directors	Once a year

Turning records into carbon figures: Each record is multiplied by the UK Government's published conversion factor, then divided by 1,000 to give tonnes:

Record	Calculation	Example from FY2025/26
Miles driven by car (business or commuting)	Miles × 0.285 = kg CO2e (UK average car)	32,885 business miles × 0.285 = 9,372 kg = 9.37 tCO2e
Litres of petrol (company car)	Litres × 2.10 = kg CO2e	1,130 litres × 2.10 = 2,373 kg = 2.37 tCO2e

The factors shown are from the UK Government's 2025 greenhouse gas conversion factors. Each year we will use the latest published factors and say which we used.

7. Carbon reduction projects

Completed carbon reduction initiatives

The following measures are in place and will be in effect when we perform any public sector contract:

- **Digital care records:** Care plans, medication records and rotas are held on careVITALS rather than paper files, which cuts printing and staff trips to the office to hand in paperwork.
- **Electronic call monitoring:** careVITALS records every visit by GPS, so coordinators can see each round and group visits by town.
- **Online training:** Most training runs on MyLearning Cloud and HCPA Academy e-learning. Face-to-face sessions are kept for practical skills such as moving and assisting and medication competency, which reduces travel to training venues.
- **Online meetings:** We meet commissioners and professionals on Microsoft Teams where this works well; Hertfordshire County Council's monitoring visit in July 2026, for example, took place on Teams.

Planned carbon reduction initiatives

Measure	Lead	By	Emissions it reduces
Group visits by town for all new HPFT and council packages, aiming for 10% less business mileage per care hour	Care Manager	From 1 April 2027; target met by March 2029	Business travel
Record business miles monthly from mileage claims and careVITALS	Registered Manager	From 1 February 2027	Business travel (recorded data)
Run a yearly staff travel survey	Registered Manager	First survey by 31 March 2027	Commuting (recorded data)
Recruit locally: at least 80% of staff recruited for new contracts to live in Hertfordshire	Directors	From 1 April 2027	Commuting

Measure	Lead	By	Emissions it reduces
Offer salary-sacrifice schemes for electric cars and bicycles	Directors	By 31 December 2027	Commuting and business travel
Replace the company car with a fully electric or hybrid model	Directors	Next replacement, by 31 January 2029 at the latest	Scope 1
Ask the landlord each year whether electricity figures for our suites, or the building's renewable supply, are available; at lease renewal, prefer serviced offices supplied with renewable electricity	Directors	First request by 31 March 2027	Scope 2
Consider assistive technology and video check-ins at every review where they meet the person's outcomes	Senior team	From 1 April 2027	Business travel
Add eco-driving and route planning to staff induction	Registered Manager	From 1 April 2027	Business travel
Reduce PPE waste through stock control, and use the building's recycling	Registered Manager	By 30 June 2027	Waste
Ask key suppliers for their own Carbon Reduction Plans	Directors	At each contract renewal from 2027	Upstream transport

We will report the progress of each measure in the annual update of this plan.

8. Governance, monitoring and reporting

Who	Role in the plan	How often
Board of Directors	Accountable for the Net Zero commitment and the targets; approves this plan and each annual update; reviews progress against every target and measure	Quarterly review; yearly approval
Registered Manager	Keeps the mileage records, fuel receipts and staff travel survey, and works out the yearly figures using section 6	Monthly records; yearly calculation
Care Manager	Groups visits by town and reports business mileage per care hour	Monthly

Reporting:

- We will update and republish this plan every year, within six months of our 31 January year end (by 31 July).
- Each update will report emissions for the latest year, progress against each target and measure, and any restated baseline.
- The plan will be published on our website, with a link on the home page, and earlier versions will stay available.
- For contracts with a social value offer, including HPFT's Support in the Community Framework, we will report business mileage per care hour every quarter with our other social value measures.

9. Methodology and data sources

Every figure follows the Greenhouse Gas Protocol Corporate Standard and Scope 3 Standard, using UK Government conversion factors. Because we did not record mileage centrally before FY2026/27, and have no energy bills as a serviced-office tenant, each figure is converted from our accounts or estimated

from published UK averages. We applied the 2025 conversion factors to both years, so the year-on-year change reflects what we did rather than changes in the factors. Emissions are in tonnes of carbon dioxide equivalent (tCO2e).

Source	Record used	How it was converted	Factor
Company car fuel (Scope 1)	Vehicle fuel costs in our accounts: £1,818 (FY2024/25) and £1,526 (FY2025/26)	Divided by the average UK petrol price for each year (143p and 135p a litre, Competition and Markets Authority): 1,271 and 1,130 litres	Petrol, 2.10 kg per litre
Office electricity (Scope 2)	Rent for our two serviced suites, which includes electricity: £13,493 and £22,081	Rent divided by the iMex Centre's advertised all-inclusive rate (£49.55 per sq ft a year) gives the floor area the rent pays for (25.3 m² and 41.4 m²), multiplied by the CIBSE TM46 general office benchmark of 95 kWh per m² (2,403 and 3,933 kWh). Because it follows the rent, this estimate rises when rent rises, even if electricity use does not	UK grid electricity, 0.177 kg per kWh (location-based)
Business travel (Scope 3, category 6)	Mileage paid to staff: £10,800 (FY2024/25). For FY2025/26, the same 84% share applied to travel and subsistence of £17,533, giving £14,798	Divided by HMRC's approved rate of 45p a mile: 24,000 and 32,885 miles	UK average car, 0.285 kg per mile
Employee commuting (Scope 3, category 7)	Average employees: 28 and 27 (from our accounts)	2 journeys of 9.3 miles a day (National Travel Survey average commute outside London) × 225 working days × 70% by car	UK average car, 0.285 kg per mile
Waste (Scope 3, category 5)	About 1.3 tonnes a year of used PPE and office waste (estimate)	Treated as general waste sent to energy recovery	About 21 kg per tonne
Upstream deliveries (Scope 3, category 4)	Supplier deliveries of PPE and office supplies	Not quantified; estimated below 0.1 tCO2e	Not applicable
Downstream transport (Scope 3, category 9)	None: we sell care services, not goods	Not applicable	Not applicable

Exclusions: The building's heating is run by the landlord from a central system and included in our rent. We cannot estimate our share, and it falls outside the categories PPN 006 requires (Scope 3, category 8: upstream leased assets). Well-to-tank and electricity transmission losses are also outside PPN 006 and are excluded.

Improving the data: From 1 February 2027 we will record business miles from mileage claims and careVITALS, record litres from fuel receipts, and run a yearly staff travel survey (section 6). If recorded data changes the baseline by more than 5%, we will restate it and explain why.

Sources: PPN 006 technical standard for completion of Carbon Reduction Plans (Cabinet Office); UK Government greenhouse gas conversion factors 2025 (Department for Energy Security and Net Zero); CIBSE TM46 office energy benchmarks; Competition and Markets Authority road fuel price monitoring; National Travel Survey 2024 (Department for Transport); advertised iMex Centre office rents; Doves Care Agency Ltd accounts to 31 January 2026 (with comparatives) and itemised profit and loss account to 31 January 2025.

10. Declaration and sign-off

This Carbon Reduction Plan has been completed in accordance with PPN 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 GHG Reporting Protocol corporate standard, using the appropriate UK Government emission conversion factors for greenhouse gas company reporting.

Doves Care Agency Ltd is below the threshold for Streamlined Energy and Carbon Reporting (SECR). Its Scope 1 and Scope 2 emissions have been reported using the SECR methodology, and the required subset of Scope 3 emissions has 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 approved by the Board of Directors of Doves Care Agency Ltd.

Signed on behalf of Doves Care Agency Ltd	
Signature	
Position	Director, for the Board of Directors
Date of board approval	November 2026