CARBON REDUCTION PLAN POLICY AND PROCEDURE

SERVICE 24 SUPPORT LIMITED

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REGISTERED MANAGER

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1. PURPOSE

The purpose of the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited is to establish a robust, measurable, and compliant framework for reducing the organisation's carbon emissions while actively contributing to the UK's legally binding environmental and sustainability targets. This policy aligns with the UK Government's Net Zero Strategy, the Climate Change Act 2008 (as amended in 2019), and applicable local authority environmental initiatives.

As a regulated care provider, Service 24 Support Limited is committed to integrating environmental responsibility into its operational and care delivery practices in accordance with the Care Quality Commission (CQC) regulations, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and other relevant statutory requirements. This plan supports best practice guidance from recognised national bodies such as the NHS Greener Plan, the Care Quality Commission's sustainability expectations, and the Environment Agency's environmental management standards.

By embedding carbon reduction measures into the organisation's governance, procurement, service delivery, and workforce practices, Service 24 Support Limited seeks to ensure that its operations not only meet regulatory compliance but also uphold the values of sustainability, social responsibility, and high-quality care for present and future generations. **Key Objectives:**

1. **Reduce Carbon Emissions:**
    - To minimize carbon emissions across all operational areas of Service 24 Support Limited, including energy use, transportation, waste, and other environmental aspects, aligning with the UK's legally binding carbon reduction targets under the Climate Change Act 2008, which mandates a reduction in greenhouse gas emissions by 80% by 2050, and the more recent commitment to net-zero emissions by 2050.
2. **Compliance with Regulatory and Legislative Requirements:**
    - To ensure full compliance with all relevant CQC regulations, ensuring that carbon reduction measures do not compromise the quality of care or safety of services provided. The carbon reduction initiatives will align with the CQC's expectation for organisations to promote sustainability as part of their overall commitment to quality service delivery.
    - To adhere to national environmental policies, including guidelines from the Department for Business, Energy & Industrial Strategy (BEIS), The Environment Agency (EA), Committee on Climate Change (CCC), and other relevant UK bodies, to ensure all carbon reduction activities are legally compliant and aligned with national climate goals.
3. **Integrate Sustainable Practices into Daily Operations:**
    - To embed sustainability into every aspect of Service 24 Support Limited's operations, from energy usage and waste management to fleet management and procurement. This ensures that carbon reduction is not just a goal but a part of the organisation's culture and day-to-day practices.
4. **Promote Energy Efficiency:**

- To reduce the overall energy consumption of the organisation by implementing energy-efficient technologies and practices, and transitioning to renewable energy sources, in compliance with BEIS guidelines and the UK Green Building Council (UKGBC) standards for energy-efficient building practices.

5. **Foster Employee Engagement and Stakeholder Collaboration:**
    - To actively engage employees, stakeholders, and partners in carbon reduction initiatives, fostering a culture of sustainability and environmental responsibility. This also involves collaboration with industry experts, government bodies, and local authorities, such as the Local Government Association (LGA), to support and implement carbon reduction policies at a local level.
6. **Demonstrate Corporate Social Responsibility (CSR):**
    - To fulfill Service 24 Support Limited's corporate social responsibility (CSR) objectives by contributing to the reduction of environmental impact. By demonstrating leadership in sustainability, the organisation aims to enhance its reputation, attract clients who value sustainability, and set an example for other service providers in the industry.
7. **Monitor, Evaluate, and Report Progress:**
    - To continuously monitor, evaluate, and report on the effectiveness of carbon reduction efforts. This includes setting measurable goals and tracking progress through regular audits and assessments, ensuring that the organisation remains on track to meet its long-term carbon reduction targets.
8. **Achieve Financial and Operational Efficiencies:**
    - To identify opportunities for cost savings and efficiency improvements through carbon reduction initiatives. This includes reducing energy costs, improving operational efficiencies, and securing funding opportunities or incentives available through national programs, such as those provided by HM Treasury or the Carbon Trust.
9. **Support the UK's Net-Zero Commitment:**
    - To support the UK's broader commitment to achieving net-zero carbon emissions by 2050, in line with national climate policies and international agreements. This will involve actively contributing to national efforts, including the UK's Carbon Budgets and carbon pricing mechanisms, by implementing measures that align with the country's climate action plans.

2. SCOPE

The Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited applies to all operational areas, departments, and activities of the organisation. This policy covers the organisation's approach to reducing carbon emissions and enhancing sustainability across its services, facilities, and supply chain. The scope ensures alignment with relevant CQC regulations, UK national legislation, and policies from key institutions and organisations involved in carbon reduction, such as BEIS, the Environment Agency (EA), and the Committee on Climate Change (CCC).

Key Areas Covered by the Scope:

1. **Energy Consumption and Efficiency**
    - The policy applies to all energy-consuming activities within the organisation, including electricity, heating, cooling, and other forms of energy used in operations.
    - It includes the adoption of energy-efficient technologies, lighting systems, heating and cooling systems, and the transition to renewable energy sources, ensuring compliance with BEIS guidelines and best practices promoted by the Carbon Trust.
2. **Transportation and Fleet Management**
    - The scope covers all transportation-related activities, including the organisation's fleet, employee travel, and any third-party logistics that the company engages with.
    - This includes transitioning to electric or hybrid vehicles, reducing unnecessary travel, and promoting alternative transportation methods (e.g., carpooling, public transport), in line with the goals of reducing transportation-related emissions and complying with National Grid ESO strategies and Low Carbon Contracts Company (LCCC) initiatives.
3. **Building and Facility Management**
    - The policy applies to the organisation's physical buildings and premises, including offices, service areas, and any other facilities operated by Service 24 Support Limited.
    - This includes the implementation of energy-efficient building designs, use of renewable energy in buildings, energy-efficient appliances, and meeting sustainability standards set by organisations like the UK Green Building Council (UKGBC).
4. **Waste Management**
    - The scope includes waste management processes, covering the reduction, reuse, recycling, and responsible disposal of waste generated across operations.
    - Waste reduction initiatives will align with sustainability goals and minimize the carbon footprint associated with landfill waste, in compliance with the Environment Agency (EA) regulations for waste management.
5. **Procurement and Supply Chain Management**
    - The policy applies to procurement processes, including the sourcing of goods, services, and materials. The goal is to ensure that suppliers and partners adhere to sustainable practices and carbon reduction standards.
    - This includes selecting suppliers who demonstrate a commitment to sustainability and whose operations contribute to reducing overall carbon emissions, in line with the Carbon Trust and HM Treasury funding mechanisms.

6. **Staff and Stakeholder Engagement**
    - The policy encompasses all employees, contractors, and stakeholders involved in the delivery of services. It promotes a culture of sustainability and carbon reduction through regular training, awareness programs, and engagement initiatives.
    - It ensures that all staff understand their role in achieving the carbon reduction targets and are actively engaged in contributing to the organisation's sustainability efforts.
7. **Care Delivery and CQC Compliance**
    - The scope covers the integration of sustainability practices into the service delivery model, ensuring that carbon reduction efforts do not compromise the quality, safety, or accessibility of care services provided under CQC regulations.
    - Service 24 Support Limited will integrate carbon reduction efforts into its care operations, ensuring that sustainable practices are part of day-to-day service delivery without negatively impacting Service User care.
8. **Carbon Footprint Monitoring and Reporting**
    - The policy applies to the regular monitoring and reporting of the organisation's carbon footprint. This includes conducting carbon audits, tracking energy use, assessing emissions across operations, and reporting findings as part of annual sustainability reviews.
    - The policy ensures that progress toward carbon reduction goals is tracked and reported in accordance with BEIS and CQC requirements, and shared with relevant stakeholders.
9. **Compliance with National and Local Regulations**
    - This policy covers the organisation's compliance with UK national climate and environmental policies, including those established by BEIS, EA, and the CCC, as well as local climate action plans and sustainability strategies developed by the Local Government Association (LGA).
    - It ensures that all actions taken under this plan align with the legal obligations set forth by the Climate Change Act 2008 and the UK's net-zero target by 2050.
10. **Funding and Financial Mechanisms**

- The scope includes the identification and application of financial incentives, grants, and funding available for carbon reduction projects, such as those offered by HM Treasury, Carbon Trust, and the Low Carbon Contracts Company (LCCC).
- It ensures the effective use of available financial support to invest in sustainable technologies, energy-efficient systems, and carbon-reduction initiatives.

Exclusions:

- This policy does not apply to activities or areas outside the direct operational control of Service 24 Support Limited (such as those managed by third-party service providers or contractors not directly involved in the delivery of carbon reduction measures).

- The policy does not extend to areas where carbon emissions are outside the direct influence of the organisation (e.g., national grid emissions or other large-scale external factors).

Geographical Scope:

- The policy applies to all operational facilities and activities within the UK, including regional offices, care facilities, and any other physical locations operated or managed by Service 24 Support Limited.

Review and Adaptation of Scope:

- This scope will be reviewed periodically to ensure it continues to reflect changes in organisational operations, regulatory requirements, and advancements in carbon reduction technologies. Adjustments will be made as necessary to ensure the organisation remains compliant with new or updated regulations, best practices, and sustainability goals.

3. POLICY STATEMENT

Service 24 Support Limited is committed to being a responsible and sustainable service provider, reducing our environmental impact and contributing to the achievement of the UK's national carbon reduction goals. This Carbon Reduction Plan Policy and Procedure outlines our organisation's dedication to reducing carbon emissions across all operational areas, promoting energy efficiency, and integrating sustainable practices into our service delivery. Our goal is to align with the UK's legally binding carbon reduction targets and contribute to the broader environmental objectives of the nation, ensuring compliance with relevant regulations, laws, and institutional standards.

Commitment to Carbon Reduction:

Service 24 Support Limited is fully committed to achieving carbon neutrality by [insert target year], in line with the UK's national target of achieving net-zero emissions by 2050. We will strive to reduce our carbon emissions year on year, implementing measures that are both effective and sustainable. Our commitment to carbon reduction is not just a response to regulatory requirements but is driven by our core values of sustainability, responsibility, and social consciousness.

Compliance with Relevant Legislation and Regulations:

This Carbon Reduction Plan is designed to ensure full compliance with all relevant UK legislation, including but not limited to:

- The Climate Change Act 2008 (as amended), which sets out the UK's legally binding carbon budgets and emissions reduction targets.
- The Care Quality Commission (CQC) regulations, ensuring that sustainability measures do not compromise the quality and safety of the care we provide.
- The Environmental Protection Act 1990 and other environmental regulations enforced by the Environment Agency (EA).

- Policies and guidance from BEIS, CCC, National Grid ESO, Ofgem, and the Low Carbon Contracts Company (LCCC), ensuring alignment with national climate change and carbon reduction strategies.
- The UK Green Building Council (UKGBC) standards, for promoting energy efficiency in building practices and facilities management.

We recognize our responsibility to comply with these regulations and will continually review our practices to ensure we remain aligned with evolving standards and legislation.

Integration of Sustainability into Service Delivery:

Service 24 Support Limited will integrate carbon reduction strategies into every aspect of its operations, ensuring that sustainability is embedded in our day-to-day practices, including:

- Energy Efficiency: By implementing energy-saving technologies and transitioning to renewable energy sources, we aim to reduce our energy consumption and carbon footprint.
- Sustainable Building Management: Our facilities will be maintained in accordance with energy-efficient design principles and sustainable operational practices.
- Fleet and Transportation: We will reduce emissions associated with our fleet and employee travel by investing in electric vehicles and promoting sustainable transport options.
- Waste Reduction: We will minimize waste generation, focusing on reuse, recycling, and environmentally responsible disposal to reduce the overall carbon impact of our operations.

We will also ensure that all suppliers and partners follow sustainable practices that align with our carbon reduction targets, ensuring that our entire supply chain contributes to our sustainability goals.

Commitment to CQC and Care Delivery Standards:

As a care provider, Service 24 Support Limited acknowledges that our primary responsibility is to ensure the quality and safety of the services we offer. Our carbon reduction initiatives will be carried out in compliance with CQC regulations and will not compromise the care we provide to individuals. We will ensure that sustainability measures:

- Maintain Service Quality: All carbon reduction actions will be designed to complement the high standards of care we provide.
- Enhance the Patient Experience: Sustainable practices will enhance the experience of those receiving care by promoting a healthier, safer, and more environmentally responsible service delivery environment.
- Comply with CQC's Fundamental Standards: We will ensure our environmental practices align with the CQC’s expectation for organisations to manage their impact on the environment while maintaining high-quality care.

Employee and Stakeholder Engagement:

Service 24 Support Limited is committed to fostering a culture of sustainability, where all employees, contractors, and stakeholders are actively involved in achieving carbon reduction goals. We will:

- Provide regular training and resources to staff to ensure they understand the importance of carbon reduction and their role in achieving it.
- Engage stakeholders, including clients, suppliers, and partners, to promote carbon reduction practices across the value chain.
- Regularly communicate our progress toward sustainability goals, ensuring transparency and accountability in our approach.

Continuous Improvement and Monitoring:

Service 24 Support Limited recognizes that carbon reduction is an ongoing process. We are committed to:

- Regularly reviewing our Carbon Reduction Plan to ensure it remains relevant and effective in meeting our objectives.
- Measuring progress toward our carbon reduction goals, using data-driven metrics to track energy use, emissions, and other key performance indicators.
- Adapting our strategy as necessary to reflect changes in technology, policy, and organisational needs.

Financial Responsibility and Resource Allocation:

To achieve our carbon reduction goals, we will allocate the necessary resources, including financial investment, time, and personnel. We will seek out funding opportunities, grants, and incentives provided by HM Treasury, the Carbon Trust, and other national bodies to support our sustainability efforts. We recognize that carbon reduction measures may also lead to cost savings in the long term, through energy efficiencies and waste reduction.

Collaboration with National Bodies and Institutions:

Service 24 Support Limited will collaborate with key national organisations, such as:

- The Department for Business, Energy & Industrial Strategy (BEIS) for policy guidance and technical support.
- The Environment Agency (EA) for ensuring compliance with environmental standards and regulations.
- The Committee on Climate Change (CCC) for advice on national carbon budgets and carbon reduction strategies.
- Ofgem and National Grid ESO to ensure alignment with energy policies and initiatives to reduce the carbon footprint of energy consumption.
- The UK Green Building Council (UKGBC) for guidance on sustainable building practices.

Through these collaborations, we will ensure that our carbon reduction efforts align with national climate change strategies and contribute to the UK’s net-zero emissions target.

Commitment to Transparency and Accountability:

Service 24 Support Limited will maintain transparency in all aspects of our carbon reduction efforts, providing regular updates on progress and challenges. We will:

- Publish annual sustainability reports outlining our carbon emissions, energy usage, and progress toward our carbon reduction targets.
- Engage with stakeholders through regular meetings, surveys, and consultations to ensure that our sustainability initiatives are well-understood and supported.
- Be accountable to our staff, clients, regulators, and the wider community for our commitment to reducing our carbon footprint.

4. DEFINITIONS

The Definitions section of the Carbon Reduction Plan Policy and Procedure provides clarity on key terms, abbreviations, and scientific concepts used throughout the document. These definitions ensure that all stakeholders—employees, management, and regulatory bodies—have a consistent understanding of the terminology related to carbon reduction, sustainability, and environmental impact. This section also helps to ensure compliance with CQC regulations, relevant UK legislation, and national standards from bodies like BEIS, The Environment Agency (EA), and the Committee on Climate Change (CCC).

Abbreviations

- CQC – Care Quality Commission: The independent regulator of health and social care in England, responsible for ensuring that care services meet the required standards.
- BEIS – Department for Business, Energy & Industrial Strategy: A government department that leads the UK's efforts on climate change, energy, and industrial strategy, and provides guidelines for reducing carbon emissions across sectors.
- EA – The Environment Agency: A UK government body responsible for environmental protection and regulation, including carbon emissions, waste management, and sustainability practices.
- CCC – Committee on Climate Change: An independent, statutory body that provides advice to the government on carbon budgets and helps track progress towards the UK's climate goals.
- NHS – National Health Service: The publicly funded healthcare system in the UK, which has set goals for sustainability and carbon reduction.
- UKGBC – UK Green Building Council: An organisation that promotes sustainable building practices and supports the construction sector in achieving environmental sustainability goals.
- HM Treasury – Her Majesty's Treasury: The UK government department responsible for managing public finances and ensuring the allocation of resources to sustainability initiatives, including carbon reduction funding.
- REGO – Renewable Energy Guarantees of Origin: Certification scheme that proves the renewable origin of electricity generated in the UK.

Key Terms

- Carbon Footprint: The total amount of carbon dioxide (CO_2) and other greenhouse gases emitted by the activities of an organisation, expressed in tonnes of CO_2 equivalent (CO_2e). It includes both direct emissions (from owned sources) and indirect emissions (from energy use and supply chains).
- Carbon Emissions: The release of carbon dioxide (CO_2) and other greenhouse gases (GHGs) into the atmosphere, primarily through activities such as the burning of fossil fuels, industrial processes, and transportation.
- Net-Zero Emissions: Achieving a state where the total amount of carbon emissions produced is equal to the amount removed from the atmosphere through measures such as carbon offsetting, reducing emissions, and using renewable energy.
- Scope 1 Emissions: Direct emissions from owned or controlled sources, including emissions from company-owned vehicles, on-site combustion, and heating.
- Scope 2 Emissions: Indirect emissions from the consumption of purchased electricity, steam, heating, and cooling.
- Scope 3 Emissions: All other indirect emissions that occur in the value chain, including emissions from employee commuting, waste disposal, and the supply chain.
- Energy Efficiency: The use of technology or processes that require less energy to perform the same function, thereby reducing carbon emissions and operational costs.
- Carbon Offset: A reduction in carbon emissions in one area to compensate for emissions produced elsewhere, typically through investments in projects like reforestation or renewable energy generation.
- Renewable Energy: Energy derived from resources that are naturally replenished, such as wind, solar, and hydroelectric power, which produce little to no direct carbon emissions during operation.
- Sustainability: The practice of operating in a way that meets the needs of the present without compromising the ability of future generations to meet their own needs. In this context, it focuses on reducing environmental impact, particularly in terms of carbon emissions and resource use.
- Greenhouse Gases (GHGs): Gases in the atmosphere that trap heat and contribute to the greenhouse effect. The most common greenhouse gases are carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), and fluorinated gases.
- Carbon Budget: A limit on the total amount of CO_2 emissions that can be emitted over a specified period to keep global warming below a certain level, typically set to align with the goals of the Paris Agreement.
- Carbon Trust Standard: A certification provided by the Carbon Trust to organisations that demonstrate commitment to carbon reduction and have successfully reduced their carbon footprint in a measurable way.
- Energy Performance Certificate (EPC): A certificate that rates the energy efficiency of a building, showing how much energy it uses and suggesting ways to improve energy performance.

Scientific Terms

- CO2 Equivalent (CO2e): A standard unit of measurement used to compare the emissions from various greenhouse gases based on their global warming potential (GWP). CO2e represents the amount of carbon dioxide that would have the same warming effect as the actual amount of a different greenhouse gas.
- Global Warming Potential (GWP): A measure of how much heat a greenhouse gas traps in the atmosphere over a specific time period, typically 100 years, relative to carbon dioxide. For example, methane (CH4) has a GWP of 25, meaning it traps 25 times more heat than CO2 over a 100-year period.
- Energy Mix: The combination of different energy sources used to meet the energy demands of an organisation or country, including fossil fuels, nuclear power, and renewable sources like wind, solar, and hydroelectric power.
- Carbon Capture and Storage (CCS): A technology that captures CO2 emissions from sources like power plants and industrial processes, preventing them from entering the atmosphere, and stores them underground or in other secure locations.
- Decarbonisation: The process of reducing carbon emissions, typically by replacing fossil fuels with renewable energy sources, improving energy efficiency, and employing carbon capture technologies.
- Lifecycle Assessment (LCA): A method for assessing the environmental impact of a product, process, or service throughout its lifecycle, from raw material extraction through production, use, and disposal. LCA considers factors like energy use, resource consumption, and carbon emissions.

Regulatory and Policy Terms

- UK Climate Change Act 2008: The legislation that made the UK's carbon reduction targets legally binding, setting a framework for the country to reduce emissions and achieve net-zero emissions by 2050.
- Paris Agreement: An international treaty aimed at combating climate change by limiting global warming to below 2°C above pre-industrial levels, with efforts to limit it to 1.5°C. The agreement involves reducing global greenhouse gas emissions and increasing the use of renewable energy sources.
- Carbon Budget: The UK's legally binding mechanism to limit the total carbon emissions permitted in a given period. Carbon budgets are set for five-year periods, with the first carbon budget covering the years 2008-2012.
- Net-Zero Strategy: The UK government's long-term policy aimed at reducing greenhouse gas emissions to **net-zero** by 2050, through initiatives such as transitioning to renewable energy, improving energy efficiency, and investing in green technologies.

Abbreviation/Key Term List

- CO2 – Carbon Dioxide
- CO2e – Carbon Dioxide Equivalent
- GHGs – Greenhouse Gases

- LCA – Lifecycle Assessment
- CCS – Carbon Capture and Storage
- EPC – Energy Performance Certificate
- BEIS – Department for Business, Energy & Industrial Strategy
- CQC – Care Quality Commission
- UKGBC – UK Green Building Council
- HM Treasury – Her Majesty's Treasury
- NHS – National Health Service
- CCC – Committee on Climate Change
- FiT – Feed-in Tariffs
- REGO – Renewable Energy Guarantees of Origin

5. LEGAL AND REGULATORY FRAMEWORK

The Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited is developed to ensure full compliance with the relevant UK legislation, regulations, and the guidelines provided by national bodies and institutions. These legal and regulatory frameworks outline the standards, requirements, and principles that guide the organisation's efforts to reduce carbon emissions and operate sustainably. The plan also ensures compliance with the Care Quality Commission (CQC) regulations to guarantee that carbon reduction measures do not compromise the quality and safety of services provided.

Below is a detailed outline of the legal and regulatory framework that Service 24 Support Limited will adhere to:

1. The Climate Change Act 2008 (as amended)

- Purpose: The Climate Change Act 2008 is the UK's first legally binding climate change law. It sets a framework for reducing greenhouse gas emissions by at least 80% by 2050 (compared to 1990 levels). The 2008 Act has been amended to include a net-zero by 2050 target, requiring the UK to reach zero greenhouse gas emissions by 2050.
- Compliance: Service 24 Support Limited will align its carbon reduction targets with the national carbon budgets and the legally binding emissions reduction targets set forth in this Act. The company will integrate these targets into its long-term carbon neutrality goals and continuously assess progress in line with the carbon budgets set by the Committee on Climate Change (CCC).

2. Care Quality Commission (CQC) Regulations

- Purpose: The Care Quality Commission (CQC) is responsible for regulating and inspecting health and care services in England. CQC regulations ensure that service providers meet essential quality and safety standards while providing care to individuals. These standards are also relevant when implementing sustainability measures, as they require providers to address the environmental impact of their operations.
- Compliance: Service 24 Support Limited will ensure that its carbon reduction efforts are carried out without negatively affecting the quality, safety, or accessibility of care services. This includes maintaining appropriate environmental conditions in care facilities, ensuring that sustainability measures align with CQC's fundamental standards regarding care delivery, and ensuring staff engagement with sustainability initiatives while maintaining care standards.

3. Environmental Protection Act 1990

- Purpose: The Environmental Protection Act 1990 outlines duties and responsibilities for environmental protection in the UK. It provides provisions for waste management, pollution control, and land contamination, which are key components of carbon reduction strategies.
- Compliance: Service 24 Support Limited will comply with the waste management and pollution control provisions of this Act by ensuring proper waste disposal, reducing waste generation, and complying with The Environment Agency (EA) regulations regarding emissions and waste management practices.

4. The Climate Change (Carbon Budget) Regulations 2009

- Purpose: This regulation sets the UK's carbon budgets for the period 2008 to 2050. It establishes a limit on the amount of greenhouse gases that can be emitted in each five-year period and requires the government to set policies that ensure these limits are met.
- Compliance: Service 24 Support Limited will adhere to the carbon reduction strategies and targets dictated by these carbon budgets, and align its emissions reductions with those of the UK government. The company will regularly review carbon emissions data to ensure compliance with these broader national goals.

5. The Care Act 201

- Purpose: The Care Act 2014 outlines the duties of service providers to promote well-being, safety, and quality of care for individuals. It includes provisions for safeguarding individuals and ensuring that services meet high standards, including environmental sustainability and health.
- Compliance: Service 24 Support Limited will ensure that carbon reduction measures do not undermine Service User care or safety as outlined in the Care Act 2014. The organisation will carefully integrate carbon reduction strategies within the framework of providing safe and high-quality care, particularly in relation to the health and comfort of those receiving care services.

6. The Environment Agency (EA) Regulations

- Purpose: The Environment Agency enforces environmental laws related to air, water, and land pollution in England. This includes regulations on waste management, carbon emissions, and energy usage. The EA also monitors and issues permits for industrial processes that produce carbon emissions.
- Compliance: Service 24 Support Limited will comply with the Environment Agency's rules on emissions and waste management. The organisation will ensure that its activities do not exceed carbon emissions limits set by the EA, and will actively seek to reduce its carbon footprint in accordance with EA guidelines for industrial and commercial emissions.

7. The Committee on Climate Change (CCC)

- Purpose: The Committee on Climate Change (CCC) is an independent advisory body that advises the UK government on climate change mitigation and adaptation. It sets carbon budgets and provides detailed guidance on how emissions reductions can be achieved to meet national targets.
- Compliance: Service 24 Support Limited will refer to the CCC's advice on carbon budgets and climate change policies to ensure its carbon reduction plan is in alignment with national targets. The organisation will incorporate the CCC's guidelines into its internal strategies and periodically review its progress to align with national emissions reduction goals.

8. The Department for Business, Energy & Industrial Strategy (BEIS)

- Purpose: BEIS oversees the UK's climate change policies, energy strategy, and industrial regulations. It is responsible for the national climate change strategy, including energy efficiency, carbon emissions reductions, and renewable energy adoption.
- Compliance: Service 24 Support Limited will follow BEIS policies and frameworks related to carbon reduction, energy efficiency, and carbon emissions management. The organisation will implement practices that align with national standards and support the government's efforts to decarbonize the economy by 2050.

9. The Low Carbon Contracts Company (LCCC)

- Purpose: The Low Carbon Contracts Company (LCCC) administers government-backed financial support for low-carbon energy generation through the Contracts for Difference (CfD) mechanism. This includes incentivizing renewable energy technologies and reducing carbon emissions from energy sources.
- Compliance: Service 24 Support Limited will explore opportunities for accessing low-carbon energy generation contracts and funding from LCCC to support its transition to renewable energy sources and reduce carbon emissions from its energy supply.

10. National Grid ESO and Ofgem

- Purpose: National Grid ESO is responsible for balancing the electricity grid and ensuring energy security while reducing carbon emissions, while Ofgem is the regulator of the electricity and gas markets. Both institutions play a role in reducing the carbon intensity of the energy market.

- Compliance: Service 24 Support Limited will align its energy procurement and consumption with the guidelines and strategies set out by National Grid ESO and Ofgem, prioritizing the use of low-carbon and renewable energy sources in its operations.

11. UK Green Building Council (UKGBC)

- Purpose: The UK Green Building Council (UKGBC) is a membership organisation that promotes sustainable building practices and energy-efficient designs. It provides industry guidance on reducing the environmental impact of the built environment.
- Compliance: Service 24 Support Limited will adopt the UKGBC's guidelines for sustainable construction, building retrofitting, and facility management to minimize the carbon footprint of its physical assets, ensuring that its buildings and facilities operate sustainably and efficiently.

12. Waste Management and Recycling Regulations

- Purpose: Various regulations govern the management, recycling, and disposal of waste, including the Waste (England and Wales) Regulations 2011, the Environmental Protection Act 1990, and EU Waste Framework Directive.
- Compliance: Service 24 Support Limited will ensure that all waste generated during its operations is managed in accordance with these regulations. This includes recycling, reducing waste sent to landfills, and using environmentally responsible disposal methods.

6. ORGANIZATIONAL CARBON REDUCTION COMMITMENT

At Service 24 Support Limited, we are deeply committed to reducing our carbon footprint and aligning our operations with national and international climate goals. Our commitment to carbon reduction is rooted in our responsibility as a service provider and our dedication to maintaining high standards of care and service delivery. This commitment underpins our Carbon Reduction Plan Policy and Procedure, ensuring that we meet and exceed the carbon reduction targets outlined by relevant UK legislation and regulatory bodies, including the Care Quality Commission (CQC), BEIS, The Environment Agency (EA), and others.

1. Commitment to Achieving Net-Zero Carbon Emissions by 2050

- Objective: Service 24 Support Limited is committed to achieving net-zero carbon emissions by 2050, as mandated by the UK Climate Change Act 2008 and the government's commitment to reducing greenhouse gas emissions to net-zero by 2050. This long-term commitment ensures our alignment with national climate policy.
- Action Plan:
  - Develop a strategic roadmap that includes specific emission reduction targets and actions across all operational areas.
  - Regularly review and update the action plan to incorporate new technologies, legislation, and sustainability practices.

- Monitor progress towards achieving net-zero emissions annually, adjusting strategies as necessary to stay on track.

2. Setting Measurable Carbon Reduction Targets

- Objective: We will set measurable carbon reduction targets that reflect national emissions reductions goals and align with the carbon budgets established by the Committee on Climate Change (CCC).
- Action Plan:
  - Conduct a thorough baseline carbon audit to determine the current carbon footprint across all operations (e.g., energy use, transport, waste, etc.).
  - Set incremental carbon reduction targets, including a specific percentage reduction in carbon emissions by [insert target year] (e.g., 30% reduction by 2030).
  - Implement specific actions aimed at meeting these targets, including the adoption of energy-efficient technologies, renewable energy sourcing, and waste reduction practices.
  - Track and report progress against these targets annually to ensure transparency and accountability.

3. Integration of Sustainability into Service Delivery

- Objective: Service 24 Support Limited will integrate sustainability into every aspect of our service delivery, ensuring that carbon reduction initiatives enhance care quality without compromising safety or service standards, as required by CQC regulations.
- Action Plan:
  - Ensure that all carbon reduction activities comply with CQC's fundamental standards, ensuring that quality care is always maintained.
  - Integrate sustainable building and energy-efficient practices into the design and operation of care facilities, while maintaining a safe, comfortable, and accessible environment for those receiving care.
  - Engage staff in sustainability practices, ensuring they understand how their roles contribute to carbon reduction and the organisation's sustainability goals.

4. Promoting Energy Efficiency Across All Operations

- Objective: We will enhance energy efficiency in all areas of our operations, reducing overall energy consumption and transitioning to renewable energy sources where possible.
- Action Plan:
  - Upgrade to energy-efficient equipment (e.g., lighting, HVAC systems, and appliances) across all facilities.
  - Use smart meters to monitor and manage energy consumption in real-time.
  - Implement energy-saving practices, such as the use of programmable thermostats and LED lighting.
  - Transition to renewable energy sources (solar, wind, etc.) to reduce reliance on fossil fuels and lower overall emissions.

    - Explore opportunities for energy savings through collaboration with National Grid ESO and other energy providers.

5. Sustainable Transportation and Fleet Management

- Objective: We will reduce emissions from transportation by transitioning to a low-carbon fleet and encouraging sustainable transportation practices for employees.
- Action Plan:
    - Transition the fleet to electric or hybrid vehicles by replacing [insert percentage] % of the existing fleet by [insert target year].
    - Introduce a fleet management system to track fuel consumption and emissions, ensuring that all vehicles meet environmental standards.
    - Encourage staff to reduce travel-related emissions by promoting alternatives such as video conferencing, remote working, and public transportation.
    - Provide incentives for employees to use low-carbon transportation options, such as electric vehicles, bicycles, or public transport.

6. Waste Management and Reduction

- Objective: We are committed to reducing waste generation and improving recycling efforts to minimize our carbon footprint.
- Action Plan:
    - Implement comprehensive recycling programs across all facilities, including paper, plastics, e-waste, and other materials.
    - Minimize paper usage by encouraging digital workflows, reducing printing, and promoting paperless communication.
    - Collaborate with waste management providers to ensure that waste is disposed of sustainably and in compliance with The Environment Agency (EA) regulations.
    - Set specific waste reduction targets, such as reducing landfill waste by [insert percentage] % by [insert target year].

7. Staff Engagement and Training

- Objective: We will engage employees at all levels to actively participate in achieving our carbon reduction goals and foster a culture of sustainability throughout the organisation.
- Action Plan:
    - Provide training programs for all employees on carbon reduction strategies, energy-saving practices, and the importance of sustainability in healthcare.
    - Establish sustainability champions within each department to encourage best practices and share ideas for reducing carbon emissions.
    - Incorporate sustainability goals into performance evaluations to ensure staff are aligned with the organisation’s carbon reduction objectives.
    - Regularly communicate progress on carbon reduction efforts to employees, creating a sense of collective responsibility for achieving the targets.

8. Continuous Monitoring, Evaluation, and Reporting

- Objective: We are committed to regularly monitoring and evaluating our carbon reduction efforts to ensure continuous improvement and accountability.
- Action Plan:
    - Establish a monitoring system to track carbon emissions, energy usage, transportation, and waste data on a quarterly basis.
    - Conduct annual reviews to evaluate progress against carbon reduction targets and identify opportunities for further improvements.
    - Report on progress annually to stakeholders, including employees, clients, and regulatory bodies, ensuring transparency and accountability in our sustainability efforts.
    - Engage third-party auditors or sustainability consultants to verify the organisation's emissions reductions and ensure compliance with BEIS and CQC guidelines.

9. Financial Commitment and Resource Allocation

- Objective: We will allocate the necessary financial resources to implement carbon reduction strategies and ensure long-term sustainability.
- Action Plan:
    - Secure funding opportunities available through HM Treasury, the Carbon Trust, or other programs that incentivize carbon reduction and sustainability in business operations.
    - Allocate capital investment in renewable energy solutions, energy-efficient technologies, and sustainable infrastructure improvements.
    - Optimize operational efficiencies to generate cost savings from reduced energy consumption, which can be reinvested into further carbon reduction initiatives.

10. Collaboration with Key Stakeholders

- Objective: We will collaborate with national and local organisations, governmental bodies, and other stakeholders to support the UK's carbon reduction goals and share best practices.
- Action Plan:
    - Work with BEIS, the Environment Agency (EA), and the Local Government Association (LGA) to stay informed about new carbon reduction initiatives, regulatory updates, and funding opportunities.
    - Engage with industry bodies, such as the UK Green Building Council (UKGBC), to ensure that our facilities meet the highest sustainability standards.
    - Participate in local and national initiatives focused on achieving carbon reduction, sharing experiences, and learning from other organisations in the sector.

7. CARBON REDUCTION OBJECTIVES

The Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited aims to establish a set of clear and measurable carbon reduction objectives. These objectives are designed to guide the organisation's actions and ensure compliance with CQC regulations, relevant UK legislation, and national guidelines set by regulatory bodies and organisations, including BEIS, The Environment Agency (EA), Committee on Climate Change (CCC), and others. The objectives ensure that carbon reduction efforts are aligned with national sustainability goals, while maintaining high-quality care and service delivery standards.

Below are the detailed Carbon Reduction Objectives for Service 24 Support Limited:

1. Achieve Net-Zero Carbon Emissions by 2050

- Objective: Service 24 Support Limited is committed to achieving net-zero carbon emissions by 2050 in line with the UK Climate Change Act 2008 and the government's legal commitment to reducing emissions to net-zero by 2050.
- Action Plan:
    - Develop a carbon neutrality roadmap outlining specific actions, milestones, and timeframes for achieving net-zero emissions.
    - Regularly review and update the roadmap to incorporate new technologies, regulatory changes, and emerging best practices.
    - Track and report progress on the journey to net-zero annually, ensuring continuous improvement and accountability.

2. Reduce Carbon Emissions by 30% by 2030

- Objective: Achieve a 30% reduction in carbon emissions by 2030 compared to the baseline established in the carbon audit, aligning with national carbon budget goals set by the Committee on Climate Change (CCC).
- Action Plan:
    - Conduct a comprehensive carbon audit to assess the baseline emissions across all operations, including energy consumption, transportation, waste, and other factors.
    - Implement carbon reduction initiatives such as energy-efficient upgrades, renewable energy sourcing, and waste reduction strategies to achieve measurable reductions.
    - Monitor emissions reductions on a quarterly basis, and adjust actions as necessary to meet the target.

3. Transition to Renewable Energy for 50% of Energy Needs by 2030

- Objective: Transition to renewable energy sources for 50% of the organisation's energy needs by 2030.
- Action Plan:
    - Begin the transition to renewable energy sources such as solar, wind, or hydroelectric power for electricity, heating, and cooling systems.
    - Install renewable energy systems on-site (e.g., solar panels, wind turbines) where feasible.
    - Collaborate with energy providers to procure renewable energy through Power Purchase Agreements (PPAs) or green energy tariffs.

- Regularly evaluate the progress of renewable energy integration and adjust strategies to reach the target.

4. Reduce Energy Consumption by 20% per Unit of Service Delivered by 2025

- Objective: Achieve a 20% reduction in energy consumption per unit of service delivered (measured against activity levels or client numbers) by 2025.
- Action Plan:
  - Conduct energy audits of all operational sites to identify areas where energy efficiency can be improved.
  - Implement energy-saving initiatives such as upgrading to energy-efficient lighting (e.g., LED), enhancing insulation, and installing smart meters for real-time monitoring.
  - Introduce energy-efficient practices across operations, including in staff offices, care facilities, and other workspaces.
  - Promote energy-efficient behaviors among staff through training and awareness programs.

5. Transition to a Low-Carbon Fleet by 2030

- Objective: Transition to a low-carbon fleet by replacing 50% of the existing fleet with electric or hybrid vehicles by 2030.
- Action Plan:
  - Develop a fleet transition plan that outlines the replacement of fossil fuel-powered vehicles with electric and hybrid models.
  - Collaborate with leasing companies and manufacturers to access favorable financing options for acquiring low-carbon vehicles.
  - Provide employee incentives for the use of electric vehicles, and encourage the use of public transportation or shared mobility solutions.
  - Implement fleet management systems to track emissions and fuel consumption, ensuring that the fleet remains as efficient and sustainable as possible.

6. Achieve a 40% Reduction in Waste Sent to Landfill by 2025

- Objective: Reduce the amount of waste sent to landfill by 40% by 2025, aligning with sustainable waste management practices and the waste reduction targets set by the Environment Agency (EA).
- Action Plan:
  - Implement comprehensive waste segregation and recycling programs in all operational facilities, including paper, plastics, e-waste, and food waste.
  - Educate staff and clients on waste reduction strategies, such as minimizing single-use plastics and promoting reusable items.
  - Work with waste management contractors to ensure proper recycling and minimize landfill disposal.
  - Regularly monitor waste generation data and adjust practices to further reduce landfill waste, ensuring that the organisation meets the target by 2025.

7. Promote Sustainable Building Practices and Energy Efficiency in All Facilities

- Objective: Integrate sustainable building practices and energy-efficient systems in all facilities, aiming to meet UK Green Building Council (UKGBC) standards by 2030.
- Action Plan:
  - Conduct energy audits on all buildings to identify areas for improvement in energy efficiency.
  - Upgrade building insulation, lighting, and HVAC systems to meet energy-efficient standards and reduce energy consumption.
  - Invest in renewable energy technologies such as solar panels and heat pumps where feasible.
  - Ensure that all new facilities and refurbishments are designed and built in line with UKGBC standards for sustainable buildings.

8. Achieve 100% Carbon Offset for Unavoidable Emissions by 2040

- Objective: Offset 100% of unavoidable carbon emissions through credible carbon offset programs by 2040.
- Action Plan:
  - Identify unavoidable emissions that cannot be eliminated through efficiency or renewable energy.
  - Invest in high-quality carbon offset programs, such as reforestation, renewable energy projects, or methane capture, to neutralize the remaining carbon footprint.
  - Ensure that carbon offset projects are certified by reputable standards such as Gold Standard or VCS to guarantee that the offsets are genuine and effective.

9. Enhance Employee Engagement and Sustainability Awareness

- Objective: Increase employee engagement in carbon reduction efforts and sustainability awareness, aiming for 100% staff participation in sustainability training by 2025.
- Action Plan:
  - Develop and implement a sustainability training program for all staff to raise awareness about carbon reduction strategies and their role in achieving these objectives.
  - Launch an employee engagement initiative that encourages staff to adopt sustainable practices both at work and at home, such as reducing energy use, recycling, and sustainable commuting.
  - Measure engagement levels through surveys and participation rates in sustainability programs to ensure high levels of staff involvement.

10. Regular Monitoring, Reporting, and Transparency of Carbon Reduction Progress

- Objective: Implement regular monitoring and reporting mechanisms to track progress toward carbon reduction targets and ensure full transparency in our efforts.
- Action Plan:

- Set up a carbon management system to track and report energy consumption, carbon emissions, and waste data across all operational areas.
- Provide annual reports to key stakeholders, including staff, clients, and regulatory bodies, outlining the progress made toward achieving carbon reduction targets.
- Conduct third-party audits to verify emissions data and ensure compliance with BEIS and CQC regulations.
- Use findings from monitoring and audits to refine and enhance carbon reduction strategies as necessary.

8. GOVERNANCE AND ACCOUNTABILITY

The Governance and Accountability structure for the Carbon Reduction Plan Policy and Procedure at Service 24 Support Limited ensures that carbon reduction initiatives are effectively managed, monitored, and executed, while maintaining full compliance with CQC regulations, relevant UK legislation, and guidance from national bodies and institutions. This framework provides clarity on roles, responsibilities, and processes to ensure transparency, continuous improvement, and effective tracking of progress toward carbon reduction goals.

1. Carbon Reduction Steering Committee

- Objective: The Carbon Reduction Steering Committee will provide leadership, oversight, and strategic direction for the implementation of the Carbon Reduction Plan.
- Composition: The Steering Committee will consist of senior management, including:
  - Chief Executive Officer (CEO): Provides strategic leadership and ensures alignment with overall business goals.
  - Sustainability Officer: Oversees the day-to-day implementation of carbon reduction initiatives, ensuring adherence to the plan and legislative requirements.
  - Facilities/Operations Manager: Ensures that operational activities (e.g., energy use, waste management, transportation) meet carbon reduction targets.
  - Head of Compliance & Regulatory Affairs: Ensures compliance with CQC regulations, BEIS guidelines, and other environmental regulations.
  - Human Resources Manager: Coordinates employee training, engagement, and integration of sustainability into corporate culture.
  - Finance Director: Oversees resource allocation, budgets, and funding for carbon reduction projects, ensuring financial viability.
- Responsibilities:
  - Oversee the development, implementation, and monitoring of the Carbon Reduction Plan.
  - Set annual and long-term carbon reduction targets aligned with CQC regulations, BEIS guidance, and UK climate goals.
  - Review performance data and assess progress against established carbon reduction objectives.
  - Approve funding and resources for carbon reduction initiatives and projects.

- Ensure that carbon reduction goals are integrated into the strategic planning and operations of Service 24 Support Limited.
- Report progress to the Board of Directors and external stakeholders on a regular basis.

2. Carbon Reduction Manager / Sustainability Officer

- Objective: The Carbon Reduction Manager / Sustainability Officer is responsible for the operational execution of the Carbon Reduction Plan, ensuring that sustainability initiatives are implemented efficiently and effectively.
- Responsibilities:
  - Lead the implementation of the Carbon Reduction Plan: Develop action plans, track progress, and ensure activities are carried out in compliance with carbon reduction targets.
  - Monitor carbon emissions: Collect data on energy consumption, carbon emissions, waste management, and transport, ensuring accurate tracking of progress.
  - Manage training and awareness programs: Design and implement sustainability training for all staff, ensuring awareness and active participation in carbon reduction initiatives.
  - Coordinate with other departments: Collaborate with Facilities, Operations, HR, and Compliance teams to integrate carbon reduction into all aspects of the organisation.
  - Reporting: Prepare regular sustainability reports for the Steering Committee, management, and external stakeholders.
  - Risk management: Identify potential barriers to achieving carbon reduction goals and propose solutions.

3. Departmental Sustainability Leads

- Objective: Departmental Sustainability Leads are designated individuals within each department who are responsible for ensuring that sustainability and carbon reduction practices are incorporated into daily operations within their respective areas.
- Responsibilities:
  - Energy & Facility Management: Ensuring that energy-saving measures are adopted, including efficient lighting, heating, and cooling systems in buildings.
  - Fleet and Transportation: Overseeing the transition to low-carbon transportation options, including electric vehicles and sustainable commuting practices.
  - Waste Management: Implementing recycling and waste reduction strategies to minimize landfill contributions.
  - Human Resources & Staff Engagement: Driving employee engagement through training, awareness campaigns, and incentivizing sustainable behaviors.
  - Procurement: Ensuring that procurement processes support sustainable and environmentally friendly suppliers and materials.

4. Compliance and Regulatory Oversight

- Objective: To ensure that all carbon reduction activities are in full compliance with relevant CQC regulations, national laws, and guidelines from BEIS, the Committee on Climate Change (CCC), and the Environment Agency (EA).
- Responsibilities:
  - Regulatory Compliance Officer: Ensure the organisation complies with all applicable laws and regulations related to environmental sustainability, such as CQC standards, The Climate Change Act 2008, Environmental Protection Act, and any other relevant local or national regulations.
  - CQC Compliance: Monitor and ensure that carbon reduction efforts do not negatively impact the quality of care and services provided, in line with CQC's expectations for care delivery.
  - External Audits and Verification: Regularly engage third-party auditors or consultants to verify emissions data and compliance with sustainability regulations and standards.
  - Reporting: Report on compliance with environmental regulations to regulatory bodies, ensuring that the organisation meets legal requirements and best practices.

5. Internal and External Reporting

- Objective: To maintain transparency and accountability in the implementation of the Carbon Reduction Plan through regular reporting to both internal and external stakeholders.
- Responsibilities:
  - Internal Reporting: Regular updates on carbon reduction progress will be provided to the Board of Directors, Senior Management, and the Carbon Reduction Steering Committee. This includes quarterly reviews of energy consumption, waste reduction efforts, and other sustainability indicators.
  - External Reporting: Annual sustainability reports will be published and shared with external stakeholders, including regulatory bodies, clients, and employees. These reports will detail progress against carbon reduction targets, resource usage, and environmental impact.
  - CQC Reporting: In line with CQC regulations, Service 24 Support Limited will ensure that sustainability practices are part of its continuous improvement processes, demonstrating that carbon reduction efforts are aligned with the high standards of care and safety required for accreditation.

6. Performance Evaluation and Continuous Improvement

- Objective: To ensure continuous monitoring and evaluation of carbon reduction activities and to make necessary adjustments to meet targets.
- Responsibilities:
  - Quarterly Performance Reviews: The Carbon Reduction Steering Committee will conduct quarterly reviews of progress, identifying areas where improvements can be made and reallocating resources if necessary to meet goals.

- Annual Carbon Footprint Audit: A third-party audit will be conducted annually to measure emissions, verify the accuracy of data, and recommend further reductions or improvements.
- Feedback Mechanism: Employees, stakeholders, and clients will be encouraged to provide feedback on sustainability efforts, ensuring that the organisation continues to evolve and improve its carbon reduction strategy.
- Corrective Actions: If targets are not being met, the Steering Committee will put in place corrective actions, ensuring alignment with the plan and regulatory expectations.

7. Financial Oversight and Resource Allocation

- Objective: To ensure appropriate financial resources are allocated for carbon reduction projects, ensuring financial viability and sustainability.
- Responsibilities:
  - Finance Director: Oversee the budget for carbon reduction initiatives, ensuring that adequate resources are allocated to projects with the highest impact.
  - Funding and Incentives: Identify and apply for funding opportunities, grants, and incentives available through national bodies like HM Treasury, The Carbon Trust, and the Low Carbon Contracts Company (LCCC).
  - Cost-Benefit Analysis: Conduct cost-benefit analyses to ensure that carbon reduction projects are financially viable and lead to long-term savings.

8. Stakeholder Engagement and Collaboration

- Objective: To collaborate with internal and external stakeholders to promote carbon reduction initiatives and leverage resources and expertise.
- Responsibilities:
  - Internal Collaboration: Departments will work together to implement the Carbon Reduction Plan, ensuring alignment across all operational areas.
  - External Partnerships: Service 24 Support Limited will collaborate with CQC, BEIS, The Environment Agency, Local Government Authorities, and other sustainability-focused organisations to stay informed about best practices, policy updates, and funding opportunities.

9. CARBON EMISSION BASELINE ASSESSMENT

The Carbon Emission Baseline Assessment is a critical first step in implementing the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited. It provides a comprehensive analysis of the organisation’s current carbon footprint, which serves as a benchmark for measuring future reductions. This assessment will ensure that carbon reduction strategies are data-driven, targeted, and aligned with CQC regulations, relevant UK legislation, and guidelines from national organisations like BEIS, The Environment Agency (EA), and the Committee on Climate Change (CCC).

1. Purpose of the Baseline Assessment

- Objective: The purpose of the Baseline Assessment is to identify and quantify the current carbon emissions across all aspects of Service 24 Support Limited's operations. This includes direct emissions (Scope 1), indirect emissions from energy consumption (Scope 2), and other indirect emissions from activities such as transportation, waste, and the supply chain (Scope 3).
- Compliance: The assessment ensures compliance with:
  - CQC regulations: As part of the overall service delivery, this assessment helps guarantee that sustainability measures do not compromise the quality of care provided.
  - BEIS Guidelines: To ensure alignment with national carbon budgets and energy efficiency recommendations.
  - The Environment Agency (EA): Ensuring that emissions management complies with environmental laws and waste management regulations.
  - International Carbon Standards: Adherence to the Greenhouse Gas Protocol for consistent and transparent reporting.

2. Scope of the Baseline Assessment

The Baseline Assessment will encompass all operational areas where carbon emissions occur. This includes:

1. Direct Emissions (Scope 1):
   - Emissions from fuel used in company-owned vehicles and machinery.
   - Emissions from on-site combustion of fossil fuels (e.g., heating systems powered by natural gas).
   - Any other direct emissions resulting from operational activities.
2. Indirect Emissions from Energy Use (Scope 2):
   - Emissions from electricity and heating consumption within company buildings (e.g., office spaces, care facilities, etc.).
   - Includes energy consumption from renewable and non-renewable sources.
   - Assessment will consider the carbon intensity of the grid (i.e., how much CO_2 is emitted per kWh of electricity consumed).
3. Other Indirect Emissions (Scope 3):
   - Business Travel: Emissions from employee commuting, air travel, and other forms of transportation.
   - Waste Management: Emissions from the disposal of waste (including landfill, incineration, or recycling processes).
   - Supply Chain Emissions: Emissions arising from purchased goods and services, including the carbon footprint of raw materials and transportation involved in the supply chain.
   - Product Use: Emissions associated with the use and disposal of any products or services provided by the organisation.

3. Data Collection and Methodology

- Data Collection:
  - Energy Consumption: Collect historical energy usage data (electricity, gas, etc.) from utility bills or energy suppliers for the past 12 months. Break down by building, department, or facility.
  - Transport: Gather fuel consumption data from company-owned vehicles, employee travel records, and logistics-related emissions (including freight or delivery services).
  - Waste Generation: Collect data on the types and volumes of waste generated, focusing on categories such as paper, plastics, food waste, and e-waste.
  - Supplier Data: Engage suppliers and service providers to gather data on emissions related to the supply chain, if available.
  - Employee Travel: Track employee commuting patterns (e.g., use of private vehicles, public transport, or carpooling) and business travel.
- Calculation Methodology:
  - Emission Factors: Use recognized emission factors from reputable sources, such as the Carbon Trust, BEIS's Greenhouse Gas Reporting Guidelines, and the International Energy Agency (IEA), to convert energy consumption, fuel use, and waste data into carbon emissions.
  - Carbon Footprint Calculators: Employ established carbon footprint calculators or tools to quantify indirect emissions from business travel and supply chains.
  - Scope Differentiation: Clearly distinguish between Scope 1, Scope 2, and Scope 3 emissions to ensure transparency and accuracy in reporting.
- Data Quality Control: Ensure that data used for the baseline assessment is accurate, reliable, and up-to-date. Where possible, use primary data (e.g., actual utility bills, travel records), and where this is not available, use secondary data (e.g., industry averages, emission factors).

4. Key Areas of Carbon Emissions to Assess

The Carbon Emission Baseline Assessment will consider emissions from the following operational areas:

1. Energy Usage:
   - Total consumption of electricity, heating, and cooling across all facilities.
   - Emissions associated with both renewable and non-renewable energy sources, including grid electricity emissions.
2. Transportation:
   - Emissions from the company fleet (e.g., vans, cars, and delivery vehicles).
   - Employee commuting (e.g., use of private vehicles, public transport, and carpooling).
   - Business travel (e.g., flights, trains, and taxis).
3. Waste Management:
   - Emissions from waste disposal and management processes, including:
     - Landfill: Emissions from organic waste decomposing in landfill sites.
     - Incineration: Emissions from waste incineration processes.

        - Recycling: Emissions from the recycling process, including transportation to recycling centers.
4. Procurement and Supply Chain:
    - Carbon footprint of purchased goods and services, including materials and products used in daily operations.
    - Emissions from third-party logistics services (e.g., transport emissions associated with raw materials or finished goods).
5. Building Operations:
    - Emissions associated with building maintenance and operations, including heating, air conditioning, lighting, and any other activities contributing to energy consumption.

5. Carbon Footprint Calculation and Reporting

- Carbon Footprint Calculation:
    - Scope 1: Use emission factors for fuels consumed in vehicles and on-site combustion to calculate direct emissions.
    - Scope 2: Use regional grid emissions factors to calculate emissions from electricity and heating consumption.
    - Scope 3: Apply sector-specific emission factors for travel, waste management, and supply chain emissions.
- Baseline Carbon Emissions Report:
    - Prepare a Carbon Emissions Baseline Report that clearly documents the findings of the baseline assessment, including:
        - Total emissions by scope (Scope 1, Scope 2, Scope 3).
        - Emissions breakdown by department, facility, and operational area.
        - Identification of major emission sources and key areas for improvement.
        - Comparison against industry benchmarks, where applicable.
- Benchmarking: Where possible, compare the baseline emissions with similar organisations in the industry or sector to gauge relative performance and identify areas for improvement.

6. Use of Baseline Assessment for Future Carbon Reduction Strategies

- Identification of Key Emission Sources: The baseline assessment will highlight the key sources of carbon emissions in the organisation, providing a foundation for the development of targeted carbon reduction initiatives.
- Target Setting: Based on the baseline data, the organisation will set specific, measurable, and realistic carbon reduction targets for each major emission source, ensuring that efforts focus on high-impact areas.
- Action Plan Development: Using the findings of the baseline assessment, a detailed Carbon Reduction Action Plan will be developed, outlining specific actions, timelines, and responsible departments or individuals.

7. Compliance with CQC Regulations and Best Practices

- CQC Regulations: Ensure that carbon reduction initiatives and the baseline assessment process do not compromise the delivery of care services. Sustainability measures should complement the quality of care provided while adhering to CQC's standards of safety, quality, and accessibility.
- Continuous Review and Improvement: The Carbon Emission Baseline Assessment will be reviewed periodically (e.g., annually) to ensure that it remains up-to-date and aligned with any changes in legislation, organisational operations, or carbon reduction goals.

10. CARBON REDUCTION STRATEGY AND INITIATIVES

The Carbon Reduction Strategy and Initiatives for Service 24 Support Limited are designed to reduce the organisation's carbon footprint across all operational areas while ensuring full compliance with CQC regulations, relevant UK legislation, and guidelines set by national bodies such as BEIS, The Environment Agency (EA), and the Committee on Climate Change (CCC). The strategy is focused on practical, measurable actions that deliver sustainable outcomes, support the UK's carbon reduction goals, and enhance the quality of care and services provided by the organisation.

Below is the detailed Carbon Reduction Strategy and Initiatives.

1. Energy Efficiency Improvements

Objective: To significantly reduce energy consumption across all facilities and operations by implementing energy-efficient technologies and practices.

Initiatives:

- Energy Audits: Conduct regular energy audits across all buildings (offices, care facilities, etc.) to identify areas where energy consumption can be reduced.
- Upgrade to Energy-Efficient Equipment: Replace existing equipment (e.g., lighting, HVAC systems, and office appliances) with energy-efficient alternatives, such as LED lighting, smart thermostats, and energy-efficient HVAC units.
- Building Insulation: Improve building insulation to minimize energy loss and reduce the need for heating and cooling.
- Energy Management Systems: Implement smart energy management systems that enable real-time monitoring and control of energy use, ensuring more efficient operations and reducing waste.
- Renewable Energy: Transition to renewable energy sources such as solar panels, wind energy, or green electricity tariffs for electricity needs.

Compliance: These initiatives align with BEIS guidelines, the UK Green Building Council (UKGBC) standards, and the government's Clean Growth Strategy for energy efficiency.

2. Low-Carbon Fleet and Sustainable Transport

Objective: To reduce emissions from the organisation's fleet and employee travel, focusing on transitioning to a low-carbon fleet and promoting sustainable travel options.

Initiatives:

- Fleet Electrification: Replace [insert percentage] % of the existing fleet with electric vehicles (EVs) or hybrid models by [insert target year], reducing carbon emissions from transportation.
- Electric Charging Infrastructure: Install EV charging stations at key locations to support the transition to electric vehicles within the organisation and for employees.
- Sustainable Travel Policies: Implement a sustainable travel policy that encourages employees to:
  - Use public transportation or carpooling.
  - Prefer video conferencing over business travel to reduce the need for air and car travel.
- Travel and Fleet Management: Optimize business travel routes and schedules to reduce fuel consumption and emissions. Incorporate telematics to monitor fleet performance and improve fuel efficiency.

Compliance: This strategy ensures compliance with Ofgem and National Grid ESO guidelines for low-carbon transport and Low Carbon Contracts Company (LCCC) standards for sustainable energy use in transportation.

3. Waste Reduction and Recycling

Objective: To minimize waste sent to landfills by implementing waste reduction and recycling programs, reducing the carbon footprint associated with waste management.

Initiatives:

- Waste Segregation: Establish clear waste segregation systems across all operational sites to separate recyclables, organic waste, and non-recyclables.
- Reduce Single-Use Plastics: Implement a zero waste initiative by reducing single-use plastics and promoting reusable and compostable alternatives across the organisation.
- E-Waste Management: Develop a program to properly dispose of electronic waste (e-waste) through recycling and certified e-waste disposal services.
- Food Waste Reduction: Introduce a food waste reduction strategy for facilities that provide meals, including composting food waste and donating surplus food where possible.
- Recycling Partnerships: Partner with certified recycling companies to ensure that all recyclable materials are appropriately processed and reduce landfill contributions.

Compliance: These initiatives align with The Environment Agency (EA) regulations and CQC standards for environmental sustainability, ensuring waste management practices do not compromise service quality or safety.

4. Carbon Offset and Renewable Energy Procurement

Objective: To offset any unavoidable carbon emissions through verified carbon offset programs and transition to renewable energy sources.

Initiatives:

- Carbon Offsetting: Invest in verified carbon offset programs (such as reforestation, renewable energy projects, or methane capture) to offset emissions that cannot be eliminated through internal actions.
- Renewable Energy Procurement: Procure green energy tariffs or Power Purchase Agreements (PPAs) to ensure that at least [insert percentage] % of the organisation's energy comes from renewable sources by [insert target year].
- On-Site Renewable Energy Production: Install renewable energy systems, such as solar panels, at key facilities to generate clean energy and reduce reliance on grid electricity.

Compliance: These initiatives support the UK's Climate Change Act 2008 and its net-zero commitment, aligning with BEIS policies and Ofgem guidance for energy efficiency and sustainability.

5. Employee Engagement and Sustainability Awareness

Objective: To actively engage employees in the organisation's carbon reduction efforts and foster a culture of sustainability.

Initiatives:

- Sustainability Training: Provide regular sustainability training for all employees, focusing on how they can contribute to carbon reduction efforts through energy-saving practices, waste management, and sustainable commuting.
- Sustainability Champions: Appoint Sustainability Champions in each department who will promote sustainable practices, share best practices, and encourage peers to participate in carbon reduction initiatives.
- Sustainability Challenges: Organize internal sustainability challenges (e.g., energy-saving competitions, waste-reduction initiatives) to encourage staff participation and raise awareness about carbon reduction goals.
- Feedback Mechanism: Set up a sustainability feedback system where employees can propose ideas, report issues, or suggest improvements related to carbon reduction.

Compliance: This initiative complies with CQC's expectations for staff engagement, ensuring that sustainability efforts enhance the overall quality of care while improving employee engagement.

6. Sustainable Procurement and Supply Chain Management

Objective: To reduce emissions from the supply chain by implementing sustainable procurement practices and collaborating with suppliers who share the organisation's commitment to sustainability.

Initiatives:

- Sustainable Supplier Criteria: Develop and enforce sustainable procurement criteria for selecting suppliers based on their environmental impact, including carbon emissions, waste management practices, and energy efficiency.
- Low-Carbon Product Sourcing: Prioritize the purchase of low-carbon products and materials, such as energy-efficient office equipment, renewable packaging, and sustainably sourced food.
- Supply Chain Collaboration: Work with key suppliers to implement sustainable logistics solutions, such as reducing transportation emissions and optimizing supply chain operations to minimize environmental impact.

Compliance: These initiatives align with BEIS and The Environment Agency (EA) standards for sustainable procurement and environmental stewardship.

7. Continuous Monitoring, Reporting, and Review

Objective: To ensure continuous improvement in carbon reduction efforts and maintain transparency in achieving carbon reduction goals.

Initiatives:

- Carbon Management System: Implement a carbon management system to track and report energy consumption, emissions, waste generation, and other key performance indicators (KPIs) in real-time.
- Quarterly Reviews: Conduct quarterly reviews of carbon reduction progress with the Carbon Reduction Steering Committee to ensure that goals are being met and adjust strategies where necessary.
- Annual Sustainability Report: Prepare an annual sustainability report that outlines progress on carbon reduction targets, challenges faced, actions taken, and next steps. This report will be shared with stakeholders, including employees, clients, and regulators.
- Third-Party Audits: Engage third-party auditors to verify emissions data and ensure that carbon reduction claims are accurate and compliant with national regulations.

Compliance: These initiatives align with CQC regulations, BEIS guidelines, and Carbon Trust best practices for transparency and reporting.

11. COMPLIANCE WITH CQC REGULATIONS

The Compliance with CQC Regulations section of the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited ensures that all carbon reduction strategies and initiatives align with the Care Quality Commission (CQC) standards, while maintaining or improving the quality and safety of care services provided. The organisation is committed to achieving carbon reduction goals in a manner that enhances care delivery, supports sustainability, and meets the regulatory requirements established by the CQC, alongside relevant UK legislation and national bodies.

Below is the detailed outline of how Service 24 Support Limited ensures compliance with CQC regulations within the Carbon Reduction Plan Policy and Procedure:

1. Overview of CQC Regulations in Relation to Sustainability

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Its regulatory framework ensures that providers meet the essential standards of quality and safety in delivering care services. These include:

- Safe: Ensuring that the care environment is safe and that environmental changes do not negatively impact Service User well-being.
- Effective: Ensuring that carbon reduction measures do not hinder the effectiveness of the services provided, and that they improve operational efficiency.
- Caring: Ensuring that sustainability measures contribute to the health and well-being of individuals receiving care, including through the creation of healthy, sustainable environments.
- Responsive: Ensuring that the organisation is responsive to the needs of the individuals it serves, including their expectations for sustainable and environmentally responsible practices.
- Well-led: Ensuring that the leadership is engaged with sustainability practices, supports transparency, and effectively manages resources in the best interests of service users.

2. Integrating Sustainability into Care Delivery without Compromising Service Quality

Service 24 Support Limited will ensure that carbon reduction initiatives do not compromise the quality, safety, or accessibility of the care provided. This includes:

- Maintaining a safe environment: Sustainability practices, such as improving energy efficiency and reducing waste, will be implemented in a way that does not pose any risks to the safety or well-being of individuals receiving care.
- Energy-efficient care facilities: Sustainable building practices, such as energy-efficient heating, cooling, and lighting systems, will be integrated into care facilities, ensuring that the environment remains comfortable for Service Users while reducing the carbon footprint.
- Sustainable care practices: Practices such as reducing waste and using sustainable materials will not compromise care delivery. For example, single-use plastic reduction will focus on safe, environmentally friendly alternatives.

Compliance:

- CQC Fundamental Standards: Carbon reduction measures will align with CQC's Fundamental Standards for care and ensure that they do not negatively impact care or safety.

- Health and Safety: All sustainable changes will be assessed through health and safety audits to ensure that they meet both environmental goals and regulatory safety standards.

3. Compliance with CQC's Requirements for Leadership and Governance

To ensure full compliance with CQC's regulatory expectations, the leadership team at Service 24 Support Limited will take the following actions:

- Sustainability Governance: The Carbon Reduction Steering Committee will be responsible for overseeing the implementation of the carbon reduction initiatives. The committee will ensure that all actions are in line with CQC's governance expectations for leadership and operational effectiveness.
- Leadership Involvement: Senior leaders (including the CEO, Sustainability Officer, and Operations Manager) will be actively involved in supporting carbon reduction initiatives, ensuring that sustainability is prioritized in decision-making and strategic planning.
- Reporting: Regular sustainability updates will be provided to the CQC and other regulatory bodies, ensuring that there is transparency in how carbon reduction efforts align with care quality standards.

Compliance:

- CQC Well-Led Key Line of Enquiry (KLOE): The leadership team's commitment to sustainability and carbon reduction will align with the CQC's Well-led KLOE, ensuring effective leadership and governance in achieving carbon reduction goals.

4. Monitoring and Reporting to Ensure Compliance

Service 24 Support Limited will develop mechanisms for monitoring and reporting on the progress of carbon reduction initiatives and their impact on service quality. This includes:

- Carbon Reduction Monitoring: Carbon emissions, energy consumption, and waste management data will be collected and monitored regularly to ensure the organisation is on track to meet its carbon reduction targets.
- CQC Compliance Audits: Regular audits will be conducted to assess the impact of carbon reduction measures on the quality of care. These audits will consider both environmental sustainability and Service User care outcomes.
- Annual Reports: The Carbon Reduction Steering Committee will publish an annual sustainability report that details the organisation's progress toward carbon reduction goals and includes an assessment of how sustainability efforts impact care delivery. This will be shared with CQC and relevant stakeholders.

Compliance:

- CQC Regulatory Compliance: By reporting progress and ensuring ongoing audits, Service 24 Support Limited will demonstrate continuous compliance with CQC's regulatory requirements and maintain high-quality care standards.

5. Staff Training and Engagement in Sustainability Initiatives

Service 24 Support Limited will provide staff training to ensure that all employees understand the role they play in reducing the organisation's carbon footprint while maintaining high standards of care. This will involve:

- Sustainability Awareness: Provide training sessions to staff on sustainable practices, including energy efficiency, waste reduction, and the importance of carbon reduction in a care setting.
- Engagement in Sustainability Goals: Encourage staff to actively engage in sustainability initiatives by participating in energy-saving campaigns, waste reduction programs, and other carbon reduction efforts.
- Patient-Centered Care: Staff will be trained to ensure that sustainability measures enhance, rather than detract from, Service User care, ensuring that sustainability efforts align with CQC's Caring Key Line of Enquiry (KLOE).

Compliance:

- CQC Workforce Well-Being: By fostering staff engagement in sustainability practices, the organisation supports the CQC's Well-Being standard, promoting a work environment where staff feel engaged and motivated in delivering quality care.
- CQC Standards for Training and Development: Ensuring that staff are well-trained in sustainability aligns with the CQC's regulatory expectations for continuous professional development and compliance with fundamental standards.

6. Managing the Impact of Carbon Reduction Initiatives on Service Users

Service 24 Support Limited will ensure that the carbon reduction initiatives do not negatively affect individuals receiving care, in accordance with CQC's requirements for Service User safety, comfort, and dignity. This will include:

- User-Centered Sustainability Practices: Any carbon reduction initiatives affecting service users (e.g., facility upgrades, energy-saving measures) will be designed and implemented in consultation with service users to minimize disruption and ensure comfort.
- Environmental Impact on Health: Carbon reduction measures will focus on improving the overall environment in which care is delivered, including enhancing air quality, comfort, and access to natural light, which can contribute to better Service User outcomes.

Compliance:

- CQC’s Safe and Caring KLOEs: These initiatives align with CQC's Safe and Caring KLOEs, ensuring that the physical and emotional needs of service users are met while implementing environmental sustainability practices.

7. Continuous Improvement in Carbon Reduction and Care Quality

Service 24 Support Limited is committed to continuous improvement in both carbon reduction and care quality. This will be achieved through:

- Ongoing Evaluation: Regular evaluation of both carbon reduction initiatives and Service User care outcomes to ensure that sustainability efforts are enhancing, not hindering, service quality.
- Adapting to Changes: The organisation will stay responsive to any feedback or changes in regulatory requirements, adapting its practices and policies to align with CQC guidelines and evolving sustainability standards.
- Feedback and Stakeholder Engagement: Feedback from staff, service users, and external stakeholders will be actively sought to ensure that carbon reduction efforts remain aligned with the needs and expectations of the people receiving care.

Compliance:

- CQC’s Effective KLOE: Continuous evaluation and adaptation of carbon reduction efforts ensure that Service 24 Support Limited remains effective in its approach to sustainability, delivering high-quality care alongside operational improvements.

12. MONITORING, REPORTING, AND REVIEW

The Monitoring, Reporting, and Review section of the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited ensures the continuous tracking of carbon reduction progress, transparent communication with stakeholders, and regular evaluations to ensure compliance with CQC regulations, relevant UK legislation, and guidance from national bodies such as BEIS, The Environment Agency (EA), and the Committee on Climate Change (CCC). This approach will enable Service 24 Support Limited to make data-driven adjustments to its strategy, ensuring sustained progress toward carbon neutrality while maintaining high standards of care delivery.

1. Monitoring of Carbon Reduction Efforts

Objective: To ensure the ongoing tracking of carbon emissions, energy consumption, waste generation, and other relevant sustainability metrics.

Initiatives:

- Carbon Management System: Implement a Carbon Management System (CMS) to continuously track carbon emissions across all key operational areas (Scope 1, Scope 2, and Scope 3). This system will capture data from energy consumption, fleet operations, waste management, employee travel, and supply chain emissions.

- Real-time Monitoring: Install smart meters and monitoring devices at key sites to track energy consumption and emissions in real-time. Data will be automatically uploaded to the CMS for accurate and timely reporting.
- Key Performance Indicators (KPIs): Define clear KPIs for energy use, carbon emissions, waste reduction, and other sustainability targets. These KPIs will be regularly updated and reviewed to ensure alignment with Service 24 Support Limited's carbon reduction goals.
    - Energy consumption (kWh) per unit of service delivered.
    - Carbon emissions (kgCO2e) per unit of service delivered.
    - Waste diversion rates (percentage of waste recycled or composted).
    - Fleet emissions (grams of CO2 per vehicle-kilometer).
    - Employee travel emissions (CO2 emissions from commuting and business travel).

Compliance: The monitoring system will align with CQC's regulatory requirements for governance and transparency in healthcare operations, ensuring that sustainability initiatives are tracked and assessed consistently without compromising the quality of care.

2. Reporting on Carbon Reduction Progress

Objective: To provide transparent and accurate reporting of Service 24 Support Limited's carbon reduction progress to stakeholders, ensuring accountability and continuous improvement.

Initiatives:

- Quarterly Internal Reports: The Carbon Reduction Steering Committee will receive quarterly internal reports that detail progress on carbon reduction initiatives, energy consumption, carbon emissions, waste management, and other key sustainability metrics. These reports will:
    - Include data on emissions reductions compared to baseline levels.
    - Highlight key successes, challenges, and areas for improvement.
    - Provide recommendations for adjustments to strategies or actions to meet targets.
- Annual Sustainability Report: A detailed Annual Sustainability Report will be prepared, summarizing:
    - Total carbon emissions for the year, broken down by Scope 1, Scope 2, and Scope 3.
    - The effectiveness of carbon reduction initiatives and energy-saving measures.
    - Progress toward carbon reduction targets (e.g., percentage reduction from the baseline).
    - Environmental impact of waste management and fleet operations.
    - Employee engagement and participation in sustainability efforts.
    - Achievements in reducing resource consumption and improving efficiency.

  This report will be shared with external stakeholders, including:

    - CQC: As part of compliance with regulatory oversight for service quality.

    - BEIS: To ensure that the organisation meets national carbon reduction and energy efficiency targets.
    - Local Government: If applicable, to contribute to community-level sustainability goals.
    - Staff and Clients: To demonstrate progress and gather feedback.
- CQC-Specific Reporting: A section of the Annual Sustainability Report will be specifically dedicated to how carbon reduction efforts align with CQC's regulatory requirements, ensuring that the quality of care and Service User safety are not compromised by sustainability measures.

Compliance: The quarterly and annual reports ensure CQC compliance, as transparency and regular communication are fundamental to demonstrating adherence to the CQC's Well-led KLOE (Key Line of Enquiry) and ensuring operational effectiveness.

3. Review of Carbon Reduction Progress

Objective: To evaluate the effectiveness of carbon reduction initiatives and make necessary adjustments to strategies based on performance data and feedback.

Initiatives:

- Quarterly Review Meetings: The Carbon Reduction Steering Committee will meet quarterly to:
    - Review the progress against the established KPIs.
    - Assess whether the organisation is on track to meet short-term and long-term carbon reduction goals.
    - Discuss any challenges or barriers to meeting targets and develop action plans for overcoming these obstacles.
    - Ensure that carbon reduction efforts do not adversely impact the quality of care, safety, or compliance with CQC regulations.
- Annual Performance Review: At the end of each year, a comprehensive performance review will be conducted to:
    - Evaluate overall carbon reduction achievements for the year.
    - Compare actual emissions reductions against the targets set in the Carbon Reduction Plan.
    - Identify gaps and opportunities for improvement.
    - Set new or adjusted carbon reduction targets for the upcoming year, ensuring alignment with evolving environmental and regulatory standards.
    - Review any feedback received from CQC inspections, staff, or service users related to sustainability and service delivery, and incorporate that feedback into the next year's strategy.
- Third-Party Audits: Engage a third-party auditor or external consultant to conduct an annual audit of the organisation's carbon emissions and sustainability practices. The audit will:
    - Verify emissions data and the accuracy of reporting.
    - Assess compliance with environmental regulations and CQC standards.

- Provide recommendations for enhancing sustainability practices and carbon reduction efforts.

Compliance: These review processes ensure alignment with CQC's Effective KLOE, ensuring continuous improvement in both sustainability and care quality. Regular internal and external reviews are essential for maintaining compliance with CQC's standards for governance, safety, and effectiveness.

4. Continuous Improvement and Adaptation

Objective: To foster a culture of continuous improvement in carbon reduction efforts, adapting to new technologies, changing regulations, and evolving best practices in sustainability.

Initiatives:

- Feedback Loops: Establish feedback mechanisms for staff, service users, and external stakeholders to share their experiences and provide input on carbon reduction strategies. This feedback will be used to inform the annual review process and improve initiatives.
- Adapting to Technological Advances: Regularly assess and incorporate new technologies that can further reduce carbon emissions or improve energy efficiency (e.g., upgrading to more efficient equipment or adopting renewable energy innovations).
- Regulatory and Policy Updates: Stay informed about any changes to CQC regulations, BEIS guidelines, EA standards, and other relevant legislation. Adjust carbon reduction strategies to comply with new or revised laws, ensuring ongoing regulatory compliance.
- Sustainability Training: Provide ongoing sustainability training for staff to ensure they are informed about new carbon reduction initiatives and can continue to actively contribute to the organisation's sustainability goals.

Compliance: By fostering continuous improvement, Service 24 Support Limited will ensure compliance with CQC's Well-led KLOE, which emphasizes continuous learning, adaptation, and quality improvement in service delivery.

5. Communication of Carbon Reduction Progress

Objective: To ensure that progress on carbon reduction is communicated transparently to all stakeholders.

Initiatives:

- Staff Engagement: Regularly update staff on the progress of carbon reduction initiatives, celebrating milestones and achievements, and addressing any challenges faced.
- Client and Public Reporting: Share key progress reports, such as the Annual Sustainability Report, with clients and the public to build trust and demonstrate the organisation's commitment to sustainability.
- CQC Interaction: Engage with the CQC to ensure that carbon reduction practices are reviewed during inspections and are aligned with the CQC's quality standards for care

services. The CQC will be provided with relevant documentation, including sustainability reports, third-party audits, and performance reviews.

Compliance: Transparent communication aligns with CQC's expectations for accountability and helps foster trust and engagement among staff, clients, and regulatory bodies.

13. CARBON REDUCTION ACTION PLAN

The Carbon Reduction Action Plan outlines the specific steps and initiatives that Service 24 Support Limited will implement to achieve its carbon reduction goals. This action plan is designed to ensure compliance with CQC regulations, relevant UK legislation, and guidance from national bodies such as BEIS, The Environment Agency (EA), and the Committee on Climate Change (CCC). The plan provides a structured and actionable approach to achieving significant reductions in carbon emissions while maintaining high-quality care and service delivery.

Below is the detailed Carbon Reduction Action Plan for Service 24 Support Limited.

1. Objective: Achieve Net-Zero Carbon Emissions by 2050

Action Plan:

- Carbon Baseline Assessment: Complete a comprehensive carbon emission baseline assessment within the first 6 months to establish the starting point for carbon reductions.
- Set Interim Targets: Define short- and medium-term reduction targets (e.g., 30% reduction by 2030) in alignment with national carbon budgets and CCC recommendations.
- Develop Carbon Neutrality Roadmap: Create a detailed roadmap by the end of year 1, outlining the steps to achieve net-zero emissions by 2050, including key milestones and deadlines.
- Regular Progress Reviews: Conduct quarterly reviews to assess progress against reduction targets and adjust strategies as needed.
- Carbon Offset Strategy: Identify and implement a strategy for carbon offsetting by 2035 for any unavoidable emissions, including credible carbon offset programs such as reforestation, renewable energy projects, and methane capture.

Compliance:

- Align with BEIS guidelines and the UK Climate Change Act 2008 for long-term emissions reduction goals.
- Ensure the plan meets CQC’s Well-led Key Line of Enquiry (KLOE), demonstrating commitment to sustainability without compromising the quality of care.

2. Objective: Reduce Carbon Emissions by 30% by 2030

Action Plan:

- Energy Efficiency Upgrades: Prioritize upgrades to energy-efficient systems, such as LED lighting, energy-efficient HVAC systems, and appliances across all facilities.
    - Target Completion: Begin upgrades within 6 months and aim for full implementation within 3 years.
- Energy Audits: Conduct bi-annual energy audits to identify additional opportunities for efficiency improvements and track savings.
- Renewable Energy Transition: Switch to renewable energy sources (e.g., solar panels, wind energy) for 50% of the energy needs by 2030.
    - Action: Partner with energy providers to secure renewable energy contracts by end of year 1.
- Optimize Building Operations: Implement smart meters and energy management systems in all facilities by the end of year 1 to track energy consumption in real-time and identify inefficiencies.

Compliance:

- Meets BEIS carbon reduction goals for energy efficiency.
- Adheres to CQC regulations regarding maintaining comfortable and safe environments for service users while implementing energy-saving measures.

3. Objective: Transition 50% of Fleet to Electric or Hybrid Vehicles by 2030

Action Plan:

- Fleet Electrification: Begin transitioning the fleet to electric or hybrid vehicles, replacing 50% of the existing fleet by 2030.
    - Target Completion: Initiate the transition within the first year, with 20% of the fleet replaced by the end of year 2.
- Electric Vehicle Charging Infrastructure: Install EV charging stations at all key facilities within 18 months to support fleet transition.
- Fuel Efficiency Measures: Implement fleet management software to optimize routes, monitor fuel consumption, and ensure the fleet is used efficiently to minimize emissions.
- Employee Travel Program: Encourage employees to use electric vehicles, public transport, or carpooling by providing incentives and infrastructure support (e.g., bike racks, subsidies for public transport).

Compliance:

- Aligns with Ofgem's guidelines on low-carbon transportation.
- Meets CQC's Safe and Effective KLOEs, ensuring that the fleet transition does not compromise service delivery or Service User safety.

4. Objective: Achieve 40% Reduction in Waste Sent to Landfill by 2025

Action Plan:

- Waste Audits: Conduct waste audits across all facilities to identify key areas of waste generation and prioritize materials for reduction, reuse, or recycling.
    - Target Completion: Complete audits within the first 6 months and implement waste reduction strategies within the next 12 months.
- Waste Segregation: Implement comprehensive waste segregation systems in all departments to separate recyclables, non-recyclables, and organic waste.
- Recycling and Composting: Increase recycling rates by 30% by introducing accessible recycling bins and composting organic waste in care facilities.
- Waste-to-Energy Solutions: Collaborate with waste management companies to explore waste-to-energy options for non-recyclable waste.

Compliance:

- Adheres to The Environment Agency (EA) waste management guidelines.
- Meets CQC's Safe KLOE, ensuring waste management practices do not pose any safety risks to care recipients.

5. Objective: Increase Renewable Energy Usage to 50% by 2030

Action Plan:

- Renewable Energy Sourcing: Transition to 50% renewable energy by signing green energy contracts and purchasing electricity from renewable sources.
    - Target Completion: Secure contracts for renewable energy by the end of year 1.
- On-Site Renewable Generation: Install solar panels at care facilities and office buildings where feasible.
    - Target Completion: Install at least 20% of total energy needs from on-site renewable sources by 2025.
- Energy Storage: Invest in battery storage technology to maximize the use of renewable energy and reduce reliance on non-renewable grid power during peak hours.

Compliance:

- Fulfills BEIS targets for increasing renewable energy use and reduces reliance on fossil fuels in line with UK's net-zero strategy.
- Supports CQC's Effective KLOE, ensuring facilities operate efficiently while using renewable energy.

6. Objective: Offset 100% of Unavoidable Emissions by 2040

Action Plan:

- Carbon Offset Program: Invest in accredited carbon offset projects, including reforestation, renewable energy projects, and methane capture, to neutralize unavoidable emissions.
    - Target Completion: Develop a carbon offset strategy within the first 12 months and begin purchasing offsets by year 2.

- Monitor and Report Offsetting: Track and report offset contributions annually as part of the sustainability report to ensure transparency and credibility.

Compliance:

- Aligns with CQC regulations for transparency and accountability in emissions management.
- Fulfills BEIS and Carbon Trust guidelines for sustainable offset practices.

7. Objective: Promote Sustainability Awareness among Employees and Stakeholders

Action Plan:

- Staff Training: Provide sustainability training to 100% of employees within 6 months to educate them about the organisation’s carbon reduction strategies and how they can contribute.
- Engagement Programs: Introduce employee engagement programs, such as sustainability challenges and incentives for reducing energy use, waste, and carbon emissions in daily work activities.
- Client and Public Communication: Share the annual sustainability report with clients and the public to demonstrate progress and commitment to carbon reduction goals.

Compliance:

- Meets CQC’s Caring and Well-led KLOEs, fostering employee engagement and transparency in sustainability practices.
- Ensures staff are equipped with the knowledge and tools to contribute to the organisation’s carbon reduction efforts.

8. Objective: Ensure Continuous Improvement through Regular Monitoring and Review

Action Plan:

- Quarterly Reviews: Hold quarterly reviews to assess progress against targets, identify barriers, and adjust strategies accordingly.
- Annual Reports: Publish annual carbon reduction progress reports that provide detailed updates on emissions, energy use, waste management, and carbon offsets.
- Third-Party Audits: Engage a third-party auditor annually to review the organisation’s carbon emissions and verify accuracy in reporting.

Compliance:

- Adheres to CQC’s Well-led KLOE, ensuring continuous improvement and transparency in governance and operations.
- Ensures compliance with BEIS guidelines for transparency in sustainability and emissions reduction.

14. FINANCIAL MECHANISMS AND SUPPORT

The Financial Mechanisms and Support section of the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited ensures that the necessary financial resources are allocated for implementing carbon reduction initiatives and achieving sustainability goals. This section outlines how the organisation will fund its carbon reduction efforts, including access to available grants, incentives, and external support, while ensuring compliance with CQC regulations, UK legislation, and guidance from relevant national bodies such as BEIS, HM Treasury, and the Carbon Trust.

Below is the detailed outline for Financial Mechanisms and Support in Service 24 Support Limited's Carbon Reduction Plan Policy and Procedure.

1. Internal Financial Allocation and Budgeting

Objective: To ensure that sufficient financial resources are allocated to implement and sustain carbon reduction initiatives across all operational areas.

Initiatives:

- Dedicated Sustainability Budget: Establish a dedicated sustainability budget within the organisation's financial planning to ensure adequate funding for carbon reduction projects, including energy-efficient equipment, renewable energy adoption, and waste reduction initiatives.
  - Annual Budget Review: The Finance Director will allocate funds for carbon reduction initiatives during the annual budgeting process. This will include investments in new technologies, staff training, and infrastructure upgrades.
  - Cost-Benefit Analysis: Conduct cost-benefit analysis to evaluate the financial viability of each carbon reduction initiative. This will ensure that investments provide long-term financial and environmental returns, such as reduced energy costs, waste disposal fees, and increased operational efficiency.
- Integration with Operational Budgets: Carbon reduction projects will be integrated into the overall operational budget, ensuring that sustainability efforts are prioritized alongside other business functions without compromising service delivery or care quality.

Compliance:

- Complies with CQC regulations that require the organisation to manage finances responsibly while maintaining high standards of care delivery.
- Ensures alignment with BEIS and HM Treasury guidelines for financial planning and budgeting for sustainability in healthcare.

2. External Funding and Grants

Objective: To secure external financial support from governmental bodies, non-governmental organisations, and other funding bodies to help finance carbon reduction projects.

Initiatives:

- Government Grants and Incentives: Apply for grants and financial incentives available through HM Treasury, BEIS, and local government programs that support carbon reduction and sustainability initiatives. This includes programs such as:
  - The Public Sector Decarbonisation Scheme: Offers funding to public sector organisations to reduce carbon emissions in buildings and facilities through energy efficiency measures and renewable energy installation.
  - The Green Homes Grant: Provides financial support for retrofitting buildings to make them more energy-efficient, which can be leveraged for care facility upgrades.
  - Carbon Trust Green Business Fund: Offers financial support for small and medium-sized enterprises (SMEs) to invest in energy-saving technologies and carbon reduction initiatives.
- Energy Efficiency Financing Programs: Explore government-backed financing options for energy efficiency projects, such as green loans or lease financing, which allow for the purchase and installation of energy-efficient systems with minimal upfront costs.
- Sustainability Innovation Grants: Apply for funding opportunities from organisations such as Innovate UK or The Carbon Trust, which provide support for the development of innovative technologies and business practices that reduce carbon emissions.

Compliance:

- Aligns with CQC regulations, ensuring the effective and transparent use of external funding for projects that benefit both the environment and service users.
- Fulfills BEIS requirements for public sector organisations to access available funding and grants for decarbonisation.

3. Carbon Trust and Other Third-Party Support

Objective: To leverage expertise, funding, and resources from third-party organisations like the Carbon Trust to support carbon reduction efforts.

Initiatives:

- Carbon Trust Support: Service 24 Support Limited will partner with the Carbon Trust, a not-for-profit organisation that provides advice, guidance, and funding for businesses aiming to reduce their carbon footprint. Key areas of support include:
  - Carbon Reduction Advice: The Carbon Trust offers expert guidance on reducing energy consumption and carbon emissions, including advice on low-carbon technologies and renewable energy options.

    - Carbon Footprint Certification: Service 24 Support Limited can apply for the Carbon Trust Standard certification to demonstrate its commitment to carbon reduction and improve its environmental credibility.
    - Sustainability Projects: The Carbon Trust can provide funding and assistance with implementing energy-saving measures, such as upgrading facilities, improving fleet efficiency, or adopting renewable energy technologies.
- Partnerships with NGOs: Work with non-governmental organisations (NGOs) that offer financial or technical support for sustainability initiatives. These organisations can also provide funding for specific projects or help the organisation connect with other sustainability-focused resources.

Compliance:

- Supports compliance with CQC regulations, demonstrating the organisation's proactive approach to achieving sustainability goals while ensuring high standards of care.
- Helps the organisation achieve recognition for environmental stewardship, which aligns with CQC's Caring KLOE, showing that sustainability is integrated into Service User care without compromising service quality.

4. Financial Incentives for Energy Efficiency and Decarbonization

Objective: To take advantage of financial incentives that reduce the initial investment burden of implementing energy-efficient and carbon-reducing technologies.

Initiatives:

- Enhanced Capital Allowances (ECAs): Use the Enhanced Capital Allowances (ECA) scheme to claim tax relief on investments in energy-efficient technologies, including energy-efficient heating, cooling, lighting, and renewable energy systems.
    - Target Completion: Apply for the ECA scheme on qualifying purchases made for energy-efficient equipment and renewable energy installations to reduce upfront capital costs.
- Feed-in Tariffs (FiT) and Contracts for Difference (CfD): Explore the opportunity to generate revenue from excess renewable energy produced on-site by utilizing Feed-in Tariffs or Contracts for Difference, where the organisation can sell surplus energy back to the grid.
    - Target Completion: Set up renewable energy systems with the capacity to generate excess power and participate in government-backed schemes by year 2.
- VAT and Tax Incentives: Take advantage of VAT exemptions and tax credits available for energy-efficient equipment and renewable energy systems.

Compliance:

- Ensures adherence to CQC regulations by maintaining financial transparency and ensuring that sustainability initiatives do not compromise operational efficiency or service quality.

- Aligns with BEIS initiatives and government tax relief programs designed to incentivize carbon reduction across sectors.

5. Cost Savings and Operational Efficiencies

Objective: To identify and capture financial savings from energy reductions, waste minimization, and operational efficiencies, ensuring the long-term financial sustainability of carbon reduction efforts.

Initiatives:

- Energy Cost Savings: Reduced energy consumption through energy-efficient technologies will result in lower utility bills. These savings can be reinvested into additional sustainability projects or used to offset other operational costs.
- Waste Disposal Savings: Implementing waste reduction strategies and improving recycling efforts will lower disposal fees, contributing to cost savings.
- Operational Efficiencies: Improved fleet management and reduced business travel will result in lower fuel and transportation costs, leading to further savings that can be redirected toward sustainability projects.
- Reinvestment Strategy: The savings generated from energy and operational efficiencies will be reinvested into further sustainability initiatives, creating a circular investment model where environmental efforts and financial savings complement each other.

Compliance:

- This approach aligns with CQC regulations that require organisations to demonstrate efficient resource management, ensuring that carbon reduction does not negatively impact the provision of high-quality care services.

6. Long-Term Financial Sustainability for Carbon Reduction

Objective: To ensure the financial sustainability of the carbon reduction plan over the long term, enabling the organisation to achieve its net-zero goals.

Initiatives:

- Long-Term Financial Planning: Integrate carbon reduction into long-term financial planning by forecasting the costs and savings of sustainability projects over the next 10-20 years. This will include cost projections for renewable energy systems, fleet transition, and energy efficiency upgrades.
- Continuous Evaluation of Funding Sources: Regularly review and assess new government programs, incentives, and grants available for sustainability and carbon reduction. This will ensure that the organisation is aware of and can capitalize on new financial support as it becomes available.

- Financial Reserves for Carbon Initiatives: Build and maintain a financial reserve fund specifically for funding future carbon reduction projects, ensuring that capital is available for necessary investments, even in the absence of external funding.

Compliance:

- Complies with CQC's Well-led KLOE, ensuring that the organisation effectively manages finances in a sustainable and transparent way while maintaining high-quality care standards.

15. RISK MANAGEMENT

The Risk Management section of the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited is designed to identify, assess, and mitigate potential risks associated with the implementation of carbon reduction initiatives. This ensures that the organisation can effectively reduce its carbon footprint while maintaining compliance with CQC regulations, relevant UK legislation, and national standards from organisations such as BEIS, The Environment Agency (EA), and the Committee on Climate Change (CCC). The goal is to minimize the impact of potential risks on the organisation's operations, service delivery, and regulatory compliance.

Below is the detailed Risk Management strategy for Service 24 Support Limited's Carbon Reduction Plan Policy and Procedure.

1. Risk Identification

Objective: To systematically identify potential risks related to the implementation of carbon reduction initiatives.

Initiatives:

- Internal and External Risk Factors: Identify risks both internal (within the organisation) and external (due to external environmental, regulatory, or market conditions) that may impact carbon reduction efforts.
  - Internal Risks:
    - Operational Disruptions: Potential disruptions to services due to building upgrades, energy efficiency projects, or fleet transitions.
    - Employee Resistance: Lack of engagement or resistance from employees to adopt new sustainability practices.
    - Financial Constraints: Limited resources or unforeseen costs in implementing sustainability initiatives.
  - External Risks:
    - Regulatory Changes: Changes in CQC regulations or national climate policies that may affect existing plans.

        - Market Volatility: Fluctuations in energy prices, which may affect the financial viability of renewable energy solutions or energy efficiency projects.
        - Supply Chain Disruptions: Potential disruptions in the supply chain for sustainable materials, renewable energy technology, or electric vehicles.
- Risk Workshops and Consultations: Hold regular risk assessment workshops involving key stakeholders (e.g., sustainability officers, department heads, finance team) to identify new and emerging risks as carbon reduction initiatives evolve.

2. Risk Assessment and Evaluation

Objective: To evaluate the likelihood and potential impact of identified risks, ensuring that the organisation can prioritize mitigation strategies effectively.

Initiatives:

- Risk Impact Assessment Matrix: Develop a Risk Impact Assessment Matrix to evaluate the severity and likelihood of identified risks. Each risk will be rated on:
    - Probability: The likelihood of the risk occurring (e.g., low, medium, high).
    - Impact: The potential impact on operations, Service User care, or finances (e.g., low, medium, high).
- Categorization of Risks:
    - Critical Risks: Risks with a high probability and severe impact, requiring immediate attention and mitigation.
    - Moderate Risks: Risks that have a moderate likelihood and impact, which should be monitored and mitigated over time.
    - Low Risks: Risks with a low likelihood and minimal impact, which can be monitored as part of routine operations.

Compliance:

- Ensure the risk assessment process aligns with CQC's Well-led Key Line of Enquiry (KLOE), ensuring effective management of risks and transparency in governance processes.
- Complies with BEIS and The Environment Agency (EA) guidelines for risk management in environmental sustainability.

3. Risk Mitigation Strategies

Objective: To develop and implement proactive strategies to mitigate identified risks and ensure the successful implementation of carbon reduction initiatives.

Initiatives:

- Operational Risk Mitigation:

    - Service Continuity Plans: Develop service continuity plans to minimize the impact of any disruptions caused by infrastructure upgrades (e.g., energy-efficient systems or renewable energy installations). This ensures that care delivery is not affected.
    - Phased Implementation: Implement carbon reduction projects in phases to minimize disruption and ensure service delivery is maintained throughout the transition period.
- Employee Engagement and Training:
    - Employee Training Programs: Conduct training to address employee concerns and resistance to sustainability practices. Engage staff in sustainability awareness and carbon reduction initiatives to build buy-in across the organisation.
    - Incentive Programs: Develop employee incentive programs to encourage active participation in carbon reduction efforts, reducing the risk of disengagement.
- Financial Risk Mitigation:
    - Cost-Benefit Analysis: Conduct detailed cost-benefit analyses before committing to large investments in energy-efficient technologies or renewable energy systems. This will ensure that the organisation is financially prepared for the initial investment and can forecast long-term savings.
    - Diversified Funding Sources: Secure funding from multiple sources, including government grants, sustainability incentives, and private sector investments, to reduce reliance on a single source of capital.
- Supply Chain Risk Mitigation:
    - Diversify Suppliers: Identify multiple suppliers for critical materials (e.g., renewable energy components, energy-efficient equipment) to reduce reliance on any single supplier and minimize supply chain disruptions.
    - Regular Supplier Audits: Conduct regular audits of suppliers to ensure they meet the organisation's sustainability standards and can continue providing products or services during times of market volatility.
- Regulatory Risk Mitigation:
    - Stay Informed on Regulatory Changes: Regularly monitor changes to CQC regulations and national climate policies to ensure that the organisation remains compliant. The Head of Compliance will be responsible for ensuring all carbon reduction efforts meet evolving regulatory standards.
    - Adaptable Strategies: Ensure that the carbon reduction plan is flexible and adaptable, allowing the organisation to quickly adjust to new regulations or guidelines without compromising the effectiveness of sustainability initiatives.

4. Risk Monitoring and Reporting

Objective: To continuously monitor identified risks, assess the effectiveness of mitigation strategies, and report on the status of risks and mitigation efforts.

Initiatives:

- Risk Dashboard: Implement a Risk Dashboard within the Carbon Management System to monitor the status of identified risks in real-time. The dashboard will include:
    - Risk status (e.g., mitigated, active, emerging).

    - Mitigation progress and updates.
    - Responsibility for managing each risk.
- Regular Risk Review Meetings: Hold quarterly risk review meetings with the Carbon Reduction Steering Committee and key stakeholders to:
    - Review the status of identified risks and assess the effectiveness of mitigation strategies.
    - Identify new risks and develop action plans to address them.
    - Ensure that any emerging risks are addressed in a timely and proactive manner.
- Annual Risk Assessment Report: Include an Annual Risk Assessment Report in the Sustainability Report to provide transparency to stakeholders on risk management efforts. This report will outline:
    - Risks encountered during the year.
    - The effectiveness of mitigation actions taken.
    - New or emerging risks and the planned approach for addressing them.

Compliance:

- Regular reporting and monitoring of risks ensures compliance with CQC's Well-led KLOE, ensuring transparency in risk management and governance.
- Aligns with BEIS guidelines for continuous assessment of risks and impacts associated with carbon reduction projects.

5. Contingency Plans for High-Risk Scenarios

Objective: To prepare the organisation for high-impact, high-likelihood risks by developing contingency plans to manage potential disruptions.

Initiatives:

- Emergency Response Plans: Develop detailed emergency response plans to address high-risk scenarios, such as:
    - Service disruptions due to infrastructure upgrades (e.g., during the installation of renewable energy systems).
    - Financial shortfalls or unexpected cost overruns in sustainability projects.
    - Regulatory penalties for non-compliance due to unforeseen changes in CQC or environmental regulations.
- Backup Resources: Establish backup resources (financial reserves, alternative suppliers, temporary solutions) to ensure that the organisation can continue operating smoothly even in the event of significant risks materializing.

Compliance:

- These contingency plans ensure compliance with CQC regulations, specifically the Safe KLOE, by ensuring service continuity even in high-risk scenarios.
- Aligns with BEIS and The Environment Agency (EA) requirements for risk preparedness in sustainability projects.

6. Continuous Improvement of Risk Management Framework

Objective: To continuously improve the organisation's approach to risk management in carbon reduction, ensuring the plan evolves with changing circumstances.

Initiatives:

- Feedback Loop: Collect feedback from staff, stakeholders, and external experts on the effectiveness of risk management strategies and use this input to refine the approach.
- Adapting to New Risks: Regularly update the Risk Management Framework to address emerging risks, such as new regulations, technological advancements, or changes in the external environment.

Compliance:

- This approach ensures compliance with CQC's Effective KLOE, demonstrating a commitment to continuous improvement and adaptive risk management in the face of changing circumstances.

16. COLLABORATION WITH RELEVANT INSTITUTIONS

Collaboration with relevant institutions is a key component of Service 24 Support Limited's Carbon Reduction Plan Policy and Procedure. By partnering with national bodies, regulatory authorities, and other organisations, we can ensure that our carbon reduction efforts are aligned with industry standards, regulatory requirements, and national climate goals. This collaborative approach enables the organisation to access expertise, funding, and support that can help accelerate progress toward sustainability while ensuring that high-quality care is maintained in compliance with CQC regulations and other relevant legislation.

Below is a detailed outline of the Collaboration with Relevant Institutions for the Carbon Reduction Plan Policy and Procedure.

1. Collaborating with Regulatory Authorities (CQC, BEIS, EA)

Objective: To ensure that carbon reduction initiatives are fully aligned with CQC regulations, BEIS guidelines, and The Environment Agency (EA) standards while meeting the highest care quality standards.

Initiatives:

- CQC Collaboration:
  - Objective: Work closely with the Care Quality Commission (CQC) to ensure that carbon reduction measures do not compromise the quality, safety, or accessibility of care provided to individuals.

- Actions:
  - Engage with CQC inspectors to discuss sustainability efforts and how they align with CQC's Fundamental Standards.
  - Ensure that sustainability practices are part of the organisation's quality management system and that any changes related to sustainability (e.g., energy-efficient systems, waste reduction) meet the CQC's Safe and Effective standards.
  - Incorporate CQC's feedback on sustainability efforts into the carbon reduction action plan and annual reviews.
- BEIS Collaboration:
  - Objective: Align carbon reduction efforts with national Department for Business, Energy & Industrial Strategy (BEIS) strategies and policies on climate change and energy efficiency.
  - Actions:
    - Regularly engage with BEIS to stay informed about government-backed sustainability programs, such as those related to energy efficiency or low-carbon technologies.
    - Access BEIS funding schemes, such as the Public Sector Decarbonisation Fund or Green Homes Grant, to support energy-efficient upgrades in facilities.
    - Ensure that all carbon reduction strategies align with BEIS's climate change policies and national carbon budget targets.
- The Environment Agency (EA) Collaboration:
  - Objective: Ensure that carbon reduction strategies comply with EA regulations concerning environmental impact, waste management, and emissions.
  - Actions:
    - Work with the EA to ensure compliance with environmental standards, such as waste disposal, carbon emissions, and air quality.
    - Collaborate with EA experts to adopt best practices in environmental sustainability, including waste reduction, recycling, and reducing industrial emissions.
    - Seek EA's approval for any environmental projects that may require permits or regulation, ensuring that the carbon reduction initiatives meet local and national environmental standards.

Compliance:

- Ensures compliance with CQC's regulatory framework and other relevant national standards, aligning carbon reduction strategies with regulatory expectations for quality care and safety.

2. Partnerships with National Sustainability Organizations

Objective: To engage with national sustainability organisations for expert guidance, funding opportunities, and collaborative initiatives.

Initiatives:

- Carbon Trust:
  - Objective: Partner with the Carbon Trust for expert guidance, funding, and certifications related to carbon reduction.
  - Actions:
    - Work with the Carbon Trust to implement energy efficiency solutions, including the adoption of renewable energy technologies, energy-efficient equipment, and building retrofits.
    - Apply for Carbon Trust funding to support carbon reduction projects, such as the installation of energy-efficient systems and renewable energy sources.
    - Seek Carbon Trust certification to demonstrate commitment to carbon reduction and improve the organisation's environmental credibility.
- UK Green Building Council (UKGBC):
  - Objective: Collaborate with the UK Green Building Council (UKGBC) to incorporate sustainable building practices and improve the environmental performance of the organisation's facilities.
  - Actions:
    - Engage with UKGBC to ensure that new construction or facility upgrades follow sustainable building standards, including energy-efficient designs, low-carbon materials, and environmentally-friendly construction practices.
    - Participate in UKGBC's training programs and workshops to stay informed about the latest trends and best practices in sustainable building design and operations.
    - Adopt UKGBC guidelines to achieve environmental certifications such as BREEAM (Building Research Establishment Environmental Assessment Method), further enhancing the sustainability of the organisation's facilities.
- The Green Alliance:
  - Objective: Collaborate with The Green Alliance, an environmental think tank, to stay updated on policies, research, and best practices in carbon reduction and sustainability.
  - Actions:
    - Participate in Green Alliance policy discussions and sustainability forums to share knowledge and learn from other organisations in the healthcare and sustainability sectors.
    - Work with Green Alliance to align carbon reduction efforts with national policy frameworks and goals, ensuring that Service 24 Support Limited contributes to the broader UK Net Zero Strategy.

Compliance:

- These collaborations help ensure that Service 24 Support Limited is in alignment with CQC's regulatory expectations for operational effectiveness and environmental sustainability, enhancing the credibility and transparency of the organisation's carbon reduction efforts.

3. Collaboration with Local Government and Regional Authorities

Objective: To engage with local government and regional authorities for localized sustainability programs, funding opportunities, and community-based carbon reduction initiatives.

Initiatives:

- Local Sustainability Initiatives:
    - Objective: Work with local government agencies and sustainability-focused organisations to align the organisation's carbon reduction efforts with local environmental action plans.
    - Actions:
        - Engage with local councils and regional authorities to participate in local carbon reduction programs, such as initiatives focused on energy efficiency, green transport, or community-level renewable energy generation.
        - Collaborate with local sustainability groups to implement community engagement projects, such as local recycling programs, renewable energy cooperatives, or public awareness campaigns.
        - Participate in local climate action plans to contribute to broader regional sustainability targets and support the UK Climate Change Act and Net-Zero Strategy.
- Collaboration with Local Authorities on Environmental Health:
    - Objective: Ensure that carbon reduction strategies align with local policies on environmental health, air quality, and sustainable urban development.
    - Actions:
        - Partner with local health authorities to ensure that carbon reduction measures, such as improvements in air quality, energy-efficient buildings, and sustainable transportation, benefit the health and well-being of local communities.
        - Advocate for and support local government policies that promote sustainability in healthcare, including green building standards, zero-emission transport, and waste management policies.

Compliance:

- Collaboration with local authorities ensures compliance with CQC's Local Authority Engagement requirements, ensuring that carbon reduction efforts align with regional climate action plans and contribute to broader national sustainability goals.

4. Collaboration with Private Sector and Industry Partners

Objective: To collaborate with private sector partners, service providers, and industry groups to share best practices, access joint funding, and enhance the effectiveness of carbon reduction initiatives.

Initiatives:

- Private Sector Partnerships:
  - Objective: Form partnerships with private sector companies and service providers who can support carbon reduction projects through technology, expertise, and funding.
  - Actions:
    - Partner with technology providers and energy service companies to access advanced energy-saving technologies, such as smart grids, energy storage systems, and automated building management systems.
    - Collaborate with green technology providers to integrate renewable energy solutions, such as solar panels, wind turbines, and heat pumps, into healthcare facilities.
- Industry Associations:
  - Objective: Engage with industry groups and healthcare sustainability forums to collaborate on shared goals, research, and carbon reduction projects.
  - Actions:
    - Join industry associations such as the NHS Sustainability Network or the Sustainable Healthcare Coalition to stay informed about sector-specific sustainability standards and collaborate with peers on carbon reduction efforts.
    - Participate in joint industry research and pilot programs focused on low-carbon healthcare solutions, renewable energy adoption, and sustainable healthcare practices.

Compliance:

- Engaging with industry partners ensures that Service 24 Support Limited meets CQC's standards for quality care, ensuring that sustainability efforts complement care delivery and enhance overall operational efficiency.

5. Collaboration with Research Institutions and Universities

Objective: To partner with academic and research institutions to gain access to cutting-edge research, data, and innovative carbon reduction technologies.

Initiatives:

- Research Partnerships:
  - Objective: Collaborate with universities and research organisations specializing in sustainability, carbon reduction, and green technologies.
  - Actions:
    - Work with universities to conduct research on the economic benefits of carbon reduction in healthcare and explore new technologies that can be adopted to reduce emissions.
    - Support research projects that focus on the healthcare sector's environmental impact, such as sustainable care facility designs, low-carbon medical technologies, and energy-efficient healthcare operations.

Compliance:

- Ensures alignment with CQC's Well-led KLOE, supporting continuous improvement in operational effectiveness and ensuring that sustainability measures are evidence-based and data-driven.

17. APPENDICES

The Appendices section of the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited provides supplementary information and resources that support the implementation and understanding of the main document. The appendices include detailed charts, supporting documentation, relevant guidelines, and references to key policies, regulations, and standards. This ensures that the plan is fully compliant with CQC regulations, relevant UK legislation, and national guidelines from organisations such as BEIS, The Environment Agency (EA), Committee on Climate Change (CCC), and others.

Below is a detailed outline of the Appendices for the Carbon Reduction Plan Policy and Procedure.

Appendix A: Definitions and Key Terms

This appendix provides clear definitions and explanations of key terms and concepts used throughout the Carbon Reduction Plan Policy and Procedure.

- Carbon Footprint: The total amount of carbon dioxide (CO_2) and other greenhouse gases emitted due to the activities of an organisation, typically measured in tonnes of CO_2 equivalent (CO_2e).
- Scope 1, 2, and 3 Emissions:
  - Scope 1: Direct emissions from owned or controlled sources (e.g., emissions from company vehicles, on-site combustion of fuels).
  - Scope 2: Indirect emissions from the consumption of purchased electricity, steam, heating, and cooling.
  - Scope 3: All other indirect emissions that occur in the value chain, including employee commuting, waste management, and supply chain emissions.
- Net-Zero: Achieving a balance between the amount of greenhouse gas emissions produced and the amount removed from the atmosphere, typically through a combination of emission reductions and carbon offsetting.
- Carbon Offset: A reduction in emissions of CO_2 or other greenhouse gases made to compensate for emissions produced elsewhere. These may include activities such as reforestation or renewable energy projects.

Appendix B: Relevant Legislation and Regulatory Framework

This appendix provides a list of key legislative frameworks and regulations that guide and govern the implementation of the Carbon Reduction Plan for Service 24 Support Limited.

- The Climate Change Act 2008: The UK's landmark legislation that set the framework for achieving net-zero emissions by 2050, including carbon budgets and legally binding targets.
- The Care Quality Commission (CQC) Regulations: Regulatory standards for health and care services, ensuring that sustainability efforts do not compromise Service User safety, quality of care, or service accessibility.
- The Environmental Protection Act 1990: Legislation governing waste management, pollution control, and air quality standards.
- The Renewable Energy Guarantees of Origin (REGO): Certification scheme for renewable energy generation, supporting the transition to renewable energy sources.
- The Clean Growth Strategy (2017): A UK government strategy for achieving a low-carbon economy, including reducing energy consumption and increasing renewable energy adoption.
- The Energy Efficiency (Public Sector) Regulations 2017: Regulations aimed at improving energy efficiency within public sector organisations.
- BEIS Carbon Budget and Climate Change Policy: The framework for the UK's carbon budgets, which set emission reduction targets for each five-year period up to 2050.

Appendix C: CQC Compliance and Sustainability

This appendix outlines how the Carbon Reduction Plan aligns with the CQC's Fundamental Standards and Key Lines of Enquiry (KLOEs), particularly regarding sustainability and operational effectiveness.

- CQC KLOE: Safe: Ensuring that sustainability efforts, such as energy-efficient systems, do not compromise the safety and comfort of service users.
- CQC KLOE: Effective: Demonstrating that carbon reduction initiatives improve overall operational efficiency without detracting from the quality of care.
- CQC KLOE: Caring: Ensuring that carbon reduction initiatives positively affect the well-being of service users by creating healthier, more sustainable environments.
- CQC KLOE: Well-Led: Ensuring that the leadership team drives sustainability initiatives, integrating them into the organisation's overall strategy while maintaining a high standard of care.

Appendix D: Carbon Reduction Targets and Key Performance Indicators (KPIs)

This appendix outlines the specific carbon reduction targets and KPIs that Service 24 Support Limited will use to measure progress toward its sustainability goals.

- Carbon Emissions Reduction Target: Achieve a 30% reduction in carbon emissions by 2030, with annual milestones to ensure steady progress.
- Energy Efficiency Targets: Reduce energy consumption by 20% per unit of service delivered by 2025.
- Renewable Energy Adoption: Achieve 50% renewable energy use by 2030, with at least 20% from on-site renewable generation (e.g., solar panels).

- Waste Management: Achieve a 40% reduction in landfill waste by 2025, with annual progress reports on waste diversion and recycling rates.
- Fleet Electrification: Transition 50% of the fleet to electric or hybrid vehicles by 2030.
- Employee Engagement: Ensure that 100% of employees receive sustainability training and actively participate in carbon reduction programs by 2025.

Appendix E: Risk Assessment and Mitigation Strategies

This appendix provides detailed risk management strategies for mitigating the risks associated with the Carbon Reduction Plan.

- Risk Categories:
  - Operational Risks: Disruptions to service delivery due to infrastructure upgrades or system changes (e.g., installation of energy-efficient systems, fleet transition).
  - Financial Risks: Budget overruns or cost escalations in sustainability projects.
  - Regulatory Risks: Changes in CQC regulations or environmental policies that affect existing plans.
  - Supply Chain Risks: Disruptions in the supply of sustainable materials or technologies (e.g., electric vehicles, renewable energy systems).
- Mitigation Strategies:
  - Phased implementation of projects to minimize disruptions.
  - Detailed cost-benefit analyses and financial planning.
  - Ongoing monitoring and engagement with regulatory bodies (e.g., CQC, BEIS, EA) to stay updated on changes.
  - Diversified supplier base and contingency planning for critical materials.

Appendix F: Financial Mechanisms and Support

This appendix outlines the financial mechanisms and external support available to Service 24 Support Limited for funding carbon reduction initiatives.

- Internal Budgeting: Allocating a dedicated sustainability budget as part of the annual financial planning process.
- Government Grants and Funding: Applying for funding through schemes such as the Public Sector Decarbonisation Scheme and The Green Business Fund.
- Carbon Trust Support: Partnering with the Carbon Trust for advice, funding, and certifications related to carbon reduction.
- Energy Efficiency Incentives: Utilizing Enhanced Capital Allowances and other government-backed financial incentives to support energy-efficient upgrades and renewable energy systems.
- Third-Party Financing: Exploring options for financing through green loans or lease financing to fund large-scale carbon reduction projects.

Appendix G: Sustainability Reporting Templates

This appendix includes standardized templates for sustainability reporting that will be used for internal and external reporting, ensuring consistency and transparency in carbon reduction progress.

- Monthly/Quarterly Internal Reports: Template for reporting key data on energy use, carbon emissions, waste management, and fleet efficiency.
- Annual Sustainability Report: Template for summarizing yearly progress, including carbon footprint analysis, carbon reduction achievements, and areas for improvement.
- CQC Sustainability Compliance Report: Template for reporting how sustainability efforts align with CQC's requirements for safety, quality care, and service delivery.

Appendix H: External Partnerships and Collaborations

This appendix outlines key external organisations, institutions, and partners with whom Service 24 Support Limited will collaborate to achieve carbon reduction goals.

- The Carbon Trust: Partnering for advice, funding, and certification in carbon management and energy efficiency.
- UK Green Building Council (UKGBC): Collaborating for guidance on sustainable building practices and energy-efficient designs.
- Local Authorities: Engaging with regional sustainability programs and climate action plans to align with local carbon reduction targets.
- Private Sector and Industry Partners: Collaborating with private companies to implement green technologies and sustainable practices in the healthcare sector.

Appendix I: Communication and Engagement Strategies

This appendix outlines the communication and engagement strategies for ensuring that staff, stakeholders, and service users are informed and actively involved in carbon reduction initiatives.

- Internal Communication: Regular updates via emails, newsletters, and team meetings to keep employees informed about carbon reduction progress and encourage engagement.
- Stakeholder Engagement: Regularly sharing sustainability reports with clients, investors, and regulatory bodies to maintain transparency and trust.
- Public Communication: Promoting the organisation's commitment to sustainability through public-facing channels (e.g., website, social media, and community events).

18. FORMS

The Forms section of the Carbon Reduction Plan Policy and Procedure for Service 24 Support Limited provides standardized templates and forms to ensure the proper documentation, tracking, and reporting of carbon reduction activities. These forms will help in maintaining compliance with CQC regulations, relevant legislation, and the guidance of national bodies like BEIS, The

Environment Agency (EA), and Committee on Climate Change (CCC). They will ensure consistent data collection, easy reporting, and efficient internal audits.

Below is the detailed outline for the Forms section, including tables, lines, checkboxes, and fields necessary for proper carbon reduction documentation.

1. Carbon Footprint Baseline Assessment Form

Objective: To document the organisation's carbon emissions baseline across Scope 1, 2, and 3.

Category	**Data Source**	**Annual Consumption (kWh, liters, etc.)**	**Carbon Emissions (kgCO2e)**	**Comments**
Scope 1: Direct Emissions	Fuel usage (company vehicles, on-site combustion)	[Text Field]	[Text Field]	[Text Field]
Scope 2: Indirect Emissions	Electricity consumption (building)	[Text Field]	[Text Field]	[Text Field]
Scope 3: Indirect Emissions	Employee travel (commuting, business travel)	[Text Field]	[Text Field]	[Text Field]
Scope 3: Indirect Emissions	Waste management (recycling, disposal)	[Text Field]	[Text Field]	[Text Field]
Total Carbon Emissions	N/A	[Text Field]	[Text Field]	[Text Field]

Form Notes:

- This form must be completed annually to track the baseline carbon footprint.
- Carbon emissions must be calculated using recognized emission factors (e.g., from BEIS, Carbon Trust).

2. Carbon Reduction Target Tracker

Objective: To track progress towards carbon reduction targets, monitor KPIs, and ensure that the organisation is meeting its goals.

Target Area	**Current Baseline (kgCO2e)**	**Target Reduction (%)**	**Target (kgCO2e)**	**Progress (%)**	**Status (On Track/Behind)**	**Action Required**
Total Carbon Emissions	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: On Track / Behind]	[Text Field]
Energy Consumption (Scope 2)	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: On Track / Behind]	[Text Field]
Fleet Emissions (Scope 1)	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: On Track / Behind]	[Text Field]
Waste Reduction (Scope 3)	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: On Track / Behind]	[Text Field]
Employee Travel (Scope 3)	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: On Track / Behind]	[Text Field]

Form Notes:

- This tracker must be updated quarterly to ensure that targets are met.
- Action required should specify steps to take if a target is falling behind.

3. Energy Efficiency Project Tracker Form

Objective: To document the implementation of energy-saving projects, track costs, and measure savings.

Project Name	Project Description	Start Date	Completion Date	Investment (£)	Annual Energy Savings (kWh)	Annual CO2 Savings (kgCO2e)	Status (Complete/On-going)	Responsible Person/Departme
Project 1: LED Lighting	Install LED lights in all facilities	[Date Field]	[Date Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: Complete/On-going]	[Text Field]
Project 2: HVAC System Upgrade	Upgrade to energy-efficient HVAC systems	[Date Field]	[Date Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: Complete/On-going]	[Text Field]
Project 3: Solar Panels	Install solar panels on the roof	[Date Field]	[Date Field]	[Text Field]	[Text Field]	[Text Field]	[Checkbox: Complete/On-going]	[Text Field]

Form Notes:

- Each project must have clear milestones, expected savings, and designated responsibilities.
- Ensure the project is evaluated for both environmental impact and financial feasibility.

4. Employee Sustainability Training and Engagement Form

Objective: To document the participation of employees in sustainability training and engagement programs.

Employee Name	**Department**	**Training Completed (Yes/No)**	**Training Date**	**Sustainability Activities Participated In**	**Engagement Level (High/Medium/Low)**
		[Checkbox: Yes/No]	[Date Field]	[Text Field]	[Dropdown: High/Medium/Low]
		[Checkbox: Yes/No]	[Date Field]	[Text Field]	[Dropdown: High/Medium/Low]
		[Checkbox: Yes/No]	[Date Field]	[Text Field]	[Dropdown: High/Medium/Low]

Form Notes:

- Use this form to track employee engagement and ensure that all staff have participated in sustainability training within the first year.
- Encourage high levels of engagement in sustainability programs.

5. Carbon Offset Documentation Form

Objective: To document the purchase and verification of carbon offsets.

Offset Program	**Type of Project**	**Purchased Offsets (kgCO2e)**	**Date Purchased**	**Offset Provider**	**Verification Provider**	**Certification Number**	**Offset Cost (£)**
Reforestation Project	Forest conservation and planting	[Text Field]	[Date Field]	[Text Field]	[Text Field]	[Text Field]	[Text Field]
Renewable Energy Project	Wind turbine installation	[Text Field]	[Date Field]	[Text Field]	[Text Field]	[Text Field]	[Text Field]
Methane Capture Project	Landfill gas capture	[Text Field]	[Date Field]	[Text Field]	[Text Field]	[Text Field]	[Text Field]

Form Notes:

- Ensure that each offset purchase is verified by a third-party certification body (e.g., Gold Standard or Verified Carbon Standard).
- Maintain detailed records of all offset purchases for audit and compliance purposes.

6. Carbon Reduction Action Plan Annual Review Form

Objective: To review and evaluate the carbon reduction action plan's progress on an annual basis.

Action Item	**Status**	**Progress to Date**	**Challenges Faced**	**Next Steps**	**Person Responsible**	**Target Completion Date**
Energy Efficiency Upgrades	[Dropdown: Complete/On-going/Delayed]	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Date Field]
Fleet Electrification	[Dropdown: Complete/On-going/Delayed]	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Date Field]
Waste Reduction Initiatives	[Dropdown: Complete/On-going/Delayed]	[Text Field]	[Text Field]	[Text Field]	[Text Field]	[Date Field]

Form Notes:

- This form should be completed annually as part of the carbon reduction progress review.
- Include detailed comments on challenges and any corrective actions needed.

7. External Funding Application Form

Objective: To track applications for external funding and grants for carbon reduction projects.

Funding Source	**Project Title**	**Funding Amount Requested (£)**	**Date of Application**	**Status**	**Outcome (Approved/Denied)**	**Follow-Up Actions**
BEIS Decarbonisation Fund	Solar Panel Installation	[Text Field]	[Date Field]	[Text Field]	[Checkbox: Approved/Denied]	[Text Field]
The Carbon Trust Green Fund	Energy-efficient Lighting Upgrade	[Text Field]	[Date Field]	[Text Field]	[Checkbox: Approved/Denied]	[Text Field]
Public Sector Decarbonisation Fund	HVAC System Upgrade	[Text Field]	[Date Field]	[Text Field]	[Checkbox: Approved/Denied]	[Text Field]

Form Notes:

- Use this form to track external funding applications for energy-efficient upgrades and sustainability projects.
- Follow up regularly with funding bodies to ensure timely processing and response.

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