

Carbon Reduction Plan

Version 2.4 – Publication Date February 2026

This plan demonstrates publicly our aim and commitment to measuring, monitoring, and reducing our carbon footprint, decreasing our water and energy usage, maintaining, and promoting recycling where possible and creating less landfill waste where we can.


Declaration - We publicly declare our dedication to reducing any negative impact that our business operations may have on the climate and environment, are taking steps to reduce our Green House Gas Emissions over time and will remain committed publicly to achieving Net Zero by 2040 at the latest.


We furthermore declare our commitment to publicly report all targets, emissions and publish our Carbon Reduction Plan for global emissions, covering all our Scope 1, 2 and 3 emissions by 2028; aligned to the NHS Net Zero Supplier Roadmap, Greener NHS, and PPN 06/21 technical standards for Carbon Reduction Plans (CRP).

We are dedicated to tracking compliance through supplier assessments and encouraging suppliers to join us in reporting climate-related data. We realise the importance of collaboration as a means of inspiring and driving climate action across global supply chains.

Where the opportunity presents itself, we are encouraging SMEs to join us in signing up to the [SME climate commitment](#). This is supported by the Government’s UK Business Climate Hub, an initiative designed to provide guidance on how small businesses can set net zero targets, measure their emissions, and develop climate strategies. As a strong supporter of local businesses we intend to work closely with the SMEs in our supply chain to educate and improve their carbon footprint.

At present, measuring emissions related to staff commuting is challenging to quantify. We are however actively engaging our workforce in playing a positive role in carbon reduction. We are doing so through investing in promotional activity to encourage switching to electric cars, using public transport, and cycling to work. We facilitate remote working where this is practical and advocate signing up to carbon reduction pledges with, for example [Break Free from Plastic](#) and joining organisations such as [WWF-UK](#) where they can calculate their domestic carbon footprint.

Signed:  **Vicky Simpson – Director**

Signed:  **Claire Horsfield, Director**

Baseline

Baseline Year: Sept 22 – Aug 23	
Additional Details relating to the Baseline Emissions calculations.	
<p>We appreciate that due to the nature of our operations which involves key and critical involvement in servicing Mental Health Patient Transport, approximately 70% of our active emissions come from our vehicle fleet. We therefore aim to transition the majority of them to electric or zero emissions models by 2038, where it's the best technical and economic solution. We are responsive too and monitoring the work the NHS is completing with other suppliers in relation to electric ambulance trials and will update our plans on transition arrangements as technology progresses. We will equally explore all emerging innovative solutions and pursue other ultra-low emission possibilities where electric vehicles (EVs) are not viable and use carbon offsetting as a last resort.</p> <p>Our current baseline year is 01/09/2022 – 31/08/2023, where we do not have data we have used estimates based on Enexo / GHG protocols, estimates do not constitute of more than 20% of all data. At this time we are currently reviewing all historical fuel receipts / invoices to try move our baseline year back further and analyses the changes in our emissions as the business has grown (NB. Growth from financial year 21/22 to 22/23 was circa 23% and 22/23 to 23/24 is on track to be circa 12%).</p>	
Baseline year emissions:	
EMISSIONS	TOTAL (tCO₂e)
Scope 1	202.93
Scope 2	45.62
Scope 3 (Included Sources)	763.78 Sources included are: Purchased Goods and Services (Cat 1) Capital Goods (Cat 2) Waste Generated in Operations (Cat 5) Business Travel (Cat 6) Employee Commuting (Cat 7)
Total Emissions	1,012.33 (tCO₂e)

We shall follow the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, the Scope 2 Guidance and the Greenhouse Gas Protocol Value Chain (Scope 3) Accounting and Reporting Standard. We commit to data to cover a subset of scope 3 emissions as a minimum (aligning with PPN 06/21).

Our emissions report breakdown from our Sustainability Software provider is embedded below.



VCare24 22-23 Enexo Summary Report.pdf

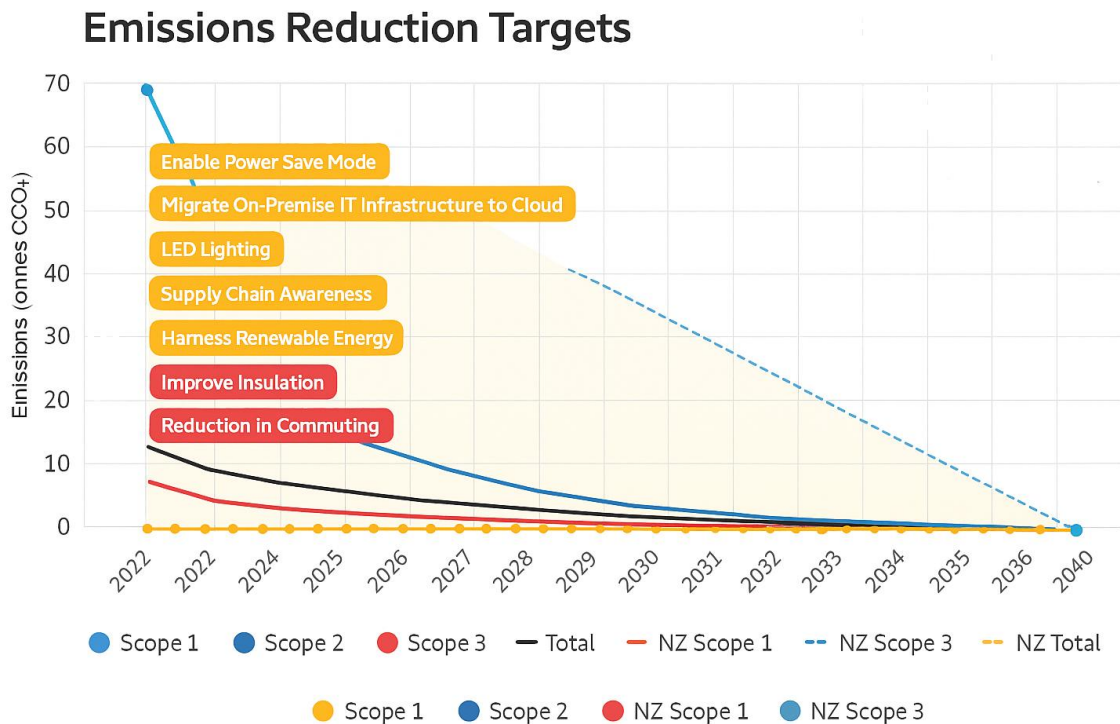
Year 1 Emissions Reporting

Reporting Year: Sept 23 – August 2024	
<p>Despite a 30% increase in turnover we have seen around a 20% decrease in tCO₂e – this year we have had a significant increase in vehicle miles however, the electrification and hybrid changes in our fleet start to show. Other vehicles are not near end of life yet so we do not anticipate such a reduction in comparison to turnover.</p> <p>Scope 3 data has significantly reduced due to the reduction in spending on goods, services, in line with revised budgetary controls for future growth plans in financial year 2024-2025 therefore, this may increase next year potentially.</p>	
EMISSIONS	TOTAL (tCO₂e)
Scope 1	207.73
Scope 2	74.28
Scope 3 (Included Sources)	534.42 Sources included are: Purchased Goods and Services (Cat 1) Capital Goods (Cat 2) Waste Generated in Operations (Cat 5) Business Travel (Cat 6) Employee Commuting (Cat 7)
Total Emissions	816.43

Emissions Reduction Targets

As a growing company the biggest concern we have is the potential increase in emissions as the service grows. We will carefully monitor our emissions against the value of services delivered. We should see a % decrease overtime to ensure we remain on track for Net Zero 2040.

We have mapped out within Enexo our emissions reductions targets as follows:



In order to achieve our progress towards Net Zero for 2040 we have adopted carbon reduction target of a total reduction of 60% by 2030.

Carbon Reduction Projects

Completed Carbon Reduction Projects

1. Mapping of a baseline data year for 2022-2023.
2. Commencement of LED Replacement Programme in Head Office.
3. Implementation of hybrid vehicles into fleet.
4. Securing Green Energy Broker contract for future Scope 2 emissions to be carbon neutral as contracts renew.

Future Analysis of potential Carbon Reduction Projects

Scope 1 – Fuel Transport

Emissions within this scope will vary significantly depending on service delivery. We currently have one electric vehicle for secure patient transport services. We have plans to replace 25% of the fleet within the next 5 years with electric or hybrid vehicles.

The biggest barrier for change electrifying our fleet is in the range and charge times of vehicles within the secure patient transport service. We are closely monitoring the work the NHS is doing in relation to electric ambulance trials which would likely impact on the success of our service. Wherever, possible the electrification or hybridisation of the fleet will be implemented. At present, the fleet does not need replacement vehicles within the next reporting year – to do so before it is due could create further unnecessary emissions from decommissioning of a fleet before it is appropriate to do so. Where required, we will always look to electric and/or hybrid vehicles for the secure patient transport services including when onboarding new contracts.

Within the residential children's homes we are implanting the installation of electrical charging stations where possible, some locations are leasehold. At present, the fleet does not need renewing within this sector – to do so before it is due could create further unnecessary emissions from decommissioning of a fleet before it is appropriate to do so. Where required, we will always look to electric and/or hybrid vehicles for residential children's homes.

Scope 1 – Fuel Heating

Emissions in relation to the heating of our residential children's home will be reviewed with regards to appropriate sustainable energy options. At present 4/5 residential children's home properties are on natural gas supply. Within the next 5 years consideration will be given to replacing these with sustainable measures where possible, some properties are leasehold.

Within the secure patient transport services all heating requirements are provided via electric sources, 2/3 properties, reported within scope 2 and in scope 3 for shared office space.

Scope 1 – AC Refrigerants

The main source of heating within Head Office, is via AC heating and cooling units. At present – alternative sources of sustainable / renewable sources are not suitable, following consultation with specialists in this sector, for this building. We will replace current units which are circa 20

years old with a newer system that will be more energy efficient, reducing scope 2 emissions and have set central temperature controls to avoid separate units in the shared / open plan off battling against each other.

Scope 2

Emissions for scope 2 for the main premises are already on renewable energy, and 75% of all other properties are currently on green energy sources for electric where possible. We need to obtain the renewable energy certificate from our provider to be able to add in the relevant carbon offset to our baseline data.

We have signed up to work with a Energy Broker specialising in Green Energy Tariffs and will move all contracts to green energy suppliers upon their renewal, it is estimated that this will be completed within 3 years.

As noted with regards to the AC above, we are working with our supplier to reduce energy consumption with our scope 2 from heating operated via scope 2 emissions.

Scope 3

Emissions are 70% derived from our suppliers therefore we are committed to curbing their emissions and ours. 100% of our suppliers must by 2026 meet our requirements on climate and environmental management and standards.

Targets

- a) Achieve 'Net Zero' a 100% reduction of greenhouse gas emissions by 2040
- b) Achieve an 80–85% reduction in greenhouse gas emissions by 2035
- c) Follow the NHS Net zero supplier roadmap
- d) Follow the GHG Protocol Corporate Accounting and Reporting Standard

Carbon Reduction Projects Planned

- Maintain and review the company's sustainability policy to ensure progress and the incorporation of carbon targets;
- Continue to minimise waste, promote recycling, and the use of recycled products to help reduce the amount of waste sent to landfill;
- Reduction of single use plastics
- Promote environmental awareness and responsibility amongst people involved in each project and their proactive role for the development of a culture oriented to quality and environmental protection;
- Engage the Energy Saving Trust (EST), or alternative provider, to carry our performance reviews;

- Engage Green Fleet, or alternative provider, to help the organisation reduce emissions related to road travel;
- Maintain a telematics system (GPS tracking) to allow the collection of data that can help analyse our fleet's usage and emissions;
- Adopt more fuel efficient or alternatively fuelled vehicles such as alternative fuel or electric or hybrid vehicles;
- Increase year on year the number of electric vehicles in operation;
- Promote the purchase of electric vehicles, amongst staff;
- Maintain the continuous review of systems for the analysis of telematics data that could inform criteria future purchase/leasing decisions;
- Assess monitoring procedures to affect the reduction of water usage;
- Switch to renewable energy backed by REGO certificates;
- Improve our measuring facilities used for saving of natural resources: paper, water, electricity;
- Actively promote "video conferencing" as a mean for reducing travelling;
- Promote a vehicle sharing policy and scheme to reduce travel impact;
- Ensure the correct application of the technologies used for the implementation of carbon footprint reduction productivity and policy;
- Identify technologies which can eliminate or reduce the use of hazardous substances to individuals or the environment;
- Reduce the paper printing, replacing printed documents with paperless documents to be shared on-line on the platform chosen for the data management, and making them accessible also through mobile devices;
- Increase the number of low energy lighting in all our office facilities – moving to LED as current bulbs come to end of life;
- Increase the number of low energy lighting in all our residential children's homes – moving to LED where possible;
- Install electric vehicle charging points at all freehold properties and liaise with landlords on leasehold properties;
- Maintain power save mode on all devices;
- Campaign to "switch it off" for all IT that can be shut down daily;
- Appoint ESG Champions in the workplace;
- Migrate systems / infrastructure to cloud based IT;
- Complete work on supply chain / procurement awareness for sustainability;
- Improve insulation where possible in all freehold properties and liaise with landlords on leasehold properties.

Update (February 2026): Emissions-Reduction Targets Aligned to Net Zero 2040

This section updates and supersedes all previous target statements in this Carbon Reduction Plan. It aligns VCare24 with a Net Zero by 2040 commitment and establishes accelerated interim milestones consistent with NHS supplier expectations and PPN 06/21 compliant reporting.

- 60% reduction by 2030 (from the 2022/23 baseline).
- 80–85% reduction by 2035.
- 100% reduction (Net Zero) by 2040.

Milestone Year	Target Reduction from Baseline
2030	60%
2035	80–85%
2040	100% (Net Zero)

Implementation notes: Fleet transition, building energy improvements, renewable electricity procurement and supply-chain engagement plans remain in force; timelines will be accelerated where operationally feasible to meet the above milestones. Annual reporting will continue in line with PPN 06/21 and the NHS Net Zero Supplier Roadmap.