Carbon Reduction Plan

2026

Hope Care Agency Ltd

Date of last review	By whom	Next review date	Comment
8 April 2026	Anab Ibrahim Hussein	8 April 2027	Version 1.0

Document information

Document information	Details
Organisation	Hope Care Agency Ltd
Company registration number	07603543
Address	Office 1, Canalside House, 383 Ladbroke Grove, London, W10 5AA
Website	hopecareagency.co.uk
Version	1.0
Baseline year	2012
Reporting date	4 April 2026
Approval date	8 April 2026
Next scheduled review	8 April 2027
Net Zero target	31 December 2045
Approval authority	Anab Ibrahim Hussein, Director and Registered Manager

1. Commitment to Achieving Net Zero

Hope Care Agency Ltd is committed to achieving Net Zero greenhouse gas emissions by 31 December 2045, five years ahead of the UK Government's 2050 target.

As a provider of regulated domiciliary care and personal care services, we recognise our responsibility to minimise the environmental impact of our operations while maintaining safe, responsive, accessible and person centred care.

Our environmental approach incorporates sustainable transport, responsible energy consumption, waste prevention, sustainable procurement, digital transformation and workforce engagement. We actively encourage our workforce to adopt environmentally responsible behaviours within their professional and personal lives.

Our Director and Registered Manager, Anab Ibrahim Hussein, oversees environmental governance, carbon reduction planning, resource allocation and performance monitoring. Our HR and Compliance Manager, Mohamed Gelle, supports workforce engagement, environmental awareness and implementation of sustainable working practices.

We will progressively reduce greenhouse gas emissions across our operations and relevant supply chains. Our environmental improvement programme will prioritise absolute emissions reductions, with measurable interim targets supporting our long term Net Zero commitment.

2. Organisational and Environmental Context

Hope Care Agency Ltd delivers domiciliary care and personal care services to individuals within their own homes. Our operational activities involve office administration, workforce recruitment and development, staff travel, care delivery, procurement and digital care management.

Our organisational workforce comprises 63 staff members, including 28 care workers, 30 senior carers and five management personnel.

Our principal sources of greenhouse gas emissions include vehicle fuel consumption, purchased electricity, employee commuting, business travel, operational waste and transportation associated

with relevant supply chains. Our carbon reduction strategy prioritises local recruitment, geographically efficient rostering, sustainable travel and responsible vehicle use.

Our emissions reporting framework covers Scope 1, Scope 2 and the required subset of Scope 3 greenhouse gas emissions. Management will maintain supporting activity data, calculation records and relevant evidence to support consistent emissions reporting and annual performance comparisons.

3. Baseline Emissions Footprint

Baseline emissions provide the reference point against which subsequent emissions and carbon reduction performance are measured. Our baseline year is 2012. All emissions are expressed in tonnes of carbon dioxide equivalent (tCO_2e).

Emissions category	Baseline 2012 (tCO_2e)
Scope 1: Direct greenhouse gas emissions	12.80
Scope 2: Purchased electricity	8.60
Scope 3: Upstream transportation and distribution	2.40
Scope 3: Waste generated in operations	1.80
Scope 3: Business travel	9.60
Scope 3: Employee commuting	18.40
Scope 3: Downstream transportation and distribution	0.00
Total Scope 3 emissions	32.20
Total emissions	53.60

Employee commuting and business travel represent significant areas of our baseline emissions footprint. Management will retain available supporting records, calculation methodologies and applicable greenhouse gas conversion factors. Any necessary adjustments arising from significant organisational changes or improved calculation methodologies will be documented and explained transparently.

4. Current Emissions Reporting

Our current emissions inventory, reported on 4 April 2026, establishes our organisational greenhouse gas emissions footprint and provides a basis for evaluating progress against our 2012 baseline.

Emissions category	2026 (tCO_2e)
Scope 1: Direct greenhouse gas emissions	8.40
Scope 2: Purchased electricity	4.20
Scope 3: Upstream transportation and distribution	1.60
Scope 3: Waste generated in operations	0.90
Scope 3: Business travel	7.20
Scope 3: Employee commuting	15.60
Scope 3: Downstream transportation and distribution	0.00
Total Scope 3 emissions	25.30
Total emissions	37.90

Scope 1: Direct greenhouse gas emissions

Scope 1 emissions relate to sources owned or controlled by our organisation. Our operational transport arrangements include two hybrid vehicles. Gas stove use is limited to exceptional circumstances, including electricity outages. We discourage unnecessary fossil fuel consumption and avoid routine open fire activities. Management will monitor fuel consumption, vehicle mileage, maintenance requirements and other relevant direct emission sources.

Scope 2: Purchased electricity

Scope 2 emissions relate to purchased electricity associated with our operational activities. We promote responsible electricity consumption, efficient use of office equipment and reduced unnecessary energy usage. Management will monitor electricity consumption and identify opportunities to improve energy efficiency.

Scope 3: Indirect greenhouse gas emissions

Our reporting includes upstream transportation and distribution, waste generated in operations, business travel, employee commuting and downstream transportation and distribution. Downstream transportation and distribution is reported as zero. Our principal business activity involves direct care service delivery rather than distribution of manufactured products. Management will review the applicability of this category annually. We will strengthen our understanding of indirect impacts through workforce travel monitoring, sustainable procurement, waste management and supplier engagement.

5. Carbon Reduction Performance

Our total reported greenhouse gas emissions have reduced from 53.60 tCO_2e in 2012 to 37.90 tCO_2e in 2026. This represents an absolute reduction of 15.70 tCO_2e and an overall reduction of 29.29% against our baseline.

Scope	2012	2026	Reduction (tCO_2e)	Reduction (%)
Scope 1	12.80	8.40	4.40	34.38%
Scope 2	8.60	4.20	4.40	51.16%
Scope 3	32.20	25.30	6.90	21.43%
Total	53.60	37.90	15.70	29.29%

Purchased electricity has achieved the largest proportional reduction. Employee commuting and business travel remain significant sources of emissions. Management will evaluate the contribution of individual environmental initiatives through activity data, operational records and annual emissions reporting.

6. Emissions Reduction Targets

Hope Care Agency Ltd will maintain a progressive carbon reduction pathway towards achieving Net Zero by 31 December 2045. We aim to reduce total reported emissions to 26.80 tCO_2e by 2030, representing a 50% reduction against our 2012 baseline. Over the five years following our 2026 reporting period, we aim to reduce emissions to 24.12 tCO_2e by 2031, a 55% reduction against our baseline and approximately 36.36% against 2026 emissions.

Target year	Target (tCO_2e)	Baseline reduction	Status
2012	53.60	0.00%	Baseline
2026	37.90	29.29%	Reported
2030	26.80	50.00%	Interim target
2031	24.12	55.00%	Five year target
2035	16.08	70.00%	Interim target
2040	5.36	90.00%	Advanced target
2045	Net Zero	Net Zero	Final commitment

Our reduction pathway prioritises measurable reductions in actual greenhouse gas emissions. Any unavoidable residual emissions at the target date will be addressed through appropriate, independently verifiable carbon removal measures. Management will review our reduction pathway annually, considering operational changes, technological developments, improved emissions data and environmental performance.

7. Carbon Reduction Projects and Environmental Management Measures

Lower Emission Transport

Hope Care Agency Ltd operates two hybrid vehicles. Management will monitor vehicle mileage, fuel consumption and maintenance requirements. We will promote fuel efficient driving, minimise unnecessary journeys and evaluate opportunities to introduce lower emission or fully electric vehicles when replacement becomes necessary.

Responsible Fossil Fuel Consumption

Our operational activities primarily rely on electricity. Gas stove usage is limited to exceptional circumstances, including electricity outages. We discourage unnecessary fossil fuel consumption and avoid routine open fire activities. Management will review residual fossil fuel usage and identify practical opportunities to reduce associated emissions without compromising operational resilience or safety.

Digital Transformation and Paper Reduction

We are implementing a phased, needs based transition towards paperless operations. Nourish Care and PASS support personalised care planning, electronic medication records, staff scheduling, care visit monitoring, risk assessments and management reporting. Management will continue to review paper based processes and introduce digital alternatives while maintaining information security, accessibility, regulatory compliance and business continuity.

Reduction of Single Use Plastics

We consciously discourage unnecessary single use plastics. Management takes additional measures to identify environmentally harmful working practices and promote responsible alternatives. We encourage reusable products, reduced packaging, responsible purchasing and appropriate waste segregation. Plastic reduction initiatives will not compromise mandatory PPE requirements, clinical safety or infection prevention and control.

Environmental Awareness and Workforce Engagement

We conduct internal environmental awareness activities to promote environmentally responsible lifestyles, sustainable working practices and awareness of greenhouse gas emissions. Our programme promotes responsible energy consumption, sustainable travel, waste reduction, reduced plastic consumption, responsible purchasing and paperless working practices. We aim to conduct two internal environmental awareness events annually. Management will maintain event materials, attendance records, staff feedback and environmental improvement actions.

Local Recruitment and Efficient Rostering

Our recruitment arrangements incorporate local community networks, employee referrals, online recruitment platforms and social media. We will prioritise recruitment within communities surrounding our operational service areas where practicable. Our Care Coordinator will develop geographically efficient rotas that minimise unnecessary travel between care visits. Rostering decisions will consider travel distances, service user preferences, staff competencies, continuity of care and punctuality.

Sustainable Staff Travel

We will encourage walking, cycling, public transport, responsible vehicle sharing and participation in appropriate local sustainable transport initiatives. We will promote appropriate e-bike use where suitable local schemes are available. Staff must not bring e-bikes, e-scooters or other battery powered personal transport equipment into the homes of individuals receiving care because of associated fire risks. Sustainable transport arrangements will not compromise staff safety, timely care delivery or continuity of essential support.

Energy Efficiency and Responsible Resource Consumption

Management will promote efficient electricity consumption across office operations. Staff will switch off unnecessary lighting, computers, charging devices and electrical equipment when not in use. We will assess opportunities to introduce energy efficient equipment and renewable electricity procurement. During care delivery, staff will support responsible energy consumption where appropriate to assessed needs and preferences. Environmental measures will never compromise essential heating, medical equipment, assistive technology, personal comfort or safe care delivery.

Waste Reduction and Recycling

We will promote waste prevention, reuse, recycling and responsible disposal. Management will review purchasing arrangements, waste segregation and resource consumption. Staff will support individuals to participate in recycling and waste reduction where these form part of agreed care and support arrangements. Where services generate clinical or biological waste, we will ensure appropriate segregation, storage and disposal through authorised arrangements. Management will maintain relevant disposal records.

Sustainable Procurement and Supplier Engagement

We will incorporate proportionate environmental considerations into supplier selection and purchasing decisions. Management will encourage responsible sourcing, reduced packaging, reusable alternatives, efficient deliveries and environmentally responsible products. Relevant supplier environmental practices will be reviewed according to the nature, scale and environmental impact of procurement activities.

Pollution Prevention and Biodiversity Protection

We will minimise activities that generate unnecessary greenhouse gas emissions, air pollution and environmentally harmful waste. Our operational arrangements will promote responsible disposal, reduced resource consumption and protection of local environments. Staff will report environmental hazards identified during service delivery. Management will assess concerns, introduce proportionate preventative measures and monitor corrective actions.

Environmental Management Framework

Our Director and Registered Manager will oversee a documented environmental management framework covering environmental responsibilities, operational risks, performance objectives and improvement measures. Our Environmental Sustainability and Carbon Reduction Policy and Action Plan will establish management accountability, reporting arrangements, environmental controls and review requirements. Our Quality Assurance Policy and Procedures will support environmental audits, corrective action monitoring and continuous improvement.

8. Carbon Reduction Action Plan

Hope Care Agency Ltd will implement the following action plan to achieve progressive and measurable reductions in greenhouse gas emissions. Our Director and Registered Manager will oversee implementation, allocate responsibilities and monitor progress against agreed environmental objectives. Each responsible person will maintain supporting records, evaluate intervention effectiveness and introduce corrective measures where progress falls below expectations.

Environmental objective	Implementation actions	Responsible person	Performance measures and supporting evidence	Timescale
Reduce organisational greenhouse gas emissions	Implement coordinated carbon reduction initiatives across Scope 1, Scope 2 and relevant Scope 3 emissions. Review significant emission sources and prioritise measurable environmental benefits.	Director and Registered Manager	Annual emissions inventory. Progress towards 26.80 tCO_2e, a 50% reduction against the 2012 baseline.	Annually; target 2030
Reduce direct vehicle emissions	Monitor fuel consumption, mileage and maintenance for our two hybrid vehicles. Promote fuel efficient driving, minimise unnecessary journeys and assess lower emission or electric replacements.	Director and Registered Manager	Fuel purchase records, mileage logs, maintenance records and annual Scope 1 calculations.	Quarterly; annual review
Minimise fossil fuel consumption	Maintain electricity as primary energy source. Restrict gas stove use to exceptional circumstances, including outages. Review opportunities to eliminate residual fossil fuel consumption.	Director and Registered Manager	Fuel and gas purchase records and annual review of direct emission sources.	Ongoing; annual review
Reduce staff travel emissions	Prioritise local recruitment through community networks. Develop efficient rotas that minimise travel between visits while maintaining continuity, punctuality and preferences.	HR and Compliance Manager and Care Coordinator	Staff mileage, commuting information, geographical rostering reviews and business travel emissions.	Quarterly
Promote sustainable transport	Encourage walking, cycling, public transport and local sustainable transport initiatives. Promote responsible vehicle sharing where practical without compromising safety or timely care.	Care Coordinator	Staff travel surveys, participation records, workforce feedback and commuting emissions trends.	Quarterly

Environmental objective	Implementation actions	Responsible person	Performance measures and supporting evidence	Timescale
Reduce electricity consumption	Monitor office electricity use. Switch off unused lighting and equipment. Assess energy efficient equipment and renewable electricity procurement.	Director and Registered Manager	Electricity bills, kWh records, equipment purchasing records and annual Scope 2 calculations.	Quarterly; annual review
Reduce paper consumption	Continue phased digital transformation using Nourish Care and PASS. Reduce unnecessary printing and duplication while maintaining accessibility, confidentiality and business continuity.	Director and Registered Manager and HR and Compliance Manager	Paper purchasing records, printing consumption, digital record utilisation and reviews of paper based processes.	Quarterly
Reduce unnecessary single use plastics	Promote reusable alternatives, reduced packaging and responsible purchasing. Address harmful practices without compromising mandatory PPE or infection prevention.	HR and Compliance Manager	Procurement records, plastic purchasing trends, waste records, staff feedback and improvement actions.	Quarterly
Improve environmental awareness	Deliver two internal awareness events annually. Promote sustainable lifestyles, travel, energy conservation, waste reduction and responsible resource use. Encourage staff suggestions.	HR and Compliance Manager	Two events annually, attendance registers, materials, feedback and documented improvement actions.	Twice annually
Strengthen sustainable procurement	Incorporate environmental considerations into supplier selection. Encourage responsible sourcing, reduced packaging, reusable alternatives and efficient deliveries.	Director and Registered Manager	Supplier assessment records, procurement reviews, environmental declarations where available and improvement actions.	Annually
Reduce operational waste and promote recycling	Promote prevention, reuse, recycling and responsible disposal. Review segregation and ensure clinical and biological waste is managed through authorised arrangements where applicable.	Director and Registered Manager and Care Coordinator	Waste collection and disposal records, procurement reviews and waste related Scope 3 calculations.	Quarterly; annual review

Environmental objective	Implementation actions	Responsible person	Performance measures and supporting evidence	Timescale
Support environmentally responsible care delivery	Encourage recycling, waste reduction and responsible energy use where appropriate to assessed needs, abilities and preferences. Include agreed support in personalised care plans without compromising dignity, choice, comfort or safety.	Care Coordinator	Care plan entries, service review findings, service user feedback and care record audits.	Ongoing; care reviews
Prevent pollution and protect biodiversity	Identify environmental hazards. Promote responsible disposal, minimise unnecessary emissions and discourage activities that harm local environments. Escalate concerns and implement corrective measures.	Director and Registered Manager	Environmental risk assessments, reported concerns, compliance records and corrective action logs.	Ongoing; annual review
Maintain environmental compliance and governance	Maintain documented environmental responsibilities, risks, controls, reporting and objectives. Review compliance with applicable legislation and organisational commitments.	Director and Registered Manager	Policy reviews, audit findings, compliance records, management minutes and corrective action plans.	Annually; significant changes
Monitor carbon reduction performance	Collect activity data for Scope 1, Scope 2 and required Scope 3 categories. Apply appropriate conversion factors and consistent methods. Compare emissions against baseline and interim targets.	Director and Registered Manager	Annual inventory, activity data, calculation records, conversion factors and reduction analysis.	Annually
Maintain public transparency	Review, update, approve and publish the CRP. Communicate objectives and progress to staff and provide relevant information to interested parties where appropriate.	Director and Registered Manager	Approved public CRP, publication records, annual management reviews and reporting records.	Annually
Achieve Net Zero by 2045	Maintain a progressive reduction pathway through sustainable transport, energy efficiency, procurement, digital transformation and workforce engagement. Prioritise absolute reductions before addressing unavoidable residual emissions through independently verifiable removals.	Director and Registered Manager	Annual progress against interim targets, documented initiatives and verified evidence of Net Zero achievement.	31 December 2045

9. Environmental Risk Management and Business Continuity

Our environmental improvement measures will be implemented through a proportionate risk management approach. Our Health and Safety and Risk Assessment Policy and Procedures will support the identification, assessment and management of environmental risks. Our Lone Working Policy will support staff safety when adopting alternative travel arrangements and delivering care within individuals' homes.

Our Business Continuity and Emergency Planning Policy will support operational resilience during electricity outages, severe weather, transport disruptions, digital system failures and other emergencies. Management will assess environmental initiatives before implementation to ensure they do not introduce unacceptable risks. Our transition will maintain continuity of essential services, infection prevention, information security and regulatory compliance.

10. Emissions Measurement and Reporting Methodology

Our greenhouse gas emissions reporting framework covers Scope 1, Scope 2 and the required subset of Scope 3 emissions. Management will maintain an emissions inventory supported by relevant organisational activity data and documented calculation methodologies. Supporting information will include fuel consumption, vehicle mileage, electricity consumption, employee travel, waste records and relevant supply chain data.

Where direct activity data is unavailable, management will use reasonable and documented estimation methodologies. Assumptions, limitations and applicable conversion factors will be recorded to maintain transparency and consistency. We will apply relevant UK Government greenhouse gas conversion factors appropriate to the reporting period. Management will review organisational reporting boundaries, emission sources and calculation methodologies annually, preventing omissions and double counting. Significant changes will be documented and reflected transparently in subsequent reports.

11. Performance Monitoring and Continuous Improvement

Our Director and Registered Manager will oversee the Carbon Reduction Plan and associated environmental improvement programme. Management will monitor fuel consumption, electricity usage, workforce travel, procurement records, paper consumption, operational waste and environmental awareness activities. Quarterly monitoring will support early identification of performance concerns and opportunities for improvement.

Our Quality Assurance Policy and Procedures will support environmental audits, performance reviews and corrective action monitoring. Where performance falls below expectations, management will investigate contributing factors and identify lessons learned. Corrective actions will establish clear responsibilities, implementation requirements and completion deadlines. Subsequent reviews will evaluate effectiveness and identify further opportunities. Findings will inform revised objectives, workforce awareness, procurement, resource allocation and operational improvements. Staff will be encouraged to identify unnecessary consumption and environmentally harmful practices. Management will evaluate feedback and incorporate appropriate recommendations.

12. Annual Review, Publication and Accountability

Our Carbon Reduction Plan will be reviewed annually alongside our Environmental Sustainability and Carbon Reduction Policy and associated Action Plan. The annual review will evaluate emissions, progress against interim targets, effectiveness of initiatives and emerging opportunities. Management

will review relevant legislative developments, reporting requirements, technological advancements and changes to organisational activities.

Our Director and Registered Manager will approve updated environmental objectives and oversee implementation. We will publish our approved Carbon Reduction Plan on our organisational website to demonstrate transparency, accountability and our public commitment to achieving Net Zero by 2045. Updated emissions information and progress will be made publicly available following annual review and approval. We will maintain supporting evidence and provide relevant environmental performance information where required.

13. Declaration and Sign Off

This Carbon Reduction Plan has been prepared with reference to Procurement Policy Note 006 and the associated Carbon Reduction Plan reporting standard. Our emissions reporting framework covers Scope 1, Scope 2 and the required subset of Scope 3 emissions. Our reporting arrangements are designed to reflect the GHG Reporting Protocol Corporate Standard, applicable UK Government greenhouse gas conversion factors and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Hope Care Agency Ltd remains committed to maintaining transparent emissions reporting, implementing measurable environmental improvement initiatives and achieving Net Zero greenhouse gas emissions by 31 December 2045.

Signed on behalf of Hope Care Agency Ltd

Approval information	Details
Name	Anab Ibrahim Hussein
Designation	Director and Registered Manager
Signature	
Approval date	8 April 2026
Next scheduled review	8 April 2027
Publication date	8 April 2026
Net Zero commitment	31 December 2045