CARBON REDUCTION PLAN

Heart Of Hope Care Ltd

Version 1.1 | Approved 26 November 2026 | Published 27 November 2026

Supersedes version 1.0 (approved 19 November 2026); updated following external review.

Baseline year and current reporting year: 1 January to 31 December 2025

1. Commitment to Achieving Net Zero

Heart Of Hope Care Ltd is committed to achieving Net Zero greenhouse gas emissions across its UK operations by 2050 at the latest. This is our first Carbon Reduction Plan. It sets out our 2025 emissions, how they were calculated, the measures we already have in place and the further steps we will take to reduce our emissions.

2. About Our Organisation

Heart Of Hope Care Ltd provides domiciliary care in and around Carlisle. In 2025 we employed 16 staff: 13 care workers and three office staff. Most of our care workers work full-time, with a small number working part-time.

Our office is a 40 m² rented room at Currock Community Centre, Carlisle, used Monday to Friday, 09:00 to 17:00. The rent includes electricity, gas central heating and waste collection, all provided by the landlord. We do not own any vehicles; staff travel in their own cars, which are mainly petrol.

We report the energy used by our office in Scope 2, based on our share of the building. The landlord's emissions for the rest of the building are not included. If a review of the lease shows that this energy should instead be reported in Scope 3, we will reclassify it without double counting.

3. Baseline Emissions

Our baseline year is 1 January to 31 December 2025, our first year of carbon reporting. The baseline is the fixed reference point against which we will measure future reductions. We will only recalculate it if we find a material error, if our organisation changes significantly, or if better data changes the total by 5% or more.

Baseline year emissions (2025):

Emissions	Total (tCO_2e)
Scope 1	0.00
Scope 2	1.55
Scope 3 (included sources)	23.14
Total	**24.69**

Scope 3 includes business travel, employee commuting, waste generated in operations and upstream transportation of goods. Downstream transportation has been assessed and does not apply to our services.

4. Current Emissions Reporting

Our current reporting year is 1 January to 31 December 2025. As this is our first year of reporting, the current reporting year is the same as the baseline year and the figures are therefore the same. From 2026, we will report each year's emissions separately and compare them against the 2025 baseline.

Current reporting year emissions (2025):

Emissions source	Calculation basis	tCO_2e
Scope 1: direct emissions	No company-owned vehicles or fuel-burning equipment.	0.00
Scope 2: office electricity	40 m² × 95 kWh/m² (CIBSE TM46) = 3,800 kWh × 0.177 $kgCO_2e$/kWh (2025 UK grid factor).	0.67
Scope 2: office heating	40 m² × 120 kWh/m² (CIBSE TM46) = 4,800 kWh × 0.18296 $kgCO_2e$/kWh (2025 natural gas factor).	0.88
Scope 3: business travel	27,000 reimbursed miles between client visits × 0.28121 $kgCO_2e$/mile (2025 medium petrol car).	7.59
Scope 3: employee commuting	16 staff × 15 miles a day × 5 days × 46 weeks = 55,200 miles × 0.28121 $kgCO_2e$/mile.	15.52
Scope 3: waste	520 litres × 0.08 kg/litre = 41.6 kg; 75% recycled (0.02 $kgCO_2e$/kg), 25% general waste (0.45 $kgCO_2e$/kg).	0.005
Scope 3: upstream transport	52 deliveries × 20 km × 0.20 $kgCO_2e$/vehicle-km × 10% share of each load.	0.021
Scope 3: downstream transport	Not applicable: we provide care services and do not distribute goods.	0.00
Total	**Sum of all sources above; not independently verified.**	**24.69**

5. How Our Emissions Were Calculated

We used the UK Government's 2025 greenhouse gas conversion factors for all our calculations, except waste and deliveries, which are based on our own estimates (explained below). The figures in the tables are rounded, so they may not add up exactly; the totals are worked out from the unrounded numbers. We have not included the emissions from producing and transporting fuel before it is used (known as "well-to-tank" emissions).

Scope 1: We do not own any vehicles or equipment that burns fuel, so our Scope 1 emissions are zero. We will also check that we are not responsible for any air conditioning or refrigeration equipment.

Office energy: Our office does not have its own meter, so we have based its energy use on standard figures for a typical office (CIBSE TM46): 95 kWh of electricity and 120 kWh of heating for each square metre each year.

For our 40 m² office, this comes to 3,800 kWh of electricity (0.67 tCO_2e) and 4,800 kWh of gas heating (0.88 tCO_2e). We will replace these estimates with actual figures from our landlord when they are available.

Business travel: In 2025, our care workers drove 27,000 miles between client visits, based on the mileage claims we paid. We used the UK Government figure for a medium-sized petrol car, which is about 0.281 kgCO_2e per mile (0.17474 kgCO_2e per km). This gives 7.59 tCO_2e.

Employee commuting: Our office staff travel to and from the office each day, and our care workers travel from home to their first client and back home from their last. We do not pay mileage for these journeys, so they are not part of our business travel figure.

We have estimated them on the basis that our 16 staff each travel around 15 miles a day, five days a week, for 46 weeks of the year once holidays are taken into account. That comes to 55,200 miles, or 15.52 tCO_2e. A few of our staff work part-time, so the true figure is likely to be a little lower. Commuting is our largest source of emissions, so when we prepare our 2026 figures in early 2027, we will ask staff how far they travel, and repeat this every year.

Waste: We produce about 10 litres of office waste a week (around 42 kg a year), and about three-quarters of it is recycled. Using our own estimated figures for recycled and general waste, this comes to 0.005 tCO_2e. Waste makes up less than 0.1% of our total emissions, so any error here makes very little difference.

Deliveries: We receive about one delivery of PPE and office supplies a week. Assuming each delivery travels 20 km and our goods make up a tenth of the van's load, this comes to 0.021 tCO_2e. We will ask our suppliers for actual delivery details.

Improving our data: These figures are our best estimate and have not been independently checked. From early 2027, we will collect actual data on office energy, staff travel, waste and deliveries to make them more accurate.

6. Emissions Reduction Targets

We aim to cut our emissions by 10% by 2030, compared with our 2025 baseline. This means reducing them from 24.69 tCO_2e to about 22.22 tCO_2e, a reduction of 2.47 tCO_2e. Each year, we will compare our emissions with the baseline to check our progress. If the baseline changes, we will update this target. Our long-term goal is to reach Net Zero by 2050 at the latest.

7. Carbon Reduction Projects

a. Measures already in place

We already have the following measures in place, and they will continue:

- We plan care workers' rotas by area to reduce unnecessary travel and fuel use.
- We use an electronic rota system to organise visits efficiently.
- We keep care records digitally, which reduces paper use.
- We deliver staff training online, which avoids unnecessary travel to training venues.
- We separate office waste for recycling.

b. Measures planned for the future

We will also:

- Carry out a yearly staff travel survey, keep a record of the cars our staff use, and encourage lower-emission travel where possible.
- Ask Currock Community Centre for yearly energy data for our office, and work with them to find ways to save energy.
- Combine orders for PPE and office supplies where possible, to reduce deliveries.
- Use recycled paper and print less.
- Review this plan and our emissions every year, and report our progress against our 2030 target.

8. Declaration and Sign-off

This Carbon Reduction Plan has been completed in accordance with PPN 006 and associated guidance and reporting standard for Carbon Reduction Plans.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements (where required), and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the Company Director.

Signed on behalf of Heart Of Hope Care Ltd:



Trust Midzi | Company Director | 26 November 2026

9. References

Department for Energy Security and Net Zero, Greenhouse gas reporting: conversion factors 2025. https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2025

Cabinet Office, PPN 006: Taking account of Carbon Reduction Plans in the procurement of major government contracts. https://www.gov.uk/government/publications/ppn-006-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts

CIBSE TM46: Energy Benchmarks (general office).