

Carbon Reduction Plan: Gateway Care Services

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1. Executive Summary: Commitment to Achieving Net Zero

At Gateway Care Services, we recognise the vital role we play—not only in supporting people to live independently at home, but also in protecting the environment that sustains us all.

We are fully committed to achieving Net Zero carbon emissions by 2050. As a community-based domiciliary care provider, we understand that our operations—such as transport, electricity use, and reliance on paper records—contribute to greenhouse gas emissions.

Our vision is to deliver high-quality, compassionate care while reducing our environmental footprint. We are embedding sustainability across our services by transitioning to digital systems, investing in lower-emission vehicles, and pursuing energy-efficient practices in our offices.

We know that meaningful change takes time, but we are already on the path—steadily working toward a greener, more responsible future. By measuring our baseline emissions, setting clear reduction targets, and reviewing progress annually, we are building a more sustainable model of care that benefits both people and the planet.

Gateway Care Services is proud to be part of the national journey to Net Zero.

Public Access to Carbon Reduction Plan

Gateway Care Services' Carbon Reduction Plan is available upon request and will be provided within 30 days to any party who requests it, in accordance with procurement compliance requirements. At present, the Plan is not published online.

2. Organisational Overview

Gateway Care Services is a well-established Domiciliary Care Agency that has been delivering high-quality, person-centred care across the community since **2004**. We provide tailored support to individuals living in their own homes, enabling them to maintain independence, dignity, and wellbeing in familiar surroundings.

Our services are built around the unique and often complex needs of the individuals we support. We take pride in offering flexible, responsive, and compassionate care that puts our clients and their families at the heart of everything we do.

- We operate from a 530 sq. ft office based in **Debden, Epping Forest, Essex**.
- The team consists of **6 office staff** and **18 front-line care workers**.

- Our frontline services are supported by a mixed fleet of petrol and hybrid vehicles, which are used for daily home visits.
- In delivering care, we currently rely on both **paper-based** and **digital systems**, with plans to further digitise operations as part of our sustainability efforts.

Gateway Care Services is now expanding its commitment to responsible care by embedding sustainability into the way we operate. Our Carbon Reduction Plan forms part of a broader vision to support both the **wellbeing of people** and the **health of the planet**.

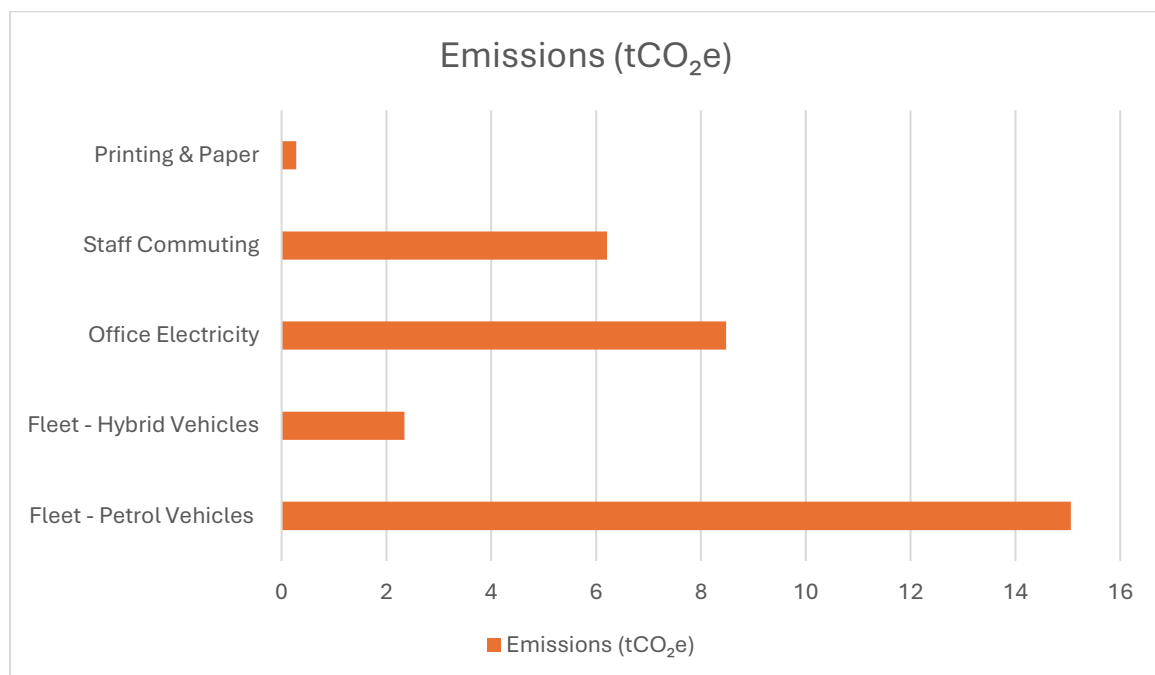
3. Baseline Emissions Footprint

Baseline Reporting Year: 2024

Carbon Units: tCO₂e (tonnes of carbon dioxide equivalent)

Current Year Emissions Statement (2025):

Gateway Care Services confirms that 2025 is the first reporting year following the establishment of the Carbon Reduction Plan. Therefore, **current year emissions are equivalent to baseline emissions** at 31.37 tCO₂e.



Scope	Emission Source	Description	Emissions (tCO ₂ e)
Scope 1	Fleet – Petrol Vehicles	4 cars × 15,000 miles/year × 0.251 kg CO ₂ e/mile	15.06
	Fleet – Hybrid Vehicles	3 cars × 15,000 miles/year × 0.156 kg CO ₂ e/mile	2.34
Scope 2	Office Electricity	35,393 kWh/year (2,949.44/month × 12)	8.48
Scope 3	Staff Commuting	10 staff × 10,000 miles/year × 0.251 kg CO ₂ e/mile	6.21
Scope 4	Printing & Paper	22 users × 36 sheets × 12 months = 9,504 sheets	0.28
TOTAL			31.37 tCO₂e

Additional Scope 3 Emissions Information

In addition to staff commuting and paper usage already reported, Gateway Care Services acknowledges the following Scope 3 categories:

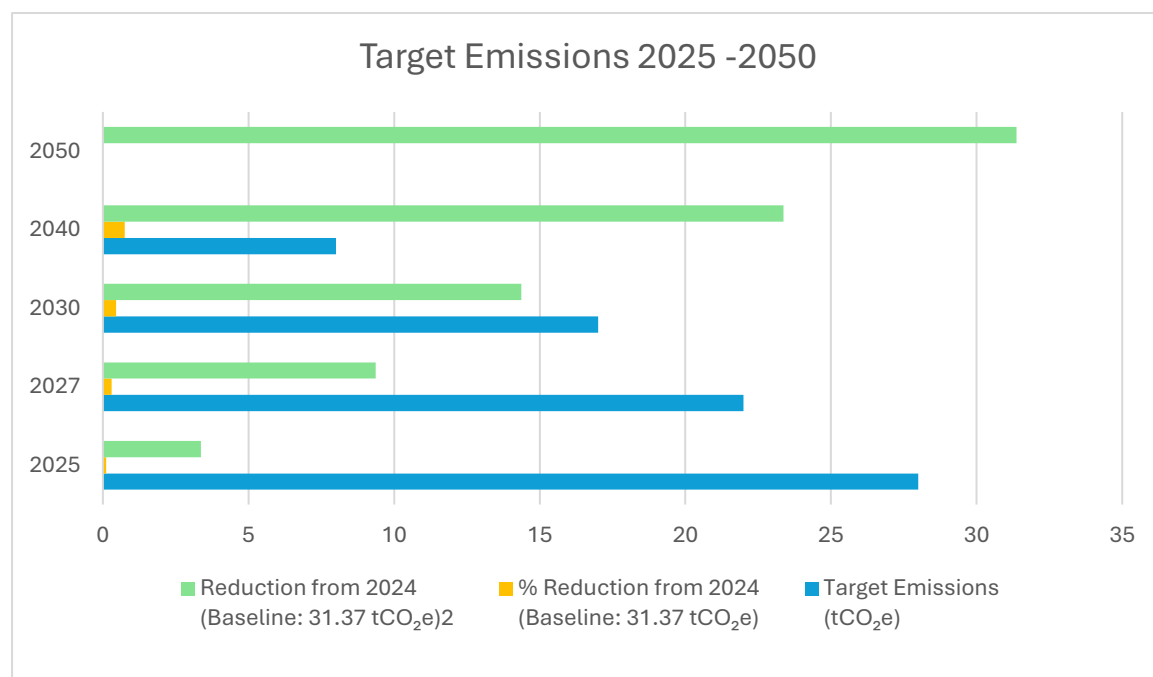
- **Upstream Transport and Distribution:** Minimal, limited to delivery of office supplies. Estimated as negligible but will be reviewed annually.
- **Waste Generated in Operations:** Office waste (paper, consumables) is managed through local authority recycling services. Waste audits will be introduced from 2025 to improve measurement.
- **Business Travel:** Occasional management travel for meetings and training events; estimated to be low. Business travel emissions will be tracked from 2025 onwards.
- **Employee Commuting:** Reported above under Scope 3.
- **Downstream Transport and Distribution:** Not applicable, as Gateway Care Services does not distribute goods to customers.

4. Carbon Reduction targets

Gateway Care Services is committed to reducing its carbon footprint and reaching **Net Zero by 2050**. Our strategy is based on practical, incremental improvements across all areas of operation, while maintaining high-quality care and support for our clients.

We have identified key emission sources and set reduction measures in line with best practices and sector-specific guidance.

Target Reduction Milestones (Starting 2025)



Year	Target Emissions	% Reduction from 2024 (Baseline: 31.37 tCO ₂ e)
2025	28.00 tCO ₂ e	10.8%
2027	22.00 tCO ₂ e	29.8%
2030	17.00 tCO ₂ e	45.8%
2040	8.00 tCO ₂ e	74.5%
2050	0.00 tCO ₂ e	100% (Net Zero)

5. Carbon Reduction Initiatives

To support our Net Zero commitment by 2050, Gateway Care Services has developed a phased plan to reduce carbon emissions through operational changes, staff engagement, and technology upgrades.

▪ **Short-Term Initiatives (2024–2026)**

These actions lay the groundwork for sustainable operations and quick wins in carbon reduction:

- Transition to digital care plans and daily visit logs using mobile apps or tablets to reduce paper use.
- Begin fleet transition by replacing 1–2 petrol vehicles with electric vehicles (EVs) as older cars are retired.
- Switch the office to a renewable electricity supplier.
- Provide staff training on sustainability, energy efficiency, and environmental awareness.
- Adopt hybrid working arrangements for office staff to reduce energy consumption and commuting emissions.

▪ **Medium-Term Initiatives (2026–2035)**

Focused on deeper transformation and infrastructure upgrades:

- Complete the transition of the fleet to fully electric or hybrid vehicles.
- Upgrade office facilities with LED lighting, smart controls, and timers to minimise energy use.
- Begin annual carbon offsetting for hard-to-reduce emissions such as staff commuting or essential travel.
- Source eco-friendly suppliers for office materials, cleaning products, and consumables.

▪ **Long-Term Initiatives (2035–2050)**

Actions to maintain Net Zero and embed sustainability in all areas of service:

- Achieve a fully paperless workflow, eliminating printing and physical records.

- Promote sustainable travel options for staff, including bike-to-work schemes, electric scooter support, and incentives for EV ownership.
- Conduct annual emissions reviews to track performance and ensure alignment with Net Zero milestones.

Scope	Emission source	Reduction Actions	TimeLine
Scope 1	Fleet Vehicles (Petrol)	Gradually replace petrol cars with hybrid or EVs ; promote shared routes	2025–2035
	Fleet Vehicles (Hybrid)	Transition hybrids to fully electric vehicles (EVs)	2030–2040
Scope 2	Office Electricity	Switch to a renewable energy provider ; upgrade lighting and equipment to LED .	2024–2026
		Hybrid Working , saving on energy uses throughout the week.	2024–2026
Scope 3	Staff Commuting	Introduce a green mileage incentive or bike-to-work scheme ; promote carpooling, E-scooters .	2025–2030
	Printing & Paper	Roll out digital care logs and assessments ; adopt cloud-based care planning	2024–2027

6. Governance and Responsibility

Gateway Care Services recognises that effective carbon reduction requires clear governance, leadership, and regular oversight. The following structure has been established to ensure that sustainability goals remain embedded within the organisation's operational and strategic framework:

- **Executive Oversight:** The Registered Manager will retain executive-level responsibility for delivering the Carbon Reduction Plan, ensuring it is aligned with Gateway Care Services' business strategy and care quality standards.
- **Operational Lead:** An Environmental Champion will be designated from within the office team to coordinate implementation efforts, collect data, monitor activities, and report progress.
- **Annual Review:** Progress on carbon reduction will be reviewed annually at a management level. Results will be integrated into Gateway's wider quality assurance and service improvement processes.
- **Staff Engagement:** Regular internal communications and training sessions will be held to involve staff in sustainability efforts, promote environmental awareness, and encourage behaviour change across the workforce.

7. Monitoring, Reporting and Continuous Improvement

Ongoing monitoring and evaluation are essential to ensure Gateway Care Services remains on track to achieve its Net Zero goal by 2050. The following practices will guide monitoring and reporting:

- **Annual Carbon Footprint Updates:** Emissions will be recalculated annually using the most recent government emissions conversion factors and updated activity data from fleet mileage, electricity usage, paper consumption, and staff travel.
 - **Internal Reporting and Transparency:** Carbon performance data will be reviewed internally each year and used to inform management decisions. Key progress updates will also be communicated to staff to support accountability and maintain momentum.
 - **Plan Review Cycle:** This Carbon Reduction Plan will undergo a formal review every three years, or earlier where material changes to operations, legislation, or technology occur.
 - **Continuous Improvement:** Gateway Care Services is committed to regularly improving its data quality, exploring new sustainability initiatives, and staying informed of best practices and innovations within the care and domiciliary sector.
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8. Pathway to Net Zero: Summary and Review

Gateway Care Services has set a structured and achievable emissions reduction pathway, beginning in 2025 and leading to Net Zero by 2050. The plan prioritises practical, incremental improvements across key operational area, starting with digital transformation, energy efficiency, and greener transport solutions. Emission targets have been set in alignment with UK national net-zero goals and reflect both immediate and long-term actions.

Progress will be reviewed annually using updated activity data and conversion factors, ensuring the organisation remains on track to meet its interim milestones. By continuously monitoring performance against the 2024 baseline, Gateway Care Services will ensure that reduction efforts are evidence-based, proportionate, and aligned with service delivery commitments. Adjustments will be made as necessary to maintain momentum and integrate future technologies or policy developments that support sustainability goals.

9. Declaration and Approval

This Carbon Reduction Plan has been reviewed and approved by the management team at Gateway Care Services. We are fully committed to achieving net zero emissions by 2050 and will review progress annually.

Signed:

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Name:

Position:

Date:

Appendix A: Methodology for Emissions Estimation

This section outlines the methodology and assumptions used to calculate the baseline carbon footprint for Gateway Care Services for the year 2024. All estimates are based on standard UK Government conversion factors and sector-specific guidance.

Calculation Methodology

Carbon emissions have been reported in accordance with the **Greenhouse Gas Protocol** and use emission factors published in the **UK Government GHG Conversion Factors for Company Reporting (2024)**. Emissions are expressed in **tonnes of carbon dioxide equivalent (tCO₂e)** and are categorised under Scope 1, Scope 2, and Scope 3 emissions.

1. Scope 1 – Direct Emissions (Fleet Vehicles)

Petrol Vehicles:

- 4 company-owned petrol cars, each travelling approx. 15,000 miles annually.
- Emission factor: **0.251 kg CO₂e per mile**
- **Formula:**
 $4 \times 15,000 \times 0.251 \div 1,000 = 15.06 \text{ tCO}_2\text{e}$

Hybrid Petrol Vehicles:

- 3 hybrid company cars, each travelling approx. 15,000 miles annually.
 - Emission factor: **0.156 kg CO₂e per mile**
 - **Formula:**
 $3 \times 15,000 \times 0.156 \div 1,000 = 2.34 \text{ tCO}_2\text{e}$
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2. Scope 2 – Indirect Emissions (Electricity Consumption)

- Office electricity use measured at **2,949.44 kWh per month**, equating to **35,393.28 kWh annually**.
 - UK grid electricity emission factor: **0.239 kg CO₂e per kWh**
 - **Formula:**
 $35,393.28 \times 0.239 \div 1,000 = 8.48 \text{ tCO}_2\text{e}$
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3. Scope 3 – Other Indirect Emissions

a. Staff Commuting:

- 10 frontline care staff commuting in petrol vehicles.

- Estimated mileage per staff: 10,000 miles annually.
- Emission factor: **0.251 kg CO₂e per mile**
- **Formula:**
 $10 \times 10,000 \times 0.251 \div 1,000 = 6.21 \text{ tCO}_2\text{e}$

b. Paper Printing and Usage:

- 22 service users with an average of 36 sheets printed per month per user for care plans and daily logs.
- Annual total sheets: **9,504**
- Emission factor for standard A4 office paper: **0.00584 kg CO₂e per sheet**
- **Formula:**
 $9,504 \times 0.00584 \div 1,000 = 0.28 \text{ tCO}_2\text{e}$

Total Estimated Emissions (2024 Baseline):

31.37 tCO₂e

This baseline figure will form the foundation for Gateway Care Services' carbon reduction targets and will be reviewed annually to assess progress toward achieving Net Zero by 2050.

Appendix B: Baseline Year Selection Rationale

Gateway Care Services has selected **2024** as the baseline year for its carbon reduction journey. This decision is based on industry best practices and internal operational readiness to begin tracking emissions meaningfully and consistently.

1. Availability of Reliable Data

2024 is the first year in which Gateway Care Services captured accurate and measurable data across all key emission sources, including:

- Fleet mileage (petrol and hybrid vehicles)
- Office electricity consumption
- Paper usage for care records and documentation
- Staff commuting activities

This ensures a credible foundation for calculating the organisation's total carbon footprint.

2. Strategic Alignment

The Carbon Reduction Strategy officially commenced in 2025. Establishing the preceding full calendar year (2024) as the baseline ensures a clear "before-and-after" framework to monitor the impact of reduction measures implemented from 2025 onwards.

3. Compliance with Best Practice

Following UK Government and sectoral guidance (e.g., NHS Greener Plan, SME Climate Hub), the baseline year should represent the most recent period for which complete and verifiable emissions data is available. This makes 2024 the most appropriate choice for accurate and transparent reporting.

4. Consistency for Long-Term Tracking

A fixed and recent baseline year allows Gateway Care Services to:

- Track progress annually against a defined starting point
- Communicate reductions clearly to stakeholders
- Provide robust evidence of improvements in sustainability practices

This supports both internal performance reviews and external reporting obligations, including public sector tender requirements and future environmental disclosures.