

CARBON REDUCTION PLAN

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Organisation	Silverbird Care Services Limited
Service Type	Domiciliary Care
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Next Review	03 August 2027
Baseline Year	2026
Net Zero Ambition	Progressive reduction towards Net Zero by 2035
Publication Channel	www.silverbirdservices.co.uk
Director & Safeguarding Lead	Beveline Boateng
Registered Manager & Nominated Individual	Abigail Darko

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1. Introduction

Silverbird Care Services Limited recognises that climate change and environmental sustainability are relevant to safe, effective and responsible health and social care. This Carbon Reduction Plan (CRP) establishes the organisation's approach to measuring and reducing greenhouse gas emissions and embedding sustainable practice into governance, procurement, travel, energy, waste and day-to-day care operations. The plan follows the structure of the supplied Carbon Reduction Plan template while being presented in Silverbird's policy format. Silverbird will use actual operational evidence and will not invent emissions figures. The first complete baseline will be established from 2026 operational data.

2. Purpose

The purpose of this plan is to provide a clear and accountable framework for reducing Silverbird's environmental impact and demonstrating its commitment to sustainable commissioning and procurement.

- Establish a transparent organisational carbon baseline.
- Set realistic, measurable and time-bound carbon reduction objectives.
- Reduce unnecessary travel, energy use, paper and waste.
- Promote sustainable procurement and responsible resource use.
- Engage staff in practical carbon reduction.
- Monitor progress through governance, audit and annual review.

3. Scope

This plan applies to Silverbird Care Services Limited's office and administrative activities, domiciliary care delivered in people's homes, community activities, staff business travel, procurement, waste, digital systems and relevant contractors and suppliers. It applies to directors, managers, employees, agency and bank workers, contractors and other persons acting on behalf of the organisation.

4. Commitment to Net Zero

Silverbird Care Services Limited is committed to progressing towards Net Zero greenhouse gas emissions. The organisation will prioritise avoidance and reduction of emissions before considering treatment of residual emissions. The first complete baseline will cover 2026. The following long-term ambition applies:

- 2026 – Establish the carbon baseline and data collection process.
- 2027 – Demonstrate measurable reductions in energy, paper, waste and unnecessary business travel against the 2026 baseline.
- 2030 – Achieve a substantial reduction in operational emissions against the verified 2026 baseline.
- 2035 – Work towards Net Zero across the organisational footprint, subject to annual review and reliable emissions data.

5. Carbon Accounting and Reporting Boundary

Silverbird will use the Greenhouse Gas Protocol Corporate Standard as the principal framework and applicable UK Government GHG Conversion Factors for Company Reporting when calculating emissions. The organisation will distinguish Scope 1 direct emissions, Scope 2 purchased energy and relevant Scope 3 indirect emissions. An operational-control approach will be used where practicable.

5.1 Scope 1 – Direct Emissions

Scope 1 will include direct emissions from sources owned or controlled by Silverbird, where applicable, such as fuel used in organisation-owned vehicles or directly controlled combustion equipment. The organisation will record actual evidence and will not report zero unless this is supported by the reporting-period data.

5.2 Scope 2 – Purchased Energy

Scope 2 will cover purchased electricity, gas or other energy used at premises under Silverbird's operational control. For shared or serviced premises, an appropriate apportioned figure will be obtained where available. Energy invoices, meter readings and landlord information will be retained as evidence.

5.3 Scope 3 – Indirect Emissions

Relevant Scope 3 categories will be assessed against Silverbird's actual activities. Priority areas are expected to include business travel, employee commuting, purchased goods and services, upstream transportation and distribution, waste generated in operations and other material supply-chain categories.

6. Baseline Emissions Footprint

The supplied template contains quantified baseline figures. Silverbird does not currently have a complete verified emissions dataset for the 2026 reporting year. To maintain the integrity of this document, no unsupported carbon figures have been inserted. The baseline year is 2026 and the first complete baseline will be calculated from actual records after the reporting period.

6.1 Baseline Data Capture

The baseline will use energy bills and meter readings, business mileage and travel records, relevant commuting information, supplier invoices, waste records, procurement information and other material activity data. Each calculation will record its source, period, units, conversion factor, assumptions and reviewer.

7. Current Emissions Reporting

Silverbird will undertake an annual emissions review and report total emissions by scope and relevant Scope 3 category. Where reliable activity data permits, carbon intensity will also be considered using indicators such as emissions per FTE and emissions per care hour. Absolute emissions will remain the primary measure of reduction.

8. Carbon Reduction Targets

The following management targets apply immediately and will be converted into quantified carbon targets after the 2026 baseline is verified:

- Complete the first organisational carbon footprint by the end of Q1 2027.
- Introduce annual carbon reporting from 2027.
- Reduce routine printing through secure digital systems.
- Reduce avoidable business mileage through localised care planning, route optimisation and suitable remote meetings.
- Include environmental considerations in relevant procurement decisions.
- Increase recycling and responsible waste segregation.
- Improve energy efficiency and consider lower-carbon energy options where Silverbird can influence supply.
- Provide appropriate sustainability awareness to staff.
- Review and reset quantified targets annually.

9. Carbon Reduction Projects and Actions

Silverbird will implement practical measures proportionate to its size and care model. Environmental improvements must never compromise safeguarding, infection prevention, confidentiality, medication safety, staffing or person-centred care.

9.1 Digital and Paper Reduction

Secure digital systems will be used for care records, policies, training, correspondence and administration wherever appropriate. Printing will be limited to information that reasonably needs to be held in paper format. Digital-first working will support both environmental sustainability and efficient record management.

9.2 Sustainable Travel

Silverbird will seek to reduce unnecessary mileage while maintaining safe and reliable care. Measures include geographically appropriate allocation of care calls, route planning, avoiding unnecessary journeys, remote meetings where suitable, public transport, walking or cycling where safe, and consideration of low-emission or electric vehicles when vehicles are procured or replaced.

9.3 Energy Efficiency

Where premises are within Silverbird's control, the organisation will consider LED lighting, efficient equipment, responsible heating and cooling, switching off unused equipment, energy monitoring and lower-carbon electricity tariffs. Where premises are shared or leased, Silverbird will engage with landlords where reasonably practicable.

9.4 Waste Reduction and Recycling

Silverbird will reduce waste through responsible purchasing, reuse where safe, digital documentation and appropriate segregation of recyclable and general waste. Confidential records will continue to be disposed of securely in accordance with the Record Management Policy.

9.5 Sustainable Procurement

Procurement will consider whole-life value as well as price. Where practicable, Silverbird will consider durability, packaging, energy efficiency, recycled content, local sourcing, delivery arrangements and supplier environmental credentials.

9.6 Staff Engagement

Environmental awareness will be promoted through induction, supervision, team communication and appropriate training. Staff will be encouraged to identify practical opportunities to reduce waste, travel and energy use.

10. Planned Carbon Reduction Programme

The initial programme is:

- 2026: Establish data ownership, reporting boundaries and evidence sources.
- 2026: Begin collecting energy, mileage, procurement and waste data.
- 2026: Implement paper-reduction and digital-first practices.
- 2026–2027: Review travel patterns and reduce avoidable mileage.
- 2027: Publish the first quantified baseline and annual carbon report.
- 2027: Introduce environmental considerations into relevant supplier assessments.
- 2027–2028: Strengthen staff sustainability awareness.
- By 2030: Review progress against the verified baseline and update the reduction trajectory.
- By 2035: Continue staged reductions towards Net Zero.

11. Governance and Responsibilities

Carbon reduction forms part of Silverbird's governance arrangements.

11.1 Director and Safeguarding Lead – Beveline Boateng

Beveline Boateng, Director and Safeguarding Lead, provides senior leadership oversight for sustainable practice and the Carbon Reduction Plan. Responsibilities include strategic oversight, supporting environmental considerations within governance, promoting accountability and ensuring material risks or barriers are escalated appropriately.

11.2 Registered Manager and Nominated Individual – Abigail Darko

Abigail Darko, Registered Manager and Nominated Individual, has operational responsibility for implementing this plan. Responsibilities include staff awareness, monitoring environmental data, coordinating reduction actions, maintaining evidence, reviewing progress and reporting material issues to the Director. Carbon reduction measures must not compromise safe staffing, person-centred care, safeguarding, infection prevention, medication safety or confidentiality.

11.3 All Staff

All staff must use resources responsibly, follow approved procedures, reduce avoidable waste and travel, report environmental risks or opportunities and participate in relevant sustainability awareness activities.

12. Monitoring, Measurement and Quality Assurance

Silverbird will maintain evidence-based monitoring. Relevant evidence may include energy bills and meter readings, mileage and travel claims, supplier invoices, waste records, staff numbers, care hours where reliable, paper-use indicators and supplier environmental information. Data will be reviewed for completeness and consistency before annual reporting.

13. Audit and Review

The CRP will be reviewed at least annually and sooner where there is a material operational, legislative, contractual or environmental change. The review will consider emissions data, operational growth, targets, travel, procurement, staff feedback, supplier performance and environmental risks. Corrective actions will have named responsibility and timescales.

14. Procurement and Tender Compliance

Where Silverbird participates in public procurement, the organisation will provide this CRP and related evidence where required. Silverbird will remain aware of Procurement Policy Note 06/21 and relevant Procurement Act 2023 requirements, recognising that individual tenders may impose specific reporting and publication requirements. Unsupported figures will not be presented as measured emissions.

15. Data Management and Records

Carbon and environmental records will be managed in accordance with Silverbird's Record Management Policy. Supporting evidence will include data sources, reporting period, units, conversion factors, calculation method, assumptions, responsible person and review date.

16. Risk Management

Key risks include incomplete emissions data, service growth, increased travel, supplier limitations, leased premises outside Silverbird's direct control and the cost of low-carbon alternatives. These risks will be managed through phased implementation, accurate data collection, annual review, supplier engagement and proportionate investment without reducing care quality or safety.

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17. Communication and Publication

The Carbon Reduction Plan will be made available to relevant stakeholders where appropriate, including staff, commissioners, contracting authorities and service users. Where a tender or contract requires website or portal publication, Silverbird will follow the contracting authority's requirements.

18. Standards and References

This plan is based on the supplied TrustUs Care UK Ltd Carbon Reduction Plan template, which identifies PPN 06/21, the Procurement Act 2023, GHG Protocol, ISO 14064-1:2018 and UK Government GHG Conversion Factors as key frameworks. It also references the Climate Change Act 2008, Environment Act 2021 and relevant CQC expectations on environmental sustainability.

19. Declaration and Sign-Off

This Carbon Reduction Plan applies across Silverbird Care Services Limited's operational activities. Silverbird confirms its commitment to measuring greenhouse gas emissions, implementing practical reduction measures, reviewing progress annually and maintaining an evidence-based approach. The first quantified baseline will be established from actual 2026 operational data.

Appendix A – Carbon Baseline, Forecast and Evidence Requirements

Emissions category	2026 position / forecast	Evidence required	Status
Scope 1 – Direct emissions	Silverbird has not commenced operational care delivery. No actual Scope 1 emissions have therefore been recorded. Future emissions will be calculated from fuel used in organisation-controlled vehicles or equipment, where applicable.	Vehicle ownership records; fuel receipts; fuel-card statements; vehicle mileage records; equipment fuel records; invoices; vehicle logbooks.	No actual operational emissions – forecast to be established
Scope 2 – Purchased	Silverbird has not yet established an operational	Electricity and gas bills; meter readings; energy supplier	No actual operational

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Emissions category	2026 position / forecast	Evidence required	Status
energy	energy baseline. Future emissions will be calculated using actual electricity/gas consumption or an appropriate apportioned figure for shared premises.	statements; tenancy/lease agreement; landlord energy statements; floor-area or usage apportionment calculation where applicable.	emissions – forecast to be established
Scope 3 – Business travel	No care-delivery travel has yet been generated. A forecast will be developed using anticipated staff business mileage and other work-related travel.	Staff mileage claims; mileage logs; journey records; travel-expense forms; public transport receipts; taxi/private-hire receipts where applicable; travel policy; projected care-call locations/routes.	Forecast based on planned activity
Scope 3 – Employee commuting	No operational commuting baseline is currently available. A forecast will be developed using appropriate workforce and commuting assumptions.	Staff numbers/FTE records; anonymised staff travel survey; commuting-distance information; mode of transport information; payroll/HR records; staff travel questionnaire.	Forecast based on planned workforce
Scope 3 – Procurement	Silverbird has not yet generated a material operational procurement footprint. Future emissions will be calculated from relevant purchases and supplier information.	Supplier invoices; purchase orders; procurement records; supplier statements; product/service information; supplier environmental policies or carbon information where available; expenditure records.	Forecast based on planned procurement
Scope 3 – Waste	Silverbird has no operational waste baseline because care delivery has not commenced. Future emissions will be calculated using actual waste and recycling information.	Waste collection invoices; waste transfer documentation; recycling records; waste contractor reports; waste volumes/weights; waste-management contracts; records of general and recyclable waste.	Forecast based on planned activity

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Carbon Intensity Evidence section

Carbon intensity measure	Evidence required
tCO ₂ e per FTE employee	HR records, staff establishment/FTE records and calculated organisational emissions
tCO ₂ e per care hour delivered	Care-planning records, timesheets, care-management system records and total annual care hours
tCO ₂ e per £1,000 turnover	Annual accounts, management accounts, invoices/revenue records and calculated organisational emissions
tCO ₂ e per business mile	Staff mileage records, travel logs and applicable emissions conversion factors
Energy-related tCO ₂ e	Electricity/gas bills, meter readings, energy consumption data and applicable UK Government conversion factors
Waste-related tCO ₂ e	Waste weights/volumes, waste contractor records, recycling records and applicable conversion factors

Evidence and Assumptions Register

All forecast carbon figures will be supported by documented assumptions and appropriate evidence. Evidence will be retained in accordance with Silverbird Care Services Limited's Record Management Policy. Each calculation will identify the reporting period, activity data, unit of measurement, source of information, emissions conversion factor, calculation methodology, assumptions and person responsible for verification.

Forecast figures will be clearly identified as estimated/forecast emissions and will not be presented as actual measured emissions. Once Silverbird Care Services Limited commences operations and sufficient actual data becomes available, forecast figures will be replaced or reconciled with actual emissions data.

The first complete operational carbon baseline will be established using actual data and reviewed annually thereafter.

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Appendix B – Annual Review and Sign-Off

Role	Name	Signature	Date
Director & Safeguarding Lead	Beveline Boateng	BBOATENG	01/08/2026
Registered Manager & Nominated Individual	Abigail Darko	ADARKO	01/08/2026