



Carbon Reduction Plan

Patience Healthcare NE Ltd

Domiciliary Care Services | PPN 006 / PPN 06/21 aligned publication version

Item	Detail
Supplier name	Patience Healthcare NE Ltd
Sector	Domiciliary care and community-based support
Organisation size	87 employees: 5 office-based staff and 82 community carers
Publication date	24 June 2026
Reporting year	2025
Baseline year	2025
Responsible owner	Jack Baker, Director; Neha Woochit, Registered Manager and Sustainability Lead
Net Zero commitment	Net Zero greenhouse gas emissions by 2040
Reporting basis	Estimated operational footprint using available organisational profile, reasonable assumptions and UK Government GHG conversion factor principles

0 tCO2e Scope 1	2 tCO2e Scope 2	66 tCO2e Scope 3	68 tCO2e 2025 total
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1. Commitment To Achieving Net Zero

Patience Healthcare NE Ltd is committed to achieving Net Zero greenhouse gas emissions across its UK operations by 2040, ahead of the UK Government's 2050 target.

As a domiciliary care provider, the main carbon impacts are staff travel, employee commuting, office electricity, waste, PPE, care consumables and supplier activity. The organisation does not currently report a company-owned fleet, so this plan focuses on efficient rostering, reduced avoidable mileage, lower-carbon travel, digital working and responsible procurement.

All reduction activity will protect safe care delivery, punctual attendance, continuity of care, staff wellbeing and value for commissioners.

2. Baseline Emissions Footprint

Patience Healthcare has selected 2025 as its baseline year. This is the first consolidated reporting period for this updated Carbon Reduction Plan.

The baseline is based on the known operating profile: 87 employees, a small office team, 82 community carers, no reported company-owned fleet and a community care model where staff travel is the largest source of emissions.

Emissions source	Included activities	Baseline emissions 2025
Scope 1	Direct emissions from sources controlled by Patience Healthcare. No company-owned fleet or controlled direct fuel use is reported for the baseline year.	0 tCO2e
Scope 2	Purchased electricity for office and administrative premises used to coordinate care delivery, records, rota management and management activity.	2 tCO2e
Scope 3	Carer business mileage, employee commuting, waste generated in operations, PPE and care consumables, office supplies and supplier deliveries.	66 tCO2e
Total emissions	Total estimated organisational emissions for the 2025 baseline year.	68 tCO2e

3. Current Reporting Year Emissions

The current reporting year is 2025. As this is the first consolidated reporting period for this updated plan, the current reporting year is also the baseline year. Future annual updates will compare actual performance against the 2025 baseline.

Emissions source	Current reporting year 2025
Scope 1	0 tCO ₂ e
Scope 2	2 tCO ₂ e
Scope 3	66 tCO ₂ e
Total emissions	68 tCO ₂ e

4. Scope 3 Reporting Notes

Scope 3 is the largest part of the footprint because domiciliary care depends on staff travel and care-related supplies. The breakdown below makes the estimate clear for NHS, local authority and public-sector evaluators.

Scope 3 category	Reporting note	Estimated emissions 2025
Category 4: Upstream transportation and distribution	Supplier deliveries linked to PPE, uniforms, office supplies and care consumables.	3 tCO ₂ e
Category 5: Waste generated in operations	Office waste, packaging waste and relevant operational waste.	1 tCO ₂ e
Category 6: Business travel	Carer mileage between visits, assessments, supervision, spot checks, training and office business journeys.	47 tCO ₂ e
Category 7: Employee commuting	Estimated commuting by office staff and community carers.	12 tCO ₂ e
Category 9: Downstream transportation and distribution	Assessed as not material because Patience Healthcare provides care services rather than distributing products. Care-related travel is captured under business travel and commuting.	0 tCO ₂ e
Additional relevant Scope 3: Purchased goods and services	PPE, care consumables, uniforms, office supplies and other operating purchases.	3 tCO ₂ e
Total Scope 3 emissions	Total estimated indirect emissions for the 2025 baseline/current reporting year.	66 tCO ₂ e

5. Emissions Reduction Targets

Patience Healthcare will use the 2025 estimated baseline of 68 tCO₂e to monitor progress. The target pathway prioritises practical reductions before considering offsets for unavoidable residual emissions.

Milestone year	Target total emissions	Reduction from 2025 baseline	Key focus
2027	58 tCO ₂ e	Approx. 15%	Mileage review, geographical rostering, digital records, office energy control and supplier review.
2030	45 tCO ₂ e	Approx. 34%	35% reduction in staff travel emissions, 50% reduction in office energy emissions and 25% reduction in waste/consumables impact.
2035	25 tCO ₂ e	Approx. 63%	Greater EV/hybrid uptake, mature route optimisation, lower supply-chain emissions and stronger procurement controls.
2040	Net Zero	100% net reduction	Residual emissions minimised and addressed only through credible verified carbon-removal or offset options where required.

Specific 2030 targets

By 2030, Patience Healthcare aims to reduce staff travel emissions by 35%, office energy emissions by 50%, waste and consumables-related emissions by 25%, and total estimated emissions to approximately 45 tCO₂e against the 2025 baseline.

6. Completed And Current Carbon Reduction Measures

The following measures are already in place or being embedded within operational practice and should continue to support care quality, efficient delivery and carbon reduction:

- Use of digital care planning, eMAR systems, electronic timesheets and electronic communication to reduce paper, printing and physical document transfer.
- Rostering and care-worker allocation that considers geography, continuity of care, skills matching and reduced avoidable travel between visits.
- Operational focus on reducing unnecessary double visits, excessive travel gaps and inefficient scheduling where this can be achieved safely.
- Office energy controls, including switching off unused equipment and using energy-efficient devices when replacements are required.
- Sustainable procurement considerations for PPE, uniforms, office supplies and care consumables where clinically appropriate and safe.
- Staff awareness on efficient travel, anti-idling, responsible resource use and waste reduction.

7. Future Carbon Reduction Measures

The future programme is designed for a domiciliary care setting, where safe attendance, punctuality, safeguarding and continuity of care must remain the priority.

Action	Target / timing	Owner	Evidence
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Annual carbon review and CRP update.	Annually from 2026	Jack Baker, Director; Neha Woochit, RM and Sustainability Lead	Updated CRP, emissions review and management meeting notes.
Monthly business mileage review by carer, route and care zone.	2026 onwards	Neha Woochit, RM and Sustainability Lead	Mileage claims, rota reports and travel trends.
Strengthen geographical rostering while protecting continuity and punctuality.	2026 onwards	Neha Woochit, Registered Manager	Rostering review, travel trends and quality KPIs.
Introduce annual staff travel survey.	2026 onwards	Neha Woochit, Sustainability Lead	Survey results and updated commuting estimate.
Encourage EV and hybrid transition through staff guidance.	2026-2030	Jack Baker, Director	Staff communications and policy review.
Review mileage policy options for low-emission travel.	By 2027	Jack Baker, Director	Policy review and staff engagement notes.
Move to a renewable electricity tariff where feasible.	By 2030	Jack Baker, Director	Energy bills and tariff comparison.
Continue digital transformation to reduce paper and unnecessary office journeys.	Ongoing	Neha Woochit, RM and Sustainability Lead	Digital records and paper purchasing trends.
Add sustainability checks to supplier review.	2026 onwards	Neha Woochit, Sustainability Lead	Supplier review notes and purchasing records.
Improve waste segregation, recycling and packaging reduction.	2026 onwards	Neha Woochit, Registered Manager	Waste checks, recycling records and staff reminders.

8. Data Quality, Assumptions And Exclusions

- Emissions are reported as carbon dioxide equivalent (tCO₂e) and are currently estimated using available organisational information and reasonable assumptions.
- No company-owned fleet emissions have been included because the current public CRP indicates no company fleet is assumed. If this changes, fleet fuel or electricity use must be included in the next update.
- The largest assumption relates to community carer travel. Mileage claims should be reviewed annually.
- Employee commuting should be checked through an annual staff travel survey.
- Office energy should be checked against bills, landlord data or meter readings.
- Any exclusions are based on relevance and materiality for a domiciliary care provider and will be revisited annually.

9. Governance, Monitoring And Reporting

Jack Baker, Director, will hold senior responsibility for this Carbon Reduction Plan. Neha Wochit, Registered Manager and Sustainability Lead, will coordinate evidence collection, progress monitoring and annual updates.

Monitoring area	Frequency	Evidence
Business mileage and route efficiency	Monthly	Mileage claims, rota reports, dashboard, care-zone review and exception actions.
Office electricity and energy controls	Quarterly	Bills or landlord data, meter readings, tariff evidence and equipment checks.
Staff commuting	Annually	Staff travel survey, assumptions log and updated commuting calculation.
Waste and recycling	Quarterly	Waste contractor records, internal checks and staff communications.
Procurement and supplier sustainability	Annually	Supplier review, purchasing records, delivery consolidation and packaging notes.
CRP review and approval	Annually	Updated emissions tables, target progress and senior approval.

10. Declaration And Approval

This Carbon Reduction Plan has been prepared in accordance with PPN 006, formerly PPN 06/21, and associated guidance and reporting standards for Carbon Reduction Plans. Emissions have been recorded using available organisational information and appropriate estimation methods.

Approval field	Entry
Approved by	Jack Baker
Role	Director
Approval date	24 June 2026
Next review date	Within 12 months of approval