

Carbon Reduction Plan

Supplier name: Creative Support

Publication date: June 2026

Review date: February 2027

Commitment to achieving Net Zero

Creative Support is a Community Benefit Society with charitable status that provides high quality supported living, community support, supported housing, residential care and other services in the North West, North East, Yorkshire & Humberside, the Midlands, London and the South East.

Creative Support is committed to achieving Net Zero emissions by 2050.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: 2024	
Additional Details relating to the Baseline Emissions calculations.	
The greenhouse gas emissions for Creative Support were 936.36 tCO ₂ e for the year, 1st January 2024 to 31st December 2024. This figure includes all material from Scope 1, 2 and 3, and has been used to calculate a baseline figure to enable future year on year comparison.	
Baseline year emissions:	
EMISSIONS	TOTAL (tCO₂e)
Scope 1	508.56
Scope 2	196.48
Scope 3 (Included Sources)	231.32 This includes emissions from the transport and distribution of electricity, the transportation and disposal of waste created by the company, emissions from business travel (train travel, air travel and use of personal vehicles) and hotel stays for business purposes.
Total Emissions	936.36

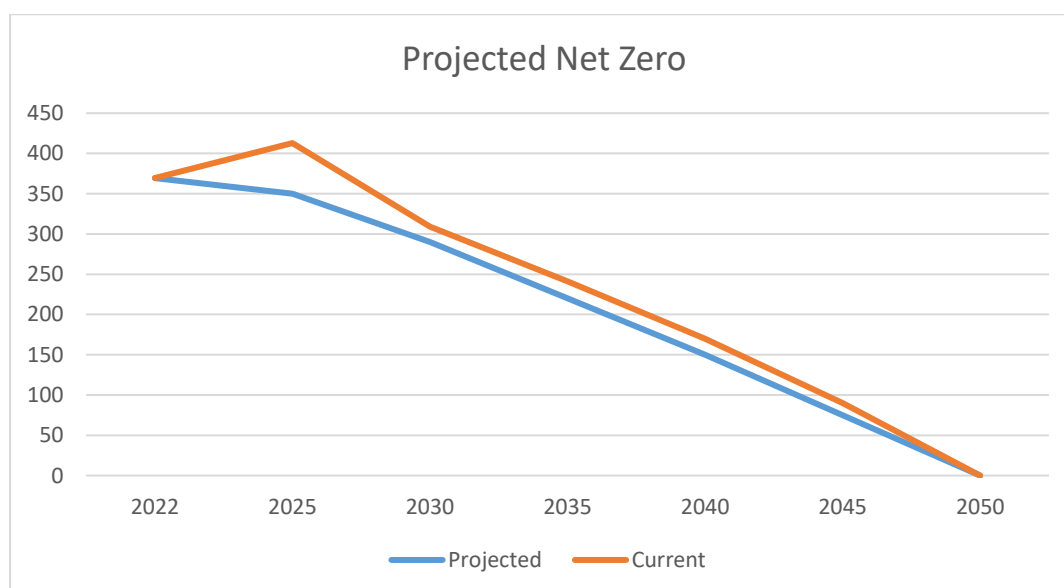
Current Emissions Reporting

We note that the below data is not a direct comparison. We have worked hard to improve our recording and reporting to promote accuracy of our data so reports published are transparent.

Reporting Year: 2025	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	444.71
Scope 2	164.92
Scope 3 (Included Sources)	241.95 This includes emissions from the transport and distribution of electricity, the transportation and disposal of waste created by the company, emissions from business travel (train travel and use of personal vehicles) and hotel stays for business purposes.
Total Emissions	851.58

Emissions reduction targets

This year we have re-established our baseline using 2024 data. In 2024 we were able to introduce clearer reporting tools to ensure the data collected was based on actuals rather than inferred estimates. This clearer position has enabled us to contextualise progress made and prioritise workstreams. We are now able to confirm that, in comparison with our baseline year, our carbon emissions have decreased by approximately 9% this year. We have also moved the publication date of our report to February each year, allowing sufficient time for data gathering and reviews.



Carbon Reduction Projects

Waste Electricals

In Scope 3, we saw an increase in our WEEE (Waste Electricals) from 0.002 tCO₂e to 0.009 tCO₂e, and this was as a result of a collection of 2.4 tonnes of old electricals. Previous years had seen a significant build-up of waste electricals at our Head Office. Through a thorough review of the inventory and identification of a suitable partner, Ego Technology Limited, we were able to recycle all waste - resulting in 78% being repurposed and 22% being recycled. No waste was sent to landfill. While this is an increase in emissions, it demonstrates a significant improvement to our processes for the management of waste electricals - ensuring we keep as little unnecessary waste as possible and utilising 'zero to landfill' committed partners for recycling.

Paper Usage Reduction

In our last report we had 75.4% of our services using a digital system to record daily notes (in place of paper alternatives). This year we have been able to achieve an increase of 19% to a total of 94.4% of services using digital case note. The impact of this can also be seen in our reduction in shredding from 0.16 tCO₂e to 0.11 tCO₂e.

Building Efficiencies

In our previous report, it was identified that all windows in our Head Office would be replaced to improve carbon efficiency. This work was completed over the course of 10 weeks in late 2025. By 2027, we will be able to carry out comparative reviews of the energy usage to document carbon efficiency improvements. We have installed two electric vehicle charging points at Head Office.

We have continued our work with reviewing our properties, beginning implementation of many programmes to work towards decarbonisation including gas boiler replacements, roof insulation upgrades and installation of night storage heaters to improve the overall energy efficiencies of our buildings. As a result of these, 95% of our homes are rated EPC 'C' and above. Our continued commitment to all new build properties being renewable has continued with the development of a block of flats in Horsforth.

Future Measures

Future measures planned or in place are:

- Fitting solar panels in all new build schemes
- Reviewing supply chains and providers nationally in the next 24 months (to be completed by December 2027) to move to locally sourced products
- Commencement of our decarbonisation programme for existing homes to ensure improved insulation, reducing energy demand, replacing direct burning of fossil fuels and adding green infrastructure
- Reviewing all lease and pool vehicles to replace them with electric or hybrid vehicles in line with re-leasing requirements and flagging the highest emission vehicles for immediate replacement
- Planning any new build developments with partner developers to be net carbon zero (as a minimum) alongside the introduction of solar panels, reduced number of parking spaces and incorporation of charging units
- Completing a feasibility audit for the installation of charging points at each site
- Completing a feasibility audit of installation of bike shelters
- Review of all green action plans completed within sustainability training to establish successes and barriers

- Our Warwick Road new build is having heat pumps, solar panels, electric vehicle charging points and bicycle shelters fitted as part of its development. Estimated completion is before the end of 2026.

We continue to celebrate people's involvement and passion for environmental-led initiatives through our 'Eco-Friendly Award' as part of our Creative Star initiative. Our regulatory body, CQC, introduced a new quality statement with a focus on Sustainable Development as part of their single assessment framework, which we can now be inspected against. In order to support services with addressing this and understanding sustainability within health and social care and the practices they can improve; we created a new workshop for staff. So far, we have hosted eight workshops supporting over 50 staff to create bespoke green action plans to improve sustainability in services and gain a greater understanding of climate change, its impacts on the sector and how we can improve our negative impacts.

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, 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 Senior Leadership Team (or equivalent management body).

Signed on behalf of the Supplier:

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Date: ...24.06.2026.....