The Big Life group

Carbon Reduction Plan

Commitment to Achieving Net Zero

The Big Life group is committed to achieving Net Zero emissions by 2050.

The Big Life group is committed to reducing the environmental (and the subsequent social) impact that our day-to-day working has - both locally and globally. We believe that it is crucial now, and for future generations, that we make a positive and active contribution to work towards a more sustainable world.

The Big Life group aims to protect the environment and ensure prudent use of natural resources. We will do this by implementing an environmental programme to control and improve our performance, in line with the Environmental Management standard ISO14001 and our Environmental Strategy. This will enable us to:

- minimise the use of energy.
- maximise the use of recyclable and renewable goods and services.
- minimise the production of waste and emissions.
- reduce our carbon footprint.

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 2019/20	
Additional Details relating to the Baseline Emissions calculations.	
In 2019, The Big Life group made a pledge within its Business Plan 2020/25 to reduce their carbon footprint. In 2020 Big Life began tracking baseline emissions, Scope 1, 2 and 3, reporting our progress annually to the Board and Quality Committee. All our services have been audited against the 14001 environmental ISO standard. The standard has focused the group to set targets on reduction of energy consumption, mileage, and printing. In 2020, with the onset of the coronavirus pandemic we introduced agile working for staff. We have continued to roll out agile working for staff in non-client facing roles. *We will not be including carbon reduction targets for Homeworking; our staff have the flexibility to work from other locations including partner sites as well as home.*	
Baseline year emissions:	
Emissions	460,964kg CO2e
Scope 1	283,532kg CO2e (85%)
Scope 2	177,432kg CO2e (15%)
Scope 3 Water Supply	1,423kg CO2e

(included Sources)	United Utilities
Scope 3 **Water Treatment** (included Sources)	2,930kg CO2e United Utilities
Scope 3 **Mileage** (included Sources)	74,972kg CO2e Staff business mileage reclaim, use of own vehicles.
Scope 3 **Printing (Paper)** (included Sources)	7,478kg CO2e Woodbank Office Solutions
Scope 3 **Waste** (included Sources)	No baseline reporting to date. This will be monitored and recorded going forward.
Total Emissions	547,767kg CO2e

Current Emissions Reporting

Reporting Year 2023/24	
Emissions	190,461kg CO2e *Carbon Trust – Carbon Calculator has not been updated to include reporting year 2023, so baseline 2022 reporting year included here.*
Scope 1	110,616kg CO2e (63%)
Scope 2	80,299kg CO2e (37%)

Scope 3 **Water Supply** (included Sources)	846kg CO2e United Utilities
Scope 3 **Water Treatment** (included Sources)	965kg CO2e United Utilities
Scope 3 **Mileage** (included Sources)	25,422kg CO2e Staff business mileage reclaim, use of own vehicles.
Scope 3 **Printing (paper)** (included Sources)	3,652kg CO2e Woodbank Office Solutions.
Scope 3 **Waste** (included Sources)	Not reportable
Total Emissions	221,800kg CO2e

*The methodology for estimating the UK for water supply and water treatment factors has been improved including additional data submitted by the UK water suppliers. This has been done using actual volume of wastewater treated and drinking water supplied by water companies together with data reported in the water companies' Carbon Accounting Workbooks (CAW). Water Supply conversion rates 0.149 (2022), 0.177 (2023) and Water Treatment 0.272 (2022), 0.201 (2023).

We have continued to make progress on reducing our carbon footprint. Overall, we have achieved a 60% reduction in carbon emissions compared to our baseline figures.

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Since the last report we have experienced notable growth. We welcomed 94,000 visitors to our centres, provided case management services for 58,000 individuals, and hosted over 40,000 drop-in attendees this year. Initially, online groups were preferred over in-person meetings, but in the past year, we have observed a shift. Our use of water and gas is increasing as would be expected with the increase in face-to-face work but is still on target for the planned reduction.

To support our efforts in reaching our Net Zero goals, we are working with our external energy consultants to analyse potential efficiency enhancements within our organisation. Through energy audits conducted at our buildings, we have identified opportunities for immediate cost savings. Our consultants have also created a comprehensive action plan for environmentally friendly repairs and upgrades to our buildings, including the implementation of a Building Management System (BMS).

Emissions reduction targets

The table below reports the carbon reduction targets we set in our 2020-25 Business Plan, we are currently in our business planning update cycle, and we are reviewing the external landscape. As part of this process, we will review and set new targets which will be reported in next year's carbon reduction plan.

Targets:		
	Baseline 2019/20	**5-year Target**
Reduce Water Consumption We will do this by ensuring: • All leaks are fixed timely. • We regularly maintain taps and boilers. • We introduce harvest rainwater in our buildings.	1,423 KG CO2e (4,138 m3)	10%

- We plan to instal aerators or flow restrictors in taps. - We plan to instal low flush toilets. - We plan to replace toilets with urinals when possible.		
Reduce gas consumption (kWh) We will do this with a programme of: - Building insulation. - Installation of smart meters. - Improved heating systems/boilers. - Replace with alternative source. - Switch off or turn down heating when not needed.	1,542,190 (kWh)	50%
Reduce electric consumption (kWh) We will do this by ensuring: - We switch off appliances that are not in use. - We keep the lights off if daylight is sufficient. - We use a smart meter. - We install energy-efficient light bulbs.	694,180 (kWh)	50%

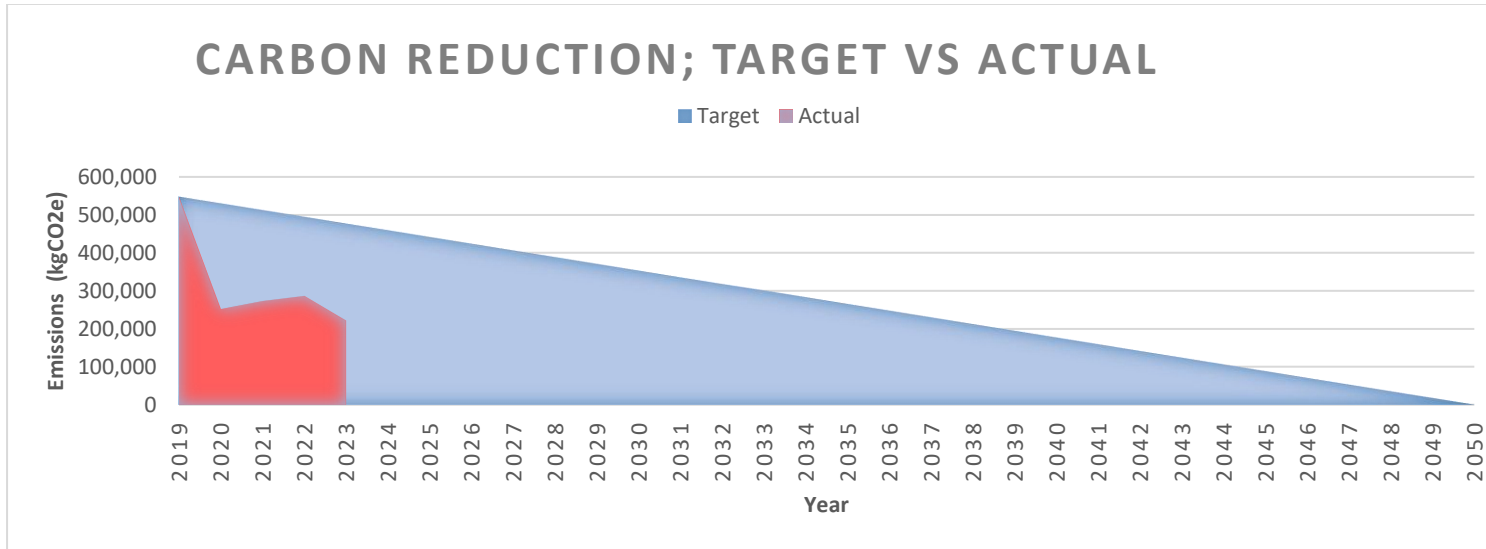|		
• We use laptops over desktops. • Reduce solar gain and use of fan heaters. • Only purchasing A rated efficiency appliances.		
Reduce mileage. We will do this by: • Embedding agile working • Supporting staff to plan work to minimise travel. • We encourage the use of public transport and car sharing.	74,972 Kg CO2e (271,797 miles)	50%
Reduce printing (no. Pages) We will do this by ensuring: • We use alternative online methods to send communication. • We use hybrid mail solutions and electronic document management	7,478 Kg CO2e (10 Tonne)	75%

Progress against these targets can be seen in the table below:

CARBON REDUCTION; TARGET VS ACTUAL

■ Target ■ Actual

Emissions (kgCO2e) vs Year

For year-on-year progress please see Annexe 1.

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Carbon Reduction Projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2019 baseline. The carbon emission reduction achieved by these schemes equate to 326tCO$_2$e, a 60% reduction against the 2019 baseline and the measures will be in effect when performing the contract.

What have we achieved to date:

- Achieved ISO 14001 Environmental Management Certification – all our services have been audited against this standard. The standard has focused the group to set targets on reduction of energy consumption, mileage, and printing.
- Environmental Lead - our Quality Team have attended Carbon Literacy training and we have now engaged a mentor from the Carbon Literacy Project to provide guidance on the creation of Carbon Literacy training for The Big Life group.
- Agile working - an agile working change program launched and is now embedded.
- Paper lite Services - most services are paper lite, we have introduced Docman10, a cloud-based software platform that allows us to manage clinical correspondence electronically.
- Sustainable supplier management – we have revised our new supplier process to ensure new suppliers have sustainability and environmental practices in place evidenced through kitemarks.
- Monitoring consumption - we monitor gas, electricity, water and printing consumption to provide us with benchmarks to set reduction targets.
- Recycling - paper, cardboard, glass plastic and metal recycling in place in all our buildings.
- Lighting replacement programme - existing lighting replaced by LED lighting as expired.
- Electric car charging points - fitted at one site.
- External Energy audits - completed for 6 sites to ensure energy and sustainable improvement across our buildings.

- Small initiatives – asked staff in all venues to identify and make small environmental changes. Our Energise Wellbeing Centre and Zion Centre have introduced water butts for the centre gardens.
- Introduced Docusign to electronically sign documentation without the need for printing and wet signatures.
- Introduced a new staff award for environmental sustainability and new 'recognition card' for staff.
- Provided visibility to our environmental and sustainability priorities through regular Bulletins and 'Feel Good Friday' Green updates for staff.
- Installed low flow flush system in all our Zion Centre toilets.
- Improved our environments by relocating in Liverpool and Eastern Cheshire.
- Implemented an online appointment booking for people using our mental health services and are assessing the impact.

In the future we hope to implement further measures such as:

We will Embed sustainable practices within the organisation – We recognise we need to make changes to achieve our targets and reduce our environmental impact. Our Estates strategy will ensure energy and sustainable improvement across our buildings.

- Achieving carbon literacy bronze award.
- Reduce the number of offices by implementing agile estates plan.
- Install electric charging points in work sites.
- Building improvements in 6 sites to reduce environmental impact and energy use.
- New equipment/appliances to be A rated for energy efficiency.
- Replacement of eight boilers in our buildings.
- Introduction of Building Management System for 4 of our buildings.
- Replacement windows at our Zion Centre.

Engage and raise awareness of staff and service users. It is evident that a reduction on our carbon footprint can indirectly provide health benefits to those who access our services and wider. A focus on sustainability compliments The Big Life Way and Big Life group's commitment to fight inequality. We recognise reducing the carbon footprint of the organisation must go hand in hand in supporting individuals to reduce their own carbon footprint particularly in light of agile working.

- Roll out of carbon literacy training within the group incl. volunteers.
- Provide visibility of our environmental and sustainability priorities through regular staff bulletins and 'Feel Good Friday' updates and Research and Development webinars.
- Produce case studies to encourage staff to take action.
- Include environmental/green speakers into our Research, Learning and Development webinars.

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[1] and uses the appropriate Government emission conversion factors for greenhouse gas company reporting[2].

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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[3].

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Supplier:

Date: …………………………………..

Annexe 1

Objective 1 - Actively reduce our consumption and waste.										
	Baseline 2019/20	5-year Target	Progress 2020/21	% Change from baseline	Progress 2021/22	% Change From baseline	Progress 2022/23	% Change from baseline	Progress 2023/24	% Change from baseline
Calculate, set targets, and monitor the annual tonnage of CO2e emitted using a carbon footprint calculator	460,964 kg CO2e Scope 1 283,532 Kg CO2e (62%) Scope 2 177,432 Kg CO2e (38%)		232,888 kg CO2e Scope 1 145,594 Kg CO2e (63%) Scope 2 87,294 kg CO2e (37%)	50% ▼	255,725 Kg CO2e Scope 1 162,958 Kg CO2e (64%) Scope 2 92,767 Kg CO2e (36%)	45% ▼	255,394 Kg CO2e Scope 1 160,845 Kg CO2e (63%) Scope 2 94,549 Kg CO2e (37%)	45% ▼	190,461 Kg CO2e Scope 1 110,616 Kg CO2e (58%) Scope 2 80,299 Kg CO2e (42%)	59% ▼
Reduce Water consumption. We will do this by ensuring: • All leaks are fixed timely. • We regularly maintain taps and boilers. • We introduce harvest rainwater in our buildings.	1,423Kg CO2e (4,138 m3)	10%	1,388Kg CO2e (4,034 m3) ▼ (104 m3)	3% ▼	1,973Kg CO2e (5,735 m3) ▲ (1,597 m3)	39% ▲	2,968Kg CO2e (8,627 m3) ▲ (4,489 m3)	109% ▲	846Kg CO2e (4,791 m3) ▲ (653 m3)	41% ▼

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Reduce gas consumption (kWh) We will do this with a programme of: • Building insulation. • Installation of smart meters • Improve heating systems/boilers. • Replace with alternative source. • Switch off or turn down heating when not needed.	1,542,190 (kWh)	50%	791,832 (kWh) ▼ (750,358 kWh)	49% 🟩 ▼	889,704 (kWh) ▼ (652,486 kWh)	42% 🟩 ▼	878,167 (kWh) ▼ (664,023 kWh)	43% 🟩 ▼	603,492 (kWh) ▼ 938,698 kWh	61% 🟩 ▼
Reduce electric consumption (kWh) We will do this by ensuring. • We switch off appliances that are not in use.	694,180 (kWh)	50%	374,426 (kWh) ▼ (319,754 kWh)	46% 🟩 ▼	436,901 (kWh) ▼ (257,279 kWh)	37% 🟩 ▼	445,293 (kWh) ▼ (248,887 kWh)	36% 🟩 ▼	415,241 (kWh) ▼ (278,939 kWh)	40% 🟩 ▼

• We keep the lights off if daylight is sufficient. • We use a smart meter. • We instal energy-efficient light bulbs. • We use laptops over desktops. • Reduce solar gain and use of fan heaters. • Only purchasing A rated efficiency appliances										
Reduce mileage. We will do this by ensuring. • Embedding agile working • Our staff plan work to minimise travel. • We encourage the use of public transport and car sharing.	74,972 Kg CO2e 271,797 miles	50%	13,012 Kg CO2e ▼ 61,690 Kg CO2e	83% ▼	8,641 Kg CO2e ▼ 66,331 Kg CO2e	88% ▼	18,027 Kg CO2e ▼ 56,945 Kg CO2e	76% ▼	25,422 Kg CO2e ▼ 49,550 Kg CO2e	66% ▼
Reduce printing. We will do this by ensuring. • We use alternative online methods to send communication.	7,478 Kg CO2e 10 Tonne	75%	2,070 Kg CO2e ▼ 5,408 Kg CO2e	72% ▼	2,949 Kg CO2e ▼ 4,529 Kg CO2e	61% ▼	3,637 Kg CO2e ▼ 3,841Kg CO2e	51% ▼	3,652 Kg CO2e ▼ 3,826 Kg CO2e	51% ▼

• We use hybrid mail solutions and electronic document management				🟩		🟩		🟩		🟩