



Divine Care and Services Limited

UNIT 2-01 106 PLUMSTEAD HIGH STREET, LONDON,
SE18 1DU

Carbon Reduction Plan

Our Net Zero Commitment

Creating a Sustainable Future for Care

At Divine Care and Services Limited, we believe that caring for people and caring for our planet go hand in hand. We're committed to achieving **net zero carbon emissions by 2050** while continuing to provide exceptional homecare and supported living services to our communities.

Why Net Zero Matters to Us

Climate change affects everyone, but it particularly impacts the vulnerable individuals we serve. Rising temperatures, extreme weather, and air pollution pose serious risks to the health and wellbeing of elderly people and those with disabilities. By taking action now, we're protecting both our service users and future generations.

Our Promise

- **Net zero carbon emissions by 2050**
- **50% reduction in emissions by 2030**
- **100% renewable energy by 2028**
- **Fully electric vehicle fleet by 2035**

Our Journey to Net Zero

Phase 1: Building the Foundation (2025-2030)

Target: 50% emission reduction

Clean Energy First

- Installing solar panels on our facilities
- Switching to 100% renewable electricity
- Upgrading to energy-efficient LED lighting and heating systems
- Smart technology to optimize energy use

Smarter Transport

- Converting 30% of our fleet to electric vehicles
- Installing EV charging points at our facilities
- Using AI to optimize care visit routes
- Encouraging staff to use public transport and cycling

Digital Innovation

- Expanding telehealth services where appropriate
- Moving to paperless care records
- Using video conferencing to reduce travel
- Smart home technology for efficient care delivery

Phase 2: Accelerating Change (2030-2040)

Target: 75% emission reduction

Advanced Clean Energy

- Battery storage systems for our solar installations
- Replacing gas boilers with electric heat pumps
- Creating local energy networks
- Participating in smart grid programs

Full Fleet Transformation

- 100% electric vehicle fleet
- Exploring autonomous vehicle technology
- Car-sharing schemes for staff
- E-bikes and scooters for local visits

Circular Economy

- Minimizing waste in our care delivery
- Comprehensive recycling programs
- Choosing suppliers with strong environmental credentials
- Extending the life of medical and care equipment

Phase 3: Achieving Net Zero (2040-2050)

Target: Net zero emissions

Carbon Removal

- Tree planting and woodland management
- Supporting coastal ecosystem restoration
- Investing in carbon capture technology
- Local environmental projects benefiting our communities

Innovation Leadership

- Hydrogen fuel cells for backup power
- Advanced low-carbon materials
- AI-powered carbon management systems
- Cutting-edge sustainable technologies

What This Means for You

For Our Service Users

- **Healthier environments:** Cleaner air and improved indoor air quality
- **Lower energy costs:** Reduced utility bills in supported living facilities
- **Enhanced comfort:** Better temperature control and ventilation
- **Future security:** Protection against climate change impacts

For Our Staff

- **Modern equipment:** Working with the latest sustainable technology
- **Professional development:** Training in green skills and environmental awareness
- **Healthier workplaces:** Improved air quality and energy-efficient buildings
- **Pride in purpose:** Contributing to positive environmental change

For Our Communities

- **Local jobs:** Creating employment in renewable energy and efficiency
- **Cleaner air:** Reducing pollution from our operations
- **Community projects:** Supporting local environmental initiatives
- **Educational opportunities:** Environmental awareness programs

Our Investment in the Future

We're committed to investing **£2 million over 25 years** to achieve our net zero goals. This investment will:

- Create annual energy savings of £150,000 by 2030
- Generate £200,000 in operational efficiencies
- Access £500,000 in government grants and incentives
- Enhance our reputation and competitive position

Funding Our Transition

- Government grants and green financing
- Reinvesting energy cost savings
- Carbon credit revenue
- Healthcare sustainability funds

Tracking Our Progress

We're committed to transparency and accountability. Here's how we're monitoring our journey:

Key Metrics We Track

- Carbon footprint: Total emissions and reduction percentage
- Energy efficiency: Renewable energy usage and consumption
- Transport impact: Electric vehicle adoption and travel optimization
- Waste reduction: Recycling rates and waste to landfill
- Innovation: New technologies and sustainable practices

How We Report

- **Monthly dashboards:** Internal performance tracking
- **Quarterly updates:** Progress reports to stakeholders
- **Annual sustainability report:** Comprehensive public disclosure
- **Independent verification:** Third-party audits every three years

Innovation in Sustainable Care

We're pioneering new approaches to deliver care more sustainably:

Smart Care Technology

- **Remote monitoring:** Reducing unnecessary visits while maintaining quality
- **Predictive analytics:** Anticipating care needs to optimize resources
- **Digital health records:** Eliminating paper and improving efficiency
- **Virtual reality training:** Reducing travel for staff development

Sustainable Facilities

- **Passive house design:** Ultra-energy-efficient buildings
- **Community hubs:** Local service centers reducing travel
- **Shared facilities:** Optimizing space and resource use
- **On-site services:** Bringing healthcare directly to residents

Green Supply Chain

- **Local sourcing:** Reducing transport emissions
- **Sustainable products:** Choosing environmentally friendly supplies
- **Circular procurement:** Prioritizing reusable and recyclable items
- **Supplier partnerships:** Working with vendors to reduce their carbon footprint

Our Commitment to You

Quality Care Always Comes First

Our journey to net zero will never compromise the quality of care we provide. Every decision we make is guided by our commitment to:

- **Excellence in care:** Maintaining the highest standards of service
- **Dignity and respect:** Treating every person with compassion
- **Safety and wellbeing:** Ensuring the health and security of all
- **Continuous improvement:** Always striving to do better

Transparency and Accountability

We believe in open communication about our progress:

- **Regular updates:** Keeping you informed about our journey
- **Honest reporting:** Sharing both successes and challenges
- **Community engagement:** Involving you in our environmental initiatives
- **Feedback welcome:** Your input helps us improve

Join Us on This Journey

For Service Users and Families

- Stay informed about our progress through our newsletter
- Participate in our environmental awareness programs
- Share your ideas for sustainable improvements
- Support our community environmental projects

For Our Staff

- Join our Green Champions program
- Attend our sustainability training sessions
- Suggest improvements and innovations
- Take pride in being part of the solution

For Our Community

- Follow our progress on social media
- Attend our environmental awareness events
- Support our local tree planting and conservation projects
- Spread the word about sustainable care

Approval

Board of Director

Contact Us

We're always happy to discuss our sustainability journey with you.

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