

MC&R Environmental Report 2023-2024

Intro

This report is designed to be familiar to readers of [Carbon Reduction Plans](#) required by [PPN 06/21](#). It complies with [SME Climate Hub's Disclosure Framework](#) (and so with UNFCC's Race to Zero). ¹ [Last year's report can be found here.](#)

Targets

We recognise that our clients will be adversely affected by climate change and therefore the needs of people and planet are intertwined. The results of climate change will affect our ability to achieve our goal for clients: safe, liveable, affordable homes. ²

We need to achieve *absolute reduction* in emissions from our core operations, and *reduced emissions intensity* for our contracted jobs.

Emissions intensity is the level of greenhouse gas emissions per unit of activity. We do not aim to help fewer clients, but to cause less emissions per client helped.

The baseline year for our reporting is April 2022 to March 2023.

From this baseline, we commit to absolute reductions of our "Core" emissions: ³

- Halving them by 2030
- Reducing them by 80% by 2038
- Bringing them to net-zero before 2050.

Our 2030 target requires us to reduce Core emissions by **3634 kgCO₂e** per year (6.25% of baseline). We also committed to supporting our suppliers and contractors in their journeys to net zero.

Grouping our Emissions

Following the principle 'measure to reduce,' emissions are grouped as "Core" or "Rest of Scope 3".

"Core" emissions are those we have greater control over and where we can accurately measure reductions. "Core" emissions include Scope 1 and Scope 2 emissions as well as:

- Scope 3 components of fuel and utilities.
- Business travel, which is integral to a home-visiting service.
- Employee commute, because this is strongly affected by business-travel practice (especially for home-visiting staff).
- Homeworking, as the complement to commuting and using office utilities.

"Rest of Scope 3" emissions are those we have limited control over or cannot accurately measure:

- Supply chain emissions (excluding emissions from investments, banking and waste created by jobs) were roughly estimated for our baseline year (2022-23) based on our expenditure to give a sense of scale. This estimate is provided again for reference. ⁴
- Based on this estimate, they made up about 90% of our total emissions: 84% from jobs, 6% from goods and services for internal use (such as accounting, office maintenance, training).

¹ SME Climate Hub: <https://smeclimatehub.org>

² MC&R Environmental Policy, May 2023.

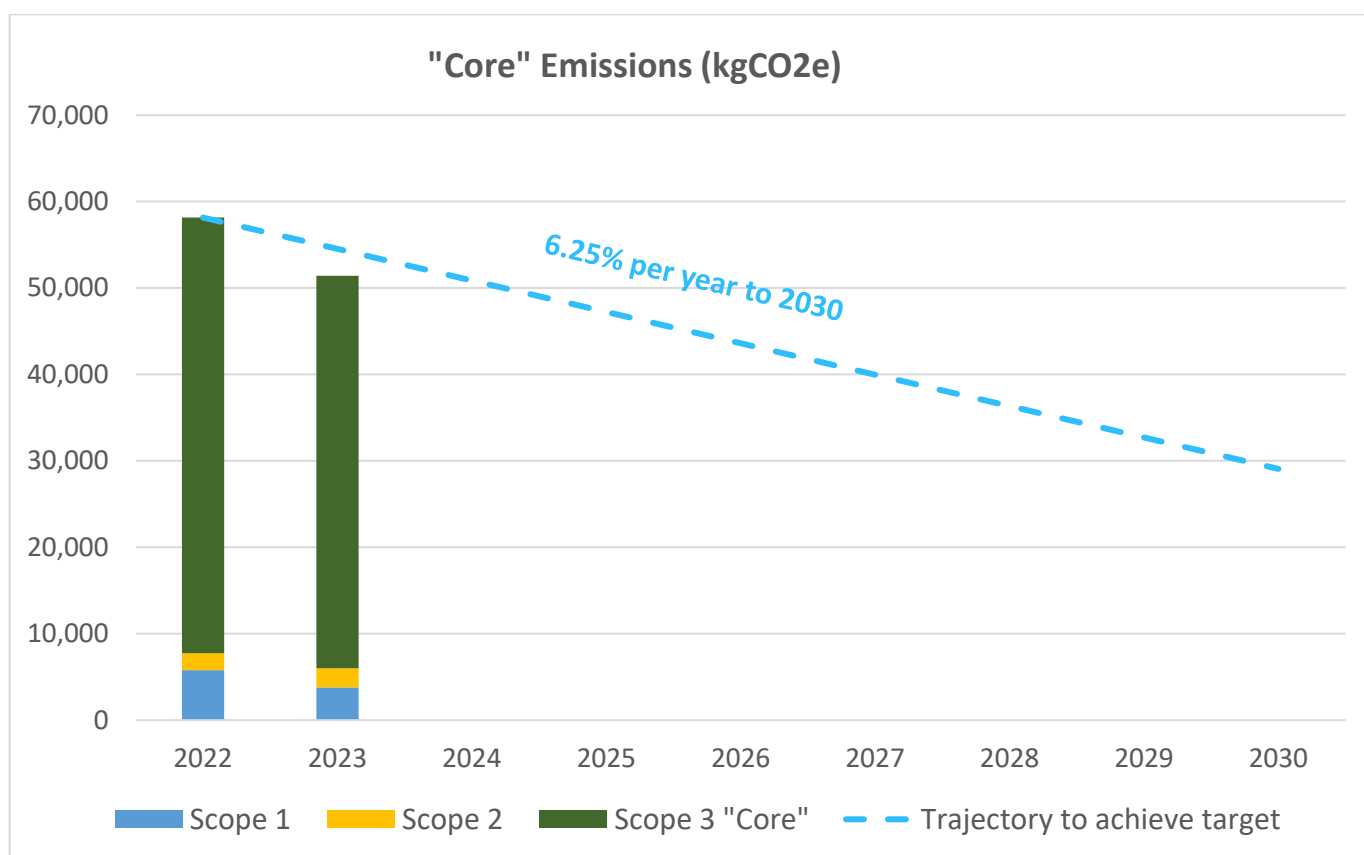
³ "Core" emissions are defined above. They include all Scope 1-2 emissions and certain categories of Scope 3.

⁴ Estimated using DEFRA's ["Table 13" Indirect emissions from the supply chain](#).

Progress Against Targets

All emissions given in kgCO₂e. "Rest of Scope 3" emissions were estimated only in our baseline year.

Absolute Emissions	Baseline Year	Previous Year	Reporting Year	% Change from
	2022-23	2022-23	2023-24	previous year
"Core" Emissions	58,151	58,151	51,415	-11.6%
... of which Scope 1	5,775	5,775	3,768	-34.8%
... of which Scope 2 ⁵	1,959	1,959	2,249	+14.8%
... of which Scope 3	50,417	50,417	45,398	-10.0%
Rest of Scope 3	≈ 496,000	-	-	-
Grand Total	≈ 554,000	-	-	-



⁵ Reported using location-based method. Market-based method: 0 for office supply, no estimate for EV charging.

Emissions Intensity

We use *emissions intensity* to compare emissions over time to account for changes in the size of MC&R or the services MC&R offers.

Emissions intensity is “Core” emissions divided by one of the performance indicators below. ⁶

Performance Indicator	Value this year (2023-24)	Interpretation
FTE Staff	31	A stable measure of the size of our organization. (No volunteers or very few.) ⁷
# of Completed Jobs	11403	A measure of productivity, strongly affected by smaller jobs such as Handyhelp.
Expenditure	£2,273,212	A measure of productivity, strongly affected by the price of expensive jobs. (Mainly works contracted by HRST.) ⁸

Intensity Metric	Baseline Year 2022-23	Previous Year 2022-23	Reporting Year 2023-34	Change from previous year
“Core” kgCO ₂ e ÷ FTE Staff	1938	1938	1659	-14.4%
“Core” kgCO ₂ e ÷ Completed jobs	5.46	5.46	4.51	-17.4%
“Core” kgCO ₂ e ÷ Expenditure in £1000s	27.4	27.4	22.6	-17.5%

Key points

- Not only have our absolute emissions decreased by 6736 kgCO₂e – this is despite an increase in size and jobs completed.
- By all three measures, MC&R has grown since 2022-23 but emissions intensity *decreased*.

Energy Consumption

We report *energy consumption* as well as emissions to give a fuller picture of our energy use.

In 2023-24 MC&R purchased renewable electricity for the office. The HfH vehicle was charged at public chargepoints, for which we do not know the fuel mix.

Energy Consumption (kWh, Gross CV basis for fuels)	Baseline Year 2022-23	Previous Year 2022-23	Reporting Year 2023-34	% Change from previous year
Fossil gas (office)	19,121	19,121	12,596	-34.1%
Electricity (office)	10,129	10,129	9,122	-9.9%
HfH vehicle combined consumption	10,055	10,055	8,348	-17.0%
... of which Petrol (old lease vehicle)	10,055	10,055	6,603	-34.3%
... of which Electricity (owned EV)	0	0	1,746	-

⁶ NB: For contracted works by HRST, “Core” emissions account for MC&R’s role in administering grants or loans and contracting the works, not emissions from contractors themselves. See ‘Grouping our Emissions.’

⁷ Average number of staff for the year, calculated on the basis of full-time equivalents (37 hours per week).

⁸ Included for funders who prefer a financial measure. Note that contracted works make up nearly half of MC&R’s expenditure, but the numerator does not consider emissions from contracted works (which we cannot accurately measure). See above: ‘Grouping our Emissions’.

Spotlight: Reducing Energy Consumption through Electrification

In 2023-24, MC&R's "Core" emissions decreased by **6,736 kgCO₂e**, an 11.6% reduction from the baseline. This puts MC&R ahead of the annual target of 3634 kgCO₂e (6.25%).

Of this, a **2000 kgCO₂e** reduction was achieved in the office energy use and company car categories, and can likely be attributed to investments made in office energy efficiency and a company EV during 23-24. The results so far are set out in the 'Energy Consumption' section. We project larger reductions for 24-25.

Office utilities

In 2022-23 and 2023-24, MC&R invested in energy efficiency for the office. This year saw a reduction of **1364 kgCO₂e** from baseline, equivalent to 1000 kWh electricity and 6500 kWh gas. Emissions from fossil gas reduced proportionally but emissions from electricity actually increased, due to greater use of fossil fuels on the national grid.

- Fossil gas consumption decreased by 34%, with resulting emissions down 34%.
- Electricity consumption decreased by 10%, with a 1% *increase* in emissions.

This highlights the importance of reducing consumption, a factor within MC&R's control.

Electrifying the Home from Hospital service

In August, MC&R purchased an electric vehicle to replace the petrol-burning lease vehicle used for business travel in the Home from Hospital service (HfH). We have already seen positive impacts:

- Emissions decreased by **672 kgCO₂e**.
- Energy consumption decreased by **1707 kWh (-17%)**.
- The vehicle no longer causes local air pollution and could now run on renewable energy.

There have also been challenges and setbacks:

- The vehicle drove 1142 miles more in 23-24 than in 22-23. This was partly due to difficulty accessing on-site charging points which forced staff to drive further to charge the car.
- The cost of charging was higher than anticipated. Attempts to install a charge point connected to MC&R's office were not approved, necessitating the purchase of energy at higher rates.

Business travel and Commute

The largest reduction in 23-24 came in commute and business travel in staff-owned vehicles (all travel except HfH business travel). While homeworking emissions increased by 957 kgCO₂e, almost every team saw a decrease in travel emissions. In total, GMCVO staff drove 5068 miles fewer, causing a reduction of 5645 kgCO₂e. The likely causes are as follows:

- Changes in method for estimating business travel by Handyhelp (HHSOs) and Casework.⁹
- Introducing a 'Start from home' policy, allowing staff to plan their journeys more efficiently. This began with HHSOs in 22-23 and has since rolled out to other teams.
- Adding a new supplier in North Manchester, allowing HHSOs to reduce journeys.

⁹ From 23-24 we estimate business mileage based on MAP claims. The previous method may have inflated the figure.

Detailed Breakdown and Charts

Our baseline year is April 2022 to March 23. The reporting year is 2023-2024.

Scope	Emissions source	Brief explanation	kgCO2e	% of Core	≈ % Total ¹⁰
Scope 1	Fossil gas combustion	MC&R office boiler.	2304	4.5%	0.4%
Scope 1	Fleet emissions (HfH petrol car)	Fuel combustion in vehicle leased by MC&R.	1464	2.8%	0.3%
Scope 2	Electricity (location-based)	Charge electric vehicle (EV) owned by MC&R. ¹¹	360	0.7%	0.1%
Scope 2	<i>Electricity (market-based)</i>	<i>Charging EV – no market-based estimate available. ¹¹</i>	-	-	-
Scope 2	Electricity (location-based)	MC&R office supply.	1889	3.7%	0.3%
Scope 2	<i>Electricity (market-based)</i>	<i>MC&R office supply. ¹²</i>	0	0.0%	0.0%
Scope 3 "Core"	Fossil gas: S3 components	Well-to-tank (WTT) emissions from supplying MC&R office.	381	0.7%	0.1%
Scope 3 "Core"	HfH vehicles: S3 components	WTT and transmission-and-distribution (T&D) emissions for old and new vehicles respectively.	437	0.8%	0.1%
Scope 3 "Core"	Electricity: S3 components	WTT and transmission-and-distribution (T&D) emissions from supplying MC&R office.	618	1.2%	0.1%
Scope 3 "Core"	Water	MC&R office supply & treatment.	37	0.1%	0.0%
Scope 3 "Core"	Waste disposal	MC&R office waste (both recycled and residual waste)	167	0.3%	0.0%
Scope 3 "Core"	Business travel (grey fleet) *	Home visits and other business travel in vehicles not owned or leased by MC&R. (Usually claimed by staff as MAPs.)	14615	28.4%	2.7%
Scope 3 "Core"	Commute *	For home-visiting staff, this is all work-related travel except business travel. (Usually everything that can't be claimed as MAPs.)	25912	50.4%	4.7%
Scope 3 "Core"	Homeworking ¹⁴	Emissions from electricity and incremental heating on wfh days.	3231	6.3%	0.6%
"Rest of Scope 3" ‡	Supply chain: Internal uses	Purchased goods and services, excluding finance. (Rough estimate.)	≈ 33,000	-	6.1%
"Rest of Scope 3" ‡	Supply chain: Jobs	Purchased goods and services for jobs on clients' homes.	≈ 463,000	-	84.5%
"Rest of Scope 3" ‡	Cloud services ¹⁶	Our use of cloud-based services.	≈ 106	-	0.0%
"Rest of Scope 3" ‡	Waste from jobs	Not measured.	-	-	-
"Rest of Scope 3" ‡	Investments, Banking, Pensions	Not measured.	-	-	-

¹⁰ A percentage of total emissions including the "Rest of Scope 3" emissions estimated for 2022-23. See ‡.

¹¹ MC&R currently pays to charge the EV from private charging points. No market-based estimate for charging for this year.

¹² *We buy 100% renewable electricity from SSE. Market-based figures for electricity purchased from charging points was not available.*

* Including the Scope 3 conversion factor for WTT, or T&D for electrified public transport.

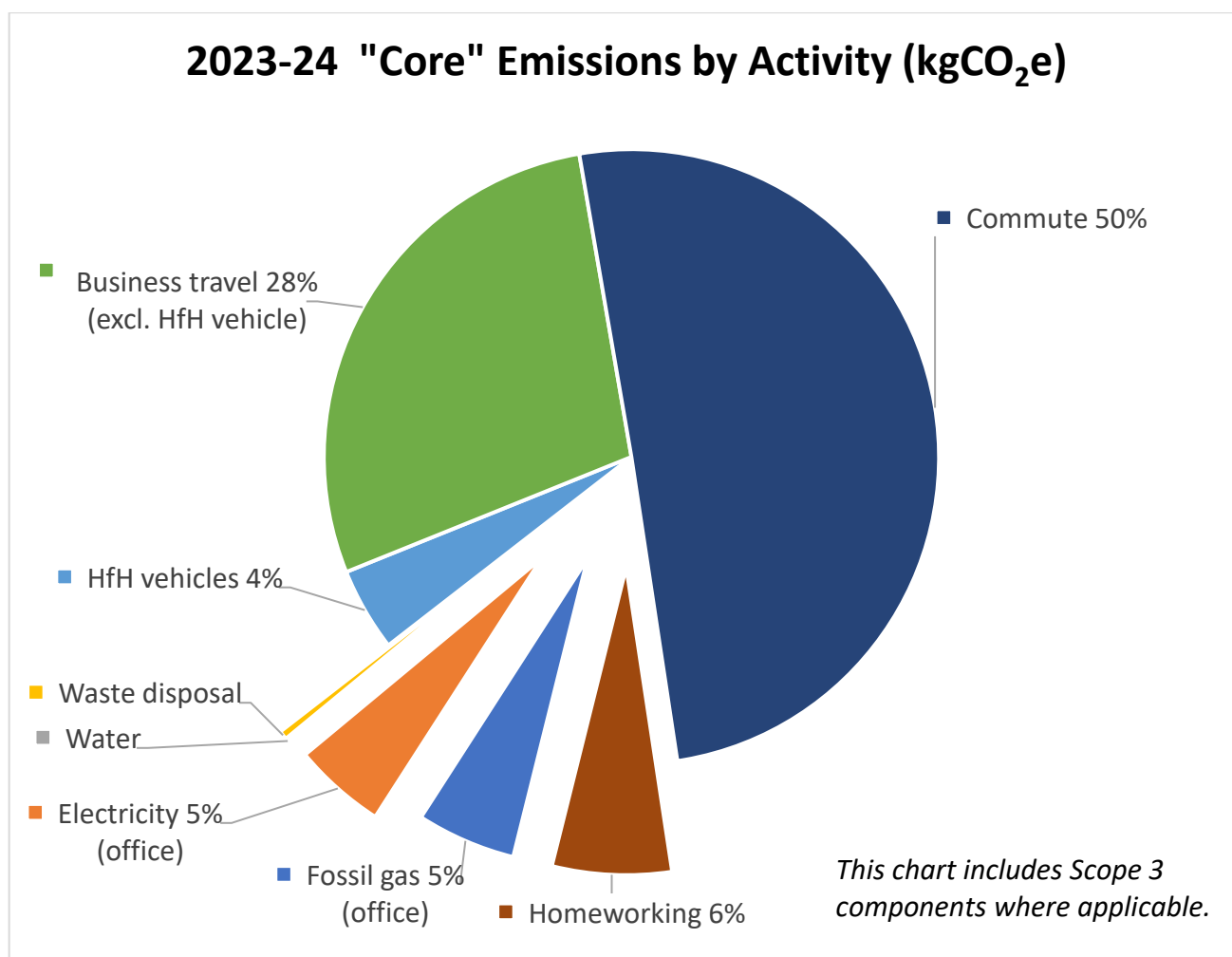
¹⁴ Includes factors for WTT and TDD of electricity/gas used in staff homes. Calculated using 'Base case' methodology from the Eco Act white paper.

‡ "Rest of Scope 3" are rough estimates used for priority setting and are not recalculated every year. Based on £ spend, using the 2020 'UK Footprint Results' from Leeds University.

¹⁶ From Microsoft 365 Emissions Dashboard "Microsoft estimates emissions from its datacenters using a market-based method and allocates [to MC&R] based on use of features."

Core Emissions

This chart shows “Core” emissions in 2023-24 organized by activity.



Key points

- Travel still accounts for 83% of “Core” emissions – and 79% involves staff-owned vehicles.
- Just over 50% of “Core” emissions are from commute.
- Business travel reduced significantly but some of the causes are unaccounted for.¹⁷
- Homeworking is now the third largest contributor to “Core” emissions. Estimated time spent homeworking increased by 42%, emissions by 960 kgCO₂e.¹⁸

MC&R has made significant progress by investing in office energy efficiency and an electric vehicle for Home from Hospital (HfH).¹⁹ Making changes to equipment owned or leased by MC&R required considerable time as well as financial investment, but were relatively simple to achieve. It is important to note that future reductions will be more difficult to achieve. Reducing emissions from homeworking, commute and business travel in own vehicles means changing individual behaviour as well as working practice, which depends more on the options available to individual staff.

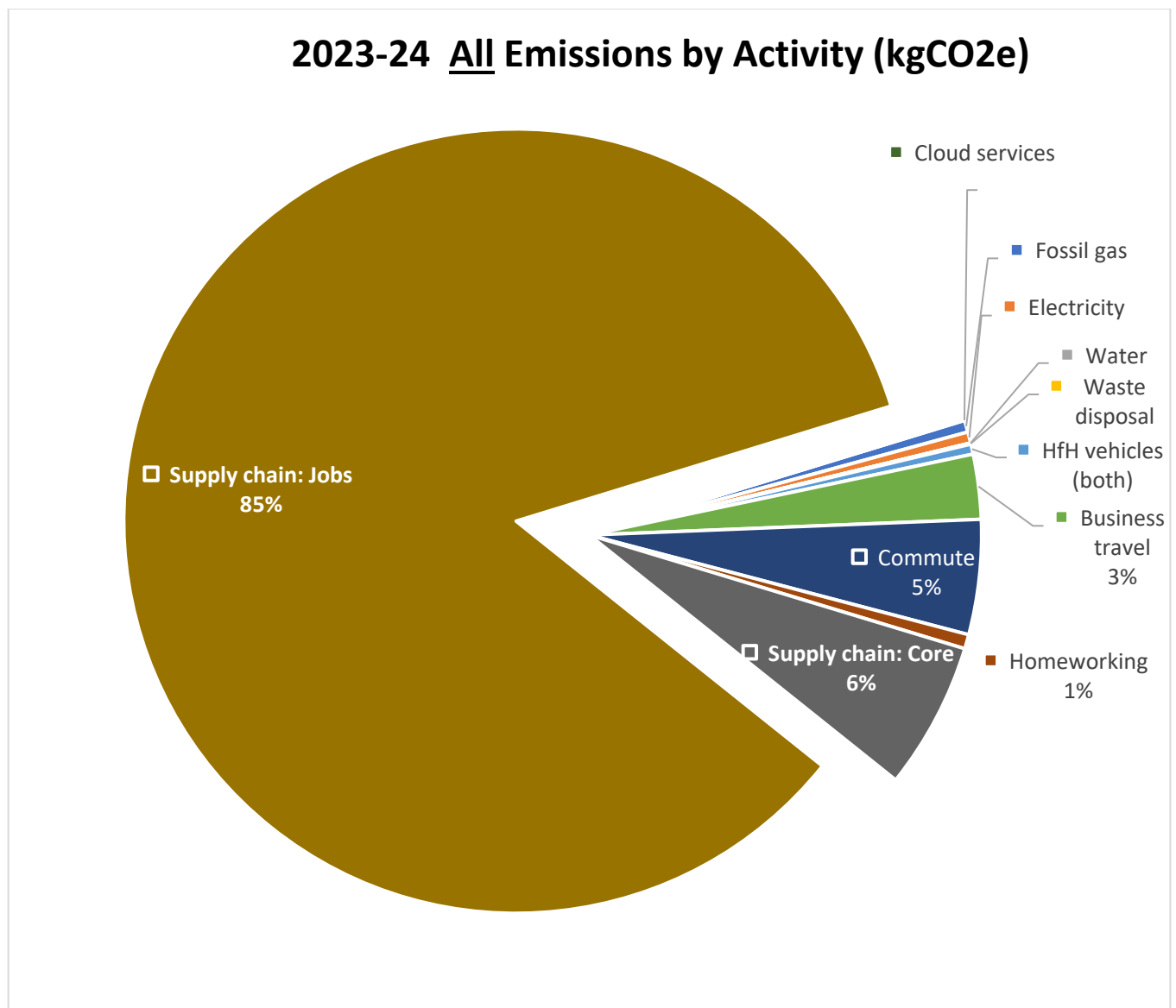
¹⁷ See ‘Projects’ section. Check this reference.

¹⁸ NB Homeworking emissions are calculated using the 'Base case' methodology from the Eco Act white paper. Changes track the number of hours MC&R staff spend working from home, not necessarily their specific energy consumption.

¹⁹ See ‘Spotlight’ section above.

All Emissions

This is an estimate of all emissions organized by activity. To give a sense of scale, this year's "Core" emissions are shown together with the "Rest of Scope 3" emissions as estimated for 2022-23.



As the chart shows, when we look beyond "Core emissions" to the rest of Scope 3, MC&R's reduction priorities are unchanged.

- Upstream emissions from the supply chain are not covered by MC&R's targets because:
 - They are outside operational control.
 - MC&R has no data specific to our contractors, which makes it hard to set realistic targets or measure progress.
- But these activities represent roughly **91% of total emissions**, of which **85% are from jobs**, mostly works contracted by HRST.
 - MC&R has little influence over the national supply chain. But many of its contractors are smaller organisations which MC&R could support to reduce their emissions.

Projects to Reduce Emissions

Projects Completed

To reduce our greenhouse gases, we began with 'quick wins,' focussing on resource efficiency in our office.

Presentation of these completed projects corresponds to the 'Action and Impact' section of the SME Climate Hub's [Disclosure Framework](#).

Initiative Type	Description	Date of Changes	Resulting Emissions Reduction per year and % reduction from baseline "Core" emissions.	Actions for future
Building energy efficiency (electricity)	Installed LED lighting with timers and sensors. Replaced local servers with more efficient cloud-based service. Reduced office equipment on standby. Leased more efficient printers. Installed SMETS2 metre for half-hourly data.	May to Nov 2022	557 kgCO₂e annually projected (1%), of which 137kgCO ₂ e S3. We achieved a reduction of 45kWh electricity per week (20% reduction of usage), despite an increase in office-based staff.	Analyse half-hourly data from SMETS2 meter to spot 'leaks', viewed on energy supplier's platform Clarity . Prepare for warmer climate by installing efficient cooling such as ceiling fans.
Building energy efficiency (fossil gas)	Boiler: new thermostat and controls, changed flow temperature. Installed thermal blinds on office windows. Set up AMR meter for half-hourly data.	Jan to March 2023	??? kgCO₂e / year. ²⁰ Not enough historical data to estimate impact of interventions, but in 23-24 fossil gas emissions reduced by 1400 kgCO ₂ e (2.4%).	Analyse half-hourly data from AMR meter and energy supplier's platform Clarity using 'degree day' method. Staff engagement and adjustments to thermostat.

²⁰ Not enough historical data to estimate impact of interventions. In 22-23 our fossil gas use *increased* from 15721 kWh gross CV (3369 kgCO₂e) to 16985 kWh (3629 kgCO₂e).

Waste management (office waste)	Began sorting more office waste for recycling with Emerge, a local not-for-profit that supports GM Fare Share. Reduced general waste collections. Began recycling batteries for staff. Measures to waste less paper.	Feb to March 2023	S3. No emissions reduction for MC&R. ²¹ In 2023-24, total waste reduced by an estimated 167 kg or 5% from baseline, and 2% more was recycled.	Purchase recycled paper.
Company fleet vehicle	Purchased an electric car to replace the petrol-burning lease vehicle previously used for Home from Hospital.	August 2023.	S1-3. Estimated 1000 kgCO₂e (1.8%) reduction without further action. 23-24 saw a reduction of 672 kgCO₂e (1.2%) .	Gain access to on-site charging points at hospital, to reduce miles driven for charging. (The HfH car drove 10% more miles in 23-24 than in 22-23.)
Grey fleet business travel and commute	Introduced a 'Start from home' policy starting with Handyhelp, allowing staff to plan journeys more efficiently. Added new Handyhelp supplier to reduce distance travelled for materials. Staff about active transport and public transport: through Green Team and EV consultation.	2023-2024.	S3. Not enough data yet to estimate annual reduction. 23-24 saw a reduction of 5645 kgCO ₂ e (9.7%) across business travel and commute.	See table below for next steps.
Behaviour change	Work towards becoming a Carbon-Literate organisation. Chief Executive and Environmental officer certified Carbon Literate.	2023-2024	S1-S3. Not measured.	See table below for next steps.

²¹ Recycling reduces emissions from the system, not from the organization that generates the waste.

Retrofit preparation (Climate Solution)	Began review specifications for contracted jobs on beneficiaries' homes. The goal is for repairs to facilitate retrofit with environmental benefits and/or carry out retrofit where possible.	March to June 2024	<p>S3 / not measured.</p> <p>MC&R is not reporting downstream emissions from jobs in clients' homes, but adding retrofit to MC&R's service offer could have a very large positive impact.</p> <p>MC&R has reached out to HACT to measure the positive impact.</p>	<p>Continue to upskill, build relationships and build the business case for adding retrofit to the service offer.</p> <p>Train all staff in the principles of retrofit. (See planned Carbon Literacy training below.)</p>
Retrofit preparation (Climate Solution)	Upskilled HRST technical officers around retrofit with Domestic Energy Assessment training (for EPCs).	January 2024	<p>Not measured.</p> <p>Later in 2024, HRST technical officers began giving beneficiaries EPCs.</p>	<p>Train at least one HRST officer to a higher level of retrofit knowledge.</p> <p>Carry out EPCs for all future HRST clients, to build a picture of the retrofit needs of our beneficiary group and their homes.</p> <p>Stay up to date with improvements to EPCs and incorporate additional retrofit-oriented measures into assessments by HRST such as the PRESS-1 tool.</p>

Projects Planned / Ambitions for 2024-25 and beyond

Once again, the majority (79%) of MC&R's "Core" emissions came from staff travel, and the vast majority (88%) of *total* emissions were upstream emissions from contracted works. These will only be reduced through innovation, investment and engagement with staff and contractors.

As well as the completed projects listed above, we took the following actions in 2023-24 to build our capacity for further reductions:

- Continued bi-monthly 'Green Team' meetings attended by managers, where staff from every project raise sustainability issues and solutions.
- Turned our attention to domestic retrofit for beneficiaries' homes. The long-term goal is to add retrofit to our offer and act as a trusted installer with our beneficiary group.
- Taken steps towards becoming a Carbon Literate organisation.

The following are suggestions for achieving our targets.

Initiative Type	Description	Emission Sources Affected	Barriers, Solutions and Next Steps
Business travel and employee commuting	<p>If MC&R moves premises, install EV chargepoint using office supply.</p> <p>Pilot leasing an electric pool vehicle for home-visiting teams.</p> <p>Support staff to switch their own vehicles to EVs and encourage behaviour change.</p> <p>Add information about active and public transport options to staff induction.</p>	84% of baseline "Core" emissions: HfH travel (5%), other business travel (37%), employee commute (43%).	<p>Barrier: commercial landlord blocked installation of charge points, preferring to install their own and charge higher rates. Next step: negotiate with landlord, look into 'neighbourhood' charging schemes or move premises.</p> <p>Barrier: electric vehicles are expensive to lease or purchase despite being cheaper to run. Solution: seek funding to trial pool EV.</p> <p>In Carbon Literacy Training, explore MC&R's footprint and public and active transport.</p>
Behaviour change	Become a Carbon-Literate organisation.	All emissions affected in some way through ripple effect.	In 2024-25 MC&R will create an accredited Carbon Literacy course for staff at home improvement agencies and begin training its own staff and at least 1 trustee.

	Distribute responsibility and capacity for continuous improvement environmental sustainability throughout MC&R.		<p>Barrier: staff need time allocated to pursue sustainability projects and solutions once trained.</p> <p>Next steps: commit to ongoing investment (of staff/manager time) in sustainable innovation.</p>
Behaviour change, Supply chain engagement	Develop Carbon Literacy training suitable for small contractors; support contractors in becoming carbon literate.	84% of total emissions: upstream emissions from works contracted and goods purchased for clients' homes.	<p>Barrier: no Carbon Literacy training currently available for small contractors in construction and maintenance.</p> <p>Next steps: engage with contractors to develop a suitable training.</p> <p>Barrier: limited staff time for engaging with contractors, limited incentives for contractors to attend training.</p> <p>Next steps: seek industry support?</p>
Financial	<p>Understand environmental impact of banking, investments, insurance and pension scheme, with a view to reducing.</p> <p>Develop a shortlist of financial products to include on Treasury Management Review.</p>	Not measured, potentially very large.	<p>Barriers: lack of information on what secure, sustainable, ethical looks like. Lack of understanding and confidence among staff.</p> <p>Next steps: convene a staff group to learn about pensions, seeking advice from a program like Make My Money Matter, and share learning with colleagues.</p>
Building energy efficiency, Energy generation	Install additional energy-saving and energy-generating technology such as double-	11% of "Core" emissions: office use of electricity and fossil gas.	Barrier: the commercial landlord, BizSpace, requires deposit for any building changes. The risk of restitution charges or rent increases

	glazed windows, roof insulation, solar panels.	Also affects feasibility of reducing business travel emissions with electric vehicles.	<p>prevent us from investing in sustainable technology.</p> <p>Solution: landlord could waive right to restitution for agreed works or make their own modifications.</p> <p>Next steps: negotiate with commercial landlord or change premises. MC&R has begun seeking alternative premises.</p>
Resource efficiency (water)	Review office water use and water equipment.	0.1% of “Core” emissions: office water.	Information: United Utilities offers general advice for businesses and an incentive scheme rewarding reductions.
Waste management (waste from jobs)	<p>Establish procedures to recycle metals, bulbs and EE waste on HHSO jobs.</p> <p>Regularly review processes to reduce waste from HHSO jobs.</p> <p>Support beneficiaries of HHSO and HRST services to recycle ‘difficult’ waste such as bulbs.</p> <p>Engage with contractors about waste disposal.</p>	Not estimated. Ripple effect with medium impact.	Next steps: improve collection and collating of data for all waste streams, including HHSO jobs and suppliers.

Document Information

Version 1

In November 2024 the 2022-23 report was republished with a new baseline. (Version 2.) All figures in this report use the corrected baseline.

Last updated: 27/11/2024

Author: Kei Patrick

Signed by:

A handwritten signature in black ink that reads "Alice Mason". The script is fluid and cursive, with the first letters of "Alice" and "Mason" being capitalized and prominent.

Alice Mason, Chief Executive Officer