

MC&R Environmental Report
2024-2025

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](#).²

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, livable, affordable homes.³

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:⁴

- 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

Using the principle 'measure to reduce', our emissions are grouped as "Core" and "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 in our baseline year (2022-23) were roughly estimated based on our expenditure to give us a sense of their scale. This estimate is provided again for reference.⁵
- 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 Previous reports stored at: <https://careandrepair-manchester.org.uk/environmental-reporting/>

³ MC&R Environmental Policy, May 2023.

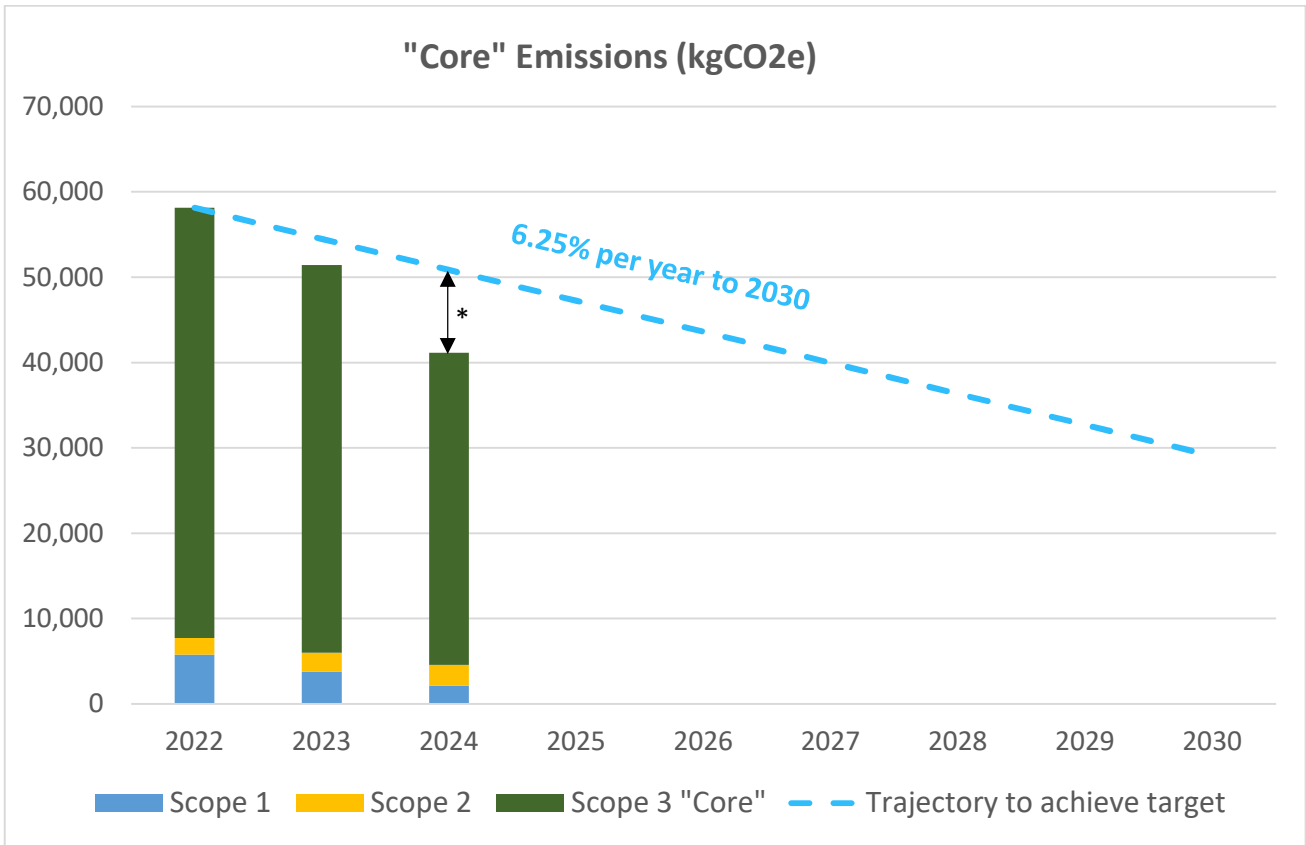
⁴ "Core" emissions are defined above. They include all Scope 1-2 emissions and certain categories of Scope 3.

⁵ Estimated using DEFRA's '["Table 13" Indirect emissions from the supply chain](#)'. Notably this estimate excluded emissions from investments, banking and waste created by jobs

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	2023-24	2024-25	previous year
"Core" Emissions	58,151	51,415	41,155	-20%
... of which Scope 1	5,775	3,768	2,124	-43.6%
... of which Scope 2 ⁶	1,959	2,249	2,455	+9.1%
... of which Scope 3	50,417	45,398	36,576	-19.4%
Rest of Scope 3	≈ 496,000	-	-	-
Grand Total	≈ 554,000	-	-	-



* We are ahead of our 2030 target by 9727 kgCO₂e.
 Halving our emissions by 2030 would require an average annual reduction of 3634 kgCO₂e.
 But from 23-24 to 24-25 our "Core emissions" reduced by 10260 kgCO₂e!

⁶ Electricity reported using location-based method. Using a market-based method it would be 0.

Emissions Intensity

We use *emissions intensity* to compare emissions over time, accounting for changes in the size of MC&R or the services we offer.

Emissions intensity is our “Core” emissions divided by one of the performance indicators below. ⁷

Performance Indicator	Value this year	Interpretation
	2024-25	
FTE Staff	28	A stable measure of the size of our organization. (Very few volunteers besides trustees.) ⁸
# of Completed Jobs	9952	A measure of productivity, strongly affected by smaller jobs such as handyhelp.
Expenditure	£1,493,834	A measure of productivity, strongly affected by the price of expensive jobs. (Mainly works contracted by HRST.) ⁹

Intensity Metric	Baseline Year	Previous Year	Reporting Year	Change from
	2022-23	2023-24	2024-25	previous year
“Core” kgCO ₂ e ÷ FTE Staff	1,938	1,659	1,470	-11.4%
“Core” kgCO ₂ e ÷ Completed jobs	5.46	4.51	4.14	-8.3%
“Core” kgCO ₂ e ÷ Expenditure in £1000s	27.4	22.6	27.5	+22.0%

Energy Consumption

We report *energy consumption* as well as emissions to give a fuller picture of MC&R’s energy use.

In 2024-25, MC&R purchased 100% renewable electricity for the office. The Home from Hospital electric vehicle was charged from a combination of sources.

Energy Consumption (kWh, Gross CV basis for fuels)	Baseline Year	Previous Year	Reporting Year	% Change from
	2022-23	2023-24	2024-25	previous year
Fossil gas (office)	19,121	12,596	11,614	-7.8%
Electricity (office)	10,129	9,122	8,648	-5.2%
HfH vehicle combined consumption	10,055	9,348	3,214	-61.5%
... of which Petrol (old lease vehicle)	10,055	6,603	0	-100.0%
... of which Electricity (owned EV)	0	1,746	3,214	+84.1%

⁷ NB: For contracts works, “Core” emissions account for MC&R’s role in administrating grants or loans and contracting the works, not emissions from contractors themselves. See above: ‘Grouping our Emissions’.

⁸ Average number of staff for the year, calculated on the basis of full-time equivalents (37 hours per week).

⁹ 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’.

Detailed Breakdown and Priorities

Our baseline year is April 2022 to March 23. The reporting year is April 2024 to March 2025.

Scope	Emissions source	Brief explanation	kgCO ₂ e	% of Core	≈ % Total ¹⁰
Scope 1	Fossil gas combustion	MC&R office boiler.	2124	5.2%	0.4%
Scope 1	Fleet emissions (HfH petrol car)	Fuel combustion in vehicles owned or leased by MC&R.	0	0%	0.0%
Scope 2	Electricity (<i>location-based</i>)	Charging electric vehicle (EV) owned by MC&R.	664		
Scope 2	Electricity (<i>market-based</i>)	Charging EV – no market-based estimate available.	-	-	-
Scope 2	Electricity (<i>location-based</i>)	MC&R office supply.	1790	4.4%	0.3%
Scope 2	Electricity (<i>market-based</i>) ¹¹	MC&R office supply.	0	-	-
Scope 3 "Core"	Fossil gas: S3 components	Well-to-tank emissions from supplying MC&R office.	351	0.9%	0.1%
Scope 3 "Core"	Electricity: S3 components	Transmission and distribution emissions from supplying the EV.	219	0.5%	0.0%
Scope 3 "Core"	Electricity: S3 components	Well-to-tank and transmission-and-distribution emissions from supplying MC&R office.	590	1.4%	0.1%
Scope 3 "Core"	Water	MC&R office supply & treatment.	27	0.1%	0.0%
Scope 3 "Core"	Waste disposal	MC&R office waste (both recycled and residual waste)	37	0.1%	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 as MAPs.)	9727	23.6%	1.8%
Scope 3 "Core"	Commute *	For home-visiting staff, all work-related travel except business travel.	22512	54.7%	4.2%
Scope 3 "Core"	Homeworking ¹³	Emissions from incremental heating and powering a workstation.	3115	7.6%	0.6%
"Rest of Scope 3" ‡	Supply chain: Internal uses	Purchased goods and services, excluding finance. (Rough estimate.)	≈ 33155	-	6.2%
"Rest of Scope 3" ‡	Supply chain: Jobs	Purchased goods and services for jobs on clients' homes. (Rough.)	≈ 462802	-	86.1%
"Rest of Scope 3" ‡	Cloud services ¹⁵	Our use of cloud-based services. (Rough estimate.)	≈ 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 We buy 100% renewable electricity from SSE.

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

¹³ Includes factors for WTT and TDD of electricity/gas used in staff homes. Calculated using 'Base case' methodology from the Eco Act white paper.

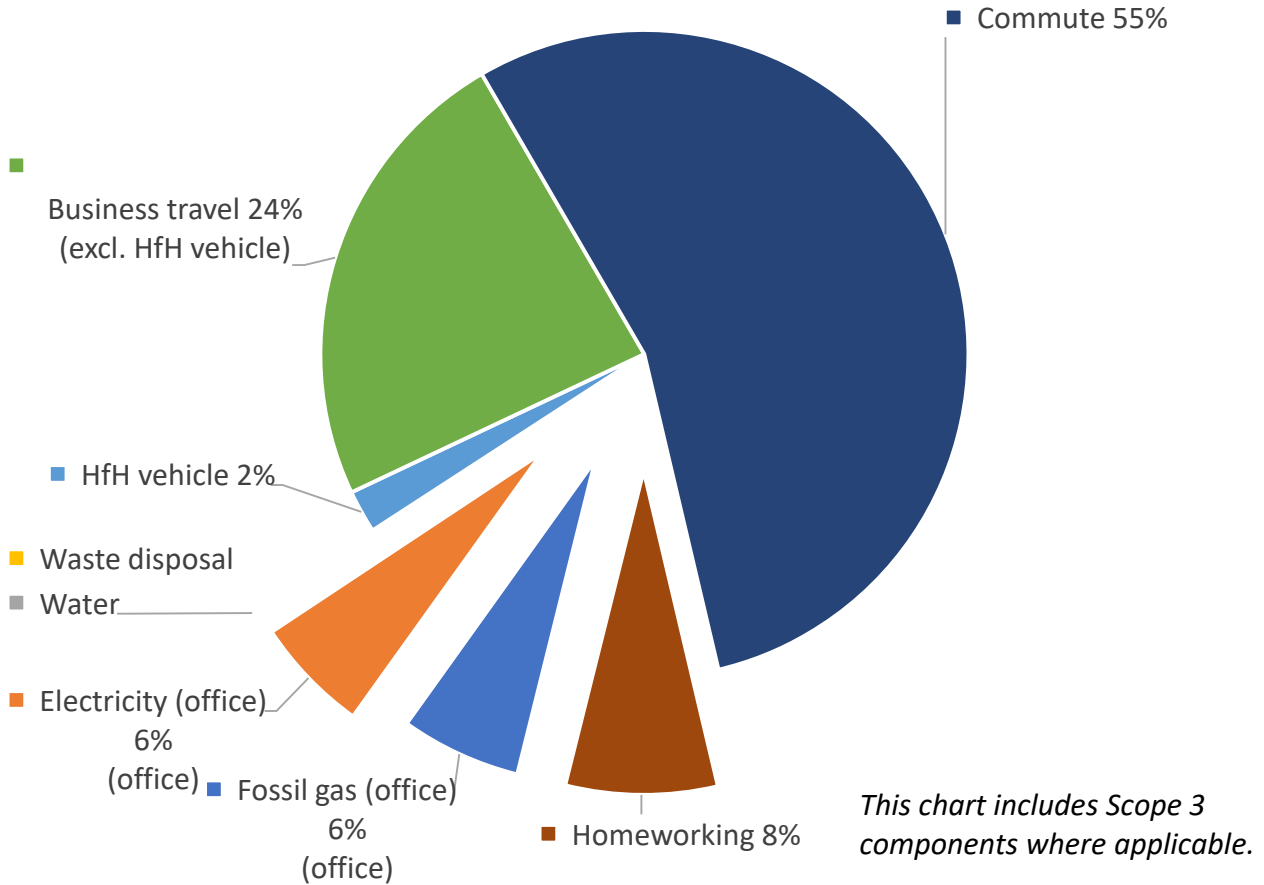
‡ "Rest of Scope 3" are rough estimates for priority setting, and will not be calculated every year. Based on £ spend, using the 2020 'UK Footprint Results' from Leeds University.

¹⁵ 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 organized by activity.

2024-25 "Core" Emissions by Activity (kgCO₂e)



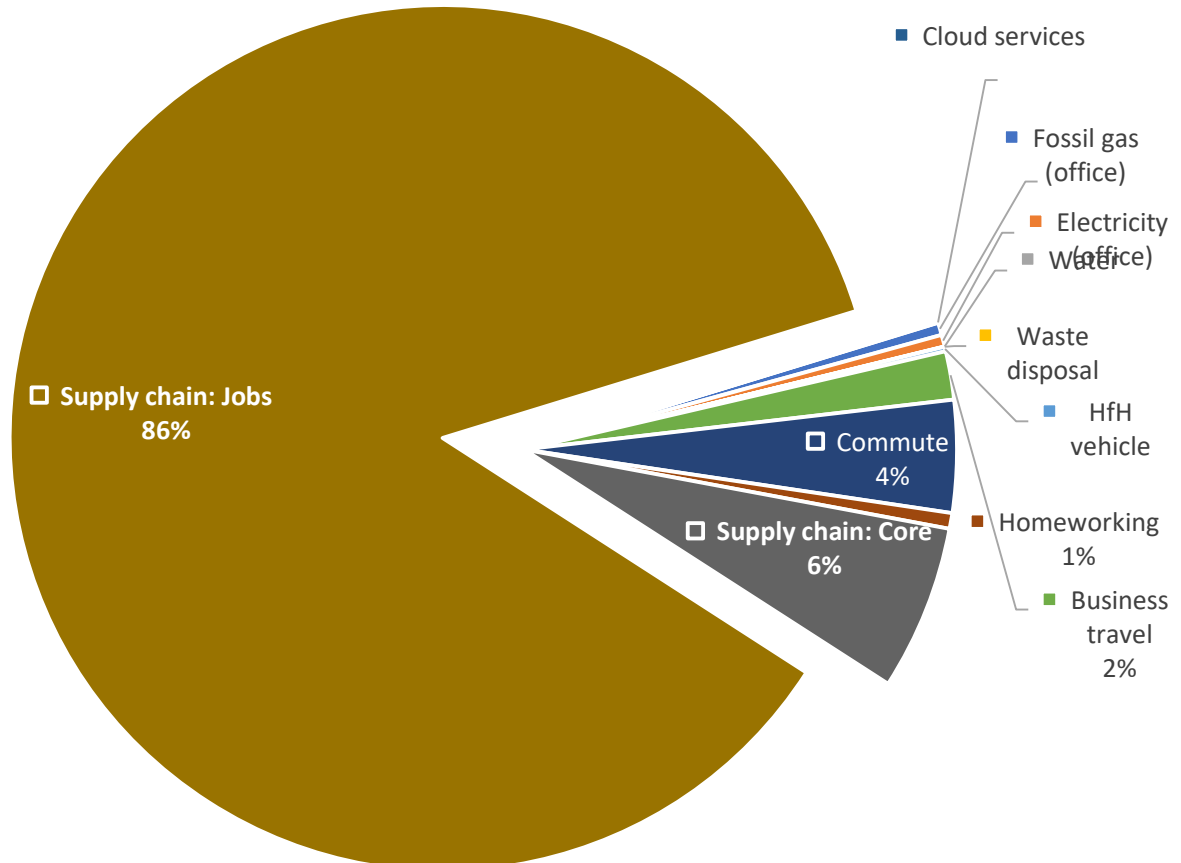
Key points:

- These “Core” emissions are only 8% of total emissions, but are caused directly by the work-related activities of MC&R staff.
- 78% of “Core” emissions are from travel in ‘grey fleet’: staff-owned vehicles, public transport or active travel. The crucial category to reduce is travel in staff-owned cars.
- After replacing the petrol car used by Home from Hospital with a battery-electric vehicle, these travel emissions are now a very small portion of “Core” emissions.

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 22-23.

2024-25 All Emissions by Activity (kgCO₂e)



Upstream emissions from purchased goods and services (our 'supply chain') should be a priority.

- "Supply chain" emissions are *not* covered by our commitments/targets, because:
 - We have less control over them.
 - We have no data specific to our contractors, which makes it hard to set realistic targets or measure our progress.
- But these activities cause **92% of our total emissions**. We should prioritise reducing them.
- **86% are emissions from jobs**, mostly for contracted works. We have little influence over the national supply chain, but many of our contractors are smaller than us: we should support them to reduce their emissions.

Reductions in 24-25

This year MC&R's emissions reduced by 10,260 kgCO₂e, well above the 3634 kgCO₂e annual reduction required to meet our 2030 target. This places us 9727 kgCO₂e ahead of our target trajectory. Most of this reduction is likely caused by electrification projects completed in 23-24, suggesting future reductions will be smaller.

This year saw reductions across all categories, with the biggest in travel. Intensity measures show travel emissions also reduced *per job* and *per staff member*.

Action taken to reduce travel emissions

- In Carbon Literacy training, staff from all services pledged to reduce travel emissions by car-pooling or planning work journeys more carefully or using active or public transport.
- In October 2024 the charity introduced a Start from Home policy: supporting home-visiting staff to travel directly to their first client on some days, rather than starting their day at the office. (This journey is still classed as a commute, so the policy will mostly affect business-travel miles rather than commute emissions.)

Business travel (grey fleet): **4888 kgCO₂e** reduction

- Emissions decreased by one third (4888 kgCO₂e), as did the business miles travelled. This is partly explained by a drop in FTE staff (-10%), but mainly by each member of staff travelling fewer business miles on average (-25%).

Commute across charity: **1400 kgCO₂e** reduction

- Commute emissions decreased more slowly (-13%). This was driven mostly by the reduction in staff, with a 4% increase in emissions per staff member.
- Emissions are likely to increase again if staff numbers grow, unless more staff are supported to switch to active or public transport.

Business travel in Home from Hospital: **1378 kgCO₂e** reduction

- This year petrol was totally phased out of the Home from Hospital service (HfH), reducing energy consumption and emissions. Charging the electric vehicle accounts for the overall increase in MC&R's scope 2 emissions.
- We can see the dramatic changes brought by electrification by comparing the vehicle emissions in 24-25 and the baseline year 22-23: ¹⁶
 - The 22-23 car emitted 5,864 kgCO₂e and used 10,055 kWh energy.
 - The car in 24-25 emitted 883 kgCO₂e and used 3,214 kWh energy.

Utilities:

- Lower energy consumption in the office (-8% fossil gas, -5% electricity) caused proportional reductions in emissions. Emissions from office waste and water decreased further. Meanwhile a slightly higher proportion of staff time was spent working from home.

¹⁶ In 22-23 the petrol car drove 9716 miles. In 24-25 the battery-electric car drove 9542 miles.

Projects to Reduce Emissions

Projects Completed in Reporting Year

In 24-25 MC&R commissioned a new Carbon Literacy course, 'CL for Home Improvement Agencies' and provided the training to all staff and one trustee. These discussions led to several changes in policy or practice that will reduce help business travel.

Other ambitions were beyond our capacity for the year: retrofitting our leased building, and engaging with contractors about emissions.

The completed projects below correspond to the 'Action and Impact' section of the SME Climate Hub's [Disclosure Framework](#).

Initiative Type	Description	Date of Changes	Resulting Reduction and % of baseline "Core" emissions.	Actions for future
Staff engagement	Created a Carbon Literacy course for the sector and certified 22 staff. ¹⁷ CL staff at start of year: 1 Newly trained staff: 22 Renewed certifications: 0 CL staff at end of year: 19	Aug 2024 to Feb 2025	No direct reduction , but supports other reduction projects (marked with 'CL').	Train new staff, follow up on pledges, Earn the 'Carbon Literate Organisation' accreditation by integrating CL into management and reporting. Bring our course 'Carbon Literacy Home Improvement Agencies' to other HIAs and sector partners.
Business-travel policy	Introduced 'Start from Home' policy so home-visiting staff can visit their first client directly rather via office. Discussed during Carbon Literacy training.	October 2024	Will support behaviour change to reduce business-travel emissions (37% of "Core" baseline), currently at 9727 kgCO ₂ e / year.	Mike (IT) will change Civi CRM dashboards for Casework and Handyhelp teams to show and sort by postcode information, to support route planning.

¹⁷ 'Carbon Literacy for Home Improvement Agencies' (CC000713)

Business-travel efficiency	Added a new wood supplier for HHSOs to reduce miles driven for collections.	2025	Will help to reduce business-travel emissions (37% of “Core” baseline), currently at 9727 kgCO ₂ e / year.	
Waste management	Started new waste disposal contract to improve management of waste from deep cleans carried out by Home First / Help to Move service.	2024	Not part of “Core” emissions but collect data.	Collect data about waste from contracted jobs.
Business-travel (HfH)	The Home from Hospital (HfH) team purchased a fast-charge cable to charge the vehicle on site at the hospital, reducing commute miles.	2024	No reduction so far. With access to on-site overnight charging this would reduce HfH business-travel emissions (4% of “Core” baseline), currently at 883 kgCO ₂ e / year.	Continue working with NHS at NMGH to get access to charge the EV on-site overnight.

Ambitions for 2025-26 and beyond

We recognise that 81% of our “Core” emissions come from travel, and the vast majority (approx. 86%) of our *total* emissions are upstream emissions from contracted works. These will only be reduced through innovation and investment and by engaging with staff and contractors.

The following are suggestions for next steps to achieve our targets.

Initiative Type	Description	Emission Sources Affected	Barriers, Solutions and Next Steps
Business travel and employee commuting	Move premises, then install EV chargepoint using office supply. Support staff to switch their own vehicles to EVs and encourage behaviour change. Add information about active and public transport options to staff induction pack.	84% of baseline “Core” emissions. In 24-25 HfH travel caused 2%, other business travel 24% and employee commute 55%.	Barrier: commercial landlord BizSpace blocked installation of charge points, preferring to install their own and charge higher rates. Next step: move to new premises through an ‘asset transfer’ scheme.

Business travel and employee commuting	Pilot leasing an electric pool vehicle for home-visiting teams.	84% of baseline “Core” emissions. In 24-25 HfH travel caused 2%, other business travel 24% and employee commute 55%.	Barrier: electric vehicles are expensive to lease or purchase despite being cheaper to run. Solution: seek funding to trial a pool EV.
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.	Barrier: no Carbon Literacy training currently available for small contractors in construction and maintenance. Next steps: engage with contractors to discuss emissions and collaborate on measuring and reducing. Barrier: limited staff time for engaging with contractors, limited incentives for contractors to attend training. Next steps: engage with industry bodies to develop and signpost a suitable training.
Behaviour change	Become a Carbon-Literate organisation.	All emissions affected in some way through ripple effect.	In 2025-26 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. Barrier: staff need time allocated to pursue sustainability projects after training. Next steps: commit to ongoing investment (of staff/manager time) in sustainable innovation.
Building energy efficiency, Energy generation	Move premises, then install additional energy-saving and energy-generating technology such as double-glazed	11% of “Core” emissions: office use of electricity and fossil gas.	Barrier: commercial landlord, BizSpace, requires deposit for any building changes. The risk of restitution charges or rent increases prevent us from investing in sustainable technology. The landlord has chosen not to waive its right to

	windows, roof insulation, solar panels.	Also affects feasibility of reducing business travel emissions with electric vehicles.	restitution for agreed works, nor make their own modifications. Next steps: change premises.
Financial	Review the 'Treasury Management Policy' in preparation for re-investing. Understand environmental impact of banking, investments, insurance and pension scheme, with a view to reducing.	Not measured, potentially very large.	Barriers: lack of information on what secure, sustainable, ethical looks like? Barriers: trustee time is in high demand.
Waste management (waste from jobs, office)	Move premises then create a waste plan for the new building; start to measure and reduce waste from jobs. Establish procedures to recycle metals, bulbs and EE waste on HHSO jobs. Review processes to reduce waste from HHSO jobs. Support clients to recycle 'difficult' waste such as bulbs.	Not estimated. Ripple effect with medium impact.	Next steps: improve collection and collating of data for all waste
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.

Document Information

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