



# Carbon Reduction Plan 2026 to 2027

Helpful Hearts Limited

Board-level policy, operational procedure and procurement compliance document aligned to PPN 006 / PPN 06/21, NHS supplier expectations and Greenhouse Gas Protocol principles.

**Document status**

Version 1.1 polished draft for board review and data validation

Publication period: 2026/27

Reporting boundary: Helpful Hearts Limited, UK operations

Approval required: Board / Directors before publication or tender submission

Controlled when approved | Review annually | Prepared for NHS/local authority tender assurance

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Legal entity	Reporting year	Provisional footprint	Net zero target
Helpful Hearts Limited Company no. 13124169	2026/27 First formal CRP baseline	19.94 tCO <sub>2</sub> e Subject to validation	2050 latest Direct reduction first

### Important evidence position

Helpful Hearts Limited has not provided a previously published Carbon Reduction Plan or verified carbon footprint. This document therefore uses 2026/27 as the first formal reporting period and includes a provisional baseline estimate. Before publication or tender submission, the Board should validate activity data using electricity bills, mileage records, staff travel survey returns, waste records and supplier information.

# 1. Document Control and Board Approval

This Carbon Reduction Plan (CRP) is prepared for Helpful Hearts Limited as a board-level policy, governance and procurement compliance document for the 2026/27 reporting period. It is designed to support public sector, NHS and local authority tender requirements while giving the company a practical internal procedure for measuring, reviewing and reducing greenhouse gas emissions.

Field	Document detail
Document title	Carbon Reduction Plan 2026 to 2027
Organisation	Helpful Hearts Limited
Company number	13124169
Registered / operating base	Suite F27 / Unit 27, Innovation Way, Genesis Centre, Stoke-on-Trent, ST6 4BF
Status	Polished draft for director approval, publication decision and activity-data validation
Prepared for	Board / Directors, CQC-regulated governance and NHS/local authority tender submission use
Policy owner	Registered Manager / Nominated Individual
Named approval leads	Peter Ndowa - Director and Nominated Individual; Monica Dokwani - Registered Manager / Director
Review frequency	Annual review within six months of financial year-end and whenever material service, estate, vehicle, contract or procurement arrangements change
Next scheduled review	October 2027, or earlier where a commissioner requires an updated CRP

## Source status used in this CRP

Evidence type	Status	Used for
Verified public record	Companies House, CQC and Helpful Hearts website records accessed during document preparation	Legal entity, company status, registered office, CQC provider presence, regulated activity and service description
Company-provided portfolio	Organisation portfolio completed by Monica Dokwani on 06/08/2026	Staffing profile, systems, public-sector contracts, service types, outcomes, named contacts and internal roles
Operational assumptions	Clearly labelled as provisional until validated	Carbon baseline, reduction modelling and annual dashboard design pending electricity, mileage, waste, commuting and supplier records

## 2. Executive Statement

Helpful Hearts Limited provides regulated home care and support from Stoke-on-Trent, supporting people to remain independent, safe and dignified in their own homes. The service model is people-facing and travel-dependent, so the company's most material carbon impacts are expected to arise from care-worker travel, staff commuting, office energy use, procurement, waste and digital operations.

The Board recognises that carbon reduction is now a procurement, governance and care-continuity issue, not a standalone corporate social responsibility exercise. This CRP sets out how Helpful Hearts Limited will measure emissions, improve data quality, reduce avoidable travel and energy use, engage staff and suppliers, and maintain annual board oversight.

### Board commitment

Helpful Hearts Limited commits to achieving Net Zero greenhouse gas emissions for its UK operations by 2050 at the latest. The company will prioritise direct operational reductions before considering any offsetting of residual emissions.

Legal entity	Reporting year	Provisional footprint	Net zero target
Helpful Hearts Limited Company no. 13124169	2026/27 First formal CRP baseline	19.94 tCO <sub>2</sub> e Subject to validation	2050 latest Direct reduction first

### Commissioner-facing summary

This document is deliberately written as a controlled policy and operating procedure. It gives commissioners a clear line of sight from senior commitment to operational controls: mileage capture, route planning, staff travel survey, office energy evidence, supplier engagement, risk management, annual board review and data-quality improvement. Carbon reduction activity must not compromise safe care, medication timing, safeguarding, assessed needs, continuity or dignity.

### 3. Organisation Profile and Carbon Boundary

Area	Helpful Hearts Limited position	Evidence source
Legal entity	Helpful Hearts Limited, company number 13124169; active private limited company incorporated on 11 January 2021.	Companies House
Registered office	Suite F27 First Floor, Innovation Way, Stoke-on-Trent, England, ST6 4BF.	Companies House
Operating address	Unit 27, Innovation Way, Genesis Centre, Stoke-on-Trent, ST6 4BF.	Website / portfolio
CQC position	CQC service provider with regulated activity of Personal care.	CQC
Service model	Independent home care and support including personal care, domestic services, companionship, respite care and supported living, supporting children, adults and older people with a range of needs.	Website / portfolio
Public sector delivery	Portfolio records three ongoing Stoke-on-Trent City Council contracts covering domiciliary care, respite care and supported living.	Company-provided portfolio
Systems	Nourish Care for care management and monitoring; SharePoint cloud-based servers; Microsoft secure email; Bettal policies; Bright HR support.	Company-provided portfolio

#### People named in the evidence base

Person	Role / evidence	CRP governance relevance
Peter Ndowa	Companies House director and PSC; public profile names Peter Ndowa as Nominated Individual.	Board sponsor for CRP approval, supplier engagement and annual governance review.
Monica Dokwani	Companies House director and PSC; portfolio completed by Monica Dokwani as Registered Manager; portfolio records RMN qualification and 19 years' mental health nursing experience.	Operational owner for staff engagement, mileage capture, care-system reporting and annual CRP review.
Sharon Evans	Portfolio names Sharon Evans with NVQ and previous care coordinator experience in home care and care homes.	Supports operational implementation, rota/data capture and staff communication where appointed to relevant duties.

#### Carbon reporting boundary

The reporting boundary for this CRP is Helpful Hearts Limited's UK operations. The boundary includes office-based activity, staff activity required to deliver care and support, business travel, employee commuting, waste and supplier-related transport categories required under PPN 006 / PPN 06/21. Where direct data is not yet available, the baseline is treated as provisional and will be replaced by actual activity data during the 2026/27 monitoring cycle.

##### Boundary principle

Where the company operates from shared premises or landlord-managed facilities, emissions should be calculated using direct meter data where available. Where direct data is unavailable, a documented apportionment method should be used and retained with the calculation workbook.

## 4. Emissions Methodology

This CRP follows the structure expected under PPN 006 and PPN 06/21. Emissions are reported in tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e), using the Greenhouse Gas Protocol concept of Scope 1, Scope 2 and Scope 3 emissions and UK Government conversion factors where applicable.

Scope	Definition	Helpful Hearts likely sources	2026/27 evidence route
Scope 1	Direct emissions from owned or controlled sources.	Company-owned/leased vehicles, on-site gas or fuel use. No company fleet has been evidenced in the provided portfolio.	Confirm vehicle ownership, fuel cards, lease records and utility arrangements.
Scope 2	Indirect emissions from purchased electricity, heat, steam or cooling.	Office electricity at Genesis Centre / Suite F27.	Obtain direct bills, landlord apportionment or meter-based estimate.
Scope 3	Indirect value-chain emissions outside Scope 1 and 2.	Business travel/grey fleet, employee commuting, waste, upstream and downstream transport/distribution, supplier deliveries and homeworking where material.	Use rota mileage, mileage claims, staff travel survey, waste invoices and supplier delivery information.

### No unsupported zeroes

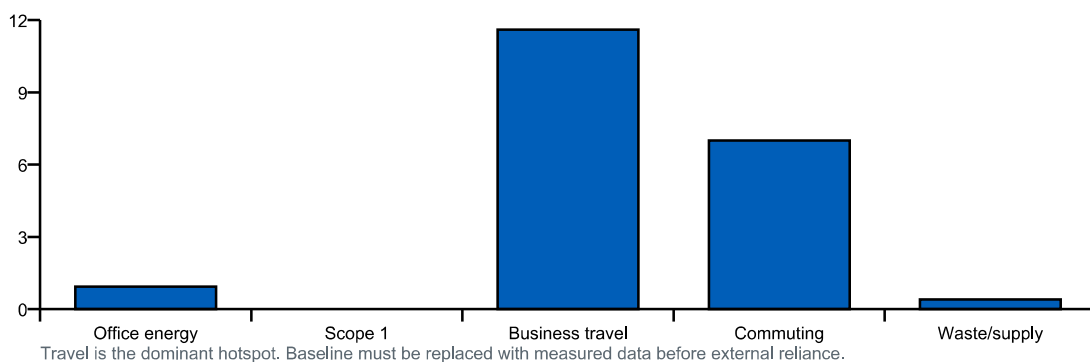
A zero value should only be used where the Board has evidence that no emissions source exists. Where data is incomplete, this CRP records the estimate, assumption or data-improvement action rather than using an unsupported nil figure.

## 5. Provisional 2026/27 Baseline Emissions Footprint

Baseline year: 2026/27. This is Helpful Hearts Limited's first formal CRP baseline because no previous CRP or verified carbon footprint has been provided. The values below are management estimates for planning and board approval. They must be validated with source records before external publication or tender reliance where the buyer requires completed current emissions.

Emission source	Scope	Provisional activity assumption	Estimated tCO2e	Data confidence
Office energy	Scope 2	Estimated 4,500 kWh electricity for office/administrative use, pending bill or landlord apportionment.	0.93	Medium-low
Owned fuel / company vehicles	Scope 1	No company fleet or on-site fuel use evidenced in supplied records. Confirm before using a zero value externally.	0.00	Low - confirm
Care delivery grey-fleet mileage	Scope 3 business travel	13 care workers; provisional estimate of 40,000 annual service miles for home care, respite and supported living activity.	10.80	Low
Management / business travel	Scope 3 business travel	Estimated 3,000 annual miles for assessments, reviews, meetings and contract management.	0.81	Low
Employee commuting	Scope 3 employee commuting	18 staff; estimated average commuting pattern pending annual travel survey.	7.00	Low
Waste generated in operations	Scope 3 waste	Small office and care administration waste; clinical waste not evidenced in supplied records.	0.10	Low
Upstream transport/distribution	Scope 3 upstream	Supplier deliveries for uniforms, PPE, office supplies and care consumables.	0.25	Low
Downstream transport/distribution	Scope 3 downstream	Service delivery is care and support rather than product distribution; residual figure for document/material movements.	0.05	Low
Total estimated gross emissions			19.94	Provisional

Provisional 2026/27 emissions hotspots (tCO2e)



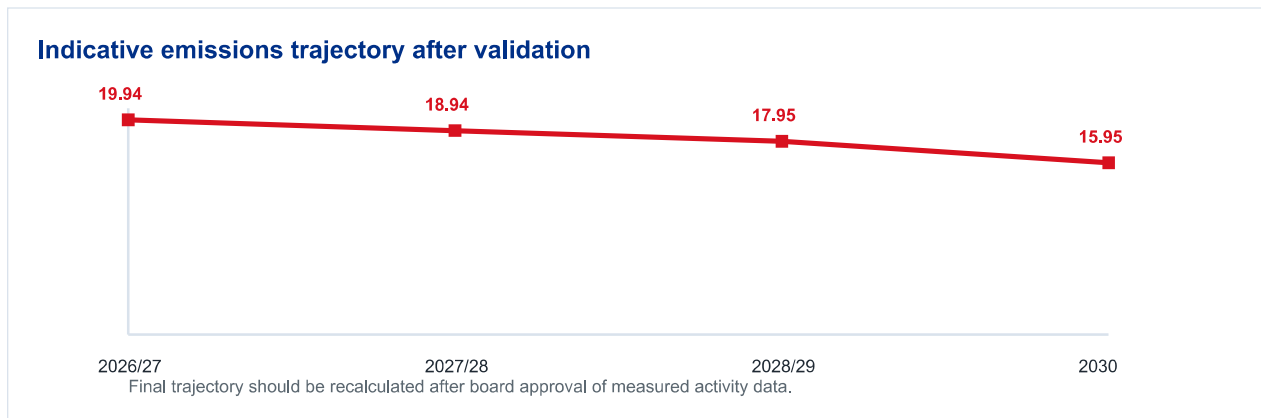
### Baseline interpretation

The provisional footprint indicates that travel is the dominant emissions area. This is typical for domiciliary care and community support providers, because service delivery depends on carers travelling between people's homes and on staff commuting to work. The reduction plan therefore prioritises route efficiency, mileage recording, staff engagement, travel policy, digital working and supplier controls.

## 6. Emissions Reduction Targets

Helpful Hearts Limited will use the validated 2026/27 footprint as its baseline and will update the trajectory once actual activity data has been confirmed. The reduction trajectory below is designed to be stretching but realistic for a small care provider whose primary emissions are linked to care-worker and staff travel.

Milestone	Target	Indicative emissions position	Primary route to reduction
2026/27	Establish measured baseline and board-approved CRP.	Provisional baseline: 19.94 tCO <sub>2</sub> e.	Data capture, rota mileage controls, staff survey and supplier data request.
2027/28	Reduce validated emissions by 5 percent against baseline.	Approx. 18.94 tCO <sub>2</sub> e if baseline confirmed.	Route clustering, digital reviews, energy controls and staff travel engagement.
2028/29	Reduce validated emissions by 10 percent against baseline.	Approx. 17.95 tCO <sub>2</sub> e.	Mileage per visit reduction, lower-carbon commuting and supplier commitments.
2030	Reduce validated emissions by 20 percent against baseline.	Approx. 15.95 tCO <sub>2</sub> e.	Sustained travel management, renewable electricity and procurement standards.
2040	Reduce emissions by at least 70 percent where operationally feasible.	Residual emissions linked mainly to unavoidable care travel.	Fleet/vehicle transition, low-carbon supply chain and mature data governance.
2050	Achieve Net Zero greenhouse gas emissions.	Residual emissions neutralised only after direct reductions.	Direct reduction first; high-integrity removals/offsets only for unavoidable residual emissions.



### Target governance requirement

Targets must be reviewed annually by the Board. If actual activity data materially differs from the provisional baseline, the Board should re-state the baseline and trajectory transparently rather than maintaining an inaccurate reduction path.

## 7. Carbon Reduction Projects and Controls

### 7.1 Measures already in place or evidenced

Theme	Existing measure / evidence	Carbon relevance
Digital care management	Portfolio states that Helpful Hearts uses Nourish Care for care management and monitoring.	Supports digital records, reduced paper, better visit monitoring and potential mileage analysis.
Cloud and secure systems	Portfolio states SharePoint cloud-based servers and Microsoft secure email.	Reduces reliance on paper and supports remote administration and secure digital communication.
Policy platform	Portfolio states Bettal is used for policies.	Provides a route for controlled staff procedures, including travel, waste, energy and procurement instructions.
HR compliance support	Portfolio states Bright HR support.	Provides a route for staff engagement, policy roll-out and training evidence.
Local service footprint	Website and portfolio position the company around Stoke-on-Trent, Cheshire and Staffordshire.	A defined local geography supports route planning and reduced travel intensity.
Person-centred planning	The service model is based on tailored support and dignity.	Allows visit planning to balance carbon reduction with safety, continuity and service-user preference.

### 7.2 2026/27 reduction action plan

Workstream	Action	Owner	Due	Measure / assurance
Travel and rota efficiency	Use Nourish/rota records to create a monthly mileage dashboard covering care-worker visits, assessment travel and avoidable return-to-office journeys.	Registered Manager / care coordinator	Q2 2026/27	Monthly miles, miles per visit and exceptions reviewed.
Travel and rota efficiency	Cluster visits geographically where safe and compatible with assessed needs, continuity, medication timings and service-user preference.	Registered Manager	Ongoing	Reduced miles per care hour; no missed/late visits caused by carbon actions.
Grey fleet procedure	Introduce a grey-fleet carbon and safety procedure covering mileage recording, vehicle checks, tyre pressure, journey planning and eco-driving prompts.	Director / Registered Manager	Q2 2026/27	Procedure issued; staff confirmation recorded; quarterly review.
Staff commuting	Complete an annual staff travel survey to capture travel mode, commute distance, shift pattern and barriers to lower-carbon travel.	Registered Manager / Bright HR support	Q2 2026/27	At least 90 percent response target.
Office energy	Obtain actual electricity consumption from bills or landlord apportionment and introduce device shutdown, LED/smart plug and out-of-hours controls.	Director / office lead	Q3 2026/27	Actual kWh recorded; reduction actions logged.
Digital and paper-lite working	Make digital-first records, care reviews and internal meetings the default unless paper or in-person contact is needed for safety, accessibility or regulatory reasons.	Registered Manager	Immediate	Printing volume and avoidable meeting travel reviewed quarterly.
Waste and procurement	Create a supplier and consumables log covering PPE, uniforms, office supplies, deliveries, packaging and waste routes.	Office lead	Q3 2026/27	Supplier CRP/environmental statement requested from main suppliers.
Governance	Add CRP review to quarterly governance meeting and annual board agenda.	Directors	Q1 2026/27	Board minutes record review, actions, risks and approval.

## 8. Carbon Management Procedure

The following procedure turns the CRP into an operational control. It should be embedded into Helpful Hearts Limited's governance calendar and used by the Registered Manager, Directors and office team when preparing annual updates or responding to NHS/local authority tender requirements.

Step	Procedure requirement	Evidence retained
1. Define boundary	Confirm whether the CRP covers Helpful Hearts Limited only and whether there have been new locations, services, vehicles or major contracts.	Boundary statement, service list and board minutes.
2. Collect activity data	Collect electricity, fuel, mileage, travel, commuting, waste, water and supplier delivery data for the same 12-month period.	Bills, mileage exports, surveys, invoices and assumptions log.
3. Calculate emissions	Apply the latest UK Government conversion factors and record calculation method, factor year and any estimates.	Calculation workbook, conversion factor source and reviewer note.
4. Review data quality	Classify data as actual, apportioned, estimated or not available; agree improvement actions for weak categories.	Data-quality log and action tracker.
5. Approve targets	Review progress against the baseline and agree the next annual reduction target.	Board approval record.
6. Update action plan	Refresh actions by travel, office energy, digital working, waste, procurement and staff engagement.	CRP action plan with owner and due date.
7. Publish and retain	Publish the approved CRP on the UK website or provide a copy on request where publication is not possible.	Website link, PDF copy and approval date.

### Procedure controls

The procedure should be held as a controlled document within the company's policy management arrangements. Evidence must be retained for at least the same period as tender and contract records, because commissioners may request evidence behind emissions claims, progress updates or action completion.

## 9. Governance, Accountability and Reporting

Carbon reduction will be governed through normal management and board arrangements. The intention is to keep the process proportionate for a small care provider while creating enough evidence to satisfy commissioners that carbon reduction is owned, monitored and improved.

Role	Responsibility	Frequency
Board / Directors	Approve CRP, confirm net zero commitment, review risks, approve publication and ensure actions remain affordable and compatible with safe care.	Annual approval; quarterly oversight.
Peter Ndowa, Director / Nominated Individual	Provide senior accountability for CRP implementation, supplier expectations and board reporting.	Quarterly.
Monica Dokwani, Registered Manager / Director	Own operational implementation, staff engagement, mileage data capture, care-delivery controls and annual review preparation.	Monthly monitoring; quarterly reporting.
Care coordinator / office lead	Support rota data, travel survey, procurement log, waste records, document control and evidence retention.	Monthly.
Care workers and senior carers	Follow travel, digital, paper-lite and waste procedures without compromising service-user care, dignity, continuity or safety.	Ongoing.

### Reporting dashboard

Metric	Definition	Target / trigger
Total annual emissions	Scopes 1, 2 and required Scope 3 subset.	Annual reduction against validated baseline.
Care miles per visit	Total care delivery miles divided by completed visits.	Quarterly review; investigate avoidable increases.
Staff travel survey completion	Percentage of staff completing annual commute/travel survey.	Target: 90 percent completion.
Electricity data quality	Actual bill or landlord apportionment available.	Actual/apportioned data required by annual review.
Supplier environmental checks	Main suppliers asked for CRP, environmental policy or lower-carbon options.	Top suppliers contacted annually.
Action completion	CRP actions completed by due date.	Exception report to directors if overdue.

## 10. NHS and Commissioner Assurance

This CRP is designed to give commissioners assurance that Helpful Hearts Limited's carbon reduction approach is practical, proportionate and linked to safe service delivery. The company will not reduce emissions in a way that undermines assessed care needs, safeguarding, medication timing, continuity of care or staff competence.

Commissioner concern	Helpful Hearts control
Will carbon reduction disrupt care?	No. Rota optimisation will be subject to service-user need, medication timing, risk assessment and continuity requirements.
Is the plan governed at senior level?	Yes. Directors approve the CRP; Peter Ndowa and Monica Dokwani are named in governance roles based on public and portfolio evidence.
Is the plan measurable?	Yes. The CRP introduces mileage, commuting, energy, waste, supplier and action-completion measures.
Is the baseline credible?	It is clearly labelled provisional pending actual data validation, with a defined evidence route for each category.
Is it specific to home care?	Yes. The highest-priority actions target grey-fleet travel, community rota planning, care monitoring systems and staff engagement.
Does it align with NHS expectations?	Yes. It follows CRP structure, net zero commitment, Scope 1/2 and required Scope 3 subset, annual review and publication/sign-off expectations.

### Safe care override

In every case, assessed needs, safeguarding, infection prevention and control, medication timings, continuity and dignity override carbon efficiency. Carbon reduction is achieved by removing avoidable emissions, not by reducing necessary care.

## 11. Risk Register

Risk	Impact	Mitigation	Owner
Incomplete mileage data	Baseline and reductions may be challenged by buyers.	Use Nourish/rota data, mileage claims and monthly dashboard; record estimates separately.	Registered Manager
Staff-owned vehicle dependency	Limited direct control over vehicle emissions.	Grey-fleet procedure, eco-driving, EV/hybrid incentives where affordable and route clustering.	Directors
Carbon action conflicts with care continuity	Unsafe or poor-quality care if travel reductions are prioritised wrongly.	Care needs, risk and continuity override carbon efficiency; no care package changed solely for carbon reasons.	Registered Manager
Supplier data unavailable	Scope 3 remains estimated.	Request CRP/environmental statements from priority suppliers and improve annually.	Office lead
Cost constraints	EVs, renewable energy or specialist verification may not be immediately affordable.	Prioritise no/low-cost measures and actions with operational savings.	Board
Unsupported claims in tender use	Compliance risk if the CRP is submitted as verified without evidence.	Keep calculation pack, approval record and assumptions log; update before publication.	Directors

## 12. Data Quality Improvement Plan

The main purpose of the 2026/27 cycle is to move Helpful Hearts Limited from a provisional first footprint to a measured, repeatable annual CRP. The following evidence pack should be created and retained with the approved CRP.

Evidence item	Required action	Target evidence quality
Electricity	Request annual kWh from landlord or energy supplier.	Actual or apportioned kWh, not spend-only estimate.
Mileage	Export care visits and mileage claims monthly; classify care travel, management travel and commuting separately.	Actual mileage record.
Commuting	Issue annual staff travel survey covering mode, distance, work pattern and homeworking.	Survey-based estimate with response rate recorded.
Waste	Collect waste collection records or use a documented office waste estimate if no contractor data is available.	Waste route and weight/volume estimate.
Procurement	List top suppliers by spend/category and ask for CRP/environmental statement.	Supplier log with response status.
Calculations	Maintain a workbook recording activity data, conversion factor year, formulae and assumptions.	Auditable calculation trail.
Approval	Record director/board review, approval date and publication decision.	Signed declaration and minutes/approval note.

### Minimum evidence pack before tender reliance

For a stronger tender submission, retain: electricity kWh evidence, mileage extracts, staff commuting survey, waste estimate basis, supplier log, conversion-factor workbook, director approval record and publication evidence.

## 13. Carbon Offsetting Position

Helpful Hearts Limited will not rely on carbon offsets as the primary route to meeting near-term targets. The Board's priority is to reduce avoidable emissions from travel, energy, procurement, waste and administration. If residual emissions remain on the route to Net Zero, the company will only consider high-integrity UK-relevant offsets or removals after direct reduction options have been exhausted and after the Board has reviewed cost, credibility and procurement acceptability.

## 14. Declaration and Sign-Off

This Carbon Reduction Plan has been prepared in accordance with the structure and intent of PPN 006 / PPN 06/21 and associated reporting expectations. Emissions are recorded in tCO2e. Scope 1, Scope 2 and the required subset of Scope 3 categories are included using a provisional first-year baseline where actual data is not yet available. The Board accepts that the provisional figures must be validated using the evidence pack described in this document before external publication or reliance in a tender where completed emissions are mandatory.

Approval role	Name	Signature	Date
Director / Nominated Individual	Peter Ndowa		
Registered Manager / Director	Monica Dokwani		
Board approval confirmed	Helpful Hearts Limited		

### Recommended publication statement

This CRP should be published on the Helpful Hearts Limited website once approved and validated, or provided in writing to commissioners and buyers on request.