

SUSTAINABILITY POLICY AND PROCEDURE



PRIMUS PLUS HEALTHCARE

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Signed By: Jonas Ayitevie

1. PURPOSE

The purpose of our Sustainability Policy and Procedure at Primus PLUS Healthcare is to demonstrate our commitment to protecting the environment and promoting sustainable practices across all areas of our supported living services, while ensuring that the quality of care and wellbeing of our service users remains central.

In our supported living services, which cater to adults both under 65 years and over 65 years with diverse needs—including dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities—we recognise that sustainable practices not only reduce environmental impact but also enhance the quality of life and safety of the people we support.

This policy provides a framework for our staff and stakeholders to consistently apply environmentally responsible practices in all aspects of our operations, including energy use, water management, waste disposal, travel, and procurement, in compliance with:

- UK legislation, including the Climate Change Act 2008, Environmental Protection Act 1990, and Waste Regulations 2011;
- Government and regulatory bodies such as DEFRA, Environment Agency, Health and Safety Executive, and Office for Environmental Protection;
- Health and care-specific guidance from CQC, NHS Sustainable Development Unit (SDU), and UK Health Security Agency (UKHSA);
- National and international standards, including ISO 14001, BSI environmental standards, and sector guidance such as the UK Homecare Association (UKHCA) Sustainable Care Charter.

Through our sustainability practices, we aim to:

1. **Reduce our environmental footprint** in ways that respect and enhance the living environments of our service users.
2. **Ensure compliance with all relevant legislation and regulations**, embedding sustainability within our care operations.
3. **Promote awareness and engagement** among our staff, service users, and stakeholders regarding environmentally responsible actions.
4. **Encourage continuous improvement** in our environmental practices, supporting long-term sustainability and operational excellence.
5. **Support the wellbeing and dignity** of all service users, recognising that safe, sustainable environments contribute to comfort, independence, and a positive experience of our services.

This section of our Sustainability Policy establishes the foundation for all subsequent procedures, objectives, and monitoring activities, ensuring that sustainability is integrated into the day-to-day delivery of our supported living services without personal care, while remaining person-centred and compliant with national standards.

2. SCOPE

This Sustainability Policy and Procedure applies to all aspects of our operations at Primus PLUS Healthcare, encompassing every staff member, contractor, and stakeholder involved in delivering supported living services without personal care.

The policy covers our service users of all adult age groups, including:

- Adults under 65 years and adults over 65 years,
- Individuals with diverse needs, including dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

Our scope includes:

1. **All facilities and communal areas** within our supported living services, including residential properties, communal lounges, kitchens, gardens, and offices.
2. **All operational activities** that may have environmental impact, including:
 - Energy consumption and efficiency
 - Water usage and conservation
 - Waste management and recycling (general, hazardous, and clinical waste where applicable)
 - Procurement of goods, equipment, and services
 - Staff and business travel
3. **All staff roles**, from management to care and support staff, who are responsible for implementing, adhering to, and promoting sustainable practices in their daily work.
4. **All contractors, suppliers, and partners** who provide goods or services to our operations, ensuring their activities align with our environmental and sustainability standards.
5. **All internal and external communications, reporting, and documentation** related to sustainability, compliance, and environmental performance.

This policy applies at all times, including routine service delivery, staff training, audits, emergency response, and stakeholder engagement activities.

By defining this scope, our policy ensures that sustainability is embedded across all areas of our supported living operations, while remaining person-centred, safe, and responsive to the needs of our diverse service user population.

3. POLICY STATEMENT

At Primus PLUS Healthcare, we are committed to embedding sustainability into every aspect of our supported living services. Our policy reflects our responsibility to protect the environment, promote social responsibility, and enhance the quality of life for all the adults we support, while maintaining the highest standards of care and compliance.

In our operations, we will:

1. **Act responsibly towards the environment** by minimising our energy and water consumption, reducing waste, and ensuring safe and sustainable disposal of materials, including general, recyclable, and hazardous waste.
2. **Support the wellbeing and dignity of all service users**, including those with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities, across all adult age groups, by ensuring our environmental practices contribute to safe, comfortable, and accessible living environments.
3. **Comply with all relevant legislation and regulatory requirements**, including:
 - Climate Change Act 2008 and net-zero commitments
 - Environmental Protection Act 1990 and Waste Regulations 2011
 - Health and Safety Executive (HSE) guidance on environmental hazards
 - Care Quality Commission (CQC) standards for care quality, safety, and operational sustainability
 - Guidance from DEFRA, Environment Agency, Office for Environmental Protection (OEP), NHS Sustainable Development Unit (SDU), and UK Health Security Agency (UKHSA).
4. **Integrate sustainability into all operational practices**, including:
 - Energy and water management
 - Waste management and recycling
 - Procurement and supplier selection
 - Travel and transport
 - Staff training and stakeholder engagement
5. **Promote awareness and accountability** among our staff, contractors, and stakeholders, ensuring that sustainability is embedded in daily practices and organisational culture.
6. **Encourage continuous improvement** by monitoring performance, setting measurable objectives and KPIs, and reviewing outcomes to ensure our environmental and sustainability goals are achieved.
7. **Ensure transparency and reporting**, both internally and externally, to demonstrate compliance with national standards and sector best practice, and to support our commitment to ethical, sustainable operations.

3.1 Sustainability Projects And Measures Currently Implemented

At Primus PLUS Healthcare, sustainability is integrated into our day-to-day operations and service delivery. We have implemented a range of practical environmental measures designed to reduce our environmental impact, support national sustainability objectives, and promote responsible use of resources across our supported living services.

The sustainability projects and measures currently implemented by the organisation include:

Energy Efficiency Initiatives

- Use of energy-efficient LED lighting throughout office and supported living environments where practicable.
- Monitoring of electricity and energy consumption to identify opportunities for

reduction and improved efficiency.

- Encouraging staff to switch off lights, computers, appliances, and equipment when not in use.
- Use of programmable heating controls and thermostats to reduce unnecessary energy consumption while maintaining comfortable living environments for service users.

Water Conservation Measures

Routine monitoring of water usage across properties.

- Prompt reporting and repair of leaks, faulty taps, and plumbing defects.
- Promotion of responsible water usage among staff and service users where appropriate.
- Consideration of water-efficient fixtures and fittings during maintenance and replacement programmes.

Waste Reduction and Recycling

- Implementation of waste segregation systems for recyclable, general, and hazardous waste streams.
- Promotion of recycling practices within offices and supported living environments.
- Reduction in the use of single-use products wherever safe and practical alternatives are available.
- Responsible disposal of hazardous and clinical waste in accordance with legal and environmental requirements.

Sustainable Procurement

- Procurement processes incorporate environmental considerations when selecting products and suppliers.
- Preference is given to suppliers demonstrating environmentally responsible practices and sustainable sourcing.
- Consideration of product lifecycle, energy efficiency, packaging reduction, and recyclability when making purchasing decisions.
- Ongoing review of suppliers to ensure continued alignment with organisational sustainability objectives.

Carbon Reduction Measures

- Encouragement of remote meetings, telephone consultations, and digital communications to reduce travel-related emissions.
- Promotion of public transport, walking, cycling, and vehicle-sharing arrangements where operationally appropriate.
- Monitoring of business travel and identification of opportunities to reduce carbon emissions associated with transport activities.

Digital and Paper Reduction Initiatives

- Increased use of electronic records, digital communication systems, and electronic documentation to reduce paper consumption.
- Secure digital storage and sharing of information where appropriate and compliant with data protection requirements.

- Reduction of printing through the use of electronic forms, reports, and internal communications.

Staff Training and Environmental Awareness

- Sustainability awareness incorporated into staff induction and ongoing training programmes.
Regular communication of environmental responsibilities and sustainability objectives to staff.
- Encouragement of staff participation in sustainability initiatives and continuous improvement activities.

Service User Engagement

- Supporting service users to participate in recycling, gardening, and environmentally responsible activities where appropriate to their abilities and preferences.
- Promoting awareness of energy conservation and waste reduction within supported living environments.
- Encouraging community participation in local environmental initiatives where suitable.

Monitoring and Continuous Improvement

- Regular sustainability monitoring through audits, inspections, environmental risk assessments, and KPI tracking.
- Annual review of sustainability objectives, targets, and performance indicators.
- Collection of feedback from staff, service users, suppliers, and stakeholders to identify opportunities for further environmental improvement.

Through these measures, Primus PLUS Healthcare demonstrates its commitment to environmental sustainability, responsible resource management, carbon reduction, and continuous improvement while maintaining safe, person-centred, and high-quality supported living services.

3.2 Current Sustainability Projects

As part of our commitment to environmental sustainability and continuous improvement, Primus PLUS Healthcare has implemented and continues to develop the following sustainability projects across its supported living services and office operations.

3.2.1 Paperless Working and Digital Transformation Project

Primus PLUS Healthcare has adopted a digital-first approach to documentation and communication to reduce paper consumption and waste. The organisation promotes the use of electronic records, digital care documentation, secure cloud-based storage systems, electronic staff files, electronic audits, and digital communication platforms wherever practicable.

Project Objectives:

- Reduce paper consumption and printing costs.
- Improve information security and accessibility.
- Reduce environmental impact associated with paper production and disposal.
- Improve operational efficiency and record management.

3.2.2 Recycling and Waste Reduction Programme

The organisation operates a waste reduction and recycling programme across its offices and supported living environments. Staff and service users are encouraged to separate recyclable materials from general waste and participate in environmentally responsible waste disposal practices.

Project Objectives:

- Increase recycling rates.
- Reduce waste sent to landfill.
- Improve environmental awareness among staff and service users.
- Support compliance with environmental legislation.

3.2.3 Energy Efficiency Improvement Project

Primus PLUS Healthcare is committed to reducing energy consumption through the use of energy-efficient equipment and responsible energy management practices. Energy usage is monitored regularly to identify opportunities for improvement.

Current Measures:

- Use of LED lighting where practicable.
- Switching off equipment when not in use.
- Monitoring utility consumption.
- Encouraging energy-saving behaviours among staff and service users.
- Project Objectives:
- Reduce overall energy consumption.
- Lower carbon emissions associated with operations.
- Reduce utility expenditure.
- Support national net-zero ambitions.

3.2.4 Sustainable Procurement Initiative

Environmental considerations are incorporated into procurement decisions. The organisation seeks to source products and services from suppliers that demonstrate sustainable and ethical business practices.

Current Measures:

- Supplier sustainability assessments.
- Preference for recyclable and environmentally responsible products.
- Reduction of unnecessary packaging.
- Consideration of product lifecycle impacts.
- Project Objectives:
- Reduce environmental impact throughout the supply chain.
- Promote ethical and sustainable sourcing.
- Improve supplier environmental performance.

3.2.5 Sustainable Travel and Carbon Reduction Initiative

The organisation promotes environmentally responsible travel arrangements where operationally practical. Staff are encouraged to use remote meetings, public transport, walking, cycling, journey planning, and vehicle-sharing arrangements where appropriate.

Project Objectives:

- Reduce travel-related carbon emissions.
- Minimise unnecessary journeys.
- Improve operational efficiency.
- Support the organisation's carbon reduction objectives.

3.2.6 Service User Environmental Engagement Project

Primus PLUS Healthcare encourages service users to participate in environmentally responsible activities appropriate to their abilities, preferences, and support needs.

Activities may include:

- Recycling activities.
- Community gardening projects.
- Energy-saving awareness activities.
- Participation in local environmental initiatives.
- Environmental education and awareness sessions.
- Project Objectives:
- Promote inclusion and participation.
- Increase environmental awareness.
- Support wellbeing through meaningful activities.
- Encourage community engagement.

3.2.7 Sustainability Awareness and Staff Engagement Programme

- Environmental sustainability forms part of staff induction, supervision discussions, team meetings, and refresher training programmes.
- Project Objectives:
- Improve staff understanding of sustainability responsibilities.
- Embed environmental awareness within organisational culture.
- Encourage staff-led sustainability improvement ideas.
- Support continuous environmental improvement.

3.2.8 Sustainability Monitoring and Continuous Improvement Project

The organisation maintains a programme of audits, monitoring activities, performance reviews, risk assessments, and management reviews to evaluate environmental performance and identify opportunities for improvement.

Project Objectives:

- Monitor sustainability performance.
- Measure progress against sustainability KPIs.

- Identify opportunities for further environmental improvements.

Demonstrate compliance with legislation, CQC expectations, and recognised sustainability standards.

4. DEFINITIONS

For the purposes of our Sustainability Policy and Procedure, the following terms and abbreviations are used throughout to ensure clarity and consistency:

- **Carbon Footprint** – The total amount of greenhouse gases, including carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O), produced directly or indirectly by our operations, activities, staff travel, energy use, and procurement. This aligns with guidance from the **Climate Change Committee (CCC)** and the NHS Sustainable Development Unit (SDU).
- **Clinical Waste** – Any waste generated in a healthcare or supported living setting that poses a risk of infection or contamination, including used dressings or sharps. Although our supported living service is without personal care, any clinical waste generated (e.g., through medication administration or first aid) is managed in accordance with the Environmental Protection Act 1990 and Waste Regulations 2011.
- **CQC** – Care Quality Commission, the independent regulator of health and social care in England, which monitors compliance with environmental sustainability as part of safe, effective, and person-centred care standards.
- **DEFRA** – Department for Environment, Food & Rural Affairs, the UK government department responsible for environmental protection, waste management, pollution control, and national sustainability targets.
- **Environmental Impact** – Any change to the environment, whether adverse or beneficial, that results from our operations, activities, or services, including energy use, water consumption, waste generation, and travel.
- **Energy Efficiency** – The practice of using less energy to achieve the same outcomes in our operations, buildings, and facilities, in line with the Energy Savings Opportunity Scheme (ESOS) and sector best practices.
- **ESG** – Environmental, Social, and Governance criteria used to measure and report on the sustainability performance of our organisation and its impact on the environment and society.
- **ISO 14001** – International standard for Environmental Management Systems, providing a framework for managing and improving our environmental performance in compliance with UK legislation.
- **OEP** – Office for Environmental Protection, the public body overseeing compliance with environmental laws in the UK, including monitoring organisational practices for sustainability.
- **Sustainability** – The practice of meeting the needs of the present without compromising the ability of future generations to meet their own needs. In our operations, this includes responsible energy use, water conservation, waste reduction,

sustainable procurement, and promoting environmental awareness among staff, service users, and stakeholders.

- **Sustainable Procurement** – The process of sourcing goods, services, and suppliers that have a reduced environmental impact, are ethically responsible, and comply with applicable legislation and sector guidance.
- **Waste Segregation** – The practice of separating waste into appropriate categories, such as recyclable, general, and hazardous, to ensure safe handling and disposal in compliance with the Waste Regulations 2011.
- **UKHSA / PHE** – United Kingdom Health Security Agency and formerly Public Health England, which provide guidance on environmental health, infection control, and safe disposal of healthcare-related waste.
- **Net-Zero Emissions** – Achieving a balance between greenhouse gas emissions produced and those removed from the atmosphere, in accordance with the Climate Change Act 2008 and national carbon reduction targets.
- **Service Users** – Adults receiving support from Primus PLUS Healthcare, including those under 65 years and over 65 years, with a range of needs, including dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.
- **Stakeholders** – Any individual or organisation that interacts with or is affected by our sustainability practices, including staff, service users, families, contractors, suppliers, and regulatory bodies.
- **Waste Hierarchy** – The system used to prioritise waste management strategies, starting with prevention, followed by reduction, reuse, recycling, recovery, and disposal, in line with DEFRA and EA guidance.
- **Environmental Audit** – A systematic review of our operations, facilities, and practices to assess environmental performance, identify risks, and recommend improvements, in alignment with CQC standards, ISO 14001, and NHS SDU guidance.
- **Hazardous Materials** – Substances that pose risks to health or the environment, including chemicals, cleaning agents, or sharps. These are managed under HSE regulations to ensure staff and service user safety.

5. LEGAL AND REGULATORY COMPLIANCE

At Primus PLUS Healthcare, we recognise that our commitment to sustainability must operate within the framework of UK legislation, regulations, and guidance from national bodies. This ensures that our supported living services without personal care are environmentally responsible, legally compliant, and safe for all service users.

In our operations, we comply with and are guided by the following:

5.1 UK Legislation

- **Climate Change Act 2008** – We align our carbon reduction initiatives with national net-zero targets, integrating energy efficiency, travel, and procurement practices that reduce greenhouse gas emissions.

- Environmental Protection Act 1990 – We manage all environmental risks and waste generated in our services, ensuring that service users, including adults under and over 65 years with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities, are not exposed to environmental hazards.
- Waste Regulations 2011 – We implement effective segregation, recycling, and safe disposal of general, recyclable, and hazardous waste, including any clinical waste generated incidentally in our services.
- Energy Savings Opportunity Scheme (ESOS) – We undertake energy audits and implement energy reduction measures in our properties, communal areas, and facilities, in line with national reporting requirements.
- Health and Safety at Work Act 1974 – We ensure all staff operate safely and sustainably, particularly when handling hazardous materials, chemicals, or sharps, to protect staff and service users alike.

5.2 Regulatory Bodies and Guidance

- Care Quality Commission (CQC) – We ensure that our sustainability practices support safe, effective, and person-centred care, including appropriate environmental conditions, energy efficiency, and waste management, for all service users across adult age groups and diverse care needs.
- Department for Environment, Food & Rural Affairs (DEFRA) – We follow guidance for environmental protection, sustainable operations, and waste reduction.
- Environment Agency (EA) – We comply with environmental permits, pollution prevention, and waste disposal regulations in our operations and properties.
- Health and Safety Executive (HSE) – We implement procedures to manage environmental hazards, maintain staff safety, and prevent incidents in communal areas and properties.
- Office for Environmental Protection (OEP) – We monitor and respond to legal requirements and compliance obligations related to sustainability and environmental protection.
- Climate Change Committee (CCC) – We follow guidance to align our carbon reduction initiatives with national climate targets, while remaining person-centred and responsive to service users' needs.
- NHS Sustainable Development Unit (SDU) & UK Health Security Agency (UKHSA) – We adopt recommended best practices for environmental responsibility, infection control, and safe disposal of waste.

5.3 Standards and Frameworks

- ISO 14001 Environmental Management Standard – We use this framework to formalise our environmental management systems, ensuring measurable improvements in sustainability performance.
- British Standards Institution (BSI) – We reference UK-aligned environmental standards to guide auditing, compliance, and continuous improvement.

- UK Homecare Association (UKHCA) Sustainable Care Charter – We follow sector-specific guidance for sustainable operations in domiciliary and supported living services, adapted for the needs of service users without personal care.

5.4 Application to Our Service Users

- All sustainability actions are undertaken in ways that prioritise the safety, comfort, and dignity of adults under and over 65 years.
- Specific consideration is given to service users with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities, ensuring that environmental improvements do not compromise accessibility, routine, or quality of life.

5.5 Accountability and Review

- Our board and management are responsible for ensuring that sustainability activities comply with all relevant laws and regulations.
- Staff and contractors are trained and supported to comply with legal obligations in their daily tasks, including energy management, waste disposal, and hazard mitigation.
- Regular audits and monitoring ensure that our policies, procedures, and operations remain compliant with UK legislation, regulatory guidance, and sector standards.

6. ROLES AND RESPONSIBILITIES

At Primus PLUS Healthcare, we recognise that sustainability is a shared responsibility, but the Registered Manager holds overarching accountability for ensuring that all sustainability practices, compliance requirements, and service user considerations are embedded into our supported living operations.

Registered Manager

- Overall accountability for implementing, monitoring, and reviewing our Sustainability Policy and Procedure.
- Ensures compliance with UK legislation (Climate Change Act 2008, Environmental Protection Act 1990, Waste Regulations 2011), CQC standards, and guidance from national bodies (DEFRA, EA, HSE, OEP, NHS SDU).
- Approves sustainability objectives, KPIs, and monitoring schedules, ensuring they are realistic and person-centred.
- Allocates responsibilities to staff and contractors, ensuring that each role understands their part in promoting sustainable practices.
- Oversees risk management, environmental hazard mitigation, and emergency response plans, ensuring the safety and wellbeing of all service users, including adults under and over 65 years, with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.
- Ensures staff training, internal communication, and stakeholder engagement are implemented effectively.
- Reports sustainability performance and compliance issues to senior management or board as required.

Environmental / Sustainability Officer (if appointed)

- (Assigned by the Registered Manager) Implements day-to-day sustainability initiatives.
- Coordinates energy audits, waste management, and procurement monitoring.
- Liaises with external bodies (EA, DEFRA, Carbon Trust) for guidance and reporting.
- Supports staff with training and awareness in environmentally responsible practices.

Senior Care Coordinators / Team Leaders

- (Under supervision of the Registered Manager) Ensure that staff adhere to sustainability procedures within their allocated properties or teams.
- Monitor environmental impact areas (energy, water, waste, travel) and report findings to the Registered Manager.
- Support service users in understanding sustainable practices in ways appropriate to their needs, abilities, and preferences.

Support Staff / Care Staff

- (Under guidance of the Registered Manager and Senior Coordinators) Follow sustainability procedures in daily operations, including:
 - Waste segregation and safe disposal
 - Energy and water conservation in communal and residential areas
 - Reporting environmental hazards or incidents promptly
- Engage service users in environmentally friendly practices, respecting individual abilities and preferences.

Contractors and Suppliers

- (Managed by the Registered Manager or Sustainability Officer) Comply with Primus PLUS Healthcare's sustainability standards when delivering goods or services.
- Provide environmentally responsible products and adhere to safe disposal or recycling practices.

All Staff

- Take personal responsibility for contributing to sustainability objectives.
- Participate in training and awareness initiatives, following policies to reduce environmental impact.
- Support continuous improvement by providing feedback on sustainability practices and highlighting opportunities for improvement.

7. ENVIRONMENTAL IMPACT AREAS

At Primus PLUS Healthcare, we recognise that our day-to-day operations have an impact on the environment, and that minimising this impact is essential to providing safe, sustainable, and comfortable living environments for all our service users. This section outlines the key environmental areas where our sustainability practices are applied, taking into account adults

under and over 65 years and individuals with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

7.1 Energy Management

- We aim to reduce energy consumption across all our properties and communal areas, including lighting, heating, and appliances.
- Our measures include: using energy-efficient lighting, programmable thermostats, and monitoring energy use to identify opportunities for reduction.
- Staff are trained to switch off appliances when not in use, report faults promptly, and encourage service users to conserve energy in ways appropriate to their needs and abilities.
- Energy reduction efforts support compliance with the Climate Change Act 2008 and ESOS requirements.

7.2 Water Conservation

- We implement practical water-saving measures, including regular maintenance of taps and plumbing, reporting leaks, and using water-efficient devices where possible.
- Water conservation activities are carried out in ways that do not compromise the comfort or dignity of service users, especially those with physical disabilities or sensory impairments.

7.3 Waste Management

- Our waste management practices are aligned with the Waste Regulations 2011 and Environmental Protection Act 1990.
- Waste is segregated into recyclable, general, and hazardous categories, and disposed of safely and responsibly.
- Staff are trained to handle waste safely, including any clinical or sharps waste generated incidentally, and to engage service users where possible in recycling initiatives, respecting individual abilities and preferences.
- We aim to reduce single-use items and encourage sustainable alternatives in all communal and residential areas.

7.4 Travel and Transport

- Our staff travel and business-related journeys are planned to minimise environmental impact, including the promotion of public transport, walking, cycling, or use of low-emission vehicles.
- Travel planning considers service user needs, ensuring that environmental measures do not compromise care, safety, or accessibility.

7.5 Sustainable Procurement

- Procurement of goods and services is guided by environmental sustainability, ethical sourcing, and reduced environmental impact.
- We prefer suppliers and contractors who adhere to sustainable practices, in line with sector guidance such as the UK Homecare Association (UKHCA) Sustainable Care Charter.

- Staff involved in procurement are trained to evaluate the environmental credentials of products and suppliers, including energy efficiency, packaging, and lifecycle impacts.

7.6 Environmental Awareness in Daily Operations

- All staff are encouraged to identify opportunities to reduce environmental impact in their work.
- Practices include reporting environmental hazards, monitoring communal areas for safe and sustainable use, and supporting service users to participate in environmentally responsible behaviours, tailored to their abilities and preferences.

7.7 Monitoring and Mitigation of Environmental Hazards

- Environmental hazards, such as leaks, spills, or equipment malfunctions, are promptly reported and managed in accordance with HSE regulations and our emergency response procedures.
- These measures protect both our service users' safety and the wider environment, while ensuring compliance with national legislation.

8. SUSTAINABLE PROCUREMENT AND SUPPLIER MANAGEMENT

At Primus PLUS Healthcare, we recognise that the products and services we procure can have significant environmental and social impacts, and that responsible procurement is an essential part of our sustainability strategy. This section outlines how we ensure that our procurement and supplier management practices support environmentally responsible operations while maintaining safe, person-centred supported living services.

8.1 Procurement Principles

- Our procurement decisions prioritise sustainability, ethical sourcing, and the reduction of environmental impact throughout the supply chain.
- All purchases are evaluated for:
 - Environmental credentials (energy efficiency, recycled content, minimal packaging)
 - Compliance with UK legislation and sector standards (Waste Regulations 2011, Environmental Protection Act 1990, DEFRA guidance)
 - Supplier ethics, including fair labour practices and adherence to environmental law
- Sustainability considerations are integrated into all procurement processes, from small consumables to larger equipment and services.

8.2 Supplier Selection and Management

- Our suppliers and contractors are expected to align with Primus PLUS Healthcare's sustainability standards.
- Selection criteria include:
 - Proven environmental management practices

- Commitment to reducing carbon footprint in products and transport
- Compliance with relevant UK regulations and guidance
- The Registered Manager oversees supplier evaluation and selection, with input from Environmental / Sustainability Officer (where appointed).
- Suppliers are regularly reviewed to ensure ongoing compliance and improvement in environmental performance.

8.3 Operational Responsibilities

- Staff involved in procurement (Senior Care Coordinators, Team Leaders) are responsible for:
 - Applying sustainable procurement principles in day-to-day purchasing
 - Documenting decisions and ensuring transparency for audits
 - Identifying suppliers who demonstrate best practice in environmental responsibility
- Service user considerations are maintained during procurement decisions, ensuring that sustainable products or services support accessibility, safety, and comfort, particularly for individuals with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

8.4 Monitoring and Reporting

- Our procurement activities are monitored to ensure sustainability objectives are met and compliance with legislation is maintained.
- Records include supplier assessments, environmental impact data, and feedback from staff or service users.
- Findings are reported to the Registered Manager and used to inform continuous improvement initiatives and updates to procurement procedures.

8.5 Continuous Improvement

- Our procurement approach evolves in line with new environmental regulations, sector guidance (e.g., UK Homecare Association Sustainable Care Charter), and innovative sustainable solutions.
- Staff are encouraged to suggest improvements in procurement practices and to participate in sustainability training to enhance environmentally responsible decision-making.

9. RISK MANAGEMENT / ENVIRONMENTAL HAZARDS

At Primus PLUS Healthcare, we recognise that effective risk management is essential to protecting the wellbeing of our service users, staff, and the environment. Our approach ensures that all environmental hazards are identified, assessed, and mitigated, while maintaining safe, comfortable, and accessible living conditions for adults under and over 65 years, including those with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

9.1 Environmental Risk Identification

- Our properties and operations are regularly assessed to identify environmental risks that may impact safety, comfort, or sustainability, including:
 - Energy systems (e.g., faulty appliances or overheating)
 - Water systems (e.g., leaks or contamination)
 - Waste storage and disposal areas (e.g., hazardous materials, sharps, or spillages)
 - Travel and transport arrangements (e.g., vehicle emissions, unsafe routes)
 - Procurement of products with environmental or health risks
- Staff are trained to recognise hazards and report potential risks immediately to the Registered Manager or Senior Care Coordinators.

9.2 Risk Assessment and Evaluation

- All identified risks are evaluated using a structured approach to determine:
 - Likelihood of occurrence
 - Potential severity of impact on service users, staff, and the environment
 - Required mitigation measures
- Risk assessments consider the specific needs of our service users, ensuring that interventions do not compromise safety, accessibility, or wellbeing.

9.3 Risk Mitigation and Control Measures

- Mitigation strategies are implemented to reduce environmental hazards, including:
 - Regular maintenance and inspection of energy and water systems
 - Safe segregation, storage, and disposal of waste in line with Waste Regulations 2011 and Environmental Protection Act 1990
 - Use of low-emission transport and safe travel policies
 - Procurement of environmentally safe and appropriate products
- Preventive measures are documented and monitored to ensure effectiveness.

9.4 Incident Reporting and Response

- All environmental incidents or near misses are reported immediately to the Registered Manager, recorded, and investigated.
- Our emergency procedures ensure rapid response to spills, leaks, contamination, or other hazards, protecting service users, staff, and the environment.
- Lessons learned from incidents are incorporated into continuous improvement plans and shared with staff to prevent recurrence.

9.5 Roles and Responsibilities

- Registered Manager – oversees all environmental risk management activities, approves risk assessments, and ensures compliance with legislation and CQC guidance.
- Environmental / Sustainability Officer (if appointed) – conducts inspections, supports risk assessments, and implements mitigation measures.
- Senior Care Coordinators / Team Leaders – ensure daily operations adhere to risk management procedures and report hazards promptly.

- Support Staff – follow procedures for safe handling of waste, reporting hazards, and maintaining safe communal areas.
- Contractors and Suppliers – comply with Primus PLUS Healthcare’s environmental safety standards when delivering goods or services.

9.6 Compliance and Review

- All risk management practices align with UK legislation, including Health and Safety at Work Act 1974, Environmental Protection Act 1990, and relevant DEFRA and HSE guidance.
- Risk assessments are reviewed regularly, updated following incidents, and audited to ensure effectiveness.

10. SUSTAINABILITY OBJECTIVES AND TARGETS

At Primus PLUS Healthcare, we are committed to setting clear and measurable sustainability objectives that reduce our environmental impact, support compliance with UK legislation, and enhance the living environment for all adults we support, including those under and over 65 years with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

These objectives ensure that sustainability is integrated into daily operations, guided by national standards, regulatory bodies, and sector best practices.

10.1 Energy Efficiency Objectives

- Objective: Reduce energy consumption in all properties and communal areas by 10% annually.
- Targets / KPIs:
 - Monitor monthly energy usage in kilowatt-hours (kWh) and compare against previous year’s baseline.
 - Ensure all new appliances meet energy-efficient standards (e.g., A++ rating).
 - Conduct annual energy audits in line with ESOS requirements.

10.2 Water Conservation Objectives

- Objective: Minimise water usage while maintaining safe and comfortable living conditions.
- Targets / KPIs:
 - Track water consumption per property quarterly.
 - Repair or report leaks within 48 hours.
 - Install water-saving devices where feasible without compromising accessibility for service users.

10.3 Waste Management Objectives

- Objective: Reduce waste generation and maximise recycling across all services.
- Targets / KPIs:

- Segregate and recycle at least 80% of recyclable waste annually.
- Ensure hazardous or clinical waste is disposed of safely and in line with Waste Regulations 2011.
- Conduct quarterly waste audits to monitor compliance and improvements.

10.4 Sustainable Procurement Objectives

- Objective: Source goods and services that are environmentally responsible and ethically produced.
- Targets / KPIs:
 - 100% of suppliers are assessed for sustainability compliance during selection.
 - Prioritise products with minimal packaging and low carbon footprint.
 - Review procurement practices annually to identify more sustainable alternatives.

10.5 Travel and Transport Objectives

- Objective: Reduce carbon emissions from staff and operational travel.
- Targets / KPIs:
 - Promote public transport, cycling, or walking where feasible.
 - Encourage low-emission or electric vehicles for business travel.
 - Monitor and report staff travel emissions annually.

10.6 Environmental Risk Reduction Objectives

- Objective: Minimise environmental hazards in all properties and operational areas.
- Targets / KPIs:
 - Complete risk assessments for all environmental impact areas biannually.
 - Ensure all identified hazards are mitigated within defined timescales.
 - Record and investigate all environmental incidents, implementing improvements to prevent recurrence.

10.7 Staff and Service User Engagement Objectives

- Objective: Promote awareness and participation in sustainable practices among staff and service users.
- Targets / KPIs:
 - Deliver sustainability training to all staff during induction and annual refresher sessions.
 - Engage service users in age-appropriate and ability-appropriate activities that promote energy saving, recycling, and responsible behaviour.
 - Conduct annual feedback surveys to measure staff and service user engagement in sustainability initiatives.

10.8 Continuous Improvement Objectives

- Objective: Ensure sustainability objectives are regularly reviewed and updated in line with new legislation, guidance, and operational feedback.
- Targets / KPIs:
 - Conduct annual reviews of all sustainability objectives and KPIs.
 - Update policies and procedures to reflect changes in legislation (e.g., Climate Change Act 2008, Environmental Protection Act 1990) or sector best practice.
 - Report findings to the Registered Manager and board for oversight and decision-making.

10.9 Sustainability Performance Indicators

To measure the effectiveness of our sustainability projects, Primus PLUS Healthcare will monitor the following performance indicators:

Sustainability Area	Performance Indicator	Monitoring Frequency
Energy Consumption	Monthly utility usage	Monthly
Water Conservation	Water consumption levels	Quarterly
Waste Management	Recycling rates and waste audits	Quarterly
Procurement	Percentage of suppliers assessed for sustainability	Annually
Carbon Reduction	Business travel and emissions monitoring	Annually
Training	Staff sustainability training completion rates	Quarterly
Service User Engagement	Participation in sustainability activities	Quarterly
Compliance	Environmental audit outcomes	Annually

Performance results will be reviewed by the Registered Manager and used to identify opportunities for continual improvement.

11. MONITORING, REPORTING, AND AUDITING

At Primus PLUS Healthcare, we recognise that monitoring, reporting, and auditing are critical to ensuring that our sustainability objectives are achieved, our legal obligations are met, and our service users' wellbeing is protected. These processes allow us to track progress, identify areas for improvement, and maintain transparency with staff, service users, and regulatory bodies.

11.1 Monitoring Sustainability Performance

- Our Registered Manager has overall responsibility for monitoring sustainability performance across all properties and operations.
- Monitoring includes tracking KPIs and targets related to:
 - Energy consumption and efficiency
 - Water usage and conservation
 - Waste segregation and recycling rates
 - Procurement practices and supplier sustainability
 - Travel and transport emissions
 - Environmental hazards and risk mitigation
- Senior Care Coordinators and Team Leaders support daily monitoring, ensuring that staff adhere to procedures and that service user environments remain safe, accessible, and comfortable.
- Monitoring tools may include energy meters, water usage reports, waste audits, procurement logs, and staff feedback forms, all designed to measure progress objectively.

11.2 Reporting Procedures

- Internal reporting:
 - Monthly or quarterly reports on sustainability performance are submitted to the Registered Manager and shared with Senior Management or Board as appropriate.
 - Reports include achievements, incidents, areas for improvement, and recommendations for corrective actions.
- External reporting:
 - Where required, reports are submitted to regulatory and national bodies, including CQC, DEFRA, EA, NHS SDU, and Carbon Trust, demonstrating compliance with legislation and guidance.
 - Reports may include energy audits, carbon footprint assessments, and waste management summaries.

11.3 Auditing Procedures

- Our internal audits are conducted at least annually to ensure compliance with sustainability objectives, procedures, and relevant legislation.
- Audits review:
 - Energy and water efficiency measures

- Waste segregation and disposal practices
- Sustainable procurement and supplier adherence
- Staff training records and engagement in sustainability initiatives
- Environmental risk assessments and incident records
- Audit findings are documented, and corrective actions are implemented promptly under the supervision of the Registered Manager.

11.4 Continuous Improvement Through Monitoring

- Monitoring and audit outcomes are used to refine objectives, update policies, and improve practices.
- Staff feedback and service user input are considered to ensure sustainability initiatives remain practical, person-centred, and aligned with the needs of adults under and over 65 years, including those with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

11.5 Roles and Responsibilities

- Registered Manager – overall accountability for monitoring, auditing, and reporting sustainability performance, and ensuring compliance with legislation and sector standards.
- Environmental / Sustainability Officer (if appointed) – conducts audits, collates performance data, and supports reporting activities.
- Senior Care Coordinators / Team Leaders – monitor daily adherence to sustainability practices and report deviations.
- All Staff – participate in monitoring activities, report incidents, and support continuous improvement efforts.

12. COMMUNICATION TO EXTERNAL BODIES

At Primus PLUS Healthcare, we recognise that transparent and timely communication with external bodies is essential to demonstrate our commitment to sustainability, maintain compliance with UK legislation, and uphold the confidence of stakeholders, including service users, regulators, and the wider community.

12.1 Purpose of External Communication

- To provide evidence of compliance with UK environmental legislation, including the Climate Change Act 2008, Environmental Protection Act 1990, Waste Regulations 2011, and sector guidance.
- To demonstrate alignment with national sustainability standards and guidance from bodies such as DEFRA, Environment Agency (EA), Office for Environmental Protection (OEP), Health and Safety Executive (HSE), NHS Sustainable Development Unit (SDU), and the Care Quality Commission (CQC).
- To share progress on sustainability objectives and KPIs, showing measurable improvements in energy efficiency, waste management, procurement, and risk mitigation.

- To support external audits, inspections, and regulatory reporting, ensuring that our supported living services remain person-centred, safe, and environmentally responsible.

12.2 Key External Recipients

- Regulatory bodies:
 - Care Quality Commission (CQC) – for inspection and compliance reporting.
 - DEFRA and EA – for environmental compliance and reporting obligations.
 - OEP – where required for environmental oversight.
 - NHS SDU / UKHSA – for guidance and benchmarking of sustainability practices.
- Professional or sector organisations:
 - UK Homecare Association (UKHCA) – to demonstrate adherence to sustainable care charters or sector standards.
- Other stakeholders (as appropriate):
 - Funders, auditors, or relevant local authorities who request environmental or sustainability information.

12.3 Communication Methods

- Formal reports: Submitted quarterly or annually, including:
 - Energy and water consumption data
 - Waste management and recycling performance
 - Procurement and supplier sustainability compliance
 - Environmental risk assessments and incident summaries
- Meetings and consultations: Where required, our Registered Manager or Sustainability Officer may meet with regulators or sector bodies to provide updates or clarification.
- Documentation sharing: Relevant policies, procedures, and audit reports are made accessible in formats requested by external bodies while ensuring confidentiality and safeguarding of service user information.

12.4 Responsibilities

- Registered Manager – overall accountability for all communications to external bodies, ensuring accuracy, timeliness, and compliance.
- Environmental / Sustainability Officer (if appointed) – prepares reports, collates data, and supports submission of required documentation.
- Senior Care Coordinators / Team Leaders – provide operational data, risk reports, and evidence of compliance for reporting purposes.

12.5 Principles of External Communication

- Transparency: Reports and communications accurately reflect our performance, challenges, and improvements.

- Compliance: All communications align with UK legislation, CQC standards, and sector guidance.
- Service user-centred: Information shared externally respects the privacy, dignity, and safety of our service users, including adults under and over 65 years with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.
- Continuous improvement: Feedback from external bodies is incorporated into our sustainability strategy, objectives, and operational practices.

13. EMERGENCY PROCEDURES / INCIDENT RESPONSE

At Primus PLUS Healthcare, we recognise that prompt and effective response to environmental emergencies or incidents is essential to protect the safety, wellbeing, and dignity of our service users, staff, and the wider environment. This section outlines how we prepare for, respond to, and learn from environmental incidents within our supported living services without personal care.

13.1 Purpose

- To ensure that all staff are aware of their responsibilities in responding to environmental emergencies.
- To minimise risks to service users, including adults under and over 65 years, and individuals with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.
- To maintain compliance with UK legislation, including Health and Safety at Work Act 1974, Environmental Protection Act 1990, and Waste Regulations 2011, and guidance from CQC, DEFRA, EA, HSE, and NHS SDU.
- To support continuous improvement by learning from incidents and preventing recurrence.

13.2 Scope of Incidents

- Environmental emergencies that may occur within our properties and operations, including:
 - Spills of hazardous substances or chemicals
 - Leaks, water contamination, or plumbing failures
 - Fire or energy system failures
 - Waste-related incidents, including improper segregation or disposal
 - Unexpected environmental hazards in communal or residential areas

13.3 Roles and Responsibilities

- Registered Manager – overall accountability for all incident responses, ensuring procedures are implemented, compliance is maintained, and service users' safety is prioritised.

- Environmental / Sustainability Officer (if appointed) – supports incident management, ensures risk assessments are updated, and liaises with external authorities when required.
- Senior Care Coordinators / Team Leaders – coordinate on-site response, evacuations if necessary, and reporting of incidents.
- Support Staff – follow emergency protocols, ensure service users are safe, and report incidents immediately.
- Contractors and Suppliers – comply with Primus PLUS Healthcare’s incident response standards when on-site or delivering goods/services.

13.4 Incident Response Procedures

1. Immediate Action:
 - Ensure the safety of all service users and staff.
 - Evacuate or relocate service users if necessary, considering mobility, cognitive, or sensory needs.
 - Contain environmental hazards (e.g., spills, leaks) safely and promptly.
2. Reporting and Notification:
 - All incidents must be reported immediately to the Registered Manager.
 - Notify relevant authorities, including EA, HSE, or DEFRA, when legally required.
 - Document incidents using incident report forms for internal review and auditing.
3. Investigation and Risk Assessment:
 - Conduct a thorough investigation to identify causes, contributing factors, and potential risks.
 - Update risk assessments and mitigation plans to prevent recurrence.
4. Communication:
 - Communicate incident details and outcomes to staff, management, and external bodies as appropriate, while maintaining service user confidentiality.
 - Provide guidance to staff on any changes to procedures resulting from the incident.
5. Review and Continuous Improvement:
 - Incorporate lessons learned into training, procedures, and operational improvements.
 - Conduct follow-up audits to ensure corrective actions are effective.

13.5 Key Principles

- Safety first: Protect service users and staff at all times.
- Person-centred: Ensure that emergency actions consider individual abilities, needs, and dignity.
- Compliance: Follow all relevant legislation, CQC standards, and sector guidance.

- Transparency and learning: Record and review all incidents to strengthen sustainability and operational resilience.

14. TRAINING AND AWARENESS

At Primus PLUS Healthcare, we recognise that our sustainability objectives can only be achieved through the active participation, understanding, and commitment of all staff. Training and awareness initiatives ensure that our teams are equipped to deliver environmentally responsible practices while maintaining the safety, dignity, and wellbeing of all service users, including adults under and over 65 years and individuals with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

14.1 Induction Training

- All new staff receive training on our sustainability policies and procedures during induction.
- Topics covered include:
 - Environmental impact areas (energy, water, waste, travel, procurement)
 - Legal and regulatory requirements (CQC, DEFRA, EA, HSE, Climate Change Act 2008, Waste Regulations 2011)
 - Risk management and emergency procedures for environmental hazards
 - Roles and responsibilities in promoting sustainability
- Induction training emphasises person-centred approaches, ensuring staff understand how sustainability practices support safe and comfortable environments for all service users.

14.2 Refresher Training

- Annual refresher training ensures all staff maintain awareness of sustainability practices and remain compliant with legal and regulatory requirements.
- Refresher sessions cover updates to legislation, sector guidance (e.g., UK Homecare Association Sustainable Care Charter), and internal procedures.
- Staff are encouraged to provide feedback on sustainability practices to identify improvements and enhance engagement.

14.3 Internal Communication and Policy Dissemination *(Optional Enhancement)*

- Our Registered Manager ensures that updates to the sustainability policy, procedures, or objectives are communicated promptly to all staff and contractors.
- Communication methods include:
 - Staff meetings and briefings
 - Email updates and intranet notices
 - Noticeboards in communal areas
 - E-learning modules or refresher workshops

- Communications are tailored to staff needs, ensuring clarity and accessibility for all members of the team.

14.4 Service User Awareness and Engagement

- Service users are supported and encouraged to participate in sustainability initiatives where appropriate to their abilities and preferences.
- Engagement activities may include:
 - Recycling and waste segregation education
 - Energy-saving practices in communal areas
 - Participation in community or environmental initiatives
- All engagement respects the individual needs and abilities of service users, ensuring that actions are safe, meaningful, and enhance their living environment.

14.5 Roles and Responsibilities

- Registered Manager – ensures all staff receive appropriate training, monitors completion, and reviews training effectiveness.
- Environmental / Sustainability Officer (if appointed) – develops training content, delivers sessions, and tracks compliance.
- Senior Care Coordinators / Team Leaders – support staff in applying training practically and provide guidance in daily operations.
- All Staff – actively participate in training, follow sustainability procedures, and engage in ongoing learning and awareness activities.

15. STAKEHOLDER ENGAGEMENT / SERVICE USER INVOLVEMENT

At Primus PLUS Healthcare, we recognise that effective sustainability practices are strengthened by the engagement of both our staff and the people we support. Engaging stakeholders, including service users, families, staff, and external partners, ensures that our sustainability initiatives are inclusive, meaningful, and aligned with the needs of adults under and over 65 years with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

15.1 Service User Involvement

- Our service users are encouraged to participate in sustainability initiatives where appropriate to their abilities and preferences.
- Activities include:
 - Recycling and waste segregation, using simple and accessible methods
 - Energy-saving practices in communal areas, such as switching off lights when not in use
 - Gardening or environmental projects that are safe and adapted to individual needs

- Engagement is designed to promote independence, inclusion, and a sense of contribution, while ensuring safety, comfort, and dignity.

15.2 Staff and Internal Stakeholder Engagement

- Staff are actively involved in developing, implementing, and reviewing sustainability initiatives.
- Feedback mechanisms, including staff meetings, surveys, and suggestion schemes, allow staff to share ideas, report issues, and support continuous improvement.
- Team leaders and coordinators are responsible for encouraging participation and monitoring engagement, ensuring sustainability initiatives are embedded into daily operations.

15.3 Engagement with External Stakeholders

- Our Registered Manager ensures engagement with external stakeholders, including:
 - Suppliers and contractors, to encourage sustainable practices and compliance with environmental standards
 - Regulatory and advisory bodies (CQC, DEFRA, EA, OEP, NHS SDU) for guidance and reporting
 - Local community partners, where initiatives such as recycling, energy efficiency, or community gardening can benefit service users and the environment
- This engagement promotes transparency, accountability, and sector collaboration, strengthening the effectiveness of sustainability initiatives.

15.4 Communication and Feedback

- Our communication with stakeholders is clear, accessible, and tailored to the audience:
 - For service users, information is presented in easy-read, visual, or supported formats to ensure comprehension.
 - Staff are informed through meetings, emails, briefings, and training sessions.
 - External partners receive regular reports or updates on sustainability performance and collaborative initiatives.
- Feedback is actively considered in policy updates and operational improvements, ensuring that sustainability efforts remain practical, person-centred, and effective.

15.5 Roles and Responsibilities

- Registered Manager – oversees stakeholder engagement, ensures policies reflect feedback, and maintains communication with external partners.
- Environmental / Sustainability Officer (if appointed) – facilitates engagement activities and collects data for reporting and improvement.
- Senior Care Coordinators / Team Leaders – support staff in implementing engagement initiatives and ensure service users can participate safely.
- All Staff – promote awareness, support service users in sustainable activities, and contribute ideas for continuous improvement.

16. CONTINUOUS IMPROVEMENT

At Primus PLUS Healthcare, we recognise that sustainability is an ongoing journey, and that continuous improvement is essential to enhance our environmental performance, comply with legislation, and provide safe, person-centred supported living environments for all service users, including adults under and over 65 years with dementia, mental health conditions, physical disabilities, sensory impairments, autism, and learning disabilities.

16.1 Policy and Procedure Review

- Our Sustainability Policy and Procedure is reviewed at least annually, or sooner if there are changes to:
 - UK legislation (e.g., Climate Change Act 2008, Environmental Protection Act 1990, Waste Regulations 2011)
 - Sector guidance or standards (e.g., CQC, DEFRA, EA, NHS SDU, UKHCA Sustainable Care Charter)
 - Operational practices, service user needs, or stakeholder feedback
- Reviews are conducted by the Registered Manager with input from the Environmental / Sustainability Officer and senior staff.

16.2 Audit and Feedback Integration

- Findings from audits, monitoring, and incident reports are systematically analysed to identify areas for improvement.
- Feedback from staff, service users, families, and external partners is actively considered to refine practices, ensuring sustainability initiatives remain effective, safe, and person-centred.
- Corrective actions are documented, assigned to responsible staff, and monitored for completion.

16.3 Performance Improvement Actions

- Our improvement initiatives may include:
 - Enhancing energy or water efficiency measures
 - Updating waste management or recycling procedures
 - Refining procurement policies to increase environmental responsibility
 - Adjusting staff training and awareness programs
- All actions are implemented in a way that supports service user safety, dignity, and accessibility.

16.4 Document Control and Version Tracking (*Optional Enhancement*)

- Our policy documents are formally controlled to ensure that:
 - Each version is clearly numbered and dated, with an author and approver recorded
 - Review dates and next scheduled review are tracked

- Changes, updates, or improvements are summarised for transparency
- Document control ensures audit readiness, regulatory compliance, and clear communication across all staff and stakeholders.

16.5 Roles and Responsibilities

- Registered Manager – accountable for reviewing the policy, approving updates, and overseeing all improvement initiatives.
- Environmental / Sustainability Officer (if appointed) – collates audit results, stakeholder feedback, and operational data to recommend improvements.
- Senior Care Coordinators / Team Leaders – support implementation of improvement actions within their teams, ensuring staff adherence.
- All Staff – participate in improvement initiatives, provide feedback, and follow updated procedures.

17. FORMS

Form 1: Sustainability Monitoring Checklist

Purpose: Record daily/weekly checks on energy, water, and waste management.

Date: _____ | Property: _____ | Completed by: _____

Area	Check Completed (✓)	Comments
Lights turned off when unused	[]	
Heating/cooling efficiency	[]	
Appliances off after use	[]	
Water taps functioning & leak-free	[]	
Waste bins correctly segregated	[]	

Form 2: Environmental Incident Report

Purpose: Document spills, leaks, or other environmental hazards.

Date & Time: _____ | Location: _____ | Reported by: _____

Type of Incident:

☐ Spill / Hazardous Substance

☐ Water Leak / Flood

☐ Waste Mismanagement

☐ Fire / Energy Failure

☐ Other: _____

Description of Incident:

Immediate Actions Taken:

Follow-Up Actions / Corrective Measures:

Reported to Registered Manager: ☐ Yes ☐ No

Form 3: Energy Audit Log

Purpose: Track monthly energy consumption and reduction initiatives.

Month/Year: _____ | Property: _____

Area/Equipment	Baseline kWh	Current kWh	Reduction Achieved (%)	Comments
Lighting				
Heating / Cooling				
Appliances / Equipment				
Total Energy Use				

Form 4: Water Usage Log

Purpose: Monitor water consumption and report leaks.

Date: _____ | Property: _____ | Completed by: _____

Area / Fixture	Reading Start	Reading End	Usage (L)	Comments / Leaks Noted
Kitchens				
Bathrooms				
Gardens / External				
Other				

Form 5: Waste Management Checklist

Purpose: Ensure correct segregation and disposal of waste.

Date: _____ | Property: _____ | Completed by: _____

Waste Type	Correct Bin Used (✓)	Collected on Schedule (✓)	Comments
General / Landfill	☐	☐	
Recycling (Paper / Plastic / Glass)	☐	☐	
Hazardous / Clinical Waste	☐	☐	
Organic / Compostable	☐	☐	

Form 6: Sustainable Procurement Checklist

Purpose: Ensure suppliers and products meet sustainability criteria.

Date: _____ | Supplier / Product: _____ | Completed by: _____

Criteria	Met (✓)	Comments
Environmentally certified (ISO 14001 / BSI)	[]	
Ethically sourced / Fair trade	[]	
Low energy / Water-efficient	[]	
Minimal packaging / Recyclable	[]	
Compliant with UK legislation	[]	

Form 7: Staff Sustainability Training Record

Purpose: Record completion of induction and refresher training.

Staff	Role	Training	Type (Induction /	Trainer	Completed	Comments
Name		Date	Refresher)		(✓)	

Form 8: Environmental Risk Assessment

Purpose: Identify, assess, and mitigate environmental hazards.

Date: _____ | Property: _____ | Completed by: _____

Hazard / Risk	Likelihood (Low/Med/High)	Severity (Low/Med/High)	Mitigation Measures	Responsible Staff	Review Date
Water leak / Flood					
Hazardous chemical spill					
Fire / Electrical fault					
Waste mismanagement					

Form 9: Sustainability KPI Monitoring Form

Purpose: Track progress against objectives and targets.

Month/Year: _____ | Property / Service: _____

Objective	KPI / Target	Actual Achieved	Notes / Actions
Reduce energy consumption	10% reduction per year		
Recycle 80% of waste	80%		
Sustainable procurement	100% of suppliers assessed		
Staff training	100% completion of refresher		
Travel emissions reduction	10% reduction per year		

Form 10: External Reporting / Communication Log

Purpose: Document reports sent to regulatory bodies and external stakeholders.

Date: _____ | Prepared by: _____

Recipient / Organisation	Type of Report (Energy / Waste / Audit / Other)	Date Sent	Summary of Content	Follow-Up Actions
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