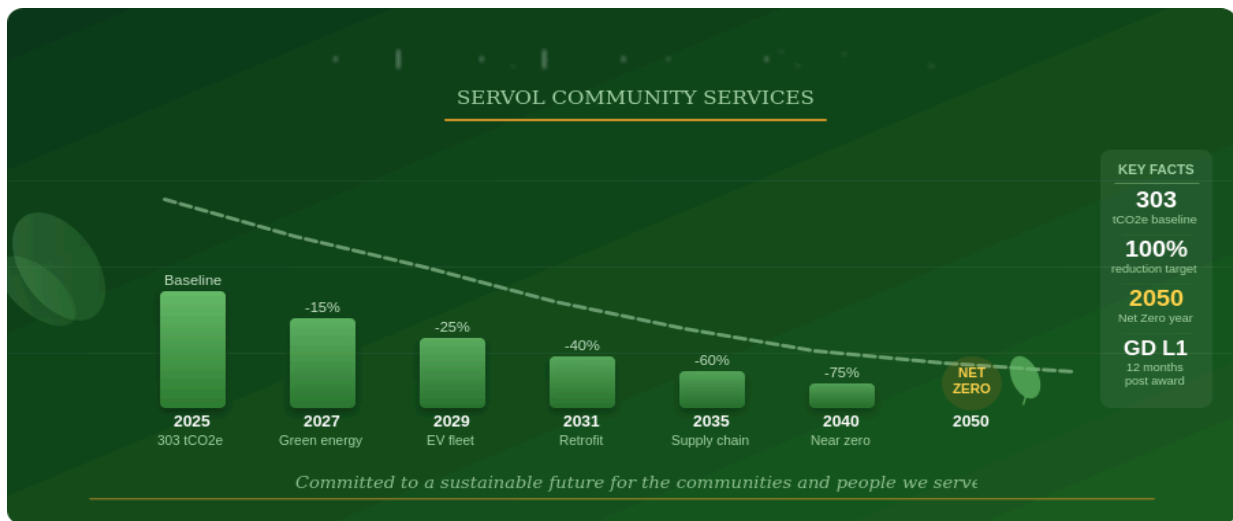


# CARBON REDUCTION PLAN

## Servol Community Services

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### Net Zero commitment: Servol Community Services commits to achieving Net Zero greenhouse gas emissions by 2050.

Servol commits to achieving Green Dragon Environmental Standard Level 1 by the end of 2027 and to progressing through subsequent levels.

This plan focuses on emission sources within our direct operational control including staff travel, building energy at properties we directly manage and waste. We have excluded emission sources outside our direct control such as energy costs for serviced or managed buildings where we do not hold the energy contract.

## 1. Introduction and Organisational Context

Servol Community Services is a national charity providing specialist supported accommodation and community-based support for individuals living with serious mental illness. We operate across England and employ 50 to 100 members of staff. Our services include supported housing properties and community outreach programmes working alongside NHS teams and local authority partners and registered social landlords. We recognise that climate change is one of the most significant challenges facing society and that the people we support are among those most vulnerable to its effects.

As a responsible organisation and as a provider of public services we are committed to reducing our environmental impact in a meaningful and measurable way.

This Carbon Reduction Plan has been developed in alignment with the Green Dragon Environmental Standard. It sets out our baseline emissions for the sources within our direct control, our current reduction activities and our commitments and milestones going forward. It has been approved by the Board of Trustees and is publicly available on our website.

## 2. Organisational Profile

<b>Organisation</b>	Servol Community Services
<b>Type</b>	Registered charity
<b>Sector</b>	Mental health and specialist supported accommodation
<b>Staff</b>	50 to 100 employees
<b>Geographic scope</b>	Nationwide England
<b>Operations</b>	Supported accommodation properties, community outreach services and a central administration function operating a hybrid working model
<b>Reporting year</b>	Financial year 2024/25 (baseline)
<b>Framework</b>	Green Dragon Environmental Standard
<b>Commitment</b>	Green Dragon Level 1 by the end of 2027, progressing through subsequent levels

## 3. Scope and Boundaries of This Plan

This Carbon Reduction Plan focuses on emission sources that are within the direct operational control of Servol Community Services. We believe this approach ensures that the targets and actions set out in this plan are credible and achievable and that we are held accountable only for what we can genuinely influence.

### Included in this plan

- Building energy consumption at properties where Servol holds the energy contract directly
- Staff business travel including mileage and rail
- Waste generated from our operations
- Water consumption at directly managed properties
- Purchased goods and services within our procurement
- IT equipment and printing

### Excluded from this plan

- Energy consumption in serviced or managed buildings where Servol does not hold the energy contract and has no direct control over procurement or usage
- Commuting emissions for staff where no employer travel scheme is in place
- Upstream supply chain emissions beyond tier one suppliers

We are committed to expanding the scope of this plan over time as our data collection improves and as our influence over additional emission sources grows.

## 4. Baseline Emissions

The figures below represent our estimated baseline emissions for the financial year 2024/25. These are based on available activity data and DEFRA 2024 emission conversion factors. We acknowledge that these are estimates at this stage. Commissioning a formal and verified carbon footprint measurement is one of our first commitments under the Green Dragon framework and will replace these estimates with accurate data.

Emission Source	Scope	Estimated tCO <sub>2</sub> e	% of Total
Building energy at accommodation properties (gas and electricity)	Scope 1 and 2	142 tCO <sub>2</sub> e	47%
Staff business travel (mileage and rail)	Scope 3	68 tCO <sub>2</sub> e	22%
Service vehicles (diesel)	Scope 1	32 tCO <sub>2</sub> e	11%
Purchased goods and services	Scope 3	32 tCO <sub>2</sub> e	10%
Waste and water	Scope 3	17 tCO <sub>2</sub> e	6%
IT equipment and printing	Scope 3	12 tCO <sub>2</sub> e	4%
<b>TOTAL BASELINE (estimated 2024/25)</b>		<b>~303 tCO<sub>2</sub>e</b>	<b>100%</b>

*Building energy across our accommodation properties represents our largest single source of emissions at approximately 47% of our total footprint. This is consistent with what would be expected for a supported housing provider operating multiple occupied residential properties throughout the year. Reducing energy consumption in our property portfolio is therefore our highest priority area for action.*

## 5. What We Already Do

Although this is our first formal Carbon Reduction Plan, we have already put in place a range of practices and initiatives that contribute to a lower carbon footprint. These have developed organically through our operational decisions and reflect genuine commitments rather than token activity.

### Working practices and administration

- All administrative staff operate a hybrid working model working two days per week from home and three days in the office, reducing commuting and office energy demand
- Almost all staff use laptop devices rather than desktop computers. We have just three desktop PCs in our central office. Laptops use significantly less energy than desktop equivalents
- All policies, procedures, care plans and service user records have been moved to digital formats. We no longer routinely print operational documentation, reducing paper consumption and associated waste

- Any paper waste generated is handled through a contracted recycling company ensuring it does not enter general waste streams
- Internal meetings and supervision sessions are conducted via video conferencing as the default, minimising the need for staff to travel between sites

### **Waste and recycling**

- Servol holds a national contract with for the responsible disposal of clinical waste, refuse and recycling arrangements across our services
- This contract ensures that waste streams are managed in line with environmental legislation and that recycling rates are measured and reported

### **Environmental Champions**

- We are establishing a network of Service Environmental Champions across our national service portfolio
- These individuals will lead local sustainability initiatives such as recycling weeks, energy saving campaigns and green space activities
- The local champions will be supported by a national Environmental Champions group which will include both staff and service users ensuring that environmental responsibility is embedded at every level of the organisation

### **Local sustainability projects**

- Servol supports the development of allotments at several of our accommodation sites. These projects teach life skills in sustainable practices including growing healthy food, reduce running costs and food miles travelled and promote healthy eating and wellbeing among the people we support
- We work with the wider community to improve and maintain green spaces near our services, contributing to local biodiversity and community cohesion

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## **6. Reduction Initiatives Committed or Underway**

In addition to the activities already in place Servol has committed to the following specific reduction initiatives. These are grouped by theme, and each represents a concrete and measurable action.

### **Property and energy**

- We are committed to the sustainable development of our properties prioritising energy efficiency improvements at every opportunity
- Specific measures include the installation of LED lighting throughout our accommodation portfolio and the upgrading of heating control systems to reduce energy wastage
- We will switch all directly let properties to a green energy tariff as contracts come up for renewal

### **Staff and service user travel**

- We will actively encourage staff and service users to use public transport wherever possible
- We will introduce cycle to work loans to make cycling a practical and affordable option for staff

- We will limit and protect parking spaces at our sites for people with mobility needs, discouraging unnecessary car use for those who can travel by other means

### Supply chain and subcontractors

- Servol will ask all subcontractors and key suppliers to make environmental commitments aligned to our own aspirations and this Carbon Reduction Plan
- Environmental performance will be included as a criterion in our procurement and supplier review processes

### Printing and paper

- We will continue to reduce printing across the organisation building on the digital transition already completed for operational documentation
- A target to reduce residual printing further over the next two years will be set and monitored

## 7. Green Dragon Environmental Standard

Servol Community Services is adopting the Green Dragon Environmental Standard as its primary framework for developing, measuring and evidencing its carbon reduction performance. The Green Dragon standard provides a structured and externally validated approach which requires organisations to establish a baseline, implement a programme of improvement and upload evidence to a recognised portal.

This aligns directly with the requirement for a structured and credible approach to environmental management. The table below sets out the Green Dragon levels and our target timelines for achieving each.

Level	Requirements	Servol Target Timeline
Level 1	Environmental policy in place. Legal obligations identified. Baseline data collected across key emission sources. Named lead appointed.	By Q4 2027
Level 2	Active programme of reduction in place. Staff engagement and training underway. Measurable improvements evidenced against baseline.	TBC
Level 3	Significant reductions demonstrated. Supply chain engaged. Community and stakeholder involvement. Evidence submitted to Green Dragon portal.	TBC
Level 4 and 5	Advanced performance. Innovation and leadership in environmental practice. Full data transparency and third-party verification.	TBC

The Green Dragon framework will allow us to demonstrate progress in a transparent and independently verifiable way. Evidence of our data collection, reduction activities and outcomes will be uploaded to the Green Dragon portal as we progress through each level. This provides the our stakeholders with assurance that our commitments are being met.

## 8. Milestones and Targets

The table below sets out our full programme of milestones from contract award through to our Net Zero commitment in 2050. Milestones are expressed in terms of Green Dragon standard levels where applicable as well as quantified reduction targets against our 2024/25 baseline.

Milestone	Actions	Target
<b>By Q4 2027</b>	Achieve Green Dragon Level 1 standard. Establish formal baseline using Green Dragon framework. Appoint named Environmental Lead. Publish updated Carbon Reduction Plan on website.	<b>Green Dragon Level 1</b>
<b>TBC</b>	Begin transition of service vehicles from diesel to electric. Roll out Environmental Champions programme across all services. Engage national waste contractor on responsible disposal and recycling performance.	<b>Green Dragon Level 2 target</b>
<b>TBC</b>	Achieve Green Dragon Level 2. Switch to green energy tariff across all direct-let properties. Introduce cycle to work loans and public transport incentives for staff. Reduce printing further and strengthen digital documentation.	<b>15% reduction on baseline</b>
<b>TBC</b>	Achieve Green Dragon Level 3. Complete LED lighting and heating control upgrades across highest-consuming properties. Require all subcontractors to demonstrate environmental commitments aligned to this plan.	<b>25% reduction on baseline</b>
<b>2030</b>	Measurable reduction from sustainable property development programme. Local sustainability projects including allotments and green spaces embedded across services.	<b>40% reduction on baseline</b>
<b>2035 to 2040</b>	Deep retrofit programme for older accommodation stock. Scope 3 reductions through supply chain and procurement. Ongoing community sustainability initiatives.	<b>60% reduction on baseline</b>
<b>2050</b>	Net Zero across all scopes. Verified carbon offsetting for any residual emissions that cannot be eliminated.	<b>Net Zero</b>

*All milestones will be reviewed annually. Where targets are not met, we will explain the reasons in writing and set out a revised approach. We will not use carbon offsetting as a primary strategy. Offsetting will only be considered for residual emissions that cannot be*

*eliminated through operational changes and only using verified and accredited offset schemes.*

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## 9. Data Collection and Measurement

Accurate data is the foundation of an effective Carbon Reduction Plan. Servol is committed to improving the quality and completeness of our emissions data on an ongoing basis. Our approach to data collection across each key source is as follows.

### Energy consumption

- We will collect meter reading data from all properties where we hold the energy contract directly
- Annual energy consumption in kWh will be recorded for gas and electricity separately and converted to tCO<sub>2</sub>e using current DEFRA conversion factors
- Properties where we do not hold the energy contract are excluded from this plan as noted in Section 3

### Staff business travel

- We will record all staff business mileage through our expenses system
- Rail and other public transport journeys claimed through expenses will also be captured
- Mileage data will be converted to tCO<sub>2</sub>e by vehicle type using DEFRA factors

### Waste

- Waste tonnage and stream data will be obtained from our national waste contractor on an annual basis
- Clinical waste, general refuse and recycling volumes will be recorded separately

### Procurement and supply chain

- We will engage our key suppliers to obtain emissions data for our most significant purchasing categories
- This data will be used to inform future iterations of this plan as our Scope 3 reporting matures

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## 10. Governance and Accountability

Responsibility for delivery of this Carbon Reduction Plan rests with our Senior Leadership Team with oversight and approval from the Board of Trustees. Specifically, we will put in place the following governance arrangements.

- A named Environmental Lead will be appointed within the Senior Leadership Team
- The Environmental Lead will have responsibility for coordinating data collection, reporting progress and driving the reduction programme
- Carbon reduction progress will be a standing item on the agenda at quarterly Senior Leadership Team meetings
- An annual update will be presented to the Board of Trustees, and a revised Carbon Reduction Plan will be published on our website each year
- The Environmental Champions network described in Section 5 will provide operational accountability at service level, ensuring that environmental commitments are embedded in day-to-day practice rather than confined to a central function

- Evidence of progress against each Green Dragon level will be maintained and uploaded to the Green Dragon portal in accordance with the standard requirements

## 12. Director Sign-Off

This Carbon Reduction Plan has been reviewed and approved on behalf of Servol Community Services. It is published on our website and will be updated annually.

Signed: 

Name: Philip Gayle

Title: Chief Executive Officer

Date: 19 May 2026

*This document is a public document and may be shared with the Ministry of Justice and other stakeholders on request.*