



# The Big Life group

## Carbon Reduction Plan 2020-25



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Version 3  
Classification: Public  
Publication date July 2025  
To be reviewed June 2026



## **Commitment to Achieving Net Zero by 2050**

The Big Life group is committed to reducing the negative environmental (and the subsequent social) impact that our day-to-day working has - both locally and globally. We believe that it is crucial now, and for future generations, that we make a positive and active contribution to work towards a more sustainable world.

The Big Life group aims to protect the environment and ensure prudent use of natural resources. We will do this by implementing an environmental programme to control and improve our performance, in line with the Environmental Management Standard ISO14001 and our Environmental Strategy. This will enable us to:

- Minimise the use of energy
- Maximise the use of recyclable and renewable goods and services
- Minimise the production of waste and helping to reduce landfill waste
- Minimise the production of emissions
- Increase staff awareness of our environmental objectives and identify ways they can contribute
- Reduce our carbon footprint

## **Baseline Emissions Footprint**

Baseline emissions represent the total greenhouse gases generated prior to the implementation of any strategies. They serve as a reference point for assessing the effectiveness of emissions reduction initiatives.

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<b>Baseline Year 2019/20</b>	
<b>Additional Details relating to the Baseline Emissions calculations.</b>	
<p>In 2019, The Big Life group made a pledge within its Business Plan 2020/25 to reduce their carbon footprint. In 2020 Big Life began tracking baseline emissions, Scope 1, 2 and 3, reporting our progress annually to the Board and Quality Committee. All our services are audited against the Environmental Standard ISO14001. The ISO14001 standard has assisted the group in establishing targets for reducing energy consumption, mileage, and printing.</p> <p>We are currently in the business planning cycle for 2025-2030 and are assessing the external environment to inform our target setting for the upcoming five years.</p>	
<b>Baseline year emissions: 2019</b>	
<b>Emissions</b>	460,964kg CO <sub>2</sub> e
<b>Scope 1</b>	283,532kg CO <sub>2</sub> e (85%)
<b>Scope 2</b>	177,432kg CO <sub>2</sub> e (15%)
<b>Scope 3</b> <b>Water Supply</b> (included Sources)	1,423kg CO <sub>2</sub> e United Utilities

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<b>Scope 3 Water Treatment</b> (included Sources)	2,930kg CO2e United Utilities
<b>Scope 3 Mileage</b> (included Sources)	74,972kg CO2e Staff business mileage reclaims, use of own vehicles.
<b>Scope 3 Printing (Paper)</b> (included Sources)	7,478kg CO2e Woodbank Office Solutions
<b>Scope 3 Waste</b> (included Sources)	No baseline reporting to date. This will be monitored and recorded from 2025-30
<b>Total Emissions</b>	547,767kg CO2e

## Current Emissions Reporting

<b>Reporting Year 2024/25</b> <i>Calculations made using UK Government GHG Conversion Factors 2024 for Company Reporting.</i>	
<b>Emissions</b>	220,482kg CO2e
<b>Scope 1</b>	134,363kg CO2e (61%)
<b>Scope 2</b>	86,119kg CO2e (39%)

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<b>Scope 3 Water Supply</b> (included Sources)	1,082kg CO2e United Utilities
<b>Scope 3 Water Treatment</b> (included Sources)	1,313kg CO2e United Utilities
<b>Scope 3 Mileage</b> (included Sources)	25,609kg CO2e Staff business mileage reclaims, use of own vehicles.
<b>Scope 3 Printing (paper)</b> (included Sources)	5,222kg CO2e Woodbank Office Solutions.
<b>Scope 3 Waste</b> (included Sources)	To be reported from 2025-30
<b>Total Emissions</b>	253,708kg CO2e

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## Emissions reduction targets

<i>Targets:</i>		
	<b><u>Baseline 2019/20</u></b>	<b><u>5-year Target 2020-2025</u></b>
<b>Reduce Water Consumption</b>  We will do this by ensuring: <ul style="list-style-type: none"><li>• All leaks are address promptly.</li><li>• We continue to regularly maintain boilers.</li><li>• We introduce harvest rainwater in our buildings.</li><li>• 2025-30 we will assess taps in all buildings with a view to replacing with more efficient ones.</li><li>• 2025-30 we will install low flush toilets as part of planned building refurbishment.</li></ul>	1,423 KG CO2e (4,138 m3)	10%
<b>Reduce gas consumption (kWh)</b>  We will do this with a programme of:	1,542,190 (kWh)	50%

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<ul style="list-style-type: none"><li>• Building refurbishment including insulation.</li><li>• The installation of smart meters.</li><li>• Installing improved heating systems/boilers and controls.</li><li>• Replacing gas with alternative sources of energy where feasible.</li></ul>		
<p><b>Reduce electric consumption (kWh)</b></p> <p>We will do this by ensuring:</p> <ul style="list-style-type: none"><li>• We switch off appliances that are not in use.</li><li>• We install light sensors as part of our building refurbishment.</li><li>• We use a smart meter to track consumption in real time.</li><li>• We install energy-efficient light bulbs.</li><li>• We use laptops over desktops.</li></ul>	694,180 (kWh)	50%

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<ul style="list-style-type: none"><li>• Ensuring we use AI tools which have minimal impact on the environment.</li><li>• Install reflective film on windows to minimize heat gain, reducing reliance on fans.</li><li>• Improve insulation in buildings to retain heat.</li><li>• Only purchase 'A' rated efficiency appliances.</li><li>• Install solar panels where feasible.</li></ul>		
<b>Reduce mileage.</b>  We will do this by: <ul style="list-style-type: none"><li>• Supporting staff to plan work to minimise travel.</li><li>• We encourage the use of public transport and car sharing and cycle to work scheme.</li><li>• Promote salary sacrifice for electric cars.</li></ul>	74,972 Kg CO2e (271,797 miles)	50%
<b>Reduce printing (no. Pages)</b>	7,478 Kg CO2e	75%

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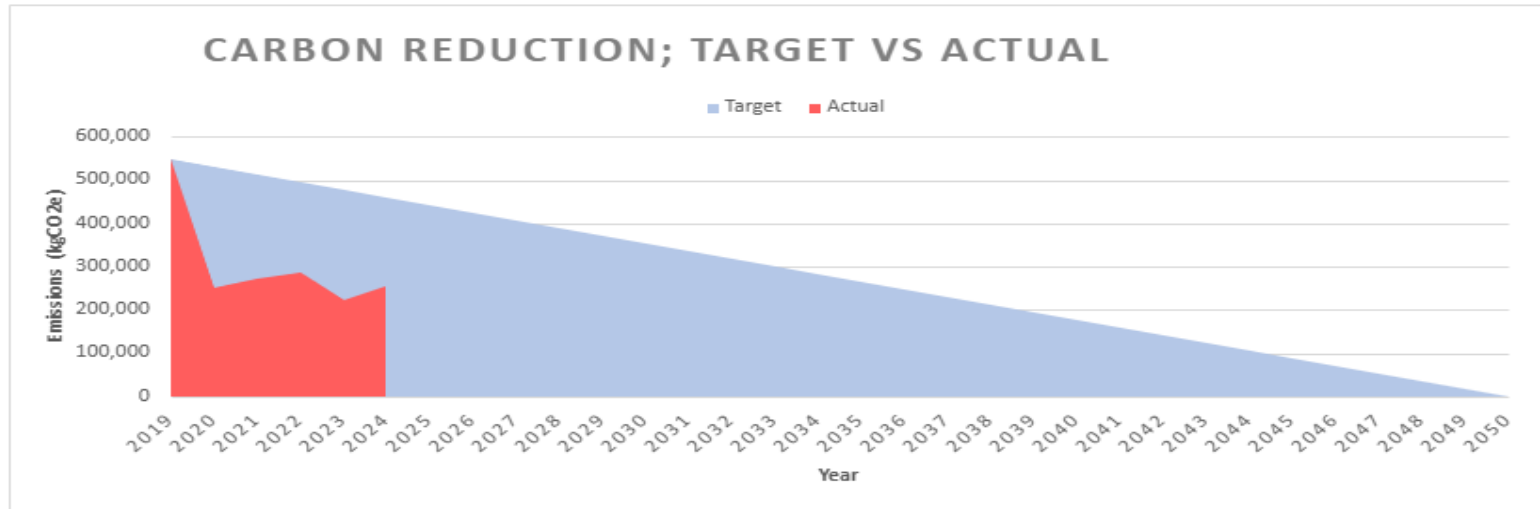




We will do this by ensuring: <ul style="list-style-type: none"><li>• Using hybrid mail solutions and electronic document management.</li><li>• Ensure that staff can maximise their use of online forms and electronic signatures.</li></ul>	(10 Tonne)	
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**Progress against these targets:**

The carbon emission reductions realised through these initiatives amount to 294t CO<sub>2</sub>e, representing a 54% decrease between 2020 and 2024/25.



Reductions at the end of 2024/25 include:

- Water- 24% reduction against a target of 10%
- Gas - 52% reduction against a target of 50%
- Electric - 40% reduction against a target of 50%
- Mileage -66% reduction against a target of 50%
- Printing- 30% reduction against a target of 75%

For year-on-year progress please see Annexe 1.

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In 2024/25, whilst electric consumption and mileage remained consistent with the previous year, water and gas consumption and printing increased. In this period, we have worked with more individuals, resulting in a 25% increase in the number of people receiving individual support, reaching 64,000 a year. This increase, and the unusual spell of cold weather at the start of 2025, may be related to elevated water and gas usage in 2024/25.

## Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2019 baseline.

- All our services are audited against ISO14001 Environmental Management certification standards. The standard focuses the group to set targets on reduction of energy consumption, mileage, printing and waste.
- Environmental Lead has secured carbon literacy training accreditation, and three members of executive team have secured carbon literacy accreditation.
- External energy audits have been completed for six of our sites to ensure energy and sustainable improvement across our buildings.
- We monitor gas, electricity, water, and printing consumption to provide us with benchmarks to set reduction targets.
- Installed new boilers in our Kath Locke and Zion Centres.
- Installed low flow flush system in all our Zion Centre toilets.
- Installed solar gain film on the windows of our Longsight Children's Centre, Schools and Nurseries.
- Replaced windows and cladding at our Stretford Road office.
- Upgraded the Wesley community furniture shop with a new lighting system, replaced the flooring and roofing, and repaired the window to enhance insulation.
- Big Life Homes refurbished three of our owned properties in Liverpool, upgrading boilers, replacing lighting and flooring, as well as installing new windows and doors, and insulating the roofs where applicable.

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- Lighting replacement programme - existing lighting replaced by LED lighting as expired.
- Electric car charging point - fitted at one site.
- We have upgraded the garden at our Kath Locke Centre, to improve green space for the local community.
- Implemented electronic sign-in systems in our buildings to reduce paper-based signature books.
- Implemented an online appointment booking system for people using our mental health services and are assessing the impact.
- Introduced electronic signature software 'Signable', which reduces the need for printing and manual signatures.
- Paper Lite Services - most services are paper lite; we have introduced a cloud-based software platform that allows us to manage clinical correspondence electronically.
- Implemented sustainable supplier management to ensure new suppliers have sustainability and environmental practices in place evidenced through kitemarks.
- Agile working is now embedded across the group.
- Recycling - paper, cardboard, glass plastic and metal recycling in place in all our buildings.
- Provided visibility to our environmental and sustainability priorities through a monthly Green Edition of our 'Feel Good Friday' staff bulletin.
- Small initiatives – asked staff in all venues to identify and make small environmental changes. Our Energise Wellbeing Centre and Zion Centre have introduced water butts for the centre gardens.
- Introduced a 'Green Impact Recognition Card' for staff.

Our targets for the next five years are included in our Carbon Reduction plan 2025-30.

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## Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard<sup>1</sup> and uses the appropriate Government emission conversion factors for greenhouse gas company reporting<sup>2</sup>.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard<sup>3</sup>.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

### **Signed on behalf of The Big Life group:**

Emma Eaton

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<sup>3</sup><https://ghgprotocol.org/corporate-standard>

<sup>3</sup><https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

<sup>3</sup><https://ghgprotocol.org/standards/scope-3-standard>

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Name: Emma Eaton

Position: Executive Director

Date: 24/08/25

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## Annexe 1

Objective 1 - Actively reduce our consumption and waste.												
	Baseline 2019/20	5-year Target	Progress 2020/21	% Change from baseline	Progress 2021/22	% Change From baseline	Progress 2022/23	% Change from baseline	Progress 2023/24	% Change from baseline	Progress 2024/25	% Change from baseline
<b>Calculate, set targets, and monitor the annual tonnage of CO2e emitted using a carbon footprint calculator</b>	460,964 kg CO2e  Scope 1 283,532 Kg CO2e (62%)  Scope 2 177,432 Kg CO2e (38%)		232,888 kg CO2e  Scope 1 145,594 Kg CO2e (63%)  Scope 2 87,294 kg CO2e (37%)	50% ▼	255,725 Kg CO2e  Scope 1 162,958 Kg CO2e (64%)  Scope 2 92,767 Kg CO2e (36%)	45% ▼	255,394 Kg CO2e  Scope 1 160,845 Kg CO2e (63%)  Scope 2 94,549 Kg CO2e (37%)	45% ▼	190,461 Kg CO2e  Scope 1 110,616 Kg CO2e (58%)  Scope 2 80,299 Kg CO2e (42%)	59% ▼	220,482 Kg CO2e  Scope 1 134,363 Kg CO2e (61%)  Scope 2 86,119 Kg CO2e (39%)	52% ▼
<b>Reduce Water consumption.</b>  We will do this by ensuring: <ul style="list-style-type: none"> <li>• All leaks are fixed timely.</li> <li>• We regularly maintain taps and boilers.</li> <li>• We introduce harvest rainwater in our buildings. We plan to instal</li> </ul>	1,423Kg CO2e  (4,138 m3)	10%	1,388Kg CO2e  (4,034 m3) ▼ (104 m3)	3% ▼	1,973Kg CO2e  (5,735 m3) ▲ (1,597 m3)	39% ▲	2,968Kg CO2e  (8,627 m3) ▲ (4,489 m3)	109% ▲	846Kg CO2e  (4,791 m3) ▲ (653 m3)	41% ▼	1082Kg CO2e  (7,069 m3) ▲ (2,931 m3)	24% ▼

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aerators or flow restrictors in taps. <ul style="list-style-type: none"> <li>We plan instal low flush toilets.</li> <li>We plan to replace toilets with urinals when possible.</li> </ul>												
<b>Reduce gas consumption (kWh)</b>  We will do this with a programme of: <ul style="list-style-type: none"> <li>Building insulation.</li> <li>Installation of smart meters</li> <li>Improve heating systems/boilers.</li> <li>Replace with alternative source.</li> <li>Switch off or turn down heating when not needed.</li> </ul>	1,542,190 (kWh)	50%	791,832 (kWh) ▼ (750,358 kWh)	49% ▼	889,704 (kWh) ▼ (652,486 kWh)	42% ▼	878,167 (kWh) ▼ (664,023 kWh)	43% ▼	603,492 (kWh) ▼ 938,698 kWh)	61% ▼	734,628 (kWh) ▼ (807,562 kWh)	52% ▼
<b>Reduce electric consumption (kWh)</b>  We will do this by ensuring. <ul style="list-style-type: none"> <li>We switch off appliances that are not in use.</li> </ul>	694,180 (kWh)	50%	374,426 (kWh) ▼ (319,754 kWh)	46% ▼	436,901 (kWh) ▼ (257,279 kWh)	37% ▼	445,293 (kWh) ▼ (248,887 kWh)	36% ▼	415,241 (kWh) ▼ (278,939 kWh)	40% ▼	415,931 (kWh) ▼ (278,249 kWh)	40% ▼

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<ul style="list-style-type: none"> <li>We keep the lights off if daylight is sufficient.</li> <li>We use a smart meter.</li> <li>We instal energy-efficient light bulbs.</li> <li>We use laptops over desktops.</li> <li>Reduce solar gain and use of fan heaters.</li> <li>Only purchasing A rated efficiency appliances</li> </ul>												
<b>Reduce mileage.</b>  We will do this by ensuring. <ul style="list-style-type: none"> <li>Embedding agile working</li> <li>Our staff plan work to minimise travel.</li> <li>We encourage the use of public transport and car sharing.</li> </ul>	74,972 Kg CO2e  271,797 miles	50%	13,012 Kg CO2e ▼ 61,690 Kg CO2e	83% ▼	8,641 Kg CO2e ▼ 66,331 Kg CO2e	88% ▼	18,027 Kg CO2e ▼ 56,945 Kg CO2e	76% ▼	25,422 Kg CO2e ▼ 49,550 Kg CO2e	66% ▼	25,609 Kg CO2e ▼ 49,363 Kg CO2e	66% ▼

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<b>Reduce printing.</b>  We will do this by ensuring. <ul style="list-style-type: none"> <li>• We use alternative online methods to send communication.</li> <li>• We use hybrid mail solutions and electronic document management</li> </ul>	7,478 Kg CO2e  10 Tonne	75%	2,070 Kg CO2e ▼ 5,408 Kg CO2e	72% ▼	2,949 Kg CO2e ▼ 4,529 Kg CO2e	61% ▼	3,637 Kg CO2e ▼ 3,841Kg CO2e	51% ▼	3,652 Kg CO2e ▼ 3,826 Kg CO2e	51% ▼	5,222 kg CO2e ▼ 2,256 Kg CO2e	30% ▼
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