

HS02 – Environmental, Social, Governance (ESG) Policy and Procedure

CLIFTON HOMECARE'S ESG STRATEGY OVERVIEW



Environment:

Business-related activities which influence the environment	Performance measurements	Environmental commitment
Office and car park Business related travel and commute Our employees/ volunteers/ students on placement Our service partners; contractors, sub-contractors Clients and family members	Energy usage Water usage Fuel usage Material use waste consumption Biodiversity Greenhouse gas emissions	The provision of care and support services to often vulnerable adults, living in the local community, will always create a level of undesirable impact to the environment. We are committed to identifying and measuring this impact, providing alternative means where possible which will reduce environmental impact and far as is practicable. We will encourage our employee team, volunteers and students on placement with Clifton Homecare to follow best practice; reducing their effects on the environment.

Social:

Who our activities influence	Performance measurements	Our social commitment
Our team Our clients Our client's families Our local communities Our service partners	Physical health Mental wellbeing Safety and security Professional training Equality, Diversity and Inclusivity Social value	Our care and support services influence the quality of lives our client's experience. Our vision is to be an exceptional Health and Social care leader, maximising wellbeing for all. This includes our dedicated and valued employees as well as our clients and their family members. We remain committed to ensuring all business activities re carried out in line with our values; Family and shared common kinship - Our work ethics ensure that we work as a strong team, this is underpinned by a common belief that our clients and their families are part of the Clifton Homecare family. Working together, we build strong bonds with our clients to ensure that they feel part of that family which ensures they receive the highest quality of care. Learning, growth and development - Continuous professional development is taken seriously by the team at Clifton Homecare. The care team receive regular high-quality training in many relevant areas, in addition to the mandatory subjects.

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		<p>This continuous development helps to ensure care staff are knowledgeable, which in turn maximises confidence and competence levels for all. The Managing Director personally delivers or oversees the training at Clifton Homecare and she herself is eager to ensure that her own competences and knowledge are regularly refreshed.</p> <p>Support is provided to individual team members whether they be 16-year-old apprentices or employees in their 70's.</p> <p>Ambitious people are welcomed into the team they are encouraged and supported to develop themselves on both a personal and professional basis.</p> <p>Inclusivity - Being fully aware of the risk's social isolation present, the team at Clifton Homecare are passionate to provide opportunities for all. Social outings are organised regularly either on an individual, small group or a larger group basis. Clients are also given the opportunity and support to go away on holiday with likeminded people.</p> <p>Clifton Homecare have an adapted mini bus to help ensure that less mobile/ wheel chair dependant clients can participate in these activities.</p> <p>Individuality is celebrated, and person-centred care forms the basis of the care we provide.</p> <p>Honesty and transparency - Here at Clifton Homecare, honesty and transparency is at the heart of everything we do.</p> <p>We work with an open culture which ensures that we share any concerns or issues in a way which enables continuous improvement and service development.</p> <p>This ensures that our team develops and improves our service delivery to benefit our clients and their families.</p>
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Governance:

Business-related activities which influence governance	Performance Measurements	Our Governance commitment
Our organisation Our client homes Our care services Our accreditations Our commitment to supporting local charities	Board experience Policies and procedures Certificates and accreditations Governing bodies Transparency, auditing and reporting Charity related activities	Our commitment is to use the knowledge, skills and abilities of our team to achieve our shared vision; of being a health and social care leader, maximizing wellbeing for all. In turn this will create safe, supportive, rewarding and fulfilling work environments for all employees to enjoy. In addition, this will create safe, open, honest, transparent and truly caring experiences for both clients and their families.

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Purpose

- To comply with relevant environment legislation (see register of compliance obligations for full and complete breakdown), develop best practice in environmental issues to ensure environment sustainability and comply with Care Quality Commission criteria.
- To implement and comply with environmental management standard ISO 14001.
- To ensure sustainable development of Clifton Homecare's services and corporate social responsibility. To improve cost control.
- To meet Net Zero targets and requirements set by the Government by 2050; taking into account the NHS supply chain requirements for net zero targets by 2045.
- The purpose of this policy aligns with the company's vision to be an exceptional Health and Social care leader, maximising wellbeing for all.
- To demonstrate Clifton Homecare's commitment to helping achieve the global sustainable development goals:
 - **Good Health** – Ensuring healthy lives and promoting wellbeing for all at all ages.
 - **Quality Education** – Ensuring inclusive and equitable quality education and promoting lifelong learning opportunities for all.
 - **Gender Equality** – Achieving gender equality and empowering all women and girls.
 - **Good jobs and economic growth** – Promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Scope

- All activities of Clifton Home Care that take place at Clifton Homecare office; 30 Orchard Road, St Annes, FY8 1PF and service user addresses. This policy provides valuable information to Clifton Homecare employees, clients and their families, volunteers and students on placement with Clifton Homecare with regards expectations placed on them, their roles and responsibilities.

Policy

- Clifton Home Care recognises that day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practices wherever possible. We will encourage suppliers to support environmental sustainability, reducing their carbon footprint and will celebrate the contribution we are making as an organisation.
- The team at Clifton Home Care are committed to integrating environmental considerations into all business-related decisions and to adopt suitable greener alternatives wherever possible, throughout our operations.
- We recognise compliance with environmental improvements will help us to meet net zero targets set by the British Government, reduce incidents that result in liability and conserve raw materials and energy. Ultimately our commitment will improve environmental impact monitoring, improve cost control and improve efficiency of our processes.
- We appreciate the need for a robust environmental management system; in order to meet interested parties requirements, helping to ensure business sustainability in the future. (See register of interested parties for full details)

Environmental History of Clifton Homecare Ltd (including impact and risks faced by it)

Historically low-level work has been implemented in order to reduce our carbon footprint. The initiatives currently already in place at Clifton Homecare's office are;

- Mixed waste recycling.
- Some LED light usage (as lights and bulbs have been replaced).
- All computer display monitors are turned off at the end of the day and after usage.
- Heating is turned down at the weekends to prevent the building being heated unnecessarily.
- Leaks and necessary repairs are identified promptly to enable repair at the earliest opportunity.

At client houses employees are encouraged to recycle appropriately and report any leaks promptly so families can arrange repair.

Clifton Homecare's office is in good state of repair. Water is not wasted and lights are not left on for prolonged periods of time. As part of the Chamber Low Carbon Green Rose programme an energy and environmental audit

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was completed. Analysis of the energy and environmental performance was undertaken via utility bill analysis. In

accordance with the UK Government Environmental Reporting Guidelines the greenhouses gas emissions were identified to be 406.10 Tonnes CO₂e in 2022. The calculations were completed using the UK Government Department for Business, Energy and Industrial Strategy (BEIS), Greenhouse Gas Conversion Factors 2021. For further information refer to the Green Rose Environmental Review completed for 2022.

Current Procedures

In all business-related activities, we aspire to meet environmental sustainability standards by:

- **Complying fully** with all relevant legal and regulatory requirements, codes of practice and best practice.
- **Continually seeking to improve our environmental performance** by reviewing this policy and the work underway regularly.
- **Preventing pollution to land, air and water;** we will contribute to this by utilizing local suppliers, where possible and minimising deliveries to Clifton Homecare Ltd. For example, deliveries will be organised monthly rather than weekly where possible. We will buy from local businesses where possible to minimise transportation of goods to Clifton Homecare Ltd. Cleaning chemicals used are supplied by Knight Air. The manufacturer is Greyland; a leading chemical manufacturer awarded ISO 9001: 2015 quality standard and ISO 14001 environmental standard. Clifton Homecare do not allow the use of baby wipes; commonly used by carers when supporting personal care. Instead, flannels must be used. All employees are aware of this restriction; the reason being, baby wipes; if flushed cause blockages and contaminate waste water.

Clifton Homecare has had a Management Asbestos survey completed on 27th July 2023; a summary of the findings can be viewed below. We have diarized for a 12 months review to take place in July 2024. The risk band is 3, therefore there is no requirement to label as potential Asbestos. No works are planned at this time, meaning unless accidental damage occurs the Asbestos cement boarding should remain intact and low risk. The full Asbestos Management survey findings can be located on the L drive; Master folder; Environmental sustainability.

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SECTION 1 – Findings and recommendations

During the course of the survey and following an extensive visual investigation the surveying team have found the following materials which contain asbestos.

Material type	Location	Risk category	Recommended actions
Asbestos Cement board	External	LOW RISK	Monitor and review

In order to facilitate and instigate a working management plan for the building surveyed we recommend the following actions undertaken.

- Asbestos materials should be labelled with asbestos warning signs.
- Regular and pre planned inspections on all asbestos materials should be undertaken at regular and pre-determined intervals
- A Management plan for the building should be implemented to assess the risk of exposure or disturbance of each material and suitable controls implemented including what to do in an emergency
- Presumed materials should be considered asbestos containing until sampled
- Inaccessible areas noted should be presumed to contain asbestos until surveyed
- Where Risk Band 1 or 2 materials are present, the locations should be made restricted areas and entrances sealed with appropriate warning signs displayed
- Asbestos materials in need of removal should be removed in accordance with the Control of asbestos at work regulations 2012
- Asbestos areas should be marked out and clearly indicated as asbestos contaminated area for other contractors on site until removed
- Staff or contractors on site must be aware of ACMs in their relevant work areas

In the event of any intrusive maintenance works, major refurbishment or Demolition works, the building should have an Asbestos Refurbishment / Demolition survey in line with HSG 264: Asbestos the survey guide. This survey is intrusive into the building and should be undertaken when the building is vacant.

All recommendations are made based upon the surveyor's knowledge of the surveyed areas and material conditions at the time of the survey. The application and implementation of the above recommendations should be implemented as soon as reasonably practical to ensure no disturbance of any asbestos materials occurs.

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In all business-related activities, we aspire to meet environmental sustainability standards by; continued:

- **Reducing water and energy use.** Clifton Homecare's office is maintained to a high standard. We will explore smart meters to help educate our staff team and monitor the water and electricity used. Any water leaks are promptly addressed to help minimise water wastage. The heating is turned down and lights are turned off when rooms are unoccupied and all rooms are checked at the end of the day to prevent rooms being heated unnecessarily. The temperature on the thermostat is turned down at a weekend to prevent the building being heated unnecessarily over the days the administration staff team are not working in the building. LED light bulbs are being installed throughout the building to minimise energy usage. Any electrical issues are managed in a timely manner, minimising wastage. The boiler is efficient and suitable for the size of building. It was installed in 2022 and is regularly serviced by a heating Engineer.
- **Minimising waste and increase recycling within the framework of our waste management procedures.** Recycling and general waste bins are situated in all offices with clear labels to encourage recycling. Under desk bins are no longer provided as this encouraged the mixing of waste; reducing recycling. There is a mixed recycling bin located in the kitchen – which can be emptied directly into the external recycling bin for collection. The waste contractor, business waste ([Business Waste Management | Commercial Waste Collection](#)) will provide regular waste transfer notes (containing; a description of the waste, processes the waste goes through, how the waste is contained/ packaged, the quantity of waste, the place and date of transfer, the name and address of both parties – producer and carrier, details of the permit/license of the waste carrier, the standard industry code of the business and a statement that the waste hierarchy has been applied). Printer toner cartridges are recycled; they are returned to Canon via recycling boxes that they send through the post. The packaging is cardboard and is only sent back when there are multiple to return. Used batteries are recycled at supermarkets as and when required. Old uniform is recycled at local supermarkets also, to enable the re-using of materials.
- **Minimising the use** of all raw materials, energy and supplies. Where possible and safe we will re-use equipment and other items, minimising waste and the need to buy new. All kitchen appliances - white goods are energy rated 'A'.
- **Identifying and managing environmental risks and hazards.** Care service provision means our staff team must travel frequently on a daily basis. We will help manage the risks to the environment caused by pollution, emissions and waste by supporting the introduction of electric vehicles and charging points as soon as financially viable. We will also reduce the impact on the environment by facilitating shared travel where possible. E-bikes have been used historically but their use depends on the willingness of staff, weather conditions and distance required to travel. Environmental sustainability awareness sessions provided to employees will include providing information on the 'Bike to Work' scheme. This is available to all employees. If care calls are situated close together then staff are asked to walk in between care calls dependent on risk assessment outcomes. Public transport ceased being a permitted method of travel due to the risk of infection; namely Coronavirus. Clifton Homecare office is situated immediately outside Lytham St Annes square with St Annes train station situated within 10 minutes walking distance and multiple bus stops nearby; facilitating public bus transport to Preston, Blackpool and beyond.
- **Involving interested parties; customers, partners, clients, suppliers and subcontractors in the implementation of our objectives.** When contracting with suppliers, their commitment to net zero and minimising environmental impacts will be taken into consideration. By 2025 we will be taking into account supplier commitment to net zero when contracting with new suppliers and renewing contractual agreements. **The equipment sourced by clients is out of our control, however we will share best practice with clients and families.** We will communicate our company's environmental aims and objectives with all employees, clients and families and suppliers.
- **Liaising with the local community.** We will celebrate our commitment to achieving net zero by 2045 with all parties, including our local community.
- **Providing suitable training to enable employees to deal with their specific areas of environmental control.** Training will be completed with all staff in 2023 to ensure all staff are aware how important their contributions are with regards to environmental sustainability. Information will be included in team meetings, newsletters and information will be sent out to clients and their family members.
- **Improving the environmental efficiency of our transport and travel to meet the long-term ambition to transition to zero-emission road transport by 2030.** We will invest in electric cars when they become affordable to purchase and maintain. We will also install electric charge points to charge both company and employee owned cars at the same time.

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- **Establishing targets to measure the continuous improvement in our environmental performance.** Key performance indicators will be considered and implemented to measure our performance and improvements in sustainability from 2023 onwards.

In all business-related activities, we aspire to the following social commitments by:

- **All employees will be provided with training in the UK Government's 5 Ways of Wellbeing initiative.** This will be provided to employees during formal training sessions, they will be reminded of this in team meetings and in newsletters too.
- **All employees will be trained in the Making Every contact count initiative and have access to the MECC link.** This will be provided to employees during formal training sessions, they will be reminded of this in team meetings and in newsletters too.
- **All employees will receive formal training to help them manage their own health and wellbeing and help support others colleagues and clients) with theirs.** All employees will be provided with 1 days training every 3 years, senior team members and mentors will be provided with a level 2; 3-day Health Champion course every 3 years. We will utilize opportunities for Health Champions to meet with other organisations; learning ways in which other industries are supporting employee health and wellbeing and understanding best practice for all employees.
- **Partnership working.** We will work in partnership with all community-based teams to support the health and wellbeing of all clients.
- **We provide regular Equality and Diversity training to all employees.** This will help maintain and promote a culture of awareness and respect.
- **We ensure employees have a safe, working environment.** This minimizes risk and maximises their physical health, safety and wellbeing.
- **Our 'Employee of the Quarter Award' celebrates employees who go above and beyond in their job roles.** This provides a formal process of acknowledging individual's contributions and efforts. Clients, family members and colleagues are encouraged to get involved with this and celebrate everyone's contributions.
- **E-gift cards are bought for all employees; to celebrate birthdays.** This helps employees feel valued as part of a team.
- **All employees are encouraged to make use of the vast learning and development opportunities provided by Clifton Homecare.** This helps ensure our staff team are well trained, competent and confident in their job roles.
- **We organise regular social outings for our clients and their family members.** We appreciate cost of these can be prohibitive so we charge a significantly reduced hourly rate to clients to encourage participation, as we appreciate participation can have a hugely beneficial impact on wellbeing.
- **We encourage participation in chair-based exercises;** especially for clients deemed at risk of falls. This helps retain muscle tone and reduce the likelihood of further falls. We also refer clients to community-based teams for additional support; falls team, enhanced primary care and community frailty team are 3 teams we regularly work in partnership with.
- **We encourage clients to participate in outdoor activities;** such as walking their dog, going for a walk or gardening to encourage exposure to natural light; influencing vitamin D exposure, circadium rhythm and sleep quality.
- **Infection Prevention and Control is taken seriously by the team at Clifton Homecare.** High touch points are cleaned regularly at client accommodation and the offices are cleaned twice weekly; to help ensure good standards of cleanliness.
- **We provide a range of training courses to ensure our employees can prepare snacks and small meals according to client preferences.** We provide support also to employees who do not have good cooking skills or who are from overseas and do not cook the same meals as our clients are used to and which they enjoy. Reminders of the importance of good nutrition and hydration are provided to employees regularly; via training courses, newsletters, Apprenticeship or Diploma formal care qualifications and the Care Certificate.

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Clients' heights and weights, where possible are recorded and reviewed, their BMI and MUST scores calculated, ensuring any clients at risk of malnutrition are identified in a timely manner and appropriate advice is provided to both clients and their family members about the importance of maintaining weight with additional calorie intake. Our employee team also support with this when providing care and support.

- **We adopt the CQC safeguarding principles to protect our clients.** This includes empowerment, prevention, proportionality, protection, partnership and accountability. This sits within our Safeguarding Adults policy and procedure.
- **We aim to meet all religious and spiritual needs of clients and employees.** We support clients to visit places of worship and also encourage home visits from representatives. We ask clients, "What is important to you?", to avoid closing them down with closed questions.
- **We provide extremer weather warnings, updates to clients and our employees.** Where necessary we provide additional visits to prompt and remind clients about hydration and ventilation (or not, dependent on the heat). We have access to S.U.V vehicles to ensure continuity of care when flooding occurs, meaning access and egress to properties is adversely affected.
- **All employees are trained in the Abbey pain scale.** This means clients with reduced cognition will still have pain identified and monitored according to their needs.
- **We use digital software to record care planning information.** All clients and their family members |(with consent) have access to this and can view report notes in real time, reducing anxieties and concerns over loved ones wellbeing.
- **We provide Family/ friend awareness sessions.** We provide regular sessions to family members to increase their awareness of important topics such as falls prevention, nutrition and hydration, wellbeing, financial and legal obligations. If it is not possible to provide in person events, information can be provided virtually, through platforms such as Zoom or Teams or newsletters and social media.
- **We support local schools and colleges.** We carry our annual mock interviews with high school students to help them prepare for the world of work. We also provide in person Career and advisory support at school career fayres and group talks. We provide students with enriching placements and are passionate to educate all students, from primary school age of the career opportunities available in the social care sector.

In all business-related activities, we aspire to the following good Governance by:

- **As an organization we care for each other, offering support, openness and honesty.** We treat each person; client, family member, colleague fairly, ensuring no discriminatory practice on the grounds of age, gender, gender identity and expression, sexual orientation, marital or civil partner status, race, nationality, ethnic origin, religion or belief, disability or any other personal characteristic.
- **Quality assurance is integral to the delivery of our service.** We are regulated by Care Quality Commission (CQC) as well as Local Authority commissioners and our own internal quality assurance processes. We aim to provide outstanding care to all clients. If our care quality should fall short of outstanding, this will be investigated fairly and comprehensively, ensuring learning takes place and is embedded amongst the team.
- **Our care provision is management led.** Meaning, all managers provide care and support, monitoring the overall quality of care delivery at all times.
- **We have strong founding principles separating our service provision.** We have a clearly defined vision and values which our employee team are aware of, are trained in and reminded of regularly. Our team work hard to ensure the vision is realised and company values are respected.
- **We have strong brand guidelines and standards, linked directly to our founding principles.**
- **Robust organisational policies and procedures are in place.** Our employees are trained in these policies annually, ensuring they are familiar with them and aware when changes are made. We review the policies and procedures regularly.
- **We have a dedicated complaints policy in place.** This is easy to read and provided in an accessible format for those who have visual or auditory disabilities.
- **We provide transparent, clearly defined contracts and fees for our services.** Our contracts define what is required as standard, additional extra, funding support available, personal insurance and security of valuable explanations.
- **Our team are trained in all mandatory subjects.** We provide training in a variety of formats; ensuring all employees can engage with material that supports their learning style.
- **We work in partnership with local communities and charities who matter to our clients and employees.**

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Future procedures:

- Vehicle fleet usage to be assessed for efficiency; ensuring all opportunities to 'double up' workers who do not drive with those who do; to help reduce the use of taxis. This will help reduce cost and vehicle emissions produced as a direct result of the work we carry out. Invoices for taxi usage are supplied by our local taxi company; detailing all journeys. The Office Manager will be asked to analyse the journeys that non drivers take in taxis and the rota as a whole; to ensure taxis are only used in instances where 'double up' working was not appropriate or available.
- Driving standards to be assessed in 2024 when driving company vehicles. A driving instructor will complete assessments on all employees; to highlight heavy braking, coasting, insufficient use of vehicle auto engine switch off. This follows on from the environmental sustainability awareness sessions carried out with all employees in 2023 - where efficient driving styles was included as an objective.
- Clifton Homecare's energy consumption is to be analysed in 2023-2024; targets to reduce the use of electricity and gas will be discussed with the team and set. This will be reviewed after a period of 3 months and thereafter on a regular basis.

Annual Reviews:

We will complete annual environmental performance assessments, analysing data recorded against the commitments defined in this ESG strategy. **We need to decide and stipulate what this is.**

Industry Benchmarks we adopt:

Care Quality Commission



UN Sustainable Development Goals



GHG Emissions protocol?

Note: All Policies are reviewed annually, more frequently, or as necessary.

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