

Environmental Sustainability

New Quality Statement



Workshop agenda

Update on CQC requirements
Skills for Care resources

What steps can you take:

- Low Carbon audits – Paul Brown
- Our commitment - Oakland Care – Karen Pain
- Group Activity

What has happened so far...

- July 2022: Single Assessment Framework published
 - 34 Quality Statements
 - KLOEs are being discontinued and replaced by new “Quality Statements”, which CQC inspectors will now be looking for evidence for.
 - Within Well Led a new focus including a Quality Statement on **Environmental Sustainability**
 - 6 evidence categories
- November 2023: Monitoring and inspection commence for the South for a small group of providers (including Kent and Medway) – ahead of full roll out.
- March 2024 – Monitoring and inspection in all areas



What does the Quality Statement look like?

- Environmental sustainability – sustainable development
- We understand any negative impact of our activities on the environment and we strive to make a positive contribution in reducing it and support people to do the same.
- **Regulated Activities Regulations 2014**
- [Regulation 17: Good governance](#)



Benefits of Environmental Sustainability

- Reduced Costs - energy-efficiency measures can reduce your energy bills for example –
- Improve recruitment– Evidence from other sectors show potential employees are more likely to choose to work for an organisation that make a ‘sustainability efforts’* - 28%* of employees check a company's sustainability practices before applying for a job, rising to 39% for millennials
- Retention – Current employees feel more loyal to the organisations that priorities** environmental sustainability. They are also more happy and more productive.
- Comply with regulations – such as ultra-low emission zones , a single-use plastic ban and CQC



Why is it important to focus on for CQC inspections?

- Under Single assessment Framework there will be new scoring system to determine ratings
- The rating is worked out from scores across the quality statements to a percentage. This is used to work out the key question rating.
- Each Quality Statement will be scored 1-4. The score will determine the rating of the key questions. If one quality statement is scored 1 or 2 this will effect the overall score.
- In Well led there are 8 Quality Statements – if 7 statements are rated 3 or 4 (good or outstanding) and one statement is rated 1 or 2 (inadequate or requires improvement) this will result in the key question to be rated Requires Improvement



Gathering Evidence – where should you focus

Sector groupings	Link to website	Evidence categories	Well led Environmental sustainability – sustainable development
Home care and shared lives	https://www.cqc.org.uk/assessment/evidence-categories/home-care-and-shared-lives-services	People's Experience Feedback from staff and leaders Feedback from partners Observation Processes Outcomes	[Blue highlight] [Blue highlight] [Blue highlight] [Blue highlight] [Blue highlight] [Blue highlight]
Care homes and supported living	https://www.cqc.org.uk/assessment/evidence-categories/care-homes-and-supported-living	People's Experience Feedback from staff and leaders Feedback from partners Observation Processes Outcomes	[Blue highlight] [Blue highlight] [Blue highlight] [Blue highlight] [Blue highlight] [Blue highlight]



Gathering Evidence – where should you focus

Environmental sustainability – sustainable development

We understand any negative impact of our activities on the environment and we strive to make a positive contribution in reducing it and support people to do the same.

Evidence categories

Feedback from staff and leaders, also this specific category.

Processes

- green and carbon reduction plans and policies
- processes for recycling
- staff training in environmental sustainability





Skills for Care resources on going green

Updated Good and Outstanding toolkit

Care Quality Commission (CQC) is updating their inspection process to utilise the 'single assessment framework'.

Skills for Care has created an updated version of our inspection toolkit to support you in understanding these changes and preparing for your next inspection.

Understanding what Good and Outstanding care looks like can help you achieve success in your inspections and ensure you are continuously providing high quality care.

www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Inspection-toolkit.aspx





Environmental sustainability – Inspection toolkit

- Introduction film
- CQC requirements
- Recommendations
- Practical examples
- Links to Resources

Environmental sustainability – webinar

This webinar provides practical tools and advice about the new CQC inspection focus and Quality Statements. Insight into the new CQC Single Assessment Framework, and hear from managers and directors of other services on the CQC changes and what they are doing to be ready for the new inspection focus including a section Environmental sustainability

A promotional graphic for a webinar. It features a black and white photograph of two women in conversation, overlaid on an orange background. In the top left, there is a laptop icon with an information symbol and the word 'Webinars'. A blue banner at the bottom left contains the text 'New CQC inspection' and 'Practical tools and advice about the new CQC inspection focus and Quality Statements'. In the bottom right corner, there is a logo for 'THE OUTSTANDING SOCIETY' with three green stars above it.

New CQC inspection
Practical tools and advice about the new CQC inspection focus and Quality Statements

THE OUTSTANDING SOCIETY

Environmental sustainability – blog and checklists

- [Why environmental sustainability is important for care providers \(skillsforcare.org.uk\)](#) – blog from James Rycroft, Executive Director at The Outstanding Society
- [Environmental-sustainability checklist](#) -



Episode 7 | Power our carers through renewable energy

In this podcast episode with Ben Ashton talks about environmental sustainability in his organisation

- Ben talks about his service becoming carbon neutral and how you need to measure what you are doing and then work out where you can reduce your impact. He talks about the initiatives they have undertaken and how it links with value-based recruitment.

Listen now: www.skillsforcare.org.uk/CareExchange





The
care
exchange

Episode 7 | Power our carers through renewable energy

**Ben also gives ideas on his organisations next
phase**



Listen now: www.skillsforcare.org.uk/CareExchange

Low Carbon Services

Paul Brown – Kent Chamber of Commerce
Social Care Manager Conference – Oct 10 2023

What is the difference between Carbon Neutral and Net Zero?

- Carbon Neutral refers to the amount of carbon removed from the atmosphere equals the amount of carbon emitted
- Net Zero refers to all GSGs (Green House Gases) including carbon, sulphur dioxide and methane that are removed from the atmosphere equals those emitted by all human activity

Targets:

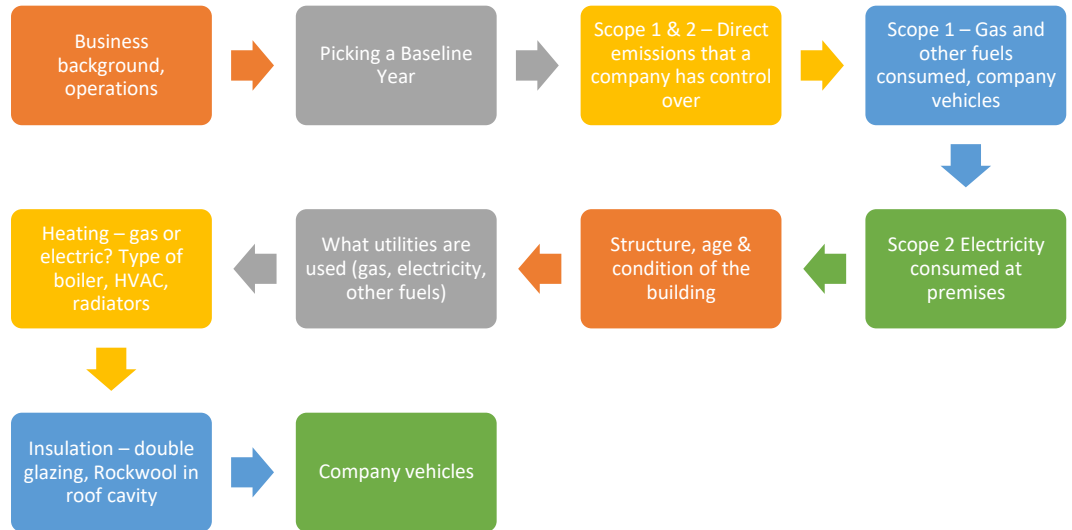
- Carbon Neutral by 2030
- Net Zero by 2050 (except China, India and probably the USA)

Low Carbon Report

- Reduce your energy costs and future proof overheads
- Identify where carbon emissions are produced within your business
- Understand the Net Zero obligations and opportunities that are relevant to your business operation
- Benefit from guidance, advice and information on how you can reduce your carbon emissions
- Access local suppliers and possible funding sources that can move your business towards Net Zero
- Demonstrate your commitment to addressing climate change to Customers and Contract Providers

Carbon Footprint Report

What is involved?



What's included in a Low Carbon Audit report?

- An Adviser initiates a pre-meeting with board-level or senior management via telephone or online to understand specific aims and objectives.
- A face-to-face meeting with the Adviser is arranged to assess current operations and determine steps toward achieving Net Zero. This interview typically lasts around 1.5 hours and requires access to two years' worth of energy consumption data.
- Future growth plans are discussed during the meeting to ensure that recommendations in the report are customised to meet your needs.
- After gathering and analysing all the data, the Adviser creates a comprehensive report that covers various carbon impact areas, such as building details, utilities, fuels, heating, lighting, insulation, glazing, and up to four company vehicles or significant heavy equipment.
- A carbon footprint spreadsheet will be included, detailing emission scope, types, units, government conversion factors, and a total tCO₂e figure.
- The report provides an analysis of usage and carbon impact and presents recommendations in both written and illustrative formats. It distinguishes between quick wins and longer-term investments and explores carbon offsetting options and potential grant funding initiatives.
- The report highlights available funded or commercial options to implement the recommendations provided in the report.
- Alongside the detailed report and recommendations, you will receive a "Confirmation of Audit" Certificate from the Kent Invicta Chamber of Commerce.
- You will also be registered with the Government's SME Climate Commitment Pledge platform and authorised to display the pledge logo on your promotional materials.

>250 Low
Carbon Audit
reports
across Kent
& Medway



Areas of concern

Home working now precluded from Scope 1 & 2 reports

Government decision made in July 2022, probably due to the required workload of corporates who have many hybrid workers

Now included in Scope 3 (Supply chain/indirect emissions that a company has less control/influence over)

Opportunities

Government action

Unilateral decision making for the UK

Access to Low Carbon grants, 0% loans, University Academics

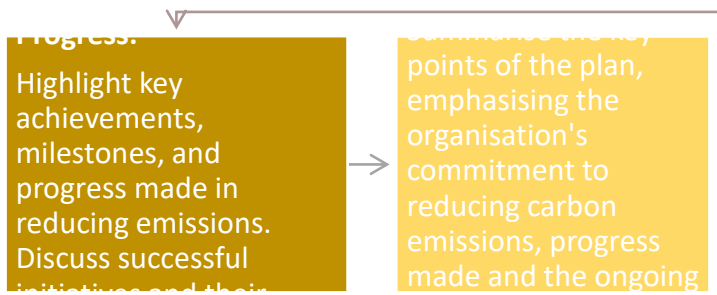
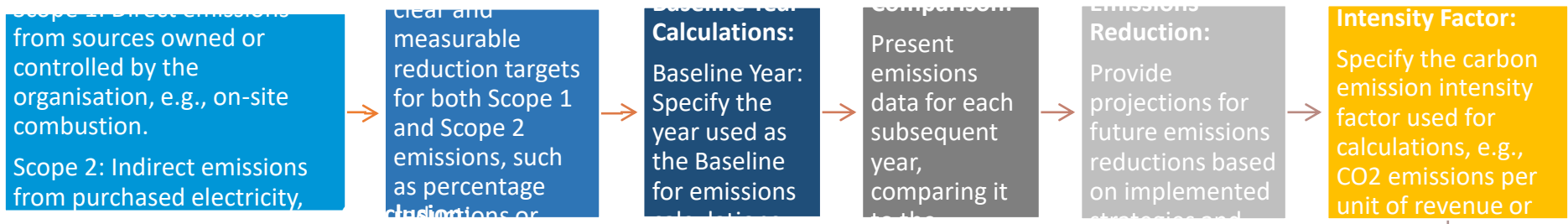
Threats

Older and historic buildings where planning permission for energy efficiency measures are denied. Companies will eventually move out to more energy efficient buildings

SMEs will be precluded from tenders if they do not have a Carbon Reduction plan

Ongoing Ukraine/Russia war

Mothballed oil and gas fields opening up



Carbon Reduction Plan Template

Carbon Offsetting Schemes

Carbon offsetting is simply a way for individuals or organizations to “neutralise” their proportion of carbon emissions by investing in carbon reduction projects

Only consider offsets when it is unfeasible to reduce your emissions by any other way. It should be used as a last resort rather than a starting point

Use an offsetting scheme which carries accreditation by a recognised scheme. Examples of these schemes are the VCS (Verified Carbon Standard) and Gold Standard schemes

Bear in mind that the cost of carbon offsetting in verified schemes is likely to rise exponentially in the future, so it may become more expensive to continue to offset your emissions

Contact details and costs

Paul Brown – Decarbonisation Advisor

paul.brown@kentinvictachamber.co.uk

m. 07771 527810

Kent Chamber of Commerce

<https://www.kentinvictachamber.co.uk/our-services/low-carbon-audit/>

t. 01233 503838

Costs

Low Carbon Report – Members £575 + VAT

Non Members - £675 + VAT

Oakland Care – Karen Pain



OUR COMMITMENT

CARBON NEUTRALITY

BIODIVERSITY

PROCUREMENT & REDUCING WASTE

Group Activity



- Thinking about the 2 evidence categories
 - Feedback from staff and leaders
 - Processes

Use the [checklist activity sheet](#) and discuss in groups what you could potentially use as evidence and if there any action you need to take.

Try and work with someone you don't usually work with

We will feedback at 14.10 on your discussions and ideas for evidence

Stay connected...

- For further information or support, visit the Skills for Care website at: www.skillsforcare.org.uk/
- For updates, sign up to our weekly newsletter at:
• www.skillsforcare.org.uk/enews
- Pia.Rathje-Burton@skillsforcare.org.uk
- @PiaRathje
- @sfc_LondonSE
- @skillsforcare