

Est. 1986

Agincare

Caring in your community

Environmental, Social,  
Governance **Report 2024-25**

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# Foreword

At Agincare, our commitment to care goes far beyond the services we provide; it extends to the impact we have on people, communities and the world around us.

We are proud to embed transparency, responsibility and accountability at the heart of everything we do, ensuring our actions consistently reflect our mission, vision and values.

As expectations of business continue to evolve, we are embracing the opportunity to create more value for those who draw on our services, our employees and the communities we serve.

From reducing our carbon footprint to creating an inclusive culture and delivering high-quality care, we are building a more sustainable future.

This report outlines the steps we're taking towards and we thank you for your continued trust in Agincare.



**Raina Summerson**

**Agincare Group Chief Executive**



# Introduction

Environmental, Social and Governance (ESG) is a framework that measures an organisation's impact on the world around it.

The Environmental aspect focuses on how an organisation minimises its impact on the environment. Social, focuses on how it positively affects wider society and workplace culture. Governance, refers to the process of decision making, reporting, logistics and ethics of running an organisation.

This 2024-25 report summarises our full ESG plan and outlines our commitment to ESG, highlighting our performance, achievements and clear, measurable targets for the future.

We aspire to create lasting value for our stakeholders, ensure compliance with evolving regulatory frameworks and contribute to the global effort of addressing climate change and social challenges.

## About Agincare

Agincare Founder and Chairman Derek Luckhurst started his first care home in Weymouth in 1986. Some 40 years later, Agincare remains family-owned and has grown sustainably to deliver high quality, personalised, care from over 170 locations nationwide, employing a workforce of 5,500+. As well as care and nursing homes, Agincare services now include home care, extra care and live-in care, supported living for younger adults, not for profit children's services and a training company. Our directors are committed to lead our ESG planning and delivery, both in relation to our organisation and wider community work.

### Sources:

\*Thrive: Agincare 2024/25 Achievements Report (UK Social Value Bank)

^Zenergi: Energy and Carbon Report 2024/25 (environmental impact)

+Agincare: Internal reporting/sources, Dept for Education

**£17million+** \*  
Social Value generated by Agincare projects 2024/25

**-20.2%** ^  
Reduction in gross emissions 2023-24 to 2024/25

**168** +  
Apprenticeships at Agincare in 2024/25

# 01



*Rochester Care Home is the first Agincare location to install a full array of solar panels.*

## Environmental

Our five year plan is driving positive change across Agincare. Through targeted initiatives, such as optimising energy efficiency, reducing waste, and adopting greener technologies, we aim to significantly lower our environmental impact; and data shows we have done so over the past year.

Additionally, we are committed to creating operational efficiencies in both resource consumption and planning.

We comply with relevant regulations - including the Energy Saving Opportunity Scheme (ESOS), where we actively identify and implement energy-saving measures, alongside meeting the requirements of annual reporting.

Our reporting follows the 2019 UK Government Environmental Reporting Guidelines and the Green House Gas Protocol Corporate Accounting and Reporting Standard.

We comply with the Streamlined Energy and Carbon Reporting (SECR) framework, which involves disclosing our energy use, carbon emissions, and related efficiency actions through annual reporting.

## Continuous Improvement and Employee Engagement

Our employees are key to driving continuous improvement in our environmental initiatives.

We foster a culture of environmental awareness and responsibility by providing comprehensive training and engagement that help employees understand the importance of sustainability.

We encourage employees to propose innovative ideas via a dedicated ESG suggestions inbox. We actively engage them to adopt sustainable practice within their roles.

To stay aligned with evolving priorities, we regularly review and update our environmental policies, ensuring best practice is implemented.

# Energy Efficiency and Greenhouse Gas Emissions

We regularly assess our energy usage, set clear reduction targets and develop action plans to meet them with clear reporting mechanisms. The 2023 UK Government GHG Conversion Factors for Company Reporting were used for emission calculations. An independent review of this report was conducted by Zenergi, providing assurance of the data and methodology used.



Agincare’s **energy consumption and associated emissions reduced** between 2023/24 to 2024/25. However, **intensity ratio** is a more appropriate measure to gauge the group’s energy use as it continues to grow. This calculates total gross emissions in metric tonnes CO<sub>2</sub>e per total million-pound turnover (see table below) - which has **also reduced** during this time. This metric is considered the most relevant to the Group’s energy consumption and provides a good comparison of performance over time and across different organisations and sectors.

	2023/24	2024/25	2025/26 target
Agincare Holdings Ltd	34.09	27.19	<27
Solar panel generation	0 kWh	7,682kWh	>20,000 kWh

**In 2024/2025, we implemented a series of energy efficient measures to minimise energy consumption and greenhouse gas emissions associated with our operations; and to set and achieve measurable energy reduction targets**

## MEASURES INCLUDE...

	2024/25 Status	2025/26 Target
✓ Further efficiencies from our digitalisation of schedules in home care (mile per care hour)	1.6	1.5
✓ Care and nursing homes using interactive smart technology to not exceed an average room temperature of 24°C	24°C	<24°C
✓ Ongoing conversion to LED lights and PIR sensor lights		
✓ A roll out of solar panels across appropriate Agincare locations, with Electric Vehicle chargers also installed alongside.		



# Waste Management

We are committed to minimising waste generation, promoting re-use and recycling, and significantly reducing the use of hazardous substances. We will regularly review and updated this policy to reflect changing environmental priorities and best practice.

Measure	Status 2024/25	Target 2025/26
% of EfW. (Energy from Waste) Implementing waste reduction strategies, such as reducing packaging waste, recycling and promoting reuse.	96.5%	>96.5%
Implement green products into Agincare's supply chain cleaning product range. (kg of plastic saved)	41.25kg	>80kg
Source products with reduced environmental impact from suppliers that are committed to environmental and social responsibility. (% vendors with ESG statement / policy)	80%	>85%

## During 2024-25 we have...

- ✓ Encouraged eco-friendly working practice to minimise paper use/printing, promote carpooling, procure local and 'green' products.
- ✓ Introduced packaging waste reduction and recycling programmes for paper, cardboard, plastics and other recyclable materials.
- ✓ Ensured safe disposal of hazardous materials and complied with relevant waste management regulations.
- ✓ Complied with the new legislation regarding waste segregation in commercial settings

## WATER CONSERVATION, BIODIVERSITY & ENVIRONMENTAL PROTECTION



We will strive to minimise water consumption and protect water resources. We will install water-efficient fixtures and establish water-saving practices as well as regularly monitor water usage, setting reduction targets.



We are committed to protecting biodiversity by minimising our impact on local ecosystems and collaborating with local authorities and conservation organisations. We will adopt sustainable landscaping practice, preserve green spaces and increase biodiversity at our care homes and other locations.

# 02

## Social



Agincare is committed to making a positive social impact in the communities where it operates. We prioritise recruiting and employing local talent to deliver our services, offering apprenticeships, and engaging in community activities such as volunteering and supporting social causes that align with our values.

By hiring locally, we aim to reduce travel time and costs, while contributing to the economic prosperity of the areas we serve. We are dedicated to fostering a diverse and inclusive workplace that promotes equality, respects human rights, and ensures equal opportunities.

### Social Impact

Achieved 24/25 Target 2025/26

Recruit and employ local people living within 15 miles of their main place of work (2024/25 target of 75%).

89% >90%

Agincare works with the National Apprenticeship Service and Skills Funding Agency to develop opportunities for people to obtain apprenticeships (2024/25 target of 150 people).

168 175

To support people through a Department for Works and Pensions accredited employability programme (2024/25 target of 25).

61 75

Customer service survey response rate. We value the views of our stakeholders, including those we support, employees, partners and the local community. We actively engage with them and integrate their feedback into our decision-making processes.

45% >50%

# Social Value

This is one of the areas we are most proud of. We work with partners to demonstrate the **social value** we deliver. It allows us to embed, measure and grow our investment in communities, and shape our strategy for the future.

We use the **UK Social Value Bank**, a leading evidence-based tool for measuring and demonstrating the social impact of organisations' activities on people and communities. It focuses on wellbeing, assessing how changes in people's circumstances affect life satisfaction, and translates these insights into monetary values using the WELLBY (Wellbeing Year) unit approved by HM Treasury.

The Bank is widely used across sectors, particularly in housing, regeneration, and community projects, to quantify the benefits of services and programmes in terms of improved health, financial security, social connections, and community confidence. We use market leading platform Thrive to manage and report on social value.

## CASE STUDY: Community Impact

**£7.23m**

At the request of the Local Authority we stepped in to save two care homes (100 residents) from imminent closure following sudden withdrawal by the previous provider.

This safeguarded 100 local jobs and protected the continuity of care for 100 residents who otherwise would have been displaced. It also preserved significant local supply-chain contracts, ensuring that economic and social value remained within the community.

## CASE STUDY: Economic impact

**£209m**

Total contribution to local economies through recruiting people from within 15 miles of their main place of work. Our 2024/25 target of 75% was exceeded, rising to 89% by the end of the year.

Equivalent social value comes from carbon values, employee well-being and retention, and social value of employing and paying our workforce locally (Thrive Report 2024-25: UK Social Value Bank).

## Agincare in the community

Agincare is committed to playing a full and active role in the community, whether it's raising money for good causes, leading regeneration projects or supporting the arts and the local economy. We encourage our senior leadership to take on voluntary roles in smaller local organisations where their skills and networks can be shared for the good of the community. Our teams across the country are passionate about raising money and supporting good causes, including The Alzheimer's Society, Save the Children, the Care Workers Charity, MIND, local hospices and many others.

### For more details visit:

- [www.agincare.com/about-us/](http://www.agincare.com/about-us/)
- [www.agincare.com/esg/](http://www.agincare.com/esg/)

# 03

## Governance

Agincare is committed to upholding the highest standards of governance, ensuring that our business operations are conducted with integrity, are ethical, transparent, and in compliance with all relevant laws and regulations.

### Key areas of focus include:

- Conflicts of interest
- Bribery and corruption
- Gifts and hospitality
- Anti-money laundering
- Modern slavery, human trafficking and child labour

In 2025/26 we will raise the profile of our ESG work with internal and external stakeholders. We will engage with the sector at events and conferences to benchmark with, and learn from, similar services.

### We are members/ supporters of:

- Care Leavers Covenant
- Armed Forces Covenant
- Age-friendly Recruitment
- Disability Confident Employer
- Homecare Association
- Care Workers Charity
- John's Campaign



## Workforce Overview 2024/25

Female 78%  
Male 22%

49% are 26-35 yrs

43% White  
33% Black  
22% Asian  
2% Other

4% disabled

70 nationalities

100% new starters received the code of conduct and ethics handbook

169,000 business miles travelled by employee electric vehicles instead of petrol/diesel powered = 42.25 tonnes of CO<sub>2</sub>

*(Based on hiring information, team surveys and internal sources)*



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# Agincare

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