






Towards Net Zero Carbon Plan 2020 – 2035



Our goal: For the organisation to be Net Zero Carbon by 2035

We will:

- 01** Commit to focusing investment to achieve this goal 
- 02** Work to minimise the carbon footprint of our homes; new and existing 
- 03** Minimise the carbon footprint of our business activity, driving innovation and new ways of working 
- 04** Work with partners to maximise the impact of our decarbonisation plan; including energy generation 
- 05** Work with our communities to encourage understanding of the impact of behaviours and to support positive behaviour change. 

Towards Net Zero Carbon Strategy

- Introduce Decarbonisation as a strategic priority
- Incorporate our Carbon Footprint into our formal Reporting Framework from April 2021
- Communicate regularly to staff and tenants on our progress against targets at key milestones



Assets

To increase the energy efficiency of our assets, reduce our Carbon Footprint and tackle Fuel Poverty:

- Measure Energy Performance of Assets
- Retrofit Existing Stock to EPC A by 2035 utilising PAS2035
- New Build - EPC A & Off gas by 2025
- Use of smart technology to understand tenant energy demand and reduce service travel
- Maximise funding opportunities

Service Delivery

To maintain or improve our service delivery while minimising Carbon emissions:

- Measure Energy Performance of our operations
- Formalise decarbonisation as a part of decision making
- Increase home working and reduce travel, shift to digital and self-service
- Electrify Celtic Horizons fleet
- Install on-site charging points
- Procure Green Energy for our offices and our homes

People

To ensure our staff, tenants and partners adopt low carbon behaviours:

- Carbon Literacy training for staff, tenants and our partners to change behaviours and influence decisions and actions
- Offer salary sacrifice scheme for leasing Electric/PHEV vehicles for staff
- Install EV charging points at our offices
- Encourage homeworking as a viable choice
- Engage with our communities in changing cultures

Assets

Our goal: To increase the energy efficiency of our assets, reduce our Carbon Footprint and tackle Fuel Poverty

1. Measure energy performance of assets

It will be critical for the delivery of the plan that there is sufficient means to quantify where we were and where we are currently in terms of the impact of our actions, improvements made, and efficiency gains achieved. For this purpose, we will:

- Collate a baseline to measure progress against plan / targets and improvements gained by 2020
- Create a United Welsh Carbon Footprint Calculator that complies with recognised Carbon Management protocols and define what 'Net Zero Carbon' looks like for United Welsh by 2021
- Make monitoring and reporting framework a core part of the organisation's regime, communicating regularly to staff so progress is visible and supports efforts to change behaviours
- Make carbon reduction a conscious part of decision making across the organisation and for our tenants by 2021
- Aim to achieve a recognised standard for demonstrating low carbon credentials by 2022.

2. New Build

New build properties provide an excellent opportunity to reduce the environmental impact of our stock, futureproofing our assets by introducing new technologies and construction techniques. These measures can be planned into the schemes at design stage and their performance modelled even before ground has been broken. To maximise the energy efficiency of our new build stock we will:

- Commit all new build projects to EPC A from 2020
- Increase the percentage of new homes built to Passivhaus standard from 10% in 2020 to 30% by 2035
- Increase the number of properties that are 'Off-Gas' by 10% per annum from 2020 and moving to 100% by 2025
- Installing Electric Vehicle (EV) charging points on all new developments from 2021.



Service Delivery

Our goal: To maintain or improve our service delivery while minimising Carbon emissions.

1. Switch to electric fleet and use EV charging points

Given that the fleet at Celtic Horizons consumed 193,951 litres of Diesel, 2,255 litres of Unleaded and 122 litres of oil in 2019, the electrification of the Celtic Horizons fleet provides huge scope for Carbon emission reduction. We will also use historic repairs data to prioritise the installation locations of fast-charging points for the EV fleet.

- Introduce the first PHEV vehicles to the Celtic Horizons fleet in 2021 - targeting 40% of vehicles that have been identified as suitable for PHEV replacement
- Introduce the first EV vehicles to the Celtic Horizons fleet in 2021 – targeting 10% of vehicles that have been identified as suitable for EV replacement
- Install 33% of the planned installation charging points in 2021 with a further 33% per annum up to 2023.

2. Digital Services

Working in a more agile way as a result of the Covid-19 pandemic has delivered improved business processes and innovation. We will continue to make services as efficient as possible.

- Continue the shift of provision to digital-led services where suitable, increasing provision by 20% per annum up to 2025
- Transition to a self-service model for processes where human interaction adds little or no added value
- Aim to reduce non-productive time and need to travel for our staff where possible
- Reduce our reliance on paper-based transactions and minimise administrative costs.



People

Our goal: To ensure our staff, tenants and partners are Carbon Literate

1. Carbon Literacy Training

The education of our staff, tenants and partners, and their engagement with our strategy, plan and journey towards Net Zero Carbon, is key to our success.

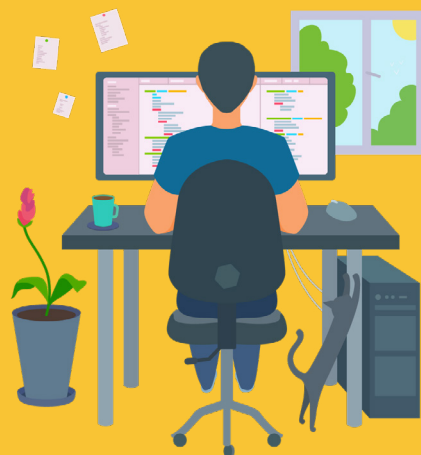
- Roll out an internal Carbon Literacy programme to directly deliver Carbon Literacy training throughout the organisation
- Create an education and engagement plan in Carbon Literacy for residents starting in 2021
- Be active participants in sector initiatives that support our key messages around Carbon Reduction as well as wider issues around sustainability.

2. Reduce travel and encourage home working

The pandemic has proven without doubt that as an organisation, we are able to accommodate home working while still maintaining high levels of service delivery and tenant satisfaction.

3. EV charge points and leasing

In addition to the EV charging points for the Celtic Horizons fleet to EV/PHEV, we will also install charging points at our facilities for staff and introduce an EV staff leasing scheme.



15 Year Decarbonisation – Progress Plan

Area	Measure	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
New Build	EPC A	90%	90%	90%	80%	80%	80%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
	Passiv	10%	10%	10%	20%	20%	20%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
	Off Gas	20%	30%	40%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	EV Charging Points	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Existing (Retrofit)	Survey (PAS 2035)	0%	25%	50%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Evaluation / design	0%	25%	50%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	EWI / IWI	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	Party Wall Insulation	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	Roof Insulation	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	Windows/Doors	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	ASHP	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	PV	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	Battery	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	Electric Boilers	0%	0%	0%	0%	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	100%
	MVHR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Service Delivery	Measure	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Renewable Supply		0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fleet (PHEV)		0%	40%	60%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fleet EV		0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	100%	100%	100%	100%	100%
Charging Points		0%	33%	66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
People	Digital Services	0%	20%	40%	60%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Carbon Awareness	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Reduced travel (home working)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	EV Charge Points	0%	7%	14%	21%	28%	35%	42%	49%	56%	63%	70%	77%	84%	91%	98%	100%
	EV Leasing	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cycle to Work	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

KEY

	Achieved
	To be completed
	To be considered