



Environmental, Social and Governance Report 2025

Warm Hearts, Green Homes
– our commitment
in practice.



involve

Care & Support

Introduction:

2025 marks involve Care & Support's second year of reporting on our Environmental, Social and Governance (ESG) activity.

During the past year, we've continued to build on the progress made in 2024. We have further embedded ESG into the way we operate. It's become part of our organisational culture, influencing decision making at all levels and shaping the experience of the people we support, our colleagues and the communities around us.

This report outlines the work we've carried out across our ESG priorities and in line with our mission to deliver person-centred support that enables people to live flourishing lives. It reflects a year of steady progress, renewed focus and strengthened accountability.

This has been made possible through ongoing commitment of colleagues, involvement of the people we support and collaboration with our partners.

ESG supports our long-term goals by making sure we manage resources responsibly, operate transparently and contribute positively to the wider community.



In an evolving external environment, with increasing expectations around sustainability, inclusion, safety and good governance, ESG provides a framework that strengthens our resilience and ensures our work remains aligned with our values.

Our involve values:



Kind



Passionate



Resilient

Why ESG matters

Our ESG commitments are grounded in the belief that achieving excellent support requires holistic thinking. Good care is not isolated from its environment, its people or its systems.

ESG brings these elements together, supporting us to make better decisions that reflect our responsibilities not only to those we support today but also to future generations.

From an environmental perspective, our work ensures that the homes and buildings we operate are safe, warm, efficient and designed to protect both people and the planet. On a social level, it demonstrates our commitment to the wellbeing, safety and inclusion of the people we support and the colleagues who work with us.

Within governance, ESG strengthens accountability, reinforces ethical practice and ensures continuous improvement is embedded within our operations.

By continuing to embed ESG, we're creating the foundations for a more sustainable organisation. ESG means that our support remains high-quality, that colleagues feel valued and supported, and that the people we support can live fulfilling, independent and meaningful lives.



Environmental Stewardship



Environmental sustainability remains an important part of involve Care & Support's ESG commitments. Throughout 2025, we continued to make progress against our environmental goals, reducing our carbon footprint, improving efficiency across our estate and taking steps towards longer-term energy resilience.

Renewable Electricity – Your Pure Green Supply Certificate

One of the most significant environmental developments this year was the transition to fully renewable electricity across all involve Care & Support homes. From 1 October 2025, we have been using electricity that is fully verified as being entirely from renewable sources including wind, solar and hydro.

The certificate is supported by Renewable Energy Guarantee of Origin (REGO) documentation and independently assured by Deloitte. This level of verification ensures that our electricity usage can be reported as zero carbon under the market-based emissions approach outlined in the Greenhouse Gas Protocol (Scope 2).

involve is committed to Net Zero, with a clear goal of reaching zero emissions by 2050.

Solar Panel Trial

During the year, we made significant progress in preparing a solar panel trial across four of our nursing homes in Wales which is a key step in our long-term environmental strategy.

The investment for the pilot is around £300,000 and is expected to reduce carbon emissions by around 58 tonnes a year, equivalent to planting 2,700 trees.

We will now be including solar on all new investments as part of a commitment to low-carbon energy infrastructure.

Smart Meter Rollout

The rollout of smart meters across our homes continued throughout 2025, with 80% achievement by 31/12/25. The remainder expected to be completed next year.

These are helping us better measure energy consumption in real time and enable more targeted energy reduction initiatives and opportunity to increase awareness for colleagues.



Gardens, Biodiversity and Outdoor Spaces

Many homes will develop gardens and outdoor spaces in ways that support wellbeing, connection and environmental improvement. Through the **Home Showcase initiative**, we have created sensory gardens, biodiversity patches, raised beds and wildlife - friendly spaces at more than 100 homes.

These outdoor environments contribute to both environmental sustainability and quality of life, offering opportunities for physical activity, skill-building and meaningful engagement with nature.



Fleet Improvements and Introduction of Electric Vehicles

This year, involve Care & Support introduced 20 hybrid vehicles into our fleet and our first electric vehicles (EVs).

We are assessing usage patterns, charging behaviours, cost effectiveness and colleague feedback. This information will help inform our wider approach to fleet sustainability and support future investment decisions.



Waste Reduction

In addition to our energy initiatives, we also made progress in reducing waste. Homes have continued to strengthen their approach to recycling, improve waste segregation and adopt more sustainable practices in day-to-day operations. Behavioural changes, such as reducing the use of single-use plastics and encouraging water-saving habits, have helped support a more environmentally responsible culture across our estate.

These initiatives complement the work underway within procurement to promote more sustainable purchasing decisions and to incorporate environmentally responsible criteria into supplier assessments.

Social Impact



Social impact remains a core component of involve Care & Support's ESG activity. It includes the quality of support provided to the people we support, the wellbeing of colleagues, engagement with local communities and the social value generated through volunteering and partnership activity.

Person-Centred Support and i-Strive

During 2025, we continued to strengthen the implementation of our industry leading Strive model, through the implementation of our i-Strive pathways across homes. i-Strive provides a proactive, person-led approach that supports individuals to achieve flourishing life outcomes. It promotes consistency, reduces reliance on restrictive practices, and encourages meaningful engagement.

Digital Care through Nourish

The roll-out of Nourish has continued to enhance how care is recorded, monitored and audited. Nourish provides real-time information that enables earlier intervention, clearer evidence of care activity, and stronger oversight of medication and risk management processes. The system also supports the Quality Framework by providing detailed data that informs audits, identifies trends and supports continuous improvement.

Together, i-Strive and Nourish provide a strong foundation for delivering high-quality care.



Sustainable Living and Home-Based Initiatives

Several homes have worked collaboratively with the people they support to develop sustainable living initiatives. These have included the creation of recycling hubs, upcycling projects, shared garden spaces and home environment improvements. These initiatives help build confidence, independence and a sense of ownership while also promoting environmental responsibility within everyday routines.

Homes have also taken part in community-led initiatives, including local events, environmental clean-up days, and wellbeing-based group activities. These efforts help strengthen community connections and provide meaningful opportunities for the people we support.

Volunteering and Social Value

Colleagues across ivolve Care & Support recorded more than 3,000 volunteering hours during 2025. Activities ranged from charity shop support and fundraising events to community gardening, wellbeing workshops, and participation in local initiatives.

Equality, Diversity and Inclusion

In 2025, ivolve's Equality, Diversity and Inclusion (EDI) activity was firmly shaped by our EDI Manifesto 2024–2025, which served as the central framework for driving fairness, representation and an inclusive culture across the organisation. Guided by the manifesto's objectives and focus areas, ivolve strengthened leadership commitment, enhanced data-led decision making, and embedded inclusive practice across recruitment, training, policy development and performance management.

Visibility of inclusion initiatives increased throughout the year, alongside the growth of colleague networks and participation in Pride and community events. Mandatory EDI training was delivered to all colleagues, supported by specialist workshops for managers and recruiters to address bias and promote equitable progression. Diverse recruitment channels were expanded, mentorship and sponsorship initiatives were introduced, and EDI working groups were established to ensure colleague voices informed ongoing development. Inclusive language and imagery were embedded across communications, and a new EDI policy clarified expectations and accountability.

Through the continued application of its manifesto, ivolve ensured its culture remained rooted in fairness, opportunity and belonging, reflecting both its people and the communities it supports.

A Great Place to Work

ivolve Care & Support was recognised for the second consecutive year as one of the Sunday Times Best Places to Work. This reflects ongoing efforts to strengthen colleague wellbeing, improve access to learning and development opportunities, enhance communication and recognise contribution across all parts of the organisation.





Governance

Strong governance remains essential to ensuring quality, safety and accountability across all areas of involve Care & Support. Good governance supports consistent practice, compliance with regulatory frameworks, transparent decision-making and the effective monitoring of organisational performance.



ESG Committee and Oversight

The ESG Committee is a Board sub-committee and continues to meet regularly. It has maintained clear oversight of the organisation's progress against ESG priorities. The committee's work included reviewing environmental performance, overseeing social value activity, and supporting the development of new initiatives. Action logs and meeting minutes help ensure accountability and support ongoing review of progress.

Quality Governance

Quality governance sits at the heart of involve Care & Support's work, overseen by the Board's Quality Committee. Our Quality Framework ensures we maintain consistent standards of practice, promote person-centred support and monitor compliance closely. Internal audits, regulatory engagement and data from Nourish help provide assurance of quality across our homes.

The Framework supports the delivery of positive outcomes and ensures quality is embedded throughout the organisation.

Valuing key stakeholder input

Throughout the year, we strengthened our approach to stakeholder engagement by formally embedding meetings with family members, colleagues, the people we support and key partners into our social value reporting framework. These forums play a vital role in governance, supporting accountability, transparency and shared oversight. In parallel, structured surveys were undertaken across all stakeholder groups to capture insight, identify priorities and inform continuous improvement.

Sustainable Procurement

We continued to strengthen our approach to sustainable procurement throughout 2025. The procurement team has been working closely with partners to ensure furniture and other goods are sourced from suppliers that meet sustainability criteria. This includes the use of recyclable materials, ethical supply chains and reduced waste. Future work will focus on widening the scope of sustainable procurement to additional product categories.

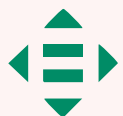
The United Nations Sustainable Development Goals (SDGs)

The United Nations Sustainable Development Goals provide a shared global framework for positive social and environmental impact.

In 2026, ivolve Care & Support will align our ESG work with three SDGs that directly reflect our core areas of focus:



SDG 3: Good Health and Wellbeing



SDG 10: Reduced Inequalities



SDG 13: Climate Action



This alignment helps to demonstrate our focus and how our work contributes to societal progress in ESG. Many of our existing initiatives already align with these goals, from improving care quality and inclusion to advancing environmental responsibility.

Integrating the SDGs strengthens our focus, accountability and transparency as we continue building meaningful, measurable impact.

