Carbon Reduction & Environmental Responsibility Statement

North Tyneside age UK
Let s change how we age

Supporting a cleaner, greener and more resilient North Tyneside

Organisational Commitment

Executive Summary

Age UK North Tyneside is committed to playing an active role in supporting the transition to a lower-carbon future across the borough. As a community-focused charity supporting older people, we recognise that environmental sustainability and community wellbeing are closely connected.

Over recent years, we have strengthened our approach to environmental responsibility through improvements to operational practices, investment in more efficient digital systems, and greater staff engagement around sustainable behaviours.

These actions are helping us reduce our organisational impact while maintaining high-quality services for local residents.

Sustainability is now embedded within our organisational planning and governance, ensuring that environmental considerations inform decision-making across service delivery, procurement and long-term strategy.

Building on the progress recognised through the organisation's Silver Carbon Reduction Award, we are now working towards achieving the Gold Award by evidencing measurable reductions in emissions and committing to transparent reporting of our carbon footprint.

Our Carbon Reduction Approach

Age UK North Tyneside focuses on reducing emissions in four key areas: operational activity, digital infrastructure, procurement and staff engagement.

Low-Emission Operations

Transition of the organisational fleet to hybrid vehicles has reduced emissions associated with travel and service delivery.

Sustainable Procurement

A strong focus on regional suppliers helps reduce transport emissions while supporting the local economy.

Low-Carbon Digital Systems

Migration to secure cloud-based storage and automated data management has reduced energy use linked to on-site servers and physical storage.

Paper-Free Working

Digital workflows are replacing traditional paper processes, significantly reducing paper consumption and print-related energy use.

Carbon Reduction in Practice

Carbon Reduction Evidence

To support the transition from Silver to Gold Award status, Age UK North Tyneside is strengthening its measurement and reporting of environmental performance.

Emission sources currently considered include:

- Fleet travel and transport emissions
- Electricity consumption across operational sites
- Paper and printing activity
- Procurement and supply chain activity.

Demonstrated Progress

Examples of reductions achieved include reduction in emissions from travel following the transition to hybrid vehicles, reduction in paper consumption through digital workflows and lower energy demand from on-site infrastructure, following migration to cloud-based systems.

Sustainable Supply Chains

Supply chain emissions represent a significant proportion of organisational carbon impact. Age UK North Tyneside therefore prioritises local procurement wherever possible.

Environmental responsibility is increasingly considered as part of supplier selection and purchasing decisions.

Currently 78% of goods purchased come from businesses within the North East region, helping to reduce transport emissions while strengthening the local economy and supporting a resilient regional supply network.

Community Impact & Future Commitment

Staff Engagement and Carbon Awareness

Embedding sustainability across the organisation is essential for long-term carbon reduction.

Staff are supported through regular communications and awareness initiatives, including a monthly sustainability message included within the Chief Executive's briefing. This helps ensure environmental responsibility remains visible across all teams.

Trained Energy Ambassadors within the organisation's Information & Advice and Customer Service teams also provide guidance to colleagues, volunteers and customers on practical ways to reduce energy use and adopt more sustainable behaviours.

Supporting Lower-Carbon Communities

Age UK North Tyneside extends its environmental work beyond organisational operations by helping residents reduce energy consumption within their homes.

Working alongside partners such as Green Doctor and Safe and Healthy Homes, customers are supported to access specialist advice on improving home energy efficiency, reducing household energy costs and identifying retrofit opportunities.

This partnership approach contributes to borough-wide carbon reduction while also addressing fuel poverty and supporting the wellbeing of older residents.

Community Impact & Future Commitment

Evidence-Led Environmental Planning

In 2024, Age UK North Tyneside conducted one of its largest engagement exercises, surveying more than 3,000 residents to inform the organisation's five-year strategy.

The consultation explored themes aligned with the Age-Friendly Communities framework developed by the World Health Organisation, including environmental sustainability, transport accessibility, housing quality and outdoor environments.

These insights have helped shape organisational priorities while also providing valuable community insight for wider strategic planning across the borough.

Governance and Accountability

Environmental responsibility is supported through clear leadership and oversight.

The organisation's carbon reduction work is led by Sonya Roe, Director of Charity Services who serves as the Organisation's Green Lead.

Progress is monitored through quarterly reporting to the Board of Trustees as part of the organisation's Strategic Action Plan framework. Environmental policies are reviewed annually to ensure continued alignment with best practice and local carbon reduction goals,

Forward Plan

Over the next 12–24 months, Age UK North Tyneside will continue strengthening its environmental performance by:

Completing full Scope 1–3 carbon emissions reporting

Publishing its first public Carbon Emissions Report

Exploring a future transition towards electric vehicles

Conducting energy efficiency reviews across operational premises

Investigating renewable energy procurement options

These actions will support the carbon reduction targets aligned with Net Zero ambitions for 2030

Statement of Intent

Age UK North Tyneside remains committed to continuous improvement in environmental performance, transparent reporting and practical action to reduce carbon emissions.

Through responsible operations, staff engagement and community partnerships, the organisation will continue contributing to a cleaner, greener and more resilient North Tyneside, ensuring that environmental sustainability and community wellbeing go hand in hand.

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