



ACCREDITATION REPORT

Minster Vets

January 2026





Executive Summary

Minster Veterinary Practice (Minster Vets) is a multi-site veterinary practice, providing small animal veterinary services across 5 sites in York and the surrounding area. Minster Vets are a part of the VetPartners group and have been a member of iE since 2020, achieving Green level accreditation in 2022, which it has maintained to date. The practice demonstrates a clear commitment to sustainability, with active leadership involvement, dedicated resources and strong engagement across all sites. Through its social media channels, Minster Vets share regular updates, including seasonal wildlife information that supports awareness of biodiversity and wider environmental issues.

Data monitoring and performance analysis are a key strength at Minster Vets. Resource data is collected monthly by Branch Champions and reviewed by the Green Champions on a regular basis. There is a strong focus on analysing performance, reflecting on what is working well and identifying areas where improvements can be made. Data is normalised to ensure that performance reflects changes in activity levels and remains comparable over time. Reductions have been achieved across most resources, Waste management processes are well embedded, supported by regular audits, ongoing bin checks and increasing recycling rates across multiple waste streams.

Whilst some increases in resource use have been noted this year, these have been recognised internally and appropriate actions have already been developed to address these. Given that Minster Vets have been at Green Level for four years, small fluctuations in performance are to be expected. The focus, therefore, slightly shifts from achieving absolute reductions to ensuring that any changes are properly understood and actively managed. Continued engagement and awareness-raising will be key to maintaining good levels of environmental performance. Ongoing use of platforms such as [Stickerbook](#), alongside internal training and communication, will help maintain visibility of environmental priorities and support consistent performance across all sites.

Highlights

- Senior Management involvement is clearly evident at Minster Vets. Both the Practice Manager and Clinical Director attend Green Group meetings and remain consistently informed on progress and priorities. Sustainability is a standing agenda item at the senior management meetings.
- When normalised, electricity reduced by 20%, water by 14%, and total carbon emissions by 10%, reflecting sustained progress in resource efficiency.

Improvements

- Minster Vets should liaise with VetPartners to gain access to water bills for all sites to ensure accurate monitoring of water consumption and to support consistent performance tracking.
- The Travel Plan references encouraging sustainable transport for clients. To strengthen this commitment, the practice could consider sharing a simplified version publicly (e.g. on the website), outlining practical travel options to help clients plan their visits.
- Following the waste audit, the practice may wish to consider signing up to a crisp packet recycling scheme and reinforcing lunchtime waste education. This could also provide an opportunity to remind staff about the nuances of soft plastic recycling, as plastics can often be perceived as a single category.



Score

Investors in the Environment is pleased to confirm that, having recently completed the audit process, **Minster Vets** has achieved the **Green** level accreditation with a score of **91%**.



To achieve Green level accreditation, an organisation is required to demonstrate continual improvement through the implementation of their Environmental Management System, working towards a minimum 2% efficiency improvement year-on-year. At Green level, the organisation is focusing on driving wider sustainability development throughout and is starting to consider their value chain with the implementation of sustainable procurement practices, and associated carbon emissions.



About the audit

The Investors in the Environment (iE) accreditation requires an organisation to provide evidence that it has met a range of pre-defined criteria, set targets to reduce its environmental impact and taken action to improve its performance whilst enhancing the community in which it operates. Evidence is presented at an annual audit and this report provides an evaluation of the organisation's performance as well as offers advice on the next steps for continued improvement.

The Investors in the Environment annual audit assesses five key areas of an organisation's Environmental Management System (EMS). These areas include:

- Environmental policy
- Resource management and monitoring
- Progress against targets
- Action planning including social/ environmental projects
- Communication

The purpose of the audit is to evaluate the organisation's EMS and make suggestions relating to its performance. Future opportunities and risks to the organisation's environmental practices may also be identified as a result.

The audit consisted of an examination of documentation evidence, and an interview with key personnel on **30th January 2026**, with final evidence submitted on 9th February 2026.

Evidence submitted included:

- Updated EMS Reporting Pack
- Travel Plan
- Various resource measurement sheets
- Action Plans
- Environmental Policy
- Communication examples

Summary Results Table

Audit category	Score
Section 1 - Leadership and Governance (Policy)	90%
Section 2 - Resource Use, Data, & Monitoring	100%
Section 3 - Performance, Action, & Targets	91%
Section 4 - Carbon Management	73%
Section 5 - Waste Management & Materials	100%
Section 6 – Transport & Travel Planning	89%
Section 7 - Environmental & Social Projects	100%
Section 8 – Communication & Engagement	83%
Overall Score	91%



Audit Scoring

Each section of the organisation’s Environmental Management System (EMS) is scored as detailed below. Full reference to scoring can be found separately in the organisation’s audit sheet upon request, including auditor comments against specific criteria.

Fail	<p>0 Points: A failing score means that this criterion has not been met nor is any progress demonstrated.</p> <p><i>No progress or commitment has been made in this area.</i></p>
Action Needed	<p>1 point: Action is needed to improve and should be considered in alignment with the auditor’s comments and an appropriate timeline. These will be discussed during quarterly support calls to help improve.</p> <p><i>The organisation is considering developing this area, but no formal process has been established or meaningful progress has not been made.</i></p>
Pass / Compliant	<p>2 points: The criteria have been met, though there may also be suggestions to improve.</p> <p><i>The organisation is beginning or improving this area, is broadly compliant with the iiE criteria, and may be showing processes that support improvements.</i></p>
Outstanding	<p>3 points: This criterion has been exceeded as measured against the basic iiE criteria and may demonstrate a significant improvement since the previous year or may highlight best practice.</p> <p><i>The organisation is succeeding with supportive target achievement and may be leading or supporting others in their sector or influence to achieve improvements.</i></p>

Leadership & Governance (Environmental Policy)



90%

The process of developing an environmental policy includes a review of the environmental aspects of an organisation and the impacts these have on the wider environment. This should consider material use and consumption, energy use, water management, waste minimisation, etc.

The policy is the main driver for environmental performance improvements and needs to be led by the Senior Leadership Team (SLT). It should be reviewed annually, alongside environmental performance updates.

In time, wider strategies and long-term objectives should be considered by the organisation and used to inform the commitments outlined in the policy. The policy should be communicated to staff and made available for all to review, both internally and publicly.

Strengths

- Senior Management involvement is evident at Minster Vets. Both the Practice Manager and Clinical Director attend Green Group meetings and remain consistently informed on progress and priorities.
- A Procurement Policy is in place. The Senior Nurse responsible for procurement is a member of the Green Team, ensuring that purchasing decisions align with the VetPartners' sustainability strategy.
- The practice demonstrates strong transparency through its dedicated sustainability section on the website by sharing its Environmental Policy, previous audit reports and case studies.
- Sustainability is included in staff inductions, supporting the effective embedding of the EMS across all sites.

Actions for review

- A compliance obligation register is recommended for MV, which will allow for monitoring and updating legal requirements, as well as stakeholder requirements placed upon the organisation – for example, net zero by Vet Partners, any volunteer or sector accreditations, etc. The register helps MV to monitor and report against performance and organisation needs to adhere to the compliance requirements placed upon it. iiE membership includes access to the [Croner-i](#) legal compliance knowledge database, which will help Minster Vets to remain up to date with the latest legal developments.

Resource Use & Data Monitoring



100%

Resource use and data monitoring is pivotal for any organisation to ensure good management of performance. Within this section of the EMS, an organisation is required to develop robust data recording procedures and set a process for data revision that aligns with general performance reviews – which could be monthly, quarterly, or even half yearly, depending on the measured resource and planned activity.

To support the monitoring of data, a review of operations and processes across the organisation needs to be carried out to understand how and why resources are used and where opportunities for improvement exist.

As part of resource management, prioritisation is key, to ensure activities and resources focused on efficiency gains are deployed in areas which can have the biggest impact.

Strengths

- Both Green Champions demonstrate a strong understanding of resource use and have identified where further reductions may be achieved.
- A "Heating and Cooling Policy" is in place to ensure temperature controls are managed consistently across sites, supporting energy efficiency and alignment with environmental objectives.

- Minster Vets normalises its data to strengthen the accuracy of performance analysis. Data is generally normalised by consultation numbers, with isoflurane aligned to general anaesthetic procedures and gas consumption adjusted using degree days.

Actions for review

- Minster Vets should liaise with VetPartners to gain access to water bills for all sites to ensure accurate monitoring of water consumption and to support consistent performance tracking.

Performance, Action & Targets



91%

Setting targets provides an opportunity to measure performance against planned activities. Where performance is falling short of achieving targets, future or underway activity or project plans can be refined to ensure set out goals are achieved.

Targets can be set against activity metrics to analyse how annual changes to business activity have affected performance, with the aim to always improve efficiency where absolute reductions are not achievable.

Clear, relevant and well managed action plans should record intended activities and support the review of performance, with the aim to achieving the set targets.

Strengths

- A biannual performance analysis process is in place comparing current data against the previous year to assess progress and determine whether the practice is on track to meet its targets. The findings inform the development of action plans and are shared with the wider team to support awareness and continued engagement.
- Reductions have been achieved across most resources. When normalised, electricity reduced by 20%, water by 14%, and total carbon emissions by 10%, reflecting sustained progress in resource efficiency.

Actions for review

- Consider creating an action plan for non-resource-related actions, such as parasiticide use awareness, staff engagement initiatives, and other behaviour-led environmental improvements.

Carbon Management



73%

With increased focus on working towards Net Zero and the importance of Climate Action, carbon management is a key element of the iiE accreditation process. Organisations are required to calculate their footprint starting at buildings level (energy consumed within the buildings), then water, travel, and finally including additional aspects of business activity, such as waste, etc.

Carbon Management provides an opportunity for an organisation to consider which resources or operations need to be prioritised to decarbonise as quickly as possible, in line with Climate Science. The output from a carbon footprint calculation should be used to inform these decisions, which is another reason data capture and accurate data reporting is necessary.

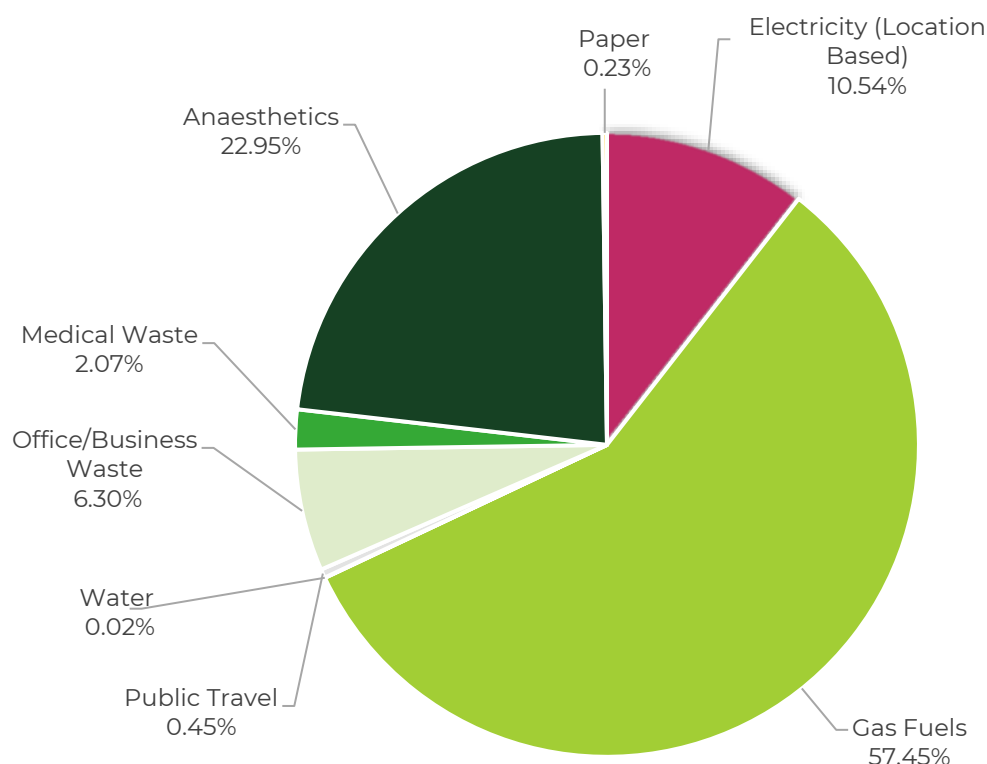
In accordance with the [GHG Protocol](#), iiE encourages the dual reporting of an organisation's carbon footprint, which results in the provision of two outputs for those organisations on a renewable energy tariff, a 'location-based' and a 'market-based' carbon footprint.

The 'location-based' method reflects the impact of electricity drawn from the grid, using the UK grid's average emission factor, regardless of the tariff to which an organisation has signed up.

The 'market-based' method uses an emission factor which is either specific to the electricity tariff to which the reporting organisation has signed up, or a generic 'UK renewable energy' factor, which allows electricity from renewables or low carbon sources to be reported with lower emissions than those generated through the burning of fossil fuels. An energy provider should be able to provide the emission factor for any of its tariffs.

Any electricity purchased and distributed through the National Grid is generated from a variety of sources and will always have a carbon footprint as a result. Location-based reporting demonstrates the organisation's awareness of the overall impact Grid sourced electricity contributes towards climate change. Direct carbon reduction using location-based reporting can only be achieved through the installation of solar or other renewable technologies. However, the market-based reporting provides an opportunity to demonstrate an organisation's commitment to support the reduction of emissions through its purchasing decisions.

Total tCO₂e 2025 86.62



Minster Vets' carbon footprint for 2025 is tCO₂e 86.62 and includes electricity, gas, anaesthetics, medical waste, general waste, water, paper and public transport. AC unit refrigerants have been accounted for and the practice hasn't had any leaks in 2025. The data year for this calculation is January-December 2025.

Strengths

- Low-flow anaesthesia CPD has been delivered in-house to support reductions in isoflurane use. A poster was also developed to make the environmental impact of isoflurane more tangible, using simple comparisons to help staff understand what the carbon footprint of one bottle represents in everyday terms.
- Although total emissions were higher than the previous year, the carbon footprint decreased by 10% once normalised, meaning the practice is using resources more efficiently in relation to its workload.

Actions for review

- Consider developing an infographic or roadmap outlining the practice's journey towards net zero. Sharing this with the team, for example as a poster or internal visual resource, may help communicate priorities more clearly and could help strengthen engagement and awareness of long-term goals.
- Scope 1 emissions have increased by 6% over the last year, driven by higher gas and isoflurane use. Gas remains one of the most significant and potentially controllable contributors, so targeted actions in this area should remain a priority over the next year. While isoflurane is essential to clinical practice and therefore more difficult to reduce, continued awareness of its climate impact, will be important in managing emissions where possible.

Waste Management & Materials



100%

Organisations are required to review and improve upon waste management. This should start with how waste is managed on site and ultimately disposed of to ensure the correct processes are followed.

From Silver level onwards, thought should be given to procurement and how waste is generated on site, from the materials purchased that end up in the waste stream, through to the activities on site that create waste.

Finally, circular economy concepts and thinking should be introduced, with the waste hierarchy leading to decision making, opting for elimination as the priority, followed by choosing products that can be reused or repaired.

Strengths

- During the audit, the green champions demonstrated a strong understanding of the different waste streams and processes across all sites, with any problems or potential challenges identified and addressed.
- Waste performance across all streams showed a marked improvement, for example, recycling rates have increased across several streams (12% rise in soft plastic recycling and 54% increase in pet food recycling) as well as a reduction in general waste bags (15%).

Actions for review

- During the waste audit, a small number of crisp packets were identified in the tearoom general waste bin. The practice may wish to consider signing up to a crisp packet recycling scheme and reinforcing lunchtime waste education. This could also provide an opportunity to remind staff about the nuances of soft plastic recycling, as plastics can often be perceived as a single category.

Transport & Travel Planning



89%

A travel plan must consider the travel needs for an organisation, including access, availability of public services, and safety of travel where relevant. Travel is the single largest contributor to UK Greenhouse Gas Emissions, and can be a challenging area to manage, given the need for transport within any operation.

The plan should aim to remove barriers for individuals to choose active / shared transport over single car occupancy, and then to consider electrification of vehicles over internal combustion engines.

Surveys are a useful tool to engage with individuals around travel habits and to support identification and implementation of barrier removals, to improve good travel habits.

Strengths

- A detailed Travel Plan is in place, outlining a range of initiatives to support sustainable travel.
- Fleet mileage has reduced by 32%, partly due to operational changes such as encouraging staff to transport items between the main hospital and branch sites when travelling.

Actions for review

- The Travel Plan references encouraging sustainable transport for clients. To strengthen this commitment, the practice could consider sharing a simplified version publicly (e.g. on the website), outlining practical travel options to help clients plan their visits.
- To further increase engagement with and uptake of the Staff Travel Questionnaire, Minster Vets may wish to consider clearly communicating the purpose of the questionnaire and how the results will be used, setting a defined deadline for responses, issuing follow-up reminders before the closing date, and securing support from senior leadership to help promote participation and reinforce its importance. This will support the collection of more comprehensive travel data, enabling more informed decision-making.

Environmental & Social Projects



100%

All organisations need to consider their corporate responsibility, both for social, community and wellbeing impacts, and for environmental impacts through biodiversity or conservation efforts.

This section requires organisations to undertake a range of projects that not only aim to achieve impacts, but to also encourage individual participation and engagement – to raise conversation and encourage individuals to consider what they can do outside of the organisation as well.

It is strongly encouraged that organisations undertake projects in all three areas, Resource Efficiency, Biodiversity / Conservation, and Social / Community.

Strengths

- Minster Vets have undertaken many great projects with significant impacts, some of which include: the Great North Run sponsoring hearing dogs, Cork Marathon fundraiser for Brain Tumour research (£2171 raised), book donations to the York Hospital, London Marathon for Diabetes UK and Tough Mudder for Tommy's.

Actions for review

- To encourage colleagues to utilise their volunteering days, consider increasing awareness of the entitlement, promoting available opportunities internally, and sharing examples of colleague participation to demonstrate impact.

Communication & Engagement



83%

The scheme requires that active and engaged communication happens at all levels, as sustainability cannot only happen within the Senior Team or only happen at ground level but requires a collaborative approach. Regular and consistent communication and engagement is therefore pivotal to ensuring objectives are achieved.

In addition, regular reporting is necessary to highlight the success of activities and improvements achieved. These should be produced both for the SLT, but also for wider staff to celebrate success and recognise efforts they have made through participation.

In time, reports should be made available publicly alongside the environmental policy to further demonstrate the commitment and celebrate the achievements of the organisation.

Strengths

- Bi-annual progress reports are shared across the team to ensure transparency, reinforce priorities and support continued engagement with sustainability goals.
- Audit reports are made publicly available on the website, demonstrating openness and allowing clients and other stakeholders to review progress.
- Having Branch Champions at each branch has played an important role in maintaining clear communication and promoting engagement across all sites.
- The practice maintains an active social media presence, regularly posting content, such as seasonal wildlife information that supports awareness of biodiversity and environmental topics.

Actions for review

- To build on the strong foundations already in place, additional engagement activities such as campaigns, team presentations and competitions could help sustain interest and participation across the practice. Consider utilising [Stickerbook](#) for all staff to support with this.

Next steps

To continue to develop sustainability within the organisation, the business should consider and prioritise the following next steps below.

- As discussed during the audit, consider developing an infographic or roadmap outlining the practice's journey towards net zero. Sharing this with the team, for example as a poster or internal visual resource, may help communicate priorities more clearly and could help strengthen engagement and awareness of long-term goals.
- Scope 1 emissions have increased by 6% over the last year, driven by higher gas and isoflurane use. Gas remains one of the most significant and potentially controllable contributors, so targeted actions in this area should remain a priority



over the next year. While isoflurane is essential to clinical practice and therefore more difficult to reduce, continued awareness of its climate impact, will be important in managing emissions where possible.

- The practice may wish to consider signing up to a crisp packet recycling scheme and reinforcing lunchtime waste education. This could also provide an opportunity to remind staff about the nuances of soft plastic recycling, as plastics can often be perceived as a single category.
- To build on the strong foundations already in place, additional engagement activities such as campaigns, team presentations and competitions could help sustain interest and participation across the practice.
 - Consider utilising [Stickerbook](#) for all staff to support with this.
- The Travel Plan references encouraging sustainable transport for clients. To strengthen this commitment, the practice could consider sharing a simplified version publicly (e.g. on the website), outlining practical travel options to help clients plan their visits.



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