

# Carbon Reduction Report - 2024

Annual environmental impact summary for Lingland Interpreters-Translators

## Executive Summary

This 2024 report establishes the first annual baseline for monitoring carbon reduction activities linked to interpreting service delivery, interpreter travel, office attendance, electricity use, staff commuting and document printing. As this is the first reporting year, there is no earlier year available for direct comparison. The figures should therefore be treated as the starting point for future measurement and improvement.

## 1. Job Distribution by Session Type

Session Type	Number of Jobs
Face-to-Face	3,389
Virtual	1,073
Phone	619
Total recorded jobs	5,083

Jobs by Session Type - 2024

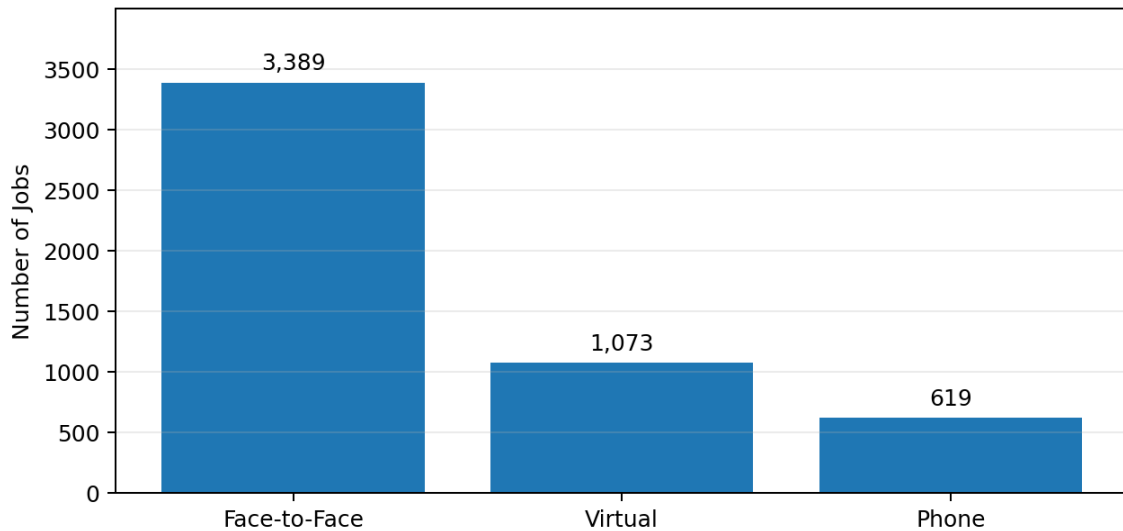


Figure 1. Job distribution by session type in 2024.

Online sessions, including virtual and telephone appointments, accounted for 1,692 jobs, representing 33.3% of total recorded jobs in 2024. This reduced the need for travel compared with a fully face-to-face service model.

## 2. Interpreter Travel and Location Data

Metric	2024
Face-to-face jobs with complete location data	2,713 (80.1% of face-to-face jobs)
Total miles travelled	177,730
Average miles per job	67.7 miles

Complete venue and interpreter postcode records were available for 80.1% of face-to-face assignments. This provides a useful baseline for planning local interpreter allocation and for developing more accurate future distance and emissions calculations.

### 3. Office-Based Carbon Reduction Measures

Measure	2024 Position
Reduction in office hours through remote working	27%
Office staff included in commuting impact estimate	3 people
Average commute distance per staff member	7 miles
Reduction in printed documents	45%

Office-Based Reduction Measures - 2024

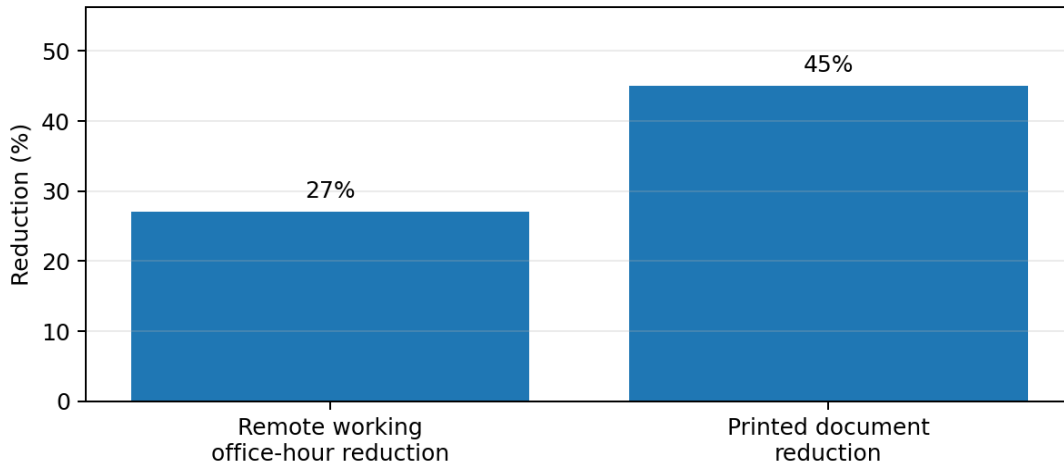


Figure 2. Office-hour and printed document reduction measures in 2024.

Remote working reduced office attendance by 27%, which contributed to lower office electricity demand and fewer staff journeys to the workplace. For three office-based staff with an average commute of 7 miles each, every avoided office attendance day reduced commuting activity and the associated travel impact. The 45% reduction in printed documents also lowered paper consumption, printing demand and related office resource use.

### 4. Key Findings for 2024

- 2024 creates the baseline for future carbon reduction monitoring.
- Remote delivery represented 33.3% of all recorded jobs, reducing the need for interpreter travel.
- Face-to-face work remained the largest delivery category and therefore the main source of travel-related impact.
- Travel mileage reached 177,730 miles, with an average of 67.7 miles per recorded job.
- Remote working reduced office hours by 27% and printed document use by 45%.
- Improved postcode capture will support more accurate interpreter proximity planning in future years.

### Data Notes and Limitations

A detailed carbon emissions calculation would require confirmed vehicle types, fuel types, exact office electricity usage, number of office attendance days avoided, paper volumes and verified travel distances between postcodes. The current report therefore presents operational indicators and carbon reduction evidence rather than a full audited emissions inventory.

Note: The session-type subtotals provided for 2024 add up to 5,081, while the recorded total supplied for reporting is 5,083. The report keeps the supplied recorded total and uses the session-type values for the chart.