

Sustainability at Pendine Park Organisation Review of 2011/12

Targets for 2013/14

As we have increased the choice of care at Pendine Park, our guiding principles of dignity, independence, choice and fulfilment have always remained at the heart of everything we do.

Our care services have been developed to meet individual needs, as have our buildings, facilities, catering and activities.

There are spacious en-suite rooms, deluxe suites and apartments as well as many lounges and large, beautifully landscaped grounds. We offer a wide range of activities, both at Pendine Park and out and about to interest all our residents. We also have our own teaching care centre based at our Hillbury site and currently employ just under 500 staff,

At Pendine Park, take social responsibility very seriously and continue to strive to improve and run our business in a manner which is more sustainable particularly in light of the ongoing rise in costs and continued Local Authority cuts in fees.

As part of our commitment to reduce the carbon footprint and sustainability agenda we looked at the Green dragon accreditation worked through this and achieved level 3 in 2012.

The Organisation realised that this was not a process which you entered into and then forgot about the accreditation was merely the beginning and in reality we knew we could do more and just to retain the status quo would take considerable effort and constant mentoring and training of our staff and communication of information which would impact on possible change in mind set and practice. In addition we like the general public are subject to the high increases in utility bills which are out of our control.

We remain conscious of the need to be sustainable and continue to work on the areas of good practice and a formal review is carried out.

The Organisation has to review its activities and identify areas where good practice is happening and areas where further improvements can be made in our aspiration to be sustainable and grow our business whilst also striving to become a sector champion.

We regularly review what we do and as a result of this the following happens:

- Staff are regularly consulted regarding sustainability through news letters, induction training, team events, Social Responsibility Partners located in each area.
- The Policy has been reviewed and forms part of the ongoing staff induction.
- All photocopiers record usage via codes staff are encouraged not to print by the e-mail statements which we have adopted.
- Annual reviews take place re procurement of services to ensure the organisation continue to get value for money.
- A review of energy providers has taken place and we monitor the usage each month and graphs are produced in addition to the monthly budget meetings with take place with the Registered Managers.

- Budgets are reviewed, set and agreed annually with the Directors, finance team and managers and closely monitored each month there after minutes are in place supporting this.
- Staff partners are involved in the induction and training of staff and Social Responsibility Partners mentor and support staff in applying best practice particularly with regards to preventing waste.
- Monthly budget meetings take place between the Operations Manager and the Homes Managers and they drill down on usage and budget controls areas of concerns and agree actions minutes are recorded.
- Managers agenda ideas for improvement on their team meetings and for ease of understanding graphs are produced monthly to show increase or decrease in usage over a wide range of areas for staff information.
- We ensure that our contractors are aware of our policy and follow best practice.

Objectives for 2012

Our Objectives for 2012 were to:

1. Be assessed in line with Green dragon criteria this will not only give us feedback on the work to date and assure us that we are heading in the right direction but it will also highlight areas of further improvement.
Timescales: to be assessed before the end of March 2012
This was achieved and Level 3 awarded.
2. We want to revisit our policy as part of team meetings and team events.
Timescales: Monthly team meetings twice yearly team events.
Completed full review of Policy which took place in January 2013 this forms part of our revised pre diploma training and has been incorporated into the Training toolkits recently produced.
3. We aim to reduce overall spend by 2% by year end 2013.
We have not achieved this and continue to work on this area.
4. Our staff get involved through a range of methods and we aim to continue improving communication and involvement with staff through Executive team, Managers, Social Responsibility Partners and team leaders.
There has been a significant amount of work in this area we have brought in training hubs where staff can update themselves with information introduced new methods of training through tool kits and introduced team leaders and mentors. In addition meetings have taken place with the night staff to get their ideas and views and Mr Kreft has introduced Meet Mario days where staff can book an appointment to discuss anything they wish with Mario. A monthly communication note goes out to staff with payslips providing further opportunity to communicate important information quickly.
5. Contact details of who is responsible for environment matters are available in the home and will be available on our web site by spring 2013.
We updated our website to include an area specific to sustainability we also made available to all our targets/objectives and our policy on sustainability.

6. We have a communications policy in place and this ensures that staff receiving calls on our switchboard are aware of who to contact now regarding sustainability and or environmental issues.
This appears to be working and I have received e mails and correspondence reflective of my involvement in this area. The web site also identifies me as the contact.

We reviewed most aspects of this plan on a monthly basis as a result of this we quickly identified areas which were causing concern and the information told us we needed to drill down further on certain areas.

An excellent example of this is laundry services:

As you will appreciate this is a big cost to the Organisation in terms of equipment, products and staffing however there is also a cost to the client in terms of the initial purchase of items and replacement when no longer serviceable.

We identified that staff were sending laundry through in huge quantities some of which was incorrectly bagged, not labelled therefore had the potential that it may not be returned to the correct client and could be a cross infection issue or even laundered incorrectly.

We put together a log which the laundry staff completed where we logged the quantity of laundry coming through per home each day and the types of bags. We quickly identified that at times the laundry was not bagged correctly in breach of our cross infection procedures. In addition to this we did random checks to identify how many items of clean clothing were being sent which was in fact causing an abuse to clients clothing as it being washed so frequently for example: best trousers, cardigans.

Once we had sufficient data we used this evidence and the budgets to advise Managers of the poor practice and to ensure that all staff had the correct information and training we put together new training material and rolled this out supported by the laundry team, partners, managers and team leaders and random checks were made within each home.

We have seen an improvement in this area but realise that we can not take our focus of this and will need to continue to implement review and tweak the processes accordingly.

Pendine Park Environmental

Improvement Plan 2013 - 2014

Objective 1	Improve the conservation and enhancement of biodiversity within Pendine Park, Wrexham and North Wales.
Target	To make our staff and visitors aware of the importance of this subject we need to communicate with them our intentions and aspirations and the policy which we all sign up to. We will revisit this policy on an annual basis as part of the team events and team meetings.
Outcome	

Objective 2	Minimise the impact on climate change by reducing green house gas emissions.
Target	Continue to increase on site training for all staff thus reducing co2 further.
Outcome	

Objective 3	To reduce our consumption of natural resources.
Target	Continue to monitor usage of printing facilities and look at alternative ways of providing information which does not require printing. Place messages onto all e mails encouraging staff not to print wherever possible.
Outcome	

Objective 4	To reduce our consumption of natural resources.
Target	To reduce our energy consumption through improving staff awareness and practices and replace all light bulbs with low energy, as re fitted.

Objective 5	To be re assessed in line with Green Dragon criteria to provide us with feedback on work to date, highlight areas of further improvement.
Target	To be assessed before the end of May 2013
Outcome	Completed and Green Dragon retained

Reference	I
Objective	Improve the conservation and enhancement of biodiversity within Pendine Park, Wrexham and North Wales.
Target	To make our staff and visitors aware of the importance of this subject we need to communicate with them our policy which we all sign up to and will be reviewed annually.
Target Completion Date	January 2014
Performance Indicator	<ul style="list-style-type: none"> ▪ All existing staff will be aware of our policy, will follow it and receive information against this. ▪ The policy will have been reviewed in January 2014 ▪ Low energy light bulbs will be in situ.
Relevance	<ul style="list-style-type: none"> ▪ The Social Responsibility on the Organisation to be proactive in reducing emissions.

Method	<ul style="list-style-type: none"> ▪ All staff will receive induction into our sustainability policy and information on how they can make a difference. ▪ All new staff will be inducted into our sustainability policy. ▪ Our Policy will also be placed on to our web site ▪ Staff will be provided with monthly information to enable them to see how we are doing in a simple format. ▪ This will be a regular agenda item at staff meetings. ▪ Talk and Task agendas will include aspects of social responsibility.
Responsibility	Business & Operations Manager
Implementation	Business & Operations Manager Executive Team Managers Partners
Monitoring Methods	Report review process Internal Audits
Monitoring Resources	Finance & Administration Team Directors

Reference	2
Objective	Minimise the impact on climate change by reducing green house gas emissions.
Target	To reduce the household waste per person and where waste is produced we increase the amount of recycling.
Target Completion Date	Review April 2014
Performance Indicator	All data required for the investigation is gathered and reviewed.
Relevance	Pendine park not only want to reduce green house gases but also the associated costs to the Organisation.

Method	We will be able to compare previous waste quantities and costs against this years.
Responsibility	Business and Operations Manager Finance team Training Department
Implementation	Executive Management Team Directors
Monitoring Methods	Ongoing monitoring of waste recycled and composted along with costs.
Monitoring Resources	Information from waste company Budget information

Reference	3
Objective	To actively promote tidy towns initiative.
Target	As part of the community the organisation and its staff have a responsibility to ensure that our premises and the local areas are free from litter.
Target Completion Date	March 2014
Performance Indicator	<ul style="list-style-type: none"> ▪ Staff will be made aware of this initiative. ▪ Organisation and immediate local community premises will be free of litter and cigarette ends. ▪ Dropping of litter in local area will improve.
Relevance	Pendine sustainability and Environmental Policy

Method	Internal audit of data.
Responsibility	Business and Operations Manager
Implementation	Data collection. Data comparison. Notify staff of current status and areas where they can assist in making improvements to their area of work and community. Encourage staff to communicate with their families and friends and also encourage best practice.
Monitoring Methods	Internal audits of environment standards Feedback from gardeners who view first hand Organisation and local areas external to gates. Audits.
Monitoring Resources	Executive Management Team Finance Team Directors Managers

Reference	4
Objective	To reduce our consumption of natural resources.
Target	To reduce our energy consumption by 2%
Target Completion Date	May 2014
Performance Indicator	Staff will be aware of this and have received information and training. current use available Monthly readings of all future use

	<p>To re procure contracts in Autumn 2013</p> <p>Monthly monitoring of use is communicated to Registered Managers in a graph format and also figures.</p> <p>Will be Itemised at Team meetings for discussion and sharing of graph information to teams</p> <p>Monthly budget meetings with managers will be held and minutes recorded to support them in achieving reductions.</p>
Relevance	Pendine sustainability and Environmental Policy
Method	Internal audit of data.
Responsibility	Business and Operations Manager
Implementation	<p>Data collection.</p> <p>Data comparison.</p> <p>Staff induction</p> <p>Set up graphs for information</p> <p>Notify staff of current costs.</p> <p>Notify staff of improvements or deterioration</p>
Monitoring Methods	<p>Internal audits of present resource consumption.</p> <p>Internal audits of future resource consumption – monitored monthly and information circulated in graph format.</p> <p>Monthly monitoring of budgets.</p> <p>Improved recording of information.</p>
Monitoring Resources	<p>Executive Management Team</p> <p>Finance Team</p> <p>Directors</p> <p>Managers</p>

Reference	5
Objective	To be re assessed in line with Green Dragon.
Target	To be re assessed before end of May 2014
Target Completion Date	May 2014
Performance Indicator	Systems and processes will be in place Documentation will be available Assessment will have taken place Feedback will have been received in the form of verbal and a formal report
Relevance	Pendine sustainability and Environmental Policy and aspirations for the Business to achieve this standard of practice.
Method	External Audit
Responsibility	Business and Operations Manager Green Dragon
Implementation	Communication with Green Dragon Agree process Agree costs Agree suitable dates
Monitoring Methods	External audit of Pendine documentation, systems and practices. ISO.
Monitoring Resources	Green Dragon Business & Operations Manager Executive Team Directors

Chief Executive

Signature:-----

Date:-----

