

OC103

Environment, Sustainability & Corporate Social Responsibility

1	Policy Statement.....	1
2	Who does this Apply to?.....	2
3	Linked Documents / Forms / Websites.....	2
4	Environmental Principles.....	3
5	Sustainability Principles.....	4
6	Corporate Social Responsibility Principles.....	5
7	Objectives and Targets.....	6
8	Appendix 1: Equality Impact Assessment Tool.....	8

1 Policy Statement

Outlook Care recognises that its operations have an effect on the local, regional and global environment, accepts its responsibilities in environmental matters and recognises that good environmental management must be an integral and fundamental part of the corporate business strategy and be integrated into all operations and activities. We take responsibility for minimising our impacts on the local environments in which we operate and the global environment in general.

We have a firm commitment in promoting sustainability and act in a corporate socially responsible way. We have a social responsibility to respect people that use our services; respect for our workforce on all levels and to ensure we collaboratively work with our stakeholders.

Environment Management is an organisation function; all employees are responsible to contribute to the environmental agenda through their day to day work and interactions with the people who use our services.

Our environmental impacts are controlled by our Environmental System that incorporates the requirements of BS EN ISO 14004:2004, which Outlook Care has achieved across the whole organisation.

2 Who does this Apply to?

All Staff	Care & Support Staff	Central Services Staff	Line Managers	EMT/SMT/BMT	Board
√					√

The policy will be communicated to people who use our services; our workforce and stakeholders and we will continue to raise awareness throughout the organisation of our responsibilities and opportunities for continuous improvement.

We will also share with our partners, suppliers and contractors our Policy that demonstrates our activities and commitment to improving our management practices.

This policy and its objectives will be publicly available for viewing on our website, www.outlookcare.org.uk

3 Linked Documents / Forms / Websites

- Form 378 Environment Action Plan
- Form 379 Environment Aspects, Impacts and Targets
- Form 406 Annual Environmental Action Plan
- Form 420 Health & Safety, Control of Infection & Environment Audit
- Form 125 Contractors Code of Conduct
- OC8 Health & Safety Policy and Statement of Intent
- OC4 Audits
- PO1 Quality Assurance Policy
- OC101 Internal Communication Plan
- OC79 Governance
- OC80 Procurement
- OC84 Maintenance, Furniture & Large Equipment Purchasing
- PO27 Reserves Policy
- C19 Telecare Policy
- OC64 Equality
- OC17 Support Planning using a Person-Centred Approach
- OC77 Learning & Professional Development
- OC7 Recruitment & Selection
- OC58 Working at Outlook Care – Staff Handbook

- The Environmental Protection Act 1990
<http://www.legislation.gov.uk/ukpga/1990/43/contents>
- Waste electrical and electronic equipment (WEEE) Directive
<http://www.environment-agency.gov.uk/business/topics/waste/32084.aspx>

4 Environmental Principles

We aim to continually improve our environmental performance and reduce our impacts on the local environments and this is demonstrated by:-

- Conserving natural resources by reducing the use of energy and by using recycled materials and products wherever practical.
- Preventing pollution by the control of materials and processes that may have an effect on the environment and by managing waste.
- Purchasing electricity from a supplier committed to renewable energy and who is seeking to maximise renewable energy sources at reduced rates that are affordable to organisations such as ours and who have a firm commitment to sustainable practices.
- Reducing the quantity of hazardous waste from our operations where possible.
- Educating our employees, the people who use our services and our suppliers and contractors, to recognise their responsibilities regarding the protection of the environment and to communicate these at all levels.
- To make our contractors and suppliers aware of our principles and practices and where possible work with those partners, suppliers and sub-contractors who can demonstrate compliance and a true commitment to sound sustainable management practices to improve their environmental performance.
- Where possible work with local organisations to help reduce supply chain impacts and reduce adverse environmental impacts.
- Complying with relevant environmental legislation, regulations and requirements
- Supporting alternative transport arrangements for our workforce and people who use our services by including home working for staff where possible; promoting public transport by ensuring we have events local to our operations and within accessible locations.

5 Sustainability Principles

The concept of sustainability is one of the core values that underpin Outlook Care and is demonstrated by:-

- Ensuring that Outlook Care is well run; that our governance is open and transparent and we comply with all current legislation, good practice and the requirements of our regulators.
- Preserving our financial security by maintaining our cash reserves and investing our money in ethical organisations.
- Monitoring and maintaining agreed levels of quality in our services and developing systems for effective service user participation at all levels of the organisation through our Service User Committee and Service User Forums.
- Building and maintaining relationships with the local community as a local employer and purchasing local goods and supplies and developing new relationships when commissioning future services.
- Proactively continuing to work with our funders, and partners to align sustainable practices.
- Promoting health and well-being for people who use our services and for our staff
- Maintaining our buildings to a high standard and ensure they meet all legislative requirements.
- Building to a high standard and space standard ensuring the design reduces long-term maintenance costs and flexible enough to meet future needs when developing new buildings.
- Promoting independence and lifestyle choices for people who use our services and incorporating assistive technology, aids and adaptations into our services.
- Ensuring we understand the market place in which we operate and, when considering new business opportunities or the development of new services, fully assessing the risk and impact on the organisation.
- Supporting the local economy and purchasing supplies from businesses that fit with our Vision and Values where possible and appropriate.

- Ensuring we deliver person centred services that meet the needs of individual services.
- Providing a seamless service in partnership with other organisations, ensuring people who are involved in our services receive appropriate care and support and gain independence.
- Aiming to reduce the use of vehicles and increasing our use of public transport. Where we are required to retain the use of vehicles for our services, ensuring they are in line with our environmental principles to reduce carbon emissions.
- Encouraging our staff to reduce the use of vehicles by raising awareness of carbon emissions and supporting the use of vehicle sharing.
- Investing in IT solutions enabling Outlook Care to work efficiently and promoting the use of IT solutions to reduce our environmental impacts and improving work-balance life-styles by reducing business travel, home/remote working and reduction in manual processes.
- Aiming to provide safe and healthy working environments for our staff and volunteers by means that do not adversely affect carbon emissions.
- Ensuring the properties we manage are maintained to reduce waste and heating boilers are serviced to ensure they work efficiently.

6 Corporate Social Responsibility Principles

We manage our business processes to produce a positive impact on all aspects of society and the promotion of social values by:-

- Developing routes to employment for young people and those who find it difficult to get into employment using a variety of means including volunteering; apprenticeships, work experience and linked employment for people with Learning Disabilities which contributes to the life of the local community.
- As a voluntary not for profit organisation providing support and skills teaching service to vulnerable adults with disabilities
- Promoting equality to ensure that Outlook Care and its suppliers are fair and responsible to everyone; the people who use our services, the people who work for us, the people who work with us and the communities and do not discriminate on the basis of factors

such as gender, sexual orientation, religion, age, disability, ethnicity or race

- Achieving integrated labour markets and higher levels of social inclusion, through actively seeking to recruit and develop routes into the workforce for people of all ages and from disadvantaged groups.
- Investing in continuing personal development and life-long learning for our workers.
- Increasing the skills of the workforce in order to remain competitive and ensuring workforce planning copes with the ageing of the workforce through the Business Planning process.
- Managing organisational risks properly, using our economic power responsibly, and operating our organisation in a manner that is ethical and legal.
- Contributing towards improvements in public health, as a result of initiatives in areas such as the safe disposal of waste, disease prevention and contributing to the health of the community by ensuring that we contract with service providers who are affiliated with nationally recognised agencies and who understand the specialist area they are working in. Contributing to proposed changes to regulations, white papers and give structured feedback to our partners.
- Increasing the performance of those who are in employment, ensuring staff are motivated to perform efficiently
- Measuring, recording and seeking to increase customer satisfaction with the services provided.
- Maintaining a respect for human rights, environmental protection and employment legislation including working with trades unions.
- Working to reduce poverty in general with national initiatives including purchasing Fairtrade & Ecover products.

7 Objectives and Targets

Form 379 – Environment Aspects, Impacts and Targets identifies Outlook Care's activities, products or services that interact with the environment (**Aspects**), the change to the environment from these activities (**Impacts**) and the commitment from Outlook Care to change these activities (**Targets**).

To ensure that Outlook Care meets the targets identified, they are detailed in Form 378 – Environment Action Plan listing actions required.

Service / Office Managers are responsible for ensuring that environmental targets are set locally and are required annually to set local targets and actions to improve the environmental impacts at their service/office by using Form 406 – Annual Environment Action Plan.

The organisation will monitor its own performance and local targets using the Quality Monitoring Visits annual themed visits, Health & Safety, Control of Infection & Environment (Form 420).

The findings together with recommendations will be taken to the Quality Monitoring Review (QMR) group. Targets and actions will be communicated to employees using routes identified in the internal communication plan.

8 Appendix 1: Equality Impact Assessment Tool

To be used for all Policies requiring Board approval and Board papers for approval relating to people (See OC53 Corporate Policies Review) The completed tool should be appended to the document/saved on file.

Document being impact assessed : OC013 Environment, Sustainability & Corporate Social Responsibility Assessor (Author): Matthew Cowperthwaite & Katie Lay
Date: 22 August 2012

Purpose 1: check that no group of people (i.e. service users, staff, Board, volunteers) is disadvantaged/more or less favourably affected than the other by any condition or requirement which cannot be shown to be justified on the basis of:

What?	Checked - no impact	If you believe there is an impact, is this valid, legal and/or justifiable? State why.	If it isn't valid, legal and/or justifiable, what action could be taken to reduce adverse effects and promote or enhance positive effects? (write on reverse if you need more space)	Confirm relevant actions included in decision making process
Age	✓			
Disability – learning, physical, sensory impairment, mental health problems	✓			
Race	✓			
Nationality	✓			
Ethnic origin – including gypsies and travellers	✓			
Gender – including gender reassignment	✓			
Religion	✓			
Beliefs	✓			

What?	Checked - no impact	If you believe there is an impact, is this valid, legal and/or justifiable? State why.	If it isn't valid, legal and/or justifiable, what action could be taken to reduce adverse effects and promote or enhance positive effects? (write on reverse if you need more space)	Confirm relevant actions included in decision making process
Sexual orientation – including lesbian, gay and bisexual people	✓			
Domestic circumstances	✓			
Social and employment status	✓			
Marital/partnership status	✓			
HIV	✓			
Political affiliation	✓			
Trades Union memberships	✓			

Purpose 2: Are there opportunities within the document to:

	Yes/No	If yes, how?
Eliminate discrimination?	No	
Promote equality of opportunity?	No	
Promote good relations between people of different groups?	No	

Purpose 3: Is the impact of the document likely to be negative ie is there risk of:

	Yes/No	If yes, how can this be minimised?
Discrimination?		
Reducing equality of opportunity for some groups?	No	As long as Outlook Care financial standing orders and legislation is correctly followed and applied appropriately.
Harming relations between different people of different groups?	No	As above.
Describe where you could Incorporate equality monitoring into day to day management		