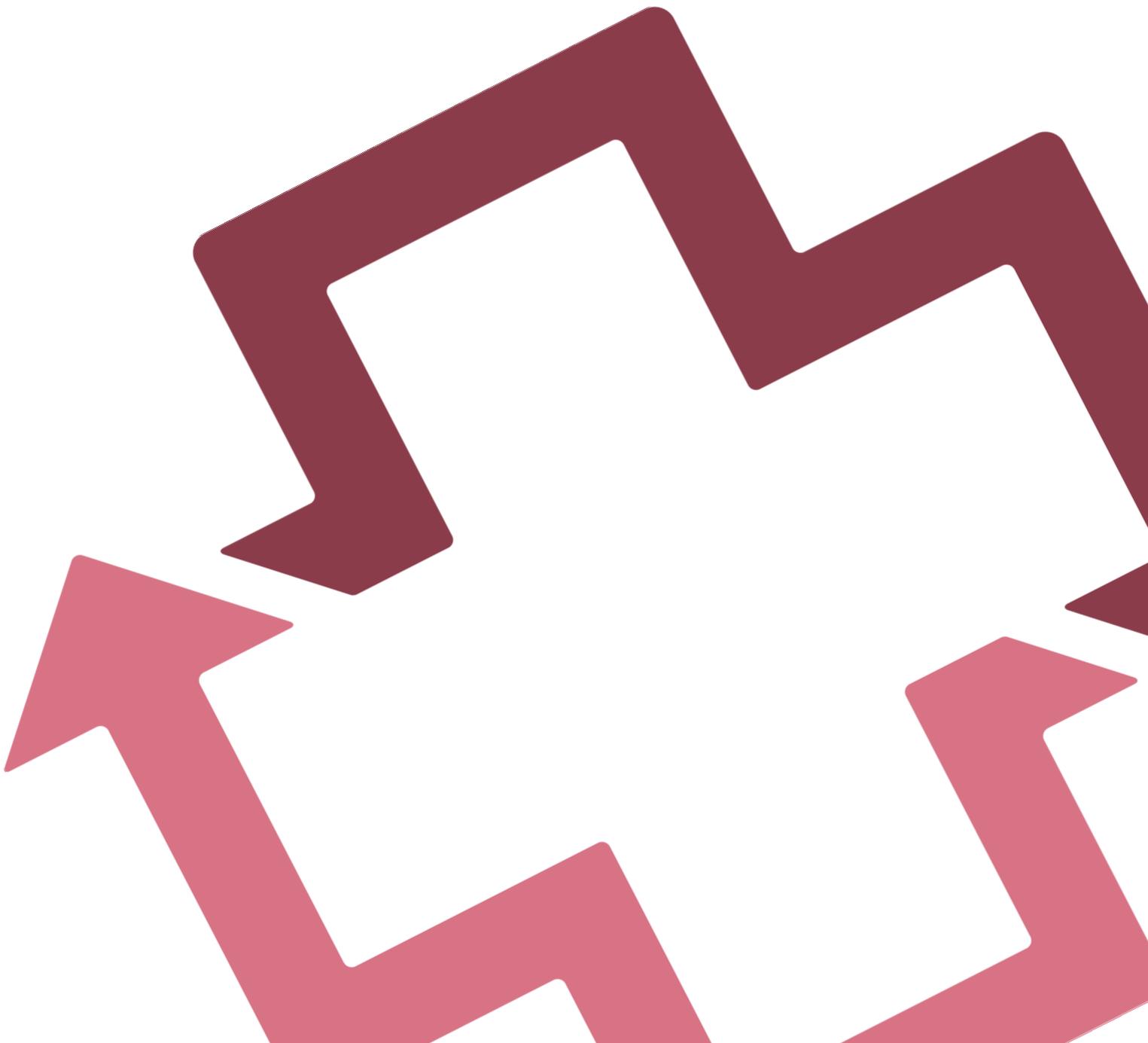


# **Case study marketplace – top tips**

## **27 February 2018**



## **Sustainable food project**

James Dixon, Head of Sustainability and compliance, Newcastle upon Tyne Hospitals NHS Foundation Trust  
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Newcastle Hospitals is committed to delivering sustainable healthcare services and has a track record of seeking innovative solutions to reducing our environmental impact.

We set out with the aim of increasing ingredient spend on ethical and environmentally friendly food, locally sourced ingredients and create a menu that delivers health, social and environmental benefits. We reinforced this with a mission to improve the efficiency of the energy, water and waste arising from the catering department's activity.

We have achieved the Silver Soil Association Food Served Here award and have been accredited with the Soil Association/Carbon Trust Green Kitchen Standard.

### **Top tips:**

- Engage with your catering manager, they are key to driving change. Close working between the sustainability team and the catering staff helps fill potential gaps in knowledge.
- Talk to your suppliers; let them know what you want and what you are trying to achieve. They have industry contacts and will come back with solutions.
- Look for other requirements you need to achieve to help support the business case, for example the Green Kitchen Standard works in line with the Department of Environment Food and Rural Affairs' balanced scorecard and will allow you to evidence compliance.
- Engage and train staff; let them know why you are making changes and allow them to feel empowered to make suggestions.
- Look at the whole life costing for equipment.
- Meat-free days advice, stick with it; there may be some resistance to change but people are now aware it happens every month and there is no reduction in takings.
- Introduce a 'help yourself' salad bar; this has increased sales of salads vs. pre-packaged salads, and there has been a reduction in the number of chips sold.

## **Trust-wide travel and transport plan**

Jane Money, head of sustainability and Dan Braidley, travel planning co-ordinator, York Teaching Hospitals NHS Foundation Trust  
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There has been huge pressure on York Hospital staff car park, due to permit criteria, numbers and its configuration. To resolve this alternative transport provisions, with an emphasis on sustainable travel, are being considered. The trust is meeting with all the bus providers in the region to discuss their routes, services and any possible

discounts. They are also working in conjunction with the local council and discussing the opportunity of pooling resources with other local businesses.

The trust is factoring in local infrastructure, location and air quality issues. The learning from York will then be used by the trust to tackle similar concerns on other sites.

#### Top tips:

- Travel planning is a very emotive subject for a lot of people.
- Everyone has an opinion. Listen to all viewpoints – but be realistic.
- Establish relationships at every level in your organisation.
- Become best friends with your local authority.
- Set realistic short-term and long-term targets and timescales.
- A travel plan is essentially one big project that can be broken down into mini projects – but try and keep an ‘end goal’ in sight.
- Comms is crucial! Establish as many channels as possible and key messages for example, needs, aims, influencers etc.
- ‘Join the dots’ – elements of travel planning can creep into everything for example sustainability, car parking, estates, travel and transport, outpatients, staff benefits, procurement, deliveries, staff welfare and security.
- Travel planning is all about behaviour change – and often people have to meet you halfway if there’s going to be any positive impact – ‘carrot and stick’ approach.
- Travel planning is an opportunity – especially in terms of sustainability.
- Try to keep it simple (not easy).
- Invent a magic wand.

### Environmental management systems

Stephen Bell, sustainability lead, South Tees Hospitals NHS Foundation Trust

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South Tees demonstrated their commitment to the environment by implementing the ISO 14001:2015 management system. The system led to a reduction in the trust’s carbon footprint, they made cost savings and enhanced their compliance with legislation.

#### Top tips:

- Get support at board level.
- Identify an ISO lead.
- Do a gap analysis prior to starting.
- Communicate to all levels, on wards and in departments.
- Don’t get too engrossed, step back and re-focus.
- Understand your compliance obligations.
- Decide on your scope from the beginning and stick to it.
- Ask questions – the work may already have been done.
- Have a robust environmental policy and sustainability plan.

- Engage with various groups including your local community.
- Gather evidence – minutes from meetings, policy, SOPs.
- Understand who your interested parties are.
- Document control.
- Consider hiring a consultant.
- Ensure that roles and responsibilities are clearly defined.
- Remember there is no such thing a stupid question.
- On day nine of your audit – remember to smile!

## Collaborative sustainability for our future

Paul Curotto, specialist waste trainer, Leeds Teaching Hospitals NHS Trust

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Leeds Teaching Hospitals NHS Trust set up their own sustainability management plan, creating GRASP (Green, Recycle, being Aware, Sustainable for our Patients) champions across the organisation. Some examples that through working collaboratively the champions have achieved includes: introducing a 'switch off' campaign, helped the trust receive a 4\* eco certification for a green hospital fleet, and turning off unused computers at night and weekends saving £80,000 and 165 tonnes of CO<sub>2</sub> per annum.

### Top tips:

- Turn off light when outside is bright.
- Recycle paper correctly.
- Think before you throw – segregate your waste, don't throw everyday paper waste into confidential waste.
- Turn it off – turn off computers, phone chargers and electronic devices when not in use.
- Save water, report dripping taps to estates.
- Reduce paper waste – view emails on screen, when printing print on both sides.
- Keep out the cold – close doors, windows and blinds to keep heat in. Don't use electric heaters.