



SJOG Environmental Audit Report 2022

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Amy Higgins, Community Researcher

Michael Barratt, Community Researcher

Nathan Roweth, Community Researcher

Fern Edwards, Community Researcher

SJOG Hospitaller Services

Introduction

Making positive impact across the communities we work and the people we support are central to our approach at SJOG. Within this, we also align ourselves to the Catholic social teaching principles. One of the seven principles of Catholic social teaching is care for creation. Reflecting on this has meant that we have developed environmental policies and procedures that aim to limit our impact on the environment around us.

Our current environmental policy details that we are committed to making the best choices around the resources we use and reuse. In order to fulfil our policy commitments and reduce overall environmental impact, including how we dispose of waste and use energy, we created an environmental audit to review the waste and energy practices in all our services.

An evaluation of our environmental impact would allow us to invest in local communities as well as minimise the overall negative environmental impacts of our activities, which will assist the move towards net-zero. Capturing this baseline is important so that year on year strategies can be developed that continue to allow us to reduce our impact on the places and spaces around us.

This report details the methods used to create the environmental audit, and the way the results were collected and analysed. A detailed summary of the results, including the figures and information regarding waste management, waste streams, garden waste, heating and ventilation, lighting, equipment and colleague awareness at each SJOG service, are described.

These results are detailed alongside information on potential renewable energy investment and overall recommendations for the future, and how these recommendations will meet the central values of SJOG's environmental policy.

Methodology

To work in line with our environmental policy and reduce the environmental impact of our work, we need to understand how we dispose of waste and how we use energy, along with our environmental behaviours.

Environmental audit tool

In 2021 we created environmental audit to review the waste and energy practices in all our services. The audit was designed from a review of freely available resources and used these to develop an audit tool for use in our services. The audit tool was completed by service managers, with support from the property team as needed. This approach made the feasibility of completing the audit possible bearing in mind the geographical spread of the services which we run across England. The full audit tool is provided in appendix A.

Completing environmental audits

Audits were completed between December 2021 and February 2022. Results from the audits were analysed from February to April 2022. Where services are comprised of a number of different

buildings, which is the case in our safe house provision, a review of one property was taken as a baseline for others within the service.

This report details the aggregated results from the services run by SJO. Individual service action plans have been created, with examples provided in Appendix B.

Results

Waste management and waste streams

General waste amassed by services ranges from three small bags per week to ten black bags per day depending on property size and the number of people supported. For most the services, food waste is included as general waste. Some services are responsible for disposing of clinical waste, as well as general waste. Services have their general waste or recycling collected on an alternate weekly basis, in line with local authority collection, while four services have theirs collected daily or a few times per week. Notably, Olallo House, our homeless service based in London reported the need for a designated waste collection space, which is currently challenging because of the urban location.

Recyclable waste is collected either weekly or fortnightly. Only three of the services do not recycle, and the recycling that was described by each service was limited to dry materials such as glass, plastic, and cardboard. It is worth noting that Rockliffe Court recycles furniture via the British Heart Foundation. This was the only additional recycling initiative noted across services.

Ten of the services provided specific percentage evaluations of their waste stream by waste type. Table 1 shows the average percentage of each waste type overall across services by waste stream.

Table 1: Average percentage of waste type in the waste stream

Waste (type)	Average waste in stream (% based on 10 services)
Computer paper and white ledger	5
Coloured paper	13.40
Used paper	15.30
Plastics	21.90
Aluminium and steel	2.80
Glass	4.00
Green waste	3
Healthcare waste	13.90
Food waste	20.70

When assessing waste streams, analysis of responses from each service, and those presented in table 1, implies that used and coloured paper, plastic, food waste and healthcare waste make up the majority of waste products on a service-by-service basis. Of the services that did not provide exact percentages of waste streams a few indicated that a 'normal' amount of household waste is disposed of across all waste types and most also indicated that their food waste was minimal. The maximum percentage of food waste in the services was 20%.

Overall, the volume of green waste is minimal across all services. Some services have a gardener who disposes of green waste, and at some services where SJOG's Green Team work, composting areas have been developed. Composting is important activity and method of waste disposal as part of SJOG's carbon gardens initiative.

Heating and ventilation

The audit showed that across services heating and ventilation systems are in good condition. Balmaclellan and Olallo report patchy heating across the radiator system. Thermostatic radiator valves are an important part of managing heating distribution. All services have these in place however, services offering safe houses and Olallo reported that these are missing and on occasions, stolen.

Central heating thermostat systems are in good repair and allow heating to be managed. Ceuta House did report problems with their thermostat system and thermostatic radiator valves are used to manage heating. Heating is gas supplied although noted in two of our supported living services the people we support occasionally supplement this with electric heating.

Overheating was reported at Rockliffe Court and Villa Maria where settings are higher than needed. In the latter services, this was due to the preference of the people who are supported. During the audit it was reported that overheating was observed in safe houses. In contrast, Scorton, Olallo and Balmaclellan reported underheating in areas.

For heating to be effective it needs to be managed. It was reported across 40% of services that heating and cooling through open windows occurs. Covid-19 prevention measures were cited as reasons for this. It was stated that in Villa Maria, residents use windows to moderate temperature rather than TRV's.

On the whole, heating system are in good condition. However, management of these may benefit from a review of the settings to ensure that heating is as efficient as possible while ensuring the people we support and colleagues are comfortable. Thermal comfort is subjective and this poses challenges in creating an environment that accommodates all needs.

Lighting

No problems were reported with lighting infrastructure. Services are moving to use LED bulbs with only 11% reporting having a proportion of halogen bulbs being used. These remaining bulbs should be replaced to improve energy efficiency.

Light in unused spaces was reported through colleagues leaving lights on. Sensor lighting is used in some spaces but would require investment to provide across all services. This may however, raise questions about the 'homeliness' of the services as automatic lights can have a 'workspace' feel to them. Encouraging energy efficiency behaviours will improve lighting unused space while allowing spaces to retain a homely feel.

Equipment

All our services have a variety of electrical equipment. Some are used by the people we support and other equipment supports colleagues to do their work, such as tablets, laptops and computers.

Some equipment was older but on the whole, services reported turning off this equipment when it is not in use.

Equipment needs to be accessible for the people we support. TV equipment and similar devices are left on standby in many services so the people we support can access and use them easily as plug sockets are not accessible for them. In order to balance independence and energy usage all devices should be configured to use a standby mode when installed.

Colleague awareness

The audit did reveal that colleague awareness of energy efficient behaviours could be improved. There is limited guidance for colleagues on behaviours that have a positive environmental impact displayed in service or provided through other routes such as email or induction. Infographics, which are readily available, promoting environmental best practice, should be displayed in services and in office spaces.

Environmental awareness campaigns should be developed and provided during the on boarding process for new colleagues. This may cover topics such as:

- Environmental impact and how to reduce impact through recycling
- Behavioural changes that contribute to energy saving for example, turning off lights, setting heating systems correctly.

Renewable energy investment

As an organisation, we are keen to decarbonise as much as possible, particularly when calculating our CO2 outputs. Solar panels offer a way we can do this across the properties that we own. Using the Energy Saving Trusts calculator we estimated both financial and carbon dioxide savings should we equip each property with solar panels (see table 3).

Table 3: Estimated financial and CO2 savings per year with installation of solar panels across SJOG services

Roof Pitch (Assumed)	Shade (Assumed)	Installation Size (Assumed)	Potential fuel bill saving	Kg Co2 Saving per year
30°	Moderate	Medium	13,341.00	22,881.00

Assuming medium size solar panel installation and some roof shading we could expect to save £13.3K and 22 tons of CO2 each year. This is only an estimate with default assumptions of roof pitch taken from the online tool.

Nevertheless, it provides a useful indication. Based on Green NCAP's latest figures, this annual CO2 equivalent saving over two year period would be equal to taking a medium size car off the road. Calculation of installation costs and the payback period will be the next step along with more formalised energy saving figures based on property specification.

Recommendations

The aim of carrying out the audit was to establish some baseline figures and identify ways to improve our environmental performance. Table 3 shows these recommendations. Strategies that

promote positive behaviours of our colleagues around waste management, heating and ventilation, lighting and equipment will be established. This offers a cost effective means to start to improve our environmental performance before moving on to infrastructure development.

Table 4: Environmental recommendations

Theme	Recommendation
Waste Management	As a calculation 18 ltrs of waste per week, per person supported. We will develop awareness of recycling initiatives locally so that of the ca. 18,000ltrs* waste each week as much as possible is recycled. (figures passed on supporting 1000 people per week)
	Promote recycling initiatives across colleagues and the people we support.
	Green composting initiatives in all services with outdoor space.
	Encourage composting areas as part of SJOGs carbon gardens initiative.
Heating and ventilation	Radiators to be bled where needed.
	Develop information campaigns to encourage responsible heating and ventilation.
Lighting	Address remaining 11% of services which have old style bulbs so that energy efficient LED's are fitted.
Equipment	Ensure all electronic equipment is set to standby after 1 minute of inactivity where possible.
Behaviour	Education initiatives to be created for all colleagues covering environmentally friendly and energy efficient behaviours. Information posters to be installed in services. Education initiatives to be created for the people we support.

Final thought

This was the first year that we completed the environmental audit. Useful insights into waste management, heating and ventilation, lighting, equipment, and behaviours have been captured. While we can do more in terms of developing our infrastructures, from this audit, focusing on pro environmental behaviour interventions have the potential to have a meaningful impact over the next year.

Acknowledgements

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References:

Government conversion factors for company reporting of greenhouse gas emissions:
<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>:
URL accessed 1/5/2022

Green NCAP: <https://www.greenncap.com/european-lca-results/>: URL accessed 1/5/2022

Appendix A – SJOG Environmental Audit Tool

See attached document for SJOG Audit tool.



SJOG environmental
audit tool FINAL_Nov

Appendix B – Example Environmental Audit Service Snapshots

Ceuta House

Ceuta House has an extensive number of waste collection points around its building, including a general waste bin, a recycling bin in the kitchen, eight small bins in bedroom and office areas, and a number of external general waste and recycling bins, allowing for a quick waste turnover. Not only does Ceuta House practise recycling, but it also separates glass from other recyclable materials, an effort that appears to be unique compared to other services. Food waste is also recycled where relevant, meaning that materials are sorted in a clear and efficient way. The amount of food waste produced is dependent on the frequency of food shopping, so can vary, but making a shopping plan could make this number easier to decipher.

Ceuta House were able to calculate the distribution of waste types, with a larger amount of paper waste produced than other services, at around 20%. All other waste types total to average percentages, with food waste making up the highest percentage at 55%. Garden waste is collected by the gardener hired by Ceuta House when their services are provided, meaning that Ceuta House does not take responsibility for its collection between the months of May and November.

Ceuta House encourages the people living there to recycle in accordance with advice given by its local council, Brighton and Hove Council. Signage is placed around the building to remind people of collection dates, and they are encouraged to participate in the separation of glass waste.

Although surety was not provided, Ceuta House stated that its boiler 'appears' to be new and in good condition, but this should be checked for full clarification. There are, however, temperature checks of the boiler every month to ensure the temperature sits at around 60 degrees. Ceuta House has suggested that its boiler pipes do not look insulated, but it appears that the white colouring of the pipes is obstructing proper inspection, so this could possibly be removed. The house thermostat at Ceuta House is broken, but the landlord has set the boiler so that it can work without a thermostat, and this appears to be sufficient as a method. Ceuta House did, however, provide details about its thermostat when it was in use, stating its location as being in the ground in front of the safe house. Electric heaters are not permitted within Ceuta House. Ceuta House has stated that radiators are close to bed frames within bedrooms, due to their size, but are not being obstructed by any furniture. It has been clarified that all areas of Ceuta House have sufficient heating, but some unoccupied rooms are being unnecessarily heated. Despite this, unoccupied rooms have their TRV valves checked on a weekly basis. Ceuta House does not have air conditioning but it is ensured that windows are opened to stop overheating.

Ceuta House has acknowledged that a lack of external lights at its entrance and back garden areas has led to these areas being under lit. Energy saving lightbulbs are used within the house, with no indication that Tungsten lamps are still in use, but not all lightbulbs are LED as of yet. Ceuta House does not use motion light sensors and has not indicated whether these could logistically be used, but has indicated that the possibility of installing daylight sensors may be discussed with landlords. Ceuta House do not label their light switches and justify this by stating that switches 'make sense' in each room.

Ceuta House boasts a lot of new, energy-saving electronic equipment, with goods including a new fridge freezer, new TVs and a kettle all PAT tested. IT equipment, such as laptops, printers and CCTV equipment, is also energy-efficient. Most electrical equipment is switched off after use. The refrigerator at Ceuta House displays an A+ rating, above and beyond the A- minimum threshold. The office printer within the building is placed close to a window, ensuring that it is not prone to overheating. Ceuta House has stated that its TVs and microwaves are always plugged in, meaning that energy saving opportunities are missed.

Ceuta House assumes that its roof is of a modern thermal insulation standard, as the building was refurbished in 2020. It has also acknowledged signs of dampness in the underground gas and electricity room. Weekly checks are carried out to ensure there are no leaks in the roof or in windows. It has also been stated that the back of Ceuta House can attract a lot of daylight in the mornings and in the summer.

Ceuta House does not offer energy efficiency training but encourages its staff to maintain good practice.

Hints and tips

- Make a shopping plan for the service so that it can better quantify waste and potential ways to use this plan to reduce waste.
- Ask a professional to look at the boilers pipe work and if it has insulation/ if it is necessary as there is white covering over the pipework.
- Check to see if rooms are being overheated needlessly and make changes accordingly.
- Make sure microwaves/TVs are switch off rather than in standby either by turning them off by the plug or just unplugging them in general.
- Provide information to the people we support and colleagues on energy saving tips.

Dalby View

Waste collection methods at Dalby View include a general waste collection point outside of the building, and clinical bins inside the bathrooms of the two bungalows on site. In terms of daily waste volume, the service amasses four black bin bags, and four clinical waste bags, which, compared to other services, is a large amount of daily waste. Despite this increased amount of waste, collections only happen weekly, meaning that the turnover of waste is slow and perhaps could be increased in speed. Dalby View does not have recycling bins, meaning that recycling on a mass scale isn't an option. There has, however, been an effort to implement recycling bins at the service, the auditor notes. It has been stated that some staff choose to recycle the cardboard and plastic they use, although specific methods weren't listed. Four bags of food waste are disposed of in general waste each day, two from each bungalow.

Dalby View disposes of a higher percentage of plastic and paper compared to other services, at around 40-50% compared to an average of around 5-10% from other services. With a lack of recycling facilities, this is potentially environmentally irresponsible. A large amount of healthcare waste is also disposed of, although the volume of this is dependent on what service is provided by each location. In terms of garden waste, the service does not have a compost area and has its waste collected by the Green Team.

Dalby View has been active in trying to increase its recycling practices, and seems to have done as much as it can from its side in terms of progressing this. More cooperation from other parties is needed.

Dalby View has two boilers, a combination type boiler in each bungalow, and both were recently installed, in September 2020 and May 2021 respectively. These boilers are regularly serviced and checked over yearly. Dalby View has indicated that some of its radiators may be obscured by furniture, but has not stated whether this obstruction is damaging in any way. It has also indicated that employees use electric heaters in the office and conservatory areas. It has also been stated that the office area needs a new radiator, but it was not stated as to whether this is due to over or under heating.

Dalby View does not use tungsten lightbulbs, and has installed energy-saving bulbs as an alternative. It has been indicated that some tenants leave lights on in rooms they are not using, meaning that better education regarding energy-saving practice is possibly needed.

Although Dalby View has new and modern electrical equipment, it is not aware as to whether this equipment is fitted with energy-saving features. Dalby View also does not know whether its refrigerator displays a rating of at least A-.

Dalby View does not know whether its building has any wall cavities, and has indicated that it has 'draughty' windows. As opposed to other services, Dalby View appears to be satisfied with its environmental education training provided to staff.

Hints and tips

- Acquire recycling bins for the service so mass recycling can begin.
- Continue to compost appropriate waste.

- Install a new radiator in the office area to help solve the over or under heating
- Provide information to the people we support and colleagues on energy saving tips.
- Check if equipment has any energy saving features that can be used.
- Fix windows draughts.

Olallo House

The Olallo service has three waste collection points across the building, with two areas in the kitchen, two in the dining room, and one on each of its three floors, meaning that there is little room for waste to go uncollected. In terms of waste volume, 10 black bin bags of waste are amassed on average on a daily basis, with daily collection of these bin bags on weekdays, but not on weekends, allowing for a quick turnover of waste production and waste collection. One thing that the service lacks, in comparison to other services, is a recycling scheme, which has been recommended to them by their auditor. Due to the lack of a recycling scheme, all food waste is disposed of with general waste, which is potentially problematic due to the large volume of food waste that is produced (attributed to the short shelf life of the food that Olallo service users consume).

72% of waste accumulated by Olallo is food waste, with smaller amounts of around 5% being amassed by recyclable materials such as paper, glass and plastic (although Olallo does not recycle these materials). It has been recommended that Olallo creates more storage space for waste disposal, and makes an effort in trying to recycle relevant materials. It has also been advised that guidance posters are placed around the building to remind people of good practice, as such guidance is not currently available.

The boiler at Olallo is considered to be 'fairly new' at around two years old with no maintenance necessary. The pipework feeding into the boiler is well insulated, and the efficiency of the boiler is regularly monitored. A problem has been reported regarding radiators not providing sufficient heat for some rooms due to their large size, which may indicate that more radiators are needed in different areas of the rooms. It has also been suggested that radiator valves go missing frequently, and may even have been stolen in some cases. With this in mind, better organisation and monitoring of radiators is clearly needed. Olallo is not aware of whether local thermostatic controls are set appropriately, which could be attributed towards some of the issues with heating within the building, so these controls should be checked. It is also possible that there could be thermostats located in areas impacted by heavy sunlight or obstructed by furniture, which runs the risk of overheating and possible fire hazards. Although electric heaters are used by colleagues, they, along with other heat emitters, are said to not be in areas where they could obstruct furniture. There are also no risks of unused areas being unnecessarily heated. Although existing ventilators are properly cleaned, the service does not have air conditioning which could lead to overheating issues in the summer months (although this has not been reported). It has also been reported that blinds are not properly closed in all cases during the winter months to avoid the escaping of heat.

In terms of lighting, some colleagues who work in reception have reported that the reception area is too bright and has caused optical pain. The service is said to be using energy-saving lightbulbs already, so the quantity of lightbulbs in the area may be the issue rather than the quality. Exterior lights operate automatically, meaning that the brightness of exterior lighting is well managed. No

discolouring in lighting fixtures has been reported, and it has been said that unused areas are not being lit. In order to control this, occupancy sensors are installed in some parts of the building. Olallo is not aware of whether daylight sensors can logistically be added to windows.

Olallo is not aware of whether IT equipment is fitted with energy saving features. It has also been reported that IT equipment is not manually switched off when not in use, leading to unnecessary energy consumption. All refrigerators in the building display at least an A- rating, although some do not display ratings at all. Olallo has acknowledged that IT equipment such as printers and computers could be switched off more frequently whilst not in use.

Olallo is not aware of whether its roof insulation is of a modern thermal standard. It is also unaware of any wall cavities, but pointed out that the building is around 100 years old, so erosion is likely. It has been reported that the fire exit corridor is experiencing some dampness, which is not ideal due to the urgency of the area and should be dealt with. The building has some double-glazed windows, but others are single-glazed, although specifics regarding locations of these windows were not disclosed. The windows and floor lights in the building are very old, which has been used to justify the lack of cleanliness in the upper floor windows by Olallo. Proper cleaning and possible replacement of these aging fixtures may be of a necessity. Additionally, it has been reported that some areas of the building are prone to overheating in the summertime, which could be attributed to the lack of awareness regarding thermostats.

Olallo has stated that electrical equipment, such as microwaves and kettles, could benefit from better labelling and signage, which the auditor agreed with. Due to the size of the building, taking the stairs as opposed to using lifts is rarely an option.

Hints and tips

- Find a suitable recycling scheme for the service.
- Make a larger storage area for waste disposal.
- Recycle materials correctly e.g., glass, paper and plastic.
- Provide information to the people we support and colleagues on energy saving tips.
- Check radiators are sufficient for heating the room there in and if inadequate replace.
- Check radiators for missing or damaged thermostats and replace monitor them as they go missing frequently.
- Check for dampness in fire exit and get repaired as soon as possible.
- Improved signage for electrical equipment at the service.

Rockliffe Court

Rockliffe Court has two secure bin stores located at different ends of the building, with both general waste and recycling bins located within. At the point of fortnightly collection, Rockliffe Court has usually accumulated around 12 large bins full of waste. Although residents at Rockliffe Court are encouraged to recycle, this encouragement does not always lead to results. In cases where recycling does take place, all relevant materials are recycled, with paper bins designated to each material full by collection day. Food waste is disposed of with general waste.

The waste distribution numbers provided by Rockliffe Court are within a regular range compared to other services, at around 5-20% per material and type, although there is no garden waste identified and a small amount of food waste at just 30% compared to the 50% and above accumulated by most other services. Garden waste appears to be attributed to the Green Team. In addition to the regular waste disposal units, Rockliffe Court also has a clothing and furniture bin that is given to the British Heart Foundation as a donation.

The boiler at Rockliffe Court is less than a year old, and is serviced regularly. It is believed that the boiler at the service is not well insulated, but the auditor was unable to identify whether this could be fixed, which is something to be investigated. Rockliffe Court has acknowledged that its lounge area can be overheated due to residents turning up the heat unnecessarily, so better education about heat preservation could be implemented to residents. Some of the lighting within the building is not modern and energy efficient, but it has been clarified that new lighting will be installed into the ceiling lights soon. Rockliffe Court is unsure of whether it can fit daylight sensors, which is something that could be asked about. Light switches at the service are not labelled, with the justification being that it may not be 'appropriate', although this was not expanded upon.

Electrical equipment at Rockliffe Court varies, but for the most part it has been stated that energy saving features are not installed into products. There are three refrigerators at the service, two of which are A rated with the other's rating being unknown. It has additionally been reported that energy saving techniques have not been practiced well by residents, with kettles being overfilled whilst making drinks, and electrical appliances remaining switched on at the wall even when not in use. As a result of this, better education on energy saving techniques would be useful for staff and residents.

Rockliffe Court was unable to answer most questions about the general condition of the building, but did clarify that there were no obvious spots of dampness around the premises. It has also been reported that corridors can get overheated in the summer months. In terms of education and guidance regarding energy saving, Rockliffe Court has admitted to offering no guidance but is open to putting signage on electrical appliances moving forward.

Hints and tips

- Provide information to the people supported about conserving heat as it is causing the lounge to become overheated.
- Replace inefficient light bulbs when applicable to a more modern standard.
- Ask if light sensors could be installed at this service.
- Seek clarification on refrigerator energy saving class.