

St Mary's Contact Centre - Sustainability Policy

Sustainability

In the context of the current economic and financial climate, and the increasing evidence and awareness of environmental impacts, sustainability is becoming a core consideration for organisations all around the world.

1. It is though more important than ever before that we increase our sustainable development efforts, to not only maintain our own sustainability but also ensure that we increase the positive contribution we make to the wider community.

Our aim

1. We aim to follow, promote, and embed good sustainability practices across the organisation to reduce the environmental impact of all our activities and to increase the positive social and economic impacts of our work. We aim to do this through our contact service delivery and how we operate internally in our day-to-day internal support services.
2. This Policy sets out the framework by which we will undertake its approach to embedding sustainable actions throughout the organisation.

Approach

1. Action plans will be aligned with and developed to support the St Mary's Contact Centre's strategic objectives and meet the expectations of our stakeholders.

Guiding Principles

1. Our four guiding principles for sustainability and sustainable development are:
 - Living within Environmental Limits
 - Minimise waste and disposals Promote and maximise recycling.
 - Sourcing environmentally sustainable resources and ways of working and using these responsibly.
 - Efficient use of energy and water consumption
 - Ensuring a strong, healthy & just society
 - Promote actions and deliver contact which helps people make informed choices and helps create sustainable communities
 - Embedding sustainability into all of our services and active promotion and creation of equal opportunity
 - Apply and embed our sustainable development objectives across all areas of our business including our approach to families and stakeholders.
 - Achieving a sustainable economy
 - Efficient use of St Mary's Contact Centre's resources and elimination of waste/duplication.
 - Income streams maximised.

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- Maximising financial support opportunities for St Mary's Contact Centre.

The trustees of St Mary's Contact Centre wish to do everything possible to ensure that the centre can continue to operate in the future. For several years it has been apparent that it is necessary to employ a paid coordinator to operate successfully. Other necessities are as follows:

- A committed and effective group of volunteers
- Appropriate premises
- Adequate toys and activities
- Adequate technical support for the organiser ie laptop and mobile phone.

To function effectively a total minimum sum of £9,000 per annum is needed. To date we have been fortunate to secure a small grant from Cafcass each year we have applied, and a three year grant from Children in Need. Our current Children in Need grant of £9,000 p.a was given in June 2023. We intend to apply to Children in Need again before this expires in 2026. Small grants (eg £1,000) from local charities have helped to boost funds.

To ensure that the past level of service can be maintained we shall need to obtain similar funding from Cafcass and Children in Need in future years. If we are not successful we shall approach other charities. We are fortunate to be able to use church premises, for which we pay only £1,000 per annum to cover heating and lighting costs. It is possible that this amount could be reduced if our financial situation was precarious. The salary for the organiser is already at a very low level for the amount of responsibility and could not be further reduced. The only other way of boosting our income would be to increase the charge of £40 per family.

- Promoting good leadership and governance
- Policies, processes and procedures which promote good practice and wellbeing.
- Strong leadership with clearly stated aims and objectives which actively promote sustainable development and engage all staff and management in its advancement.
- Acknowledge and celebrate achievements.

We will achieve our objectives through:

- Compliance with all applicable legislation, regulations and codes of practice.
- Integration of sustainability considerations in all our business decisions and into our contact service delivery.
- Setting annually, an action plan for further advancing and improving our sustainability performance.
- Regularly monitoring our progress against specific agreed key performance indicators.
- Engaging staff and other stakeholders to implement and contribute to the design and achievement of our sustainability aims, objectives and performance.

Responsibilities and Accountabilities

- All Insert Contact Centre name staff are required to be aware of and adopt this policy within their areas of responsibility and across the wider association and in all areas of our business.

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All are encouraged to share a sense of responsibility and purpose and collaborate to achieve the organisation's sustainable development aims and objectives.

- At a senior level, the Management have ultimate responsibility for the organisation's continued sustainability and its environmental and societal contribution to the wider society.

Key areas of focus

1. Key areas of focus will be, but not limited to:

Environmental Impact

- Energy efficiency improvement targets.
- Responsible waste disposal and reduction of waste.
- Sourcing and use of recyclable materials wherever possible.

Social Impact

- Measuring and quantifying the benefits of our contact centres impact.
- Links with Equality, Diversity & Inclusion Policy and strategy.
- Volunteering opportunities and support.

Financial Resources

- Reducing costs through efficiencies.
- Cost effective procurement.
- Maximising income opportunities.
- Financial management.

People & Services Resources

- Sharing best practice.
- Sharing and celebrating successes.
- Succession planning.
- Internal support services improvements.
- Induction and training.
- Clearly stated aims and objectives which actively engage staff and stakeholders.
- Simple and efficient systems and processes.
- Publish and make available our approach to sustainable development to all stakeholders, families, and supporters.

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