

September
2012

EMAS

Full Statement



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Foreword by the Interim Chief Executive

Sandwell Homes declared in 2007 that we wanted to be a leader in environmental excellence. We realise the importance of being environmentally responsible and I was so proud that this was recognised nationally when we were announced the winner of the Sustainable Housing Awards 2011. We have taken quite a journey but it is far from over.

The Eco-Management and Audit Scheme (EMAS) provides a practical way of continuously improving our environmental performance. The framework ensures that environmental matters are considered comprehensively. In terms of positive environmental outcomes a lot of our environmental success has been from greening our supply chain and making improvements to tenants' homes to reduce energy usage. EMAS identified that this was where we could make the biggest impact.

However, every environmental gain is important and as individuals we all play our part. As employees we have enjoyed training that helped to inform how we can make a difference both at work and at home. This enables us to live and breathe what we believe in.

It is also important to remember that minimising the amount of waste that is produced, reducing energy consumption and making more efficient use of resources all lead to cost savings, in addition to helping to protect and enhance the environment. You know how much I like cost savings and I also love the planet – it is a win win!

A handwritten signature in black ink that reads "Paul Field". The signature is stylized and written in a cursive-like font.

Paul Field



Foreword by the Facilities & Environment Manager

To be part of, and facilitate the implementation of the EMS, is and continues to be, rewarding. The system which we have devised is, I believe, one of the best in its class and the benefits of this approach can be seen within this Statement.

Much of the system management goes unnoticed but the management of environmental risk is something that occurs on a day to day basis. We have a comprehensive risk appraisal methodology that links our activities to our legal responsibilities and our controls. With the ever changing legal horizon we have to bear in mind the implications and introduce controls accordingly. Backing up this process is our internal audit team. Their detailed approach to audit has been one factor in achieving our “best practice” results.

Our communication strategies continue to work well. By asking our employees initially how to improve our environmental performance gave us the basis for a communications plan. Our virtual environmental campaigner “Margaret” or as she is known to her friends “Marge”, first appeared in our internal poster campaign. After causing a stir she now writes an environmental column in our “E-zine”.

Looking forward, we have contributed to the EMAS best practice European Commission document for the Public Administration Sector. This will assist the improvement of environmental performance in our sector in future years.

Finally, we face many challenges entering the next three year cycle of EMAS; however the environmental management system has been designed to meet those challenges and I am confident that it can.

A handwritten signature in black ink that reads "Anthony Thompson". The signature is written in a cursive, slightly stylized font.

Anthony Thompson



Company Overview

FACTS YOU SHOULD KNOW

Sandwell Homes was set up as a limited company in 2004 and is 100% owned by Sandwell Metropolitan Borough Council (SMBC).

Sandwell Homes registered address is Dartmouth House, Sandwell Road, West Bromwich, B70 8TQ.

It operates from 6 housing services centres, Community Safety & Estate Services Office and 3 operational centres at:

- Roway Lane, Oldbury, West Midlands, B69 3ES
- Court House, Sandwell Road, West Bromwich, B70 8TQ
- Dartmouth House, Sandwell Road, West Bromwich, B70 8TQ

Sandwell Homes comprises of two Directorates (see right) undertaking operational activities and responsibilities for the business. Some 1100 people are employed directly by Sandwell Homes.

Sandwell Homes manages approximately 29,000 homes on behalf on SMBC.

Sandwell Homes is in the process of being reintegrated into Sandwell Metropolitan Borough Council (SMBC) by January 2013. As part of this reintegration Sandwell Homes are looking to maintain the principles of the EMS.

Where are we?

Sandwell Homes is located in Sandwell within the West Midlands conurbation comprising six towns; Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury and West Bromwich.



MANAGEMENT STRUCTURE: ACTIVITIES, PRODUCTS & SERVICES



Sandwell Standard

This standard evolved from the Government's Decent Homes Standard. This was to bring the housing stock up, as a minimum, to an agreed level of "decency".

A Sandwell Standard Home is one that:

- Is in a reasonable state of repair.
- Benefits from effective insulation and efficient heating.
- Meets the current statutory minimum fitness standard for housing.
- Has reasonably modern facilities and services; a kitchen less than 20 years old, a bathroom which is less than 30 years old, and an appropriately located bathroom and toilet.

A Partnering Strategy was established to deliver the Sandwell Standard. Phase two of the programme is being delivered by:



The refurbishment of the external of the high-rise accommodation is undertaken on a block by block basis and each scheme is procured on an individual basis. Therefore it is not possible to document the individual contractors within this statement.

Sandwell Standard:

The work involved to bring the housing stock up to Sandwell Standards has been separated into three work streams.

High-rise programme



This is delivered as a separate stream of work in which the external and communal area improvements are made to each high rise block depending on their condition and improvement requirements, work may include for example; rain screen cladding/external render, windows, roof, door entry system and communal area improvements.

Non Traditional Programme

A number of properties managed by Sandwell Homes were built using non-traditional methods that have been affected by defects that require specialist attention. Due to the specific design solutions required for these homes we will consult separately with the tenants living in them so that the right decisions can be made about what improvements should be made to them.



Internal Programme



This includes improvement works to traditional houses, bungalows and traditionally built low rise flats, six storeys and below. Also included in this stream of work is the work to the inside of each individual flat in the high-rise blocks.

The external work carried out on Beacon View Road can be compared to Sheapcoat House in the background which is yet to be completed to the Sandwell Standard.



Environmental Policy

The Environmental Policy incorporates the vision and values of Sandwell Homes in the context of environmental management.

The Policy is reviewed at least annually regardless of any changes to the organisation or EMS. A copy of the statement of policy is distributed to interested parties and is available upon request to members of the public.

The statement is also published on the company intranet and a link to it is provided in the company induction process.

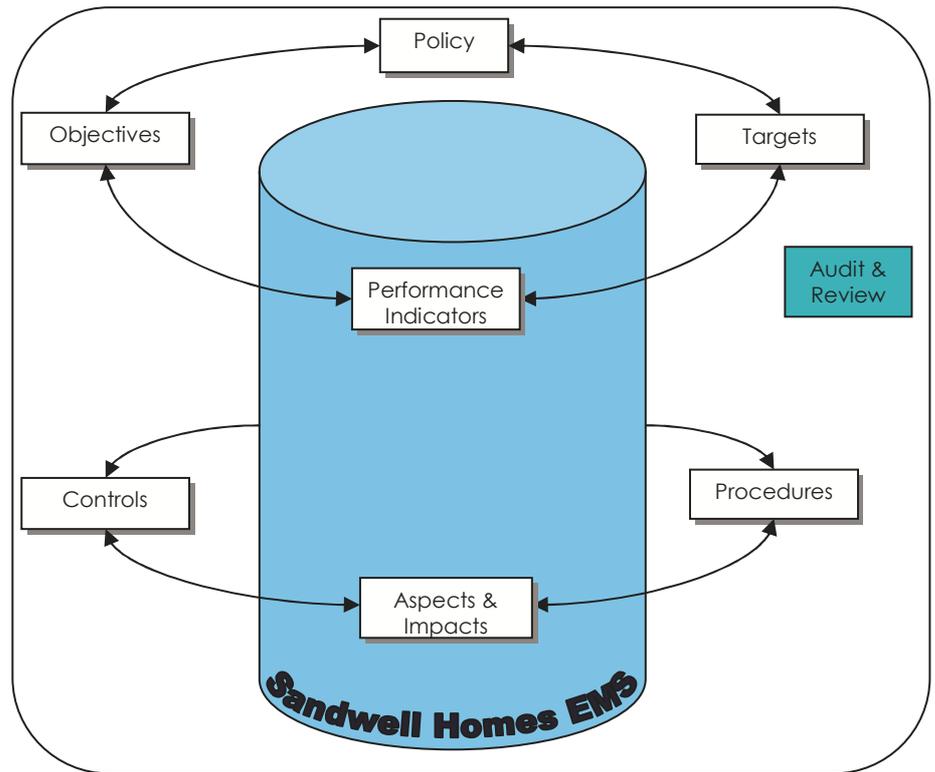


Environmental Management

Sandwell Homes Ltd obtains independent certification to the standard of ISO 14001 and EMAS.

Sandwell Homes Ltd has established the EMS as part of the quality system.

The EMS consists of:



Procurement

Environmental issues are taken into account when procuring goods and services. This process is being improved as described in the Environmental Programme.

Business Electricity

Sandwell Homes recently procured the contract to supply business electricity.

As a result as of 1st September 2008 all electricity used in our portfolio of office accommodation and to communal spaces (high-rise and low-rise flat-estates, garage sites etc) derives from renewable sources.

Incidents and breaches

The company monitors near misses or breaches through the CDEF meetings.

There have been no incidents or breaches of legislation.

Reporting on existing safety plans where relevant to environment

Sandwell Homes operates a Health & safety system. Asbestos procedures are implemented to manage the potential impacts of asbestos.

Important decisions and investments

Sandwell Homes pension fund has an ethical investment policy.

Environmental Policy

Version 5

Sandwell Homes manages, on behalf of Sandwell Metropolitan Borough Council, some 29,272 homes and employs approximately 1198 people. As an employer, we recognise that we are a significant consumer of resources and that our operations can produce pollution. The environmental impact of our operations will be a core priority and be included in all board reports and incorporated in mandatory employee training and monthly team meetings / briefing sessions.

We will engage and work with our employees, tenants, partners and key suppliers to ensure that we acknowledge our responsibilities by preventing pollution and reducing our negative impact on the environment.

We will carry out our undertakings with due responsibility for the environment by promoting a culture where we:

- Are aware of our environmental impacts
- Have systems & processes to reinforce our commitments
- Continuously improve our performance through reviewing and setting challenging measurable objectives and targets
- Listen and seek people's views through community and relevant partnership involvement
- Communicate and promote this policy and our commitment to the environment
- Acknowledge and promote our environmental successes

We will implement an Environmental Management System and will conduct regular audits. In addition we will:

- Widely publicise our environmental performance on an annual basis
- Monitor and review our policy on an annual basis

We will:

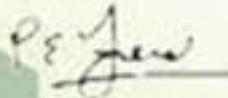
- Comply with all relevant environmental legislation, regulations and other requirements
- Aim to use best practice by using the best available techniques and technologies in our operations and encourage others to follow our example through adherence to this policy
- Minimise the use of non-renewable energy
- Maximise the use of renewable energy
- Demonstrate the best use of water resources
- Minimise the impact of our operations on the built and natural environment including using materials and services that reduce adverse environmental impact
- Reduce, recycle and dispose of our waste properly and actively encourage our communities to dispose of waste responsibly
- Develop transportation strategies to reduce carbon emissions and adverse impact upon the environment

This policy has been created by a cross section of tenants, Sandwell Homes board members and employees. It has been defined and endorsed at the highest level to ensure that it is appropriate to the nature, scale and environmental impact of all Sandwell Homes operations.

The Environmental performance of our company will be reflected upon in our annual EMAS statement.



The Rt Revd David Walker,
Bishop of Dudley
Chair of Sandwell Homes



Paul Field
Interim Chief Executive

Responsibilities

Company Board

The Company Board are responsible for setting the overall aims and direction for Sandwell Homes and for developing long term plans to keep the Company on the right track.

The chairman, on behalf of the board, approves any alterations to the company's Environmental Policy.

Chief Executive

The Chief Executive is responsible for:

- Approving the environmental policy.
- Overall environmental management of the Company and is accountable to the board of Sandwell Homes.

Executive Management Team

The Executive Management Team monitors progress of actions detailed in the company's Business Plans, which includes Environmental Management.

Director of Asset Management

Irrespective of other responsibilities the Director of Asset Management has responsibility and authority for ensuring that the decisions of the Board with respect to the environmental management programme are implemented.

The Director of Asset Management has overall responsibility for implementing the EMS objectives within Sandwell Homes Ltd, ensuring there are adequate resources to do so. Responsibility for implementation of the objectives maybe delegated to Lead Officers. Where responsibility is delegated the nominated individual must have executive control over the area for which they have defined responsibility.

Other Divisional Directors

Irrespective of other responsibilities the other Divisional Directors have responsibility and authority for ensuring that sufficient resources are allocated to meet the environmental objectives.

The Director of each Division is responsible for implementing the EMS objectives within that Division. Responsibility for implementation of the objectives maybe delegated to Lead Officers within that Division. Where responsibility is delegated the nominated individual must have executive control over the area for which they have defined responsibility.

Tenant Environment Group

The Tenant Environment Group consists of volunteers from the Housing Panels and members of the Eco Champions Group from each of the six towns. The group does not have any delegated budgets. Their primary role is for consultation, support and a link back to the Housing Services Panels.

Cross Divisional Environmental Forum (CDEF)

The CDEF responsibilities are to:

- To prepare reports and recommendations for the executive team and risk team regarding environmental matters.
- To administer the environmental programme (action plan).
- To receive the results of the environmental audits and determine appropriate causes of action where appropriate.
- To review a draft of the annual review.
- To focus on all matters in relation to their overall environmental risk.
- To respond to impending environmental legislation as appropriate.
- To determine new environmental performance indicators for the company.
- To review the performance of the environmental performance indicators and prepare recommendations on how to improve them.
- To devise and implement environmental communication strategies.
- To communicate the minutes of CDEF within their respective divisions.
- To keep records including agenda, meeting minutes, environmental programme. All records to be made available to Sandwell Homes.
- To review on annual basis environmental objectives that can be endorsed by the organisation.
- To be the receiving point for all environmental matters in relation to Sandwell Homes.
- To allocate or seek resources to implement environmental initiatives.
- To consult and involve tenants on the Environmental Management Tenants Group, based upon the current or strategic environmental issues.

MANAGEMENT REPRESENTATIVE

The Director of Asset Management appoints the Management representative. Irrespective of other responsibilities the Management Representative is responsible for the following:

- Reporting the performance of the environmental management system to the CDEF for review including recommendations for improvement.
- Application of the EMS procedures where applicable.
- Authorisation of this manual and the associated procedures.
- Advising the Director of Asset Management on the implementation of the environmental management system and maintenance of compliance with the standard.
- Ensuring the correct use of any environmental logos and the veracity of any environmental claims made in company publications.
- Organising a management review.
- Ensuring that the environmental management system requirements are established implemented and maintained to the criteria contained in the ISO 14001 standard.
- Responding to and maintaining records of environmental communications.
- Maintaining a record of individuals with access to the EMS framework documents.
- Scheduling the internal environmental audits, ensuring that they are carried out by a suitable auditor and maintaining the audit records.
- Maintaining records where appropriate.
- Maintaining registration with the Environment Agency for premises that produce more than 500kg of Hazardous Waste per annum and the companies Waste Carriers Licence.
- Dealing with the certification of the EMS.
- Encouraging environmental innovation.
- Chairing the CDEF or other meetings where appropriate.
- To communicate to all senior managers new or amended legislative requirements.

Aspects & Impacts

Environmental Aspects

An environmental aspect is “an element of an organisation’s activities, products or services that can interact with the environment”

Significant Environmental Aspects

A significant environmental aspect is “an environmental aspect that has or can have a significant environmental impact”

Sandwell Homes has a procedure for identifying significant aspects of its activities, products and services. They are determined in the following manner:

- The activities, products and services undertaken by the company are systematically examined to identify the possible and actual environmental impact(s).
- Each direct or indirect aspect is “sieved” to determine whether it is significant or has a significant environmental impact based upon:
 - ⇒ The probability of it occurring
 - ⇒ The extent of the potential environmental damage
 - ⇒ The scope and type of interested parties
 - ⇒ Legal or other requirements that the organisation subscribes to.
- A score is then calculated to determine those aspects that are “significant” and those that are not.
- An evaluation of legal compliance is undertaken.
- A check on the management or mitigation measures/controls in place is carried out.
- Each aspect is then sieved again using the criteria above to determine if the management or mitigation measures that have been put into place are reducing the overall impact.

This information is brought together in a matrix called “Sandwell Homes Aspects, Impacts and Legal Register”.

Transition to a new method

Sandwell Homes is currently in a transitional period of using a new method of determining significant risks.

Although the process is similar, new software is being utilised to make the process more efficient and this is explained on page 13.

The Matrix: Ensuring Legal compliance

This Matrix is kept up to date in a number of ways. If activities/products and services alter a reappraisal of the aspects and impacts is undertaken. If a change of law occurs the impact on the activities/products and services will also be undertaken. In order to keep up to date with the ever changing environmental legislation Sandwell Homes have subscribed to a publication that provides information on legal changes.

The audits are carried out using a representative sample of the activities of the organisation predominately related to significant aspects. The findings of the audits are documented and reported to CDEF. Annually a process called

“evaluation of legal compliance” is undertaken by competent persons. This process interpolates the results of the audits and determines whether there are legal compliance trends. A record is kept of the evaluation. The result of the evaluation of legal compliance is fed into a Management Review.

The diagram overleaf describes the links between the activities of individual divisions and their aspects, impacts and their significant environmental aspects/impacts.

The legislation that is core to assessing environmental compliance is below.



Legislation	Interpretation
Waste Regulations & Duty of Care	Imposes a duty to dispose of waste legally.
Hazardous Waste Regulations	Imposes a duty to dispose of hazardous waste legally.
Site Waste Management Plans Regulations	To establish, implement and maintain a waste management plan when the site has substantial construction works.
Energy Performance of Buildings Regulations	To provide an energy certificate for buildings which are to be sold, marketed or re-let.
CRC Energy Efficiency Scheme	A scheme to encourage the reduction of carbon emissions from high energy users.
Water Resources Act	Imposes a duty should there be any accidental discharges to controlled waters.
Regulation on Substances that deplete the Ozone Layer & Fluorinated Greenhouse Gas Regulations	If a company owns or operates stationary refrigeration or air-conditioning equipment that contains F-gases or ozone depleting substances they must meet certain maintenance and testing requirements. Certain gases are in the process of being phased out.
Noise and Statutory Nuisance Act	Provides a mechanism for prosecution if a company cause a nuisance in a number of ways including noise, dust, vibration and light.

Accidents and Environmental Liabilities

There have been no environmentally related accidents or incidents since Sandwell Homes’ formation in 2004.

Significant Aspects & Impacts

Aspect	Impact	Assets		Operations	
		Investment	Repairs	Support Services	Operations
Building material from a sustainable source	Temporary depletion of natural resources				
Building material from an unsustainable source	Depletion of finite natural resources				
Carbon Dioxide emission (emissions resulting directly from our own activities)	Climate change				
Chemical use	Depletion of finite natural resources				
Cleaning product use	Depletion of finite natural resources				
Electrical waste generation	Recycling/ Reuse of natural resources				
Emission to air	Air pollution				
Fossil fuel use	Air pollution				
Hazardous waste generation	Non reuse of natural resources leading to final disposal				
Natural gas use	Depletion of finite natural resources				
Negative alteration to natural habitats	Loss of biodiversity				
Non hazardous non recyclable waste generation	Non reuse of natural resources leading to final disposal				
Non hazardous recyclable waste generation	Recycling/ Reuse of natural resources				
Non recycled office stationary use	Depletion of finite natural resources				
Non recycled toner cartridge use	Depletion of finite natural resources				
Packaging waste generation	Depletion of finite natural resources				
Positive alteration to natural habitats	Improvement of biodiversity				
PPE use	Depletion of finite natural resources				
Recycled office stationary use	Temporary depletion of natural resources				
Recycled paper use	Temporary depletion of natural resources				
Renewable electricity use	Reduced use of finite natural resources & avoidance of net CO ₂ emissions				
Spill of liquid to land	Contaminated land				
Statutory nuisance	Interference and annoyance of neighbouring public				
Vehicle use	Congestion, air pollution & CO ₂ emissions				
Water consumption	Depletion of finite natural resources				

Light colouring indicates where there may be impact. Dark colour indicates if impact is significant.

Welcome to main administration system

[Proceed to login](#)

As stated on page 11 Sandwell Homes has a procedure for identifying its aspects and impacts however as required by the Standard continual improvement is required from all parts of the EMS.

Sandwell Homes were approached by our external consultants, ESP Ltd, to assist with the development of the innovative way to identify and manage environmental risk.

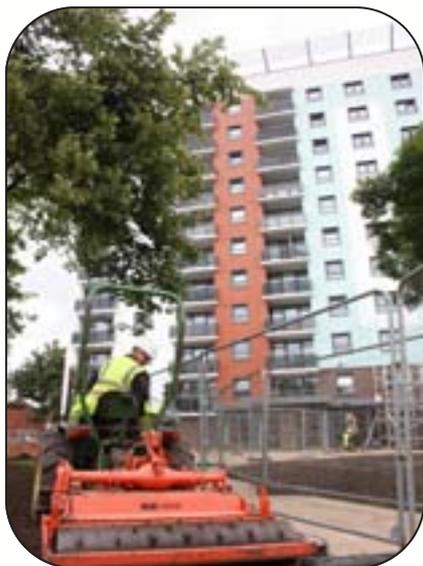
It works in a similar way to our current Aspects & Impacts Matrix however in a more innovative manner. It has been specifically designed to work within any web browser but with a database working behind which will provide an efficient search facility.

The use of ERMS allows for quick and simple searches to be carried out to find the relevant information using a number of criteria such as significant aspect, area and legal requirement.

Indirect Impacts

Sandwell Homes also recognises that it has a large indirect impact on the environment. This includes carbon emissions from tenants' energy use which Sandwell Homes addresses through improvements to heating systems and thermal performance of homes. Such works are principally part of the Sandwell Standard.

One of Sandwell Homes' indirect environmental impact is through the outsourcing of building work undertaken as part of the Sandwell Standard (see page 7). Although this environmental impact can not be directly controlled by Sandwell Homes, it is ensured that the partners carrying out this work maintain an EMS. In addition to this Sandwell Homes is also working closely with the Sandwell Standard partners to improve the amount of construction waste recycled.



PAST ACTIVITIES

Sandwell Homes engaged an environmental consultant in 2004 to scope its environmental issues and to set out an action plan to provide formalised environmental management.

In 2007 Sandwell Homes was certified to ISO 14001 and recertification was successfully achieved in 2010.

In addition to this, EMAS verification has been attained since October 2009.

The activities currently undertaken and managed in the EMS are representative of the activities undertaken since 2004.

Although the business activities have not changed there are environmental risks associated with older housing stock. The main risk from some of the stock is that asbestos may be contained within the building fabric. Sandwell Homes has procedures to identify, manage and where appropriate remove asbestos.

OBJECTIVES & TARGETS

Objectives, targets and programme(s) have recently been reviewed and determined and are identified within the "Strategic Plan for Embedding Sandwell Homes Ltd Environmental Management System 2010-2013"

This has been turned into a working document called Environmental Action Plan to provide a mechanism by which CDEF can deliver the objectives and targets.

The objectives and targets for Sandwell Homes' environmental programme were set during a specific CDEF meeting. To assist with the setting of the targets the CDEF members discussed:

- What were Sandwell Homes' business priorities?
- What environmental benefits can be achieved in Sandwell Homes and where?
- What are the future environmental issues to impact upon Sandwell Homes?
- What strategies do we need to put into place?
- Do you know of any examples of good practice from other companies or organisations?

The objectives and targets are set having also considered the relevant legal and other requirements, the significant environmental aspects, the technological options, financial and operational requirements and the view of interested parties. The objectives and targets also take into account the performance data received from the Sunday Times Best Green Companies award. Where possible the objectives and targets will be consistent with environmental policy and objectives of the Company, including the commitment to continuous improvement and the prevention of pollution.

The objectives and targets for each Division are agreed with the Management Representatives and the Executive Management Team. These are reviewed periodically.

The frequency of review is dependent on the overall environmental significance of the company's operations but will not exceed every three years. Records of the environmentally significant aspects, objectives and targets for the Company are kept by the Management Representative.

Ongoing Targets

Target	Progress	Deadline
Objective: To improve the “user friendliness” of the environmental risk appraisal process (matrix).		
To implement ERMS (Environmental Risk Management Software)	Pilot application has been completed and final version to be launched	October 2012
Objective: Determine the amount of packaging the organisation handles and prepare a strategy accordingly.		
Reevaluate the amount of packaging that Sandwell Homes stores uses for materials dispensed for use by contractors.	Evaluation carried out by external consultants to identify the amount of packaging handled. The results of this have been discussed at CDEF with a minimisation strategy to be considered.	January 2013
Objective: To design and implement environmental training based upon risk.		
To train relevant personnel on the management of waste and spills.		January 2013
Objective: To carry out and display the Energy performance Certificate for Court House following 12 months full occupation.		
To carry out and display the Energy performance Certificate for Court House following 12 months full occupation.	SH still not fully occupying site	Anticipated June 2013

Completed Projects

Target	Conclusion
Objective: An environmental procurement strategy (procedure) needs to be drafted, implemented and maintained to cover a minimum of 80% of Sandwell’s suppliers.	
Review Pre Qualification Questionnaire (PQQ) and supplier audits to include: Environmental policy, procurement criteria, fines prosecutions, management post fines, 14000, EMAS.	Have obtained PAS 91 (procurement standard). The procurement team has developed three levels of PQQ based upon PAS 91.
Best practice guide to be devised for the procurement portal.	3 best practise guides have been developed based upon the varying levels of PQQ.
Objective: To determine the impact of climatic change on Sandwell Homes.	
Review current documents that have been developed / published.	Presentation made to CDEF in February 2012. Further work on climate change adaptation will be carried out in conjunction with SMBC.
Objective: To improve the “user friendliness” of the environmental risk appraisal process (matrix).	
To review matrix, obtain user requirements, prepare user requirements documentation and implement.	Pilot was completed in September 2012.

Examples of projects and accolades which show Sandwell Homes' green credentials include:



Sustainable Housing Awards

In 2011 Sandwell Homes applied for the Inside Housing Sustainable Housing Awards in the Social housing provider of the year – corporate sustainability award category (*top picture*).

Due to the category aiming at promoting complete sustainability rather than energy saving we used our last interim EMAS statement as the basis for application which we believed displayed true best practice within the housing sector.

Thankfully the judging panel agreed and at the awards ceremony at the Park Lane Hilton we received the awards from comedian and environmental campaigner Marcus Brigstocke.

European Commission

In 2011 our external consultant, Andrew Fletcher from ESP Ltd (see above), was asked to attend the European Commission (EC) in Seville to discuss upcoming sector guidance on the EMAS III Regulation for public administration organisations (*bottom picture*).

This links so closely because Sandwell Homes had won the 2010 EMAS Award for best large public administration.

Best practice from Sandwell Homes was fed into the sector guidance along with examples from across Europe. Of particular interest is the way which we identify the emissions from our properties using the SAP methodology as explained on page 20.

Tenant Environmental Engagement

Sandwell Homes is particularly proud of its “Eco-Champions” project which was initiated to support and influence a cross section of tenants to make sustainable changes to their lifestyles. It is envisaged that other households will be able to learn from the Champions as well as being an exemplar to others.

As part of the project the following have been undertaken:

- Energy efficiency and environmental impact ratings
- A Home energy appraisal
- A carbon footprint of the house, appliance use and travelling.

In addition a range of environmentally friendly cleaning and laundry products have been trialled by the Champions.

Such information is shared on the Sandwell Homes “Going Green” website; www.sandwellhomes.org.uk/goinggreen.

Internal Marketing

As reported in our last interim statement we carried out a series of environmental awareness training sessions for all our employees.

One of the outputs from the meeting was for all employees to suggest improvements. An internal marketing strategy was developed around these suggestions.

We designed a series of posters that would be displayed around the organisation and updated on a regular basis. Many of these posters were also turned into screen savers so that they were displayed in a place where everybody would see them.

Our innovation in this campaign was the conception of Margaret (affectionately known as Marge!) who can be seen in the centre picture on the right. Marge created such a talking point that she has been used as a spokesperson for environmental issues. This has included writing articles for our staff magazine on environmental issues such as how to dispose of batteries in the correct manner.

As well as designing our own posters in house we have also worked with Wood Green Junior and Albert Pritchard Infant School where the pupils designed posters on our behalf. These were judged and the winning entries were displayed throughout the organisation in posters and computer screen savers. The posters designed by the pupils can be seen in the top right image.



Waste Procurement

Sandwell Homes has recently been through a process of procuring a waste transfer station for the disposal of waste, mostly from our repairs and maintenance operations.

Due to the generation of waste being a significant risk it was identified that a detailed environmental appraisal would be a beneficial to the process. To do this representatives from Sandwell Homes visited four shortlisted waste transfer stations that could provide the required service. During this initial site visit a number of areas were looked at including environmental management.

After this process there were two companies who were best placed to provide the transfer station. Once these companies were identified the Facilities & Environment Manager and our external consultants ESP Ltd visited to complete a comprehensive environmental audit.

To assist with the audit a checklist was developed, this was used to ensure that the questions were thorough and covered all the audit objectives. The checklist was split into a number of sections including

- Permit,
- Environmental Management,
- House keeping,
- Odour control,
- Duct/ fine particles,
- Inward waste documentation,
- Processes,
- Outward waste documentation.

The results from these audits were fed back into the procurement department and were used to assist with the selection of the preferred company.



ENVIRONMENTAL PERFORMANCE

The new version of the EMAS Regulation introduced a set of prescriptive “core indicators” that organisations seeking verification to EMAS must report on. They are designed to:

- Give an accurate appraisal of the organisation’s environmental performance;
- Be understandable and unambiguous;
- Give a year on year comparison to assess the development of the environmental performance of the organisation;
- Compare with sector, national or regional benchmarks as appropriate;
- Compare with regulatory requirements as appropriate.

The core indicators described in the EMAS Regulation are based upon the following:

- Biodiversity;
- Energy efficiency;
- Emissions;
- Material efficiency;
- Water;
- Waste.

In order to meet the new EMAS Regulation the Company has set out its performance data based upon the aforementioned headings. Where the indicator is not relevant to the Company an explanation has been given.

In addition to the core indicators the Company has reported upon other performance indicators in relation to its specific sector.

It is noted that DEFRA updates the GHG conversion factors every 12 months. To allow for accurate comparison the performance data from previous years is as reported within the appropriate EMAS Statement using the 2010 DEFRA GHG conversion factors. The 2012 DEFRA GHG conversion factors will be used in the reporting of emissions data within interim statements until the next full EMAS Statement.

It should be noted that the years quoted within the performance indicators refer to financial years rather than calendar years (e.g. 2012 refers to April 2011 to March 2012).

BIODIVERSITY

This indicator does not relate to biodiversity directly but to how much land is used or “occupied” in proportion to the number of employees i.e. m² of built up land per employee. In terms of Sandwell Homes activities this could relate to either the premises it occupies or to the 30,000 properties that it manages. To report the area as a proportion of employees would be meaningless to environmental performance and not directly relate to biodiversity.

ENERGY EFFICIENCY

There is a company target to reduce energy consumption by 5% year on year.

Total renewable energy use

Sandwell Homes does not produce energy from renewable sources. It should be noted that all business electricity is sourced from a Green tariff.

Energy¹ usage 1st April 2009 to 31st March 2012

		Source					
		High rise	Low rise	Operational depots/offices	Sheltered schemes	Total	
2012	Electricity	KWh	2,767,545.17	2,371,488.15	1,519,321.32	260,858.00	6,919,212.64
		MWh	2,767.55	2,371.49	1,519.32	260.86	6,919.21
	Gas ^{II}	KWh	-	573,470.00	971,663.42	2,320,285.00	3,865,418.42
		MWh	-	573.47	971.66	2,320.29	3,865.42
	Total	KWh	2,767,545.17	2,944,958.15	2,490,984.74	2,581,143.00	10,784,631.06
		MWh	2,767.55	2,944.96	2,490.98	2,581.14	10,784.63
2011	Electricity	KWh	2,644,150.00	2,450,573.00	1,590,704.20	186,668.00	6,872,095.20
		MWh	2,644.15	2,450.57	1,590.70	186.67	6,872.10
	Gas ^{II}	KWh	-	472,168.29	1,164,045.00	2,638,297.37	4,274,510.66
		MWh	-	472.17	1,164.04	3,399.64	5,035.85
	Total	KWh	2,644,150.00	2,922,741.29	2,754,749.20	2,824,965.37	11,146,605.86
		MWh	2,644.15	2,922.74	2,754.75	2,824.97	11,146.61
2010	Electricity	KWh	3,443,338.00	4,609,836.90	1,596,960.60	275,062.00	9,925,197.50
		MWh	3,443.34	4,609.84	1,596.96	275.06	9,925.20
	Gas ^{II}	KWh	-	186,702.00	1,242,096.00	3,399,639.00	4,828,437.00
		MWh	-	186.70	1,242.10	3,399.64	4,828.44
	Total	KWh	3,443,338.00	4,796,538.90	2,839,056.60	3,674,701.00	14,753,634.50
		MWh	3,443.34	4,796.54	2,839.06	3,674.70	14,753.63

^I Energy data derived from energy provider. Where omissions were found the data has been supplemented with estimates from the managing agent

^{II} No communal high rise gas supply

Energy use per employee

As per EMAS III the above data has been normalised by the number of employees to show how much per MWh each employee consumes. This has been carried out specifically on the energy consumed in relation to offices. Employees can directly minimise the consumption of energy, however, it should be noted that weather/seasonal fluctuations can and do occur and therefore the consumption of gas and electricity will also fluctuate.

Normalisation of Electricity and Gas used in Office space

	Offices						Energy use per employee
	Electricity		Gas		Total		
	KWh	MWh	KWh	MWh	KWh	MWh	
2012	1,519,321.32	1,519.32	971,663.42	971.66	2,490,984.74	2,490.98	2.43
2011	1,590,704.20	1,590.70	1,164,045.00	1,164.04	2,754,749.20	2,754.75	2.45
2010	1,596,960.60	1,596.96	1,242,096.00	1,242.10	2,839,056.60	2,839.06	2.34

¹ Full time equivalent

EMISSIONS

In the context of Sandwell Homes' activities and sector, the indicators that are relevant are CO₂, CH₄, N₂O, derived from electricity used in the communal spaces and offices we occupy, CO₂ for gas use in the offices and communal spaces in low rise properties.

We reported in 2009 that we were establishing plans to reduce our CO₂ emissions and as part of that we intend to establish baseline CO₂ data. The data below goes a long way to establishing that although when the roll out of smart meters is completed the accuracy will be improved further.

Direct emissions result from the combustion of fuel in power stations to generate electricity and excludes losses in transmission and distribution) and Heat/Steam. Indirect GHG emissions are associated with the extraction and transport of primary fuels as well as the refining, distribution and storage of finished fuels. CO₂e is a universal unit of measurement that allows the global warming potential of different GHGs to be compared.

Emissions derived from Electricity in respect of communal areas and offices							
	CO ₂	CH ₄	N ₂ O	Total Direct GHG	Total Indirect GHG	Grand Total GHG	Grand Total GHG
	Total Tonnes CO ₂	Total Tonnes CO ₂ e Per Employee					
2012	3,576.82	1.80	21.93	3,600.55	480.54	4,081.09	3.97
2011	3,581.32	1.72	22.20	3,605.24	474.59	4,079.83	3.63
2010	5,375.49	2.38	33.45	5,411.42	713.13	6,124.54	5.05

Emissions derived from Gas in respect of communal areas and offices							
	CO ₂	CH ₄	N ₂ O	Total Direct GHG	Total Indirect GHG	Grand Total GHG	Grand Total GHG
	Total tonnes CO ₂	Total tonnes CO ₂ e Per Employee					
2012	792.72	1.16	0.46	794.34	82.10	876.44	0.85
2011	996.40	1.47	0.59	998.46	97.58	1096.04	0.98
2010	984.08	1.45	0.58	986.11	96.38	1082.49	0.89

SAP (Standard Assessment Procedure) is a system for measuring the energy rating of residential dwellings which takes into account improvement works carried out and energy surveys carried out when properties are marketed for re-letting purposes. The higher the rating the more efficient the properties are.

	Average SAP rating
2012	71.08
2011	69.41
2010	69.7
2009	68.5

A target was set within the Business Plan to increase the SAP to 70.5 points and in 2011/12 we have therefore exceeded our target.

MATERIAL EFFICIENCY

Material Efficiency from Administrative processes

Sandwell Homes consumes natural resources as a result of administrative processes. A common material that is used across the company is paper. The table below shows the amount of paper that is used per year:

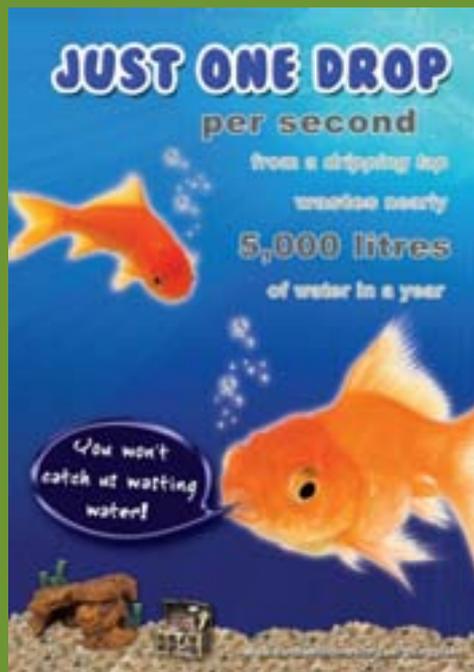
Paper usage from 1 April 2009 - 31st March 2012

	Total direct input (tonnes)	Material use per employee (tonnes)
2012	16.32	0.01589
2011	19.27	0.01714
2010	28.92	0.02384

WATER

As detailed on page 18, Sandwell Homes has to report on environmental indicators pertinent to its business activities. As identified on page 12 water consumption is identified as an aspect although not determined as significant.

However, we are actively trying to reduce the amount of water used. The poster below has been displayed in prominent areas in the organisation and is also available on our website.



WASTE

Sandwell Homes reported in the 2009 statement that its target was to reduce waste produced and to achieve zero non-hazardous waste going to landfill by 2010.

They looked at several ways to achieve this such as:

- Signing up a commitment to WRAP Reduction in Waste to Landfill
- Developed a pilot scheme with a waste centre to recycle waste from repairs, and voids activities / works.
- Procured a contract for removal of bulk waste from flatted estates with the emphasis of recycling
- Working with Sandwell Standard partners to identify “hard to recycle” products and solutions

Sandwell Homes is still working towards these targets but in relation to zero non-hazardous waste to landfill it can report that from its Repairs division it has achieved a recycling rate of 99.25% from the following repairs related wastes:

Waste produced from 1st April 2009 - 31st March 2012					
	Waste Type	Total waste (tonnes)	Total waste recycled (tonnes)	Recycling Rate	Total waste per employee (tonnes)
2011/12	Brick, Concrete, Soil	2549.72			
	Metals	229.38			
	Wood	1107.77			
	Paper, Cardboard	235.99			
	Plastic, Rubber	377.39			
	Other	174.13			
TOTAL	2012	4674.38	4634.99	99.16	4.55
	2011	4066.54	4036.03	99.25	3.62
	2010	3490.65	3351.48	96.01	2.88

The table represents Sandwell Homes’ 2009 commitment to report Repairs related waste.

Computer equipment that is no longer required is either redeployed or it is sent for recycling through the Computer Services Department within Sandwell Metropolitan Borough Council.

The following cardboard waste is derived from the operational depots (including stores) and offices:

	2009/10	2010/11	2011/12
Waste Stream	Tonnes collected	Tonnes collected	Tonnes collected
Cardboard	11	8	10

There is also a collection of general waste from offices which is not monitored quantitatively.

100% of cardboard waste that is collected is recycled.

Vehicle GHG Emissions

Vehicle GHG emissions from employees cars for business and in the Commercial vehicle fleet was reported in the 2009 statement. You will see in the tables below we have split the tables and added 2010/2011 figures to show our performance.

The use of employee's cars for business

GHG Emissions from car mileage claimed 1st April 2009 - 31st March 2012							
Year	CO ₂	CH ₄	N ₂ O	Total Direct GHG	Total Indirect GHG	Grand Total GHG	Grand Total GHG
	Total tonnes CO ₂	Total tonnes CO ₂ e Per Employee					
2012	111.53	0.08	0.35	111.97	22.44	134.41	0.13
2011	112.85	0.08	0.42	113.35	20.15	133.50	0.13
2010	132.63	0.11	0.60	133.35	23.68	157.03	0.13

Emissions from the Commercial Fleet

The commercial fleet comprises vehicles using diesel, petrol and LPG. It was an aim for a year on year 5% reduction in emissions however new targets for the year 2012/13 are set at a reduction of 2.5%.

Emissions derived from fleet vehicles 1st April 2009 - 31st March 2012							
Type of fuel	Year	CO ₂	CH ₄	N ₂ O	Total Direct GHG	Total Indirect GHG	Grand Total GHG
		Total tonnes CO ₂	Total tonnes CO ₂ e Per Employee				
Diesel	2012	843.95	0.29	6.07	850.30	179.28	1,029.58
	2011	916.84	0.42	6.37	923.63	176.06	1,099.69
	2010	813.25	0.46	8.99	822.70	156.01	978.71
Petrol	2012	18.38	0.03	0.05	18.45	3.70	22.15
	2011	28.74	0.04	0.08	28.86	5.13	34.00
	2010	45.59	0.09	0.31	45.99	8.14	54.13
LPG	2012	2.10	0.00	0.00	2.10	0.26	2.36
	2011	5.37	0.00	0.01	5.39	0.67	6.06
	2010	8.48	0.00	0.01	8.49	1.06	9.55
Totals	2012	864.42	0.31	6.12	870.86	183.24	1,054.09
	2011	950.95	0.46	6.46	957.88	181.87	1,139.75
	2010	867.31	0.56	9.31	877.18	165.21	1,042.39

Evaluation of Compliance

On at least an annual basis, each aspect is evaluated against legal and other requirements. The date the evaluation is undertaken is detailed on the Aspects, Impacts and Legal Compliance Matrix. This process identifies whether an environmental aspect is in compliance, non-compliance or not applicable with legal or other requirements.

Since the 2009 EMAS statement, the matrix has been enhanced to record the findings of environmental legal compliance audits. The audits are carried out using a representative sample of the activities of the organisation predominantly related to significant aspects. The findings of the audits are documented and reported to CDEF.

Annually a process called "evaluation of legal compliance" is undertaken by competent persons. This process interpolates the results of the audits and determines whether there are legal compliance trends. A record is kept of the evaluation. The result of the evaluation of legal compliance is fed into a Management Review.

In addition an internal audit plan, which is based upon risk, has been developed and will be maintained taking into account any legislative changes.

This process has identified an improvement item in relation to the timescale for the production of Energy Performance Certificates (EPC) when a property is vacated. In other respects we consider that we are compliant with relevant environmental legislation on the basis of our audits and evaluation.

Other Procurement

Environmental issues are taken into account when procuring other goods and services. This process is being improved as described in the Environmental Programme.

Incidents and breaches

There have been no incidents or breaches of legislation.

Reporting on existing safety plans where relevant to environment

Sandwell Homes operates a Health & Safety system. Asbestos procedures are implemented to manage the potential impacts of asbestos.

Business Electricity

Sandwell Homes recently procured the contract to supply business electricity.

As a result as of 1st September 2008 all electricity used in our portfolio of office accommodation and to communal spaces (high-rise and low-rise flat-tered estates, garage sites etc) derives from renewable sources.

Important decisions and investments

Sandwell Homes pension fund has an ethical investment policy.

Car Sharing

Sandwell Homes has 3 operational centres. The largest of these is Roway Lane.

With more employees in one location this allows us to actively promote car sharing between employee's.

Although our employees travel to and from work is not necessarily within the scope of our EMS we recognise that it can have an environmental impact and encourage employees to consider alternatives to single occupant car travel.

Along with this we are also prompting the use of public transport and bicycles.



Tree planting

As part of the redevelopment of the Kenrick Park Estate (pictured left) care was taken to protect the existing trees.

In addition both semi mature and immature trees were planted.

The name and accreditation number of the environmental verifier and the date of validation.

Bureau Veritas Certification, accreditation No. UK-V-003, as appointed verifiers to Sandwell Homes, has verified the Environmental Management System and validated this Environmental Statement, according to all the requirements of Council Regulation (EC) No. 1221/2009; the Eco-Management and Audit Scheme.

Bureau Veritas
Brandon House
180 Borough High Street
London
SE1 1LB

Date of verification: 25th September 2012

