

Hampshire County Council Business Services

Sustainability Initiatives



v1 | 0419



Hampshire
County Council

www.hants.gov.uk



Yateley Common in Hampshire.

As Business Services, we’re committed to operating with a focus on customers, people and society.

We are committed to taking environmental concerns into account in our decision-making.

Our sustainability report shows what we’re doing now and outlines our future plans.

Success in Numbers 4 >

Sustainability 6 >

Our Commitment to a Sustainable Future	6
The Future is Electric	8
Sustainable Purchasing	10
Sourcing Food With Integrity	11
Sustainable Products and Services	12

Our Successes 14 >

Our Successes 2018-2019	14
HC3S Cooking with Integrity	16
From Farm to Fork	17

Customers and Partnerships 18 >

Suppliers Share Our Goals	18
HC3S Working Collaboratively	20
HTM Building Sustainable Partnerships	22
County Supplies Working with Suppliers	24
Supporting the Farm4Life Container Project	25

Looking After Our Environment 26 >

How are we Extending Our Green Credentials?	26
---	----

People 28 >

Investing in People	28
HTM Investing in Young People	29

Looking Ahead 30 >

Our Ambitions	30
---------------	----



7,200

Estimated number of plastic bottles saved by the move to 'glass water bottles only' policy.



£1,342.47

Total amount raised by HC3S during 2018 for the benefit of local charities.



8

Number of Catering Award nominations in 2018.



12

Total number of electric vehicles currently on fleet.



263,000

School meals delivered by the Courier Service.



£350,000

Total amount saved by Adult Services year-on-year through use of HTM's Adult Services Driver Scheme.



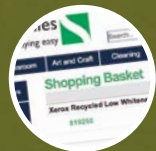
305

Number of products stocked by County Supplies with environmentally responsible credentials.



2,500

Used fluorescent tubes collected by County Supplies vehicles and recycled in 2018 by County Supplies' partner Recolight.



98%

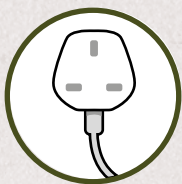
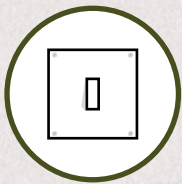
Percentage of orders invoiced electronically, thus reducing paper waste.

➤ Our Commitment to a Sustainable Future

At HC3S, we're constantly searching for ways we can minimise our impact on the environment while maintaining a great service.

This is what we've achieved so far...

- Across HC3S, we have created a family of sustainable meals that combine nutrition, sustainability and a commitment that the meals taste good, and are healthy for residents and visitors who eat with us.
- In our schools, we encourage an awareness of energy consumption and monitoring, especially when we purchase new equipment.
- We look to reduce energy consumption in school kitchens, for example, by replacing sterilizers with electric dishwashers. We also discuss with staff about only switching on appliances when needed.

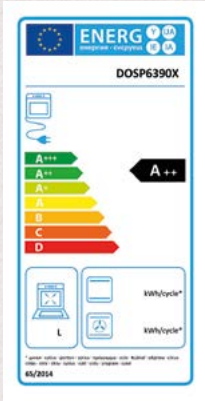


◀ Back to contents

Sustainability

Energy Saving

- We train staff to use energy saving features on current equipment by explaining the wash cycles on MKN ovens during staff inductions.
- We ask staff to be more energy efficient by using shorter wash cycles on the MKN combination ovens to reduce the time it takes, only using the longer cycles on cleaning days.
- Switching off equipment machines over a holiday period.
- Multifunctional equipment that is more energy efficient impacts kitchen workflow; Combination and MKN ovens combine steaming and use of convection in cooking which in effect replaces the single steamer and convection oven.
- Switching lights on only when needed.
- Energy efficient table top induction hobs have been introduced to school kitchens where ventilation is insufficient and gas cannot be installed.
- When we choose new equipment, we look to ensure we are looking at energy efficient solutions, for example that it can be run from 13 amps; most of the upright fridges purchased are rated A or B on their energy saving.
- Detergents used across HC3S are safe for the environment, and either meet biodegradable standards or are phosphate-free.



➤ Sustainable packaging

At HC3S, we understand the impact of plastic on the environment, particularly the ocean, and have been trialling many ways of reducing it across the business.

Equally, we are working with our suppliers to reduce their use of plastic and look at more environmentally friendly solutions that meet our needs as responsible caterers. For example, the New Forest Ice Cream Company switched from plastic to cardboard tubs for our child-size ice cream.



New Forest Ice Cream has switched from plastic to cardboard tubs for their child-size ice cream.

➤ The Future is Electric

As HTM is the fleet management supplier within the County Council, it might seem strange to hear that HTM has been pushing for sustainable transport and promoting electric vehicles for some time.

HTM has always purchased low emission vehicles with mixed success over the last ten years. Firstly, there was the first hybrid pool car. Then small efficient diesel vehicles with below 100 CO₂ carbon emissions and now the fully electric vehicle offerings.

HTM shares an electric pool car with County Supplies (aptly named Buzz) and has the first electric courier van for Winchester deliveries. This has culminated in achieving a Gold award for reducing CO₂ and equivalent emissions.



Buzz the electric pool car.



Putting charge points into Hampshire

The biggest challenge that has been faced and overcome is the lack of operational charge point availability.

HTM has worked collaboratively with the County Council's Property Services and customer base to build a strategic charge point infrastructure to meet future requirements. Initially this started with the main HCC hubs in Hampshire (Eastleigh, Totton, Basingstoke and Alton) and HTM workshop locations (Totton, Bishops Waltham, Petersfield, Micheldever and Hook). This has then spread to include future requirements in the country park locations and a Winchester hub for future pool car and operational vehicle charge points.

The cost of purchasing electric vehicles is much higher, but this is offset by the reduction in fuel and maintenance costs.

CHARGE POINTS
21 fitted
42 pending

KEY:

 IN PLACE

 PENDING FITMENT IN 2019

ELECTRIC
VEHICLES
12 on fleet
32 on order



◀ Back to contents

Sustainability

Why invest in electric?



- Zero emissions at point of use.
- Less maintenance and waste due to fewer moving parts.
- Reduced fuel cost (2p per mile as opposed to diesel vehicles which are currently 11p per mile).

How are we doing it?

- Encouraging use – electric vehicle take-up has grown from 0 to 12 vehicles in the space of one year.
- HTM is working with a number of vehicle users to develop a resilient charge point infrastructure to support a growing fleet of electric vehicles.

Recognition...

We have recently been awarded the Masternaut Gold award for reducing CO₂ and equivalent emissions; and the Smarter Working Oscars, Highly Commended Green Award for our work towards building an electric vehicle charging infrastructure in Hampshire.



➤ Sustainable Purchasing

County Supplies has a firm policy of researching and sourcing products which match customer requirements and demonstrate environmental and economic efficiency.

Our green purchasing objectives are to:

- Consider economic and environmental impacts for the whole life cycle of a product before it is included in the catalogue
- Specify and purchase products, wherever possible, with a low environmental impact as opposed to disposable products or those made from virgin material
- Vet suppliers and manufacturers and impress upon them the need to move towards compliance with our green purchasing goals
- Provide a positive and proactive approach to researching and sourcing new environmentally friendly technologies to reflect the Council's corporate aims for sustainability and best value
- Encourage all our manufacturers and suppliers to significantly reduce all unnecessary printing and packaging (packaging that is used to maintain product integrity should be reusable and/or recyclable)
- Encourage manufacturers and suppliers to include a retrieve and recycle system on as many products as possible

- Promote our green purchasing responsibilities to other organisations to encourage them to adopt similar practices
- Work closely with other local authority procurement departments in the Central Buying Consortium to positively influence environmentally friendly and recycled product markets
- Examine our own practices and regularly review our responsibilities to ensure compliance with legislation and to reflect best practice
- Increase awareness and improve the sustainability of both our own and customer purchasing decisions.

➤ Making it easier to choose the most sustainable products

We use a range of symbols within the Catalogue of Goods and Services to make it easier for customers to choose the most environmentally responsible products.



➤ Sourcing Food With Integrity

[◀ Back to contents](#)

Sustainability

Hampshire County Council has a strong sustainability and traceability policy. Food purchased by County Supplies is expected to embrace the values and principles of initiatives related to Government Food and Catering Buying Standards and other projects that promote sustainability.

Supporting local producers

We require short supply chains and, whenever possible, source products from small and, where appropriate, local producers ensuring fresh, seasonal ingredients are used. Our aim is to support local businesses, minimise food miles and mitigate adverse impacts on the environment wherever possible.

HC3S is a supporter of Hampshire Fare, the County's local food group who works with producers and farmers in Hampshire to heighten awareness and consumption of Hampshire's quality produce and support the rural economy in Hampshire.

Higher Welfare

Hampshire County Council is passionate about ethically sourced and produced products. When procuring products, we ensure the following accreditations are adhered to as a minimum standard:

- Red Tractor Assured Food Standards,
- LEAF (Linking Environment and Farming),
- Marine Stewardship Council,
- Fairtrade,
- Rainforest Alliance.

HC3S holds the following Compassion in World Farming awards in respect of purchasing animal products:

- The Good Egg Award
- The Good Pig Award

We will always do our best to uphold these accreditations and standards, as long as the County Council is also able to achieve value for money and ensure that menu options and the meals that it provides are affordable for Hampshire residents.

Traceability and Environmental Impacts

Hampshire County Council expects all suppliers to have a traceability system from raw ingredients to finished product in accordance with HACCP*.

Environmental impacts are also a concern for Hampshire County Council and ensures suppliers have in place efficient production standards and routes to market. In addition to the supply chain, Hampshire County Council expects suppliers to cut carbon emissions, reduce food miles, utilise fuel efficient vehicles, backhaul products where possible and recycle waste.

As part of the tender process, suppliers are asked to provide details of their approach to local purchasing and sustainable development, and to provide their local and ethical supplier sourcing strategy and explain how this minimises environmental impact. The responses which are received ensures we are working with the right suppliers who share the same values as we do.

*HACCP is a method of managing food safety hazards. It stands for Hazard Analysis and Critical Control Points.

➤ Sustainable Products and Services

These are just a few of the products and services chosen by County Supplies for their sustainable credentials or to meet an environmental requirement.

➤ Sustainable Packaging

From 2019 County Supplies will stock a range of recyclable and compostable catering disposables, including paper cups, paper drinking straws and paper food packaging.



➤ Waste Sacks

All black refuse sacks available in stock are manufactured from a minimum of 96% UK-sourced post consumer waste.



➤ Bio Glitter

New for 2019 is a selection of 92% plastic-free and biodegradable glitters. The glitters are supplied in fully-recyclable plastic containers.



➤ Stationery

Many stationery products, including ring binders, flip files and storage boxes, have a recycled element. A range of recycled and sustainably sourced copier paper is also available.



➤ Waste and Recycling

A Waste and Recycling contract, available through County Supplies, includes food and used IT equipment recycling.



◀ Back to contents

Sustainability

➤ MFDs (Copiers)

All MFDs (copiers) feature energy saving functions. Additionally, 50% of all toner cartridges are recycled.



➤ Cleaning Chemicals

All detergents stocked by County Supplies are biodegradable and liquid detergents are free from phosphates.



➤ Our Successes 2018-2019

During the last 12 months we have made various changes to how we operate in a bid to become more environmentally sustainable.



Hampshire County Council buildings

- We no longer use single-use plastic cups.
- Glass water bottles are now always available for members' meetings instead of plastic.
- Our glass water bottles only policy has saved an estimated 600 plastic bottles per month (7,200 per year) in the Castle Restaurant alone.
- We offer reusable travel mugs for staff to purchase with a 15% discount on future hot drinks.
- Castle Catering collected the CCBS Smarter Working Green award on behalf of HC3S for the work we have done on plastic reduction, particularly at Ell Court in Winchester.

Country Parks

- Sourced environmentally-friendly reusable cups.
- Roll-out of 'Dementia Friends' training in our public-facing catering outlets.

Across the business

- Supported the Final Straw Campaign – Winchester in September 2019 which aimed to reduce single-use plastic across sites including the country parks, Winchester Discovery Centre, Hampshire Library Service and the staff restaurant.



- Through a successful partnership with Passenger Transport in the Spend to Save Scheme, we have been able to increase the number of children taken to school by minibus, thus reducing the number of cars and taxis on the road during busy periods.
- During 2018 we increased our fleet of electric vehicles from 0 to 12.
- For 2019 we have invested in environmentally responsible marketing materials such as bamboo fibre mugs and recycled pens.

In the workshops

- Solar panels have been fitted at Micheldever workshop and are currently being installed at Bishops Waltham. The workshops' large roofs are ideal for harnessing solar energy.
- Rain water is collected in the brine plant bunds. After mixing the water with salt, it is used by the Salt Spreaders on Hampshire's A roads.
- All spent engine oil is recycled by Slicker Recycling; approximately 12,500 litres per year across the five workshops.
- Low energy LED lighting is installed in all five workshops with the possibility of solar energy use in the future.
- We use Rozone smart washers to wash all parts with solvent-free cleaning products.
- All new vehicles supplied by HTM meet Euro 6 emissions standards.

CO₂

◀ Back to contents

Our Successes



- Introduced 5 new products with strong environmental credentials into stock for the 2018-19 catalogue.
- New for 2019 is a range of notepads where every sale helps the Save the Rhino charity.
- Working with Recolight we now offer a collection and recycling service for used fluorescent tubes. Approximately 2,500 tubes originally bought from County Supplies were recycled in 2018.
- Working with HTM we successfully installed telematics tracking systems into the fleet of delivery vans. This will enable us to plan more efficient delivery routes, in terms of time spent on the road and fuel usage.
- Collaboration with HTM has further enhanced the efficiency of County Supplies' deliveries: HTM Courier vehicles are now being utilized to deliver County Supplies packages wherever there is crossover in destinations, or a need for a rapid delivery.
- With the assistance of HTM we are upgrading some of our delivery fleet to Euro Cat 6 vehicles which will produce reduced emissions compared to older vehicles.
- We have succeeded in reducing paper invoices from 600 per month to <50 per month.

➤ HC3S Cooking with Integrity

We're embracing initiatives to tackle waste, energy and water consumption to drive down waste and reduce negative impacts on our school children.

- In 2018 we replaced single use plastic cups with reusable beakers/tumblers in primary schools.
- Building on what some school kitchens have tried out this year, there will be hints and tips in the new recipe folder for primary schools such as making jelly in tins and served in squares on plates instead of single use plastic pots.
- Our British Food Fortnight celebrations and NSMW campaigns focus on showing customers our commitment to British food, the local economy and encourage customers to consider what they and their families eat.



Staying in touch the sustainable way

Schools can stay in touch with us in a variety of ways including e-newsletters and social media as well as telephone and email.

In 2017 we introduced our e-newsletter that improves communication without using paper and destroying the forests.

Our Facebook page allows parents to 'join in' with our brand experience without the need for reams of paper. Through Facebook and the new more easily navigable web site, we are giving customers quality, reliable information – real time primary school menus are available at the touch of a button.



facebook.com/hc3seducation
facebook.com/hc3sCaterers

#healthymeals #FoodToFlourish
#YourCateringExpert #TasteSecondary

◀ Back to contents

Our Successes

➤ From Farm to Fork

We want pupils to understand the importance of eating the right foods and help them understand the journey from farm to fork.

As part of the Food to Flourish Classroom resources for teachers, we have introduced KS2 food chains, so pupils understand the journey from the point their food is harvested or caught to how it arrives on their school plate. Through these resources KS1 pupils learn how food is grown underground and how animals are reared to high welfare standards.



Springwood Junior School pupils enjoy learning about the stages of fish development at Chalk Stream Farm in Romsey.

➤ CASE STUDY

Going beyond the school meal during British Food Fortnight

HC3S tested children's taste buds and showed them the kinds of food produced in Hampshire.

Twelve young members of the school council at Springwood Junior School in Waterlooville visited Chalk Stream Farm, a trout farm in Romsey, where they toured the different streams and tanks, saw fish being fed and learned about the different stages of fish development. They were also able to see fish up close and even touch them, before returning them to the water.

Springwood pupil Jack, aged 10, said: "It was really interesting. I especially liked seeing the different sizes of fish. I have never been anywhere like this before."

Billie, aged 8, also enjoyed the tour. She said: "I have eaten fish at home and didn't like it. But I might try it again now."



Suppliers Share Our Goals

At HC3S we realise the importance of partnering with suppliers who align their green credentials with ours as this supports the future sustainability of our service. Our ethical procurement approach is embedded in our supply chain process, so we can take into account green credentials as one of the factors when deciding whom to partner with.

We are committed to sourcing food and catering equipment that are high quality and have environmental benefits while supporting our suppliers' development through balanced and long-term relationships.

Our approach to sustainable supplies includes sourcing produce that meet industry marques and buying produce locally where possible from the regions where we operate to contribute to the economic development of the places in which we operate. We prefer to purchase produce that are ethically sourced and where suppliers seek to improve their ethical credentials long term. For example, those that share our goals. This ensures better trading conditions and helps us become more sustainable as a business.

We source local and seasonally available produce wherever possible.



Happy pigs are free to roam outdoors on the Scott Free Range Farm in West Sussex.

CASE STUDY

Farmer's Choice Free Range

HC3S fresh meat and fish supplier Farmer's Choice Free Range is a small, friendly online farmers' market, dedicated to delivering top quality, British free range meat and fish direct to customers.

Established in 1984, Farmer's Choice has built partnerships with some of the best British free range farms in the UK; sourced from the South Downs and the New Forest wherever possible. Through these partnerships they offer a range of high quality meat taken from animals raised in natural and comfortable conditions. All of these farms adhere to free range farming regulations and practices and are well known and respected for their excellent standard of farming.

Scott free range

Farmer's Choice Free Range ensures that all their pork meat is sourced from free range animals supplied by pigs from the Scott free range farm in West Sussex. Scott Farm rears traditional breeds such as Landrace, Larcombe and Duroc slowly and naturally in outdoor, organic conditions. This ensures the pigs are kept in the most calming and peaceful environment possible.



Back to contents

Customers and Partnerships

We choose or recommend equipment options that have a lower environmental impact than others from material, energy, water or waste.

Procurement focus on sustainability and provenance.

We review our logistics arrangements to reduce delivery miles; we encourage backhauling to reduce delivery miles through our main distributor who uses empty lorries returning to depot to collect goods from local suppliers.

Our commitments:

- Sourcing sustainable fish and seafood from Marine Stewardship Council (MSC) certified fisheries and farmed fish from well managed and sustainable sources.
- Sourcing Red Tractor assured products.
- Sourcing free range eggs to Laid in Britain standards.
- Including local products that are sustainably grown or raised.
- Sourcing sustainable equipment and supplies.
- Promoting seasonal, sustainably grown or raised products because supporting local suppliers is one of the ways that HC3S contributes to the economic development of the places in which we operate.



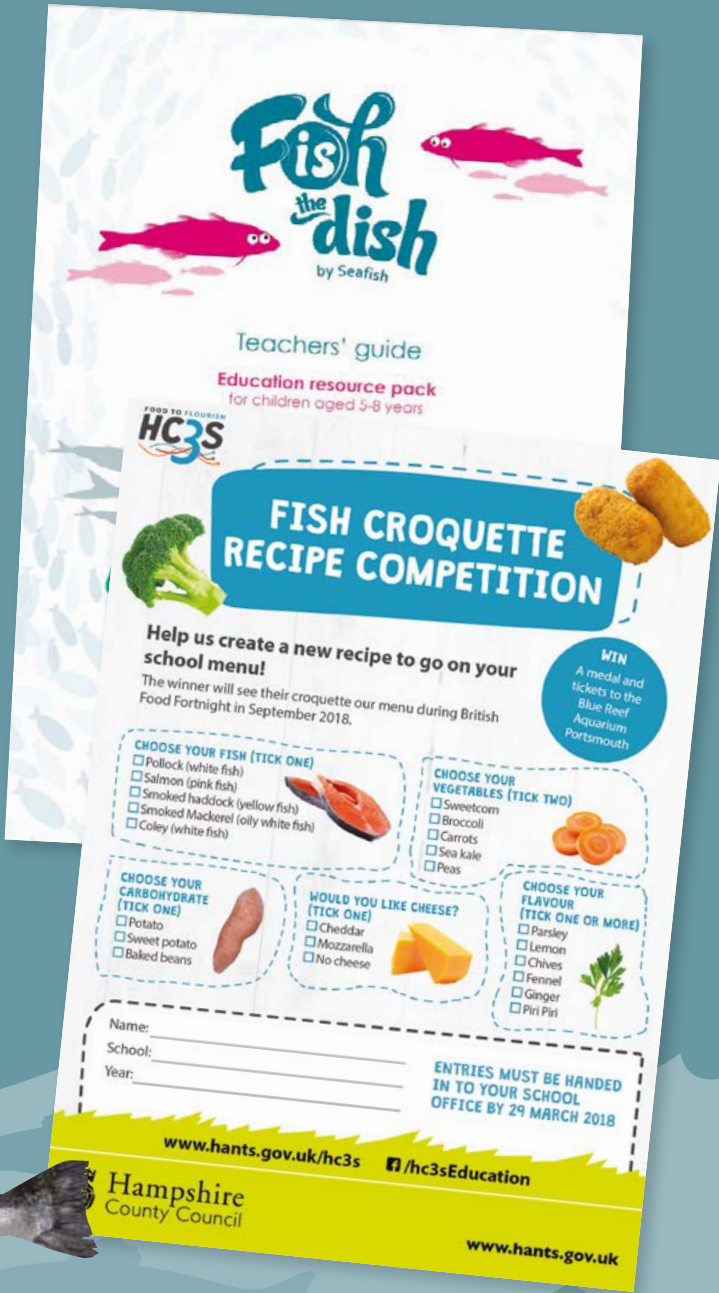
➤ HC3S Working Collaboratively

Externally...

In 2018 we partnered with industry body Seafish to bring the topic of sustainable fishing into primary schools. Every school was given a teaching resource pack and pupils in disadvantaged areas enjoyed visits from HC3S and Seafish ambassador chefs with live cooking, talks and hands-on cooking with fish. Many of these activities took place during British Food Fortnight and National Seafood Week, following on from the World Ocean's Day theme day lunch where school kitchens were asked to produce a special menu with no single-use plastic in sight.

With more people choosing a flexitarian diet, the demand for high protein food is strong. So, we collaborated with a household brand Quorn who supply our healthy meat-free alternatives across the business with Meat Free Week; we promoted this in schools with stickers and on Facebook drawing attention to the product as offering protein.

We also worked with Quorn to be one of the counties that took part in their national Kids Campaign. By offering this product, we have supported the movement to eat more plant-based foods and therefore protect the planet. The collaboration has led to a commitment for further partnership working with support for live cooking and competitions for families and schools for National School Meals Week 2018 and a competition for schools during January 2019.



Carrot and beetroot hidden in cake.



◀ Back to contents

Customers and Partnerships

Internally...

During British Food Fortnight, we teamed up with HCC's Waste Management Service for their 'veg swap' that took place at Winchester HQ to encourage staff not to waste food. We supported them with posters, cakes with hidden vegetables for staff to sample and a competition to win free travel mugs and hot drinks from the Coffee Shop.

We work with Property Services to install fan heaters with timers on and to install light sensors in cloakrooms and food storage rooms on new builds to reduce energy consumption.

We work closely with the Procurement team to ensure our food buying meets our aims.

HTM makes 788 courier runs transporting school meals where we service smaller schools.

Through County Supplies, we have increased our contribution of regular articles to SupplyBase, the Business Services magazine that is distributed to schools as well as 'Your Hampshire', HCC's e-newsletter for residents.



➤ Community

In our role as a corporate citizen, we champion improving the lives of others. HC3S has supported several charities during 2017-18 taking part in the Big Bandana Bake for the Brain Tumour Charity based in Farnborough, Hampshire raising £1,100. The total amount of money raised for charity was £1,342.47.

To encourage staff participation in the annual Finishing Touches industry baking competition held at LACA, HC3S held a charity baking competition. Winners of the three categories got to attend a fine dining masterclass, courtesy of our food distributor Bidfood who helped judge the winners.

OUR BIG BANDANA BAKE RAISED £1,100 FOR THE BRAIN TUMOUR CHARITY



The winning cake.

► HTM Building Sustainable Partnerships



HTM believes in working collaboratively with County Council departments, partners and suppliers to share knowledge and skills wherever possible.

This achieves an efficient, sustainable and cost-effective service for the people of Hampshire.

- We are currently working closely with Property Services to build electric vehicle charging infrastructure in Hampshire locations.
- Collaborative partnerships with Hampshire Highways and vehicle supplier Adams Morey has provided a Highways fleet of operational vehicles that is fit for purpose.
- We are also working with Adams Morey to provide lower emission Euro 6 trucks to County Supplies.
- Working closely with vehicle supplier Stanfords we have developed innovative solutions for accessible minibuses.
- Our contract renewal system allows us to contact customers shortly before the end of their lease contract to offer a new vehicle, which in turn helps us to build and maintain strong relationships with our customers.

A Hampshire Highways 26 Tonne Gritter



>£300,000
SAVED PER YEAR IN
HOME-TO-SCHOOL
TRANSPORT
SINCE 2014

Watch Gritter Garbo's naming ceremony ►

- HCC Countryside Service is now using our Key 2 asset management system for its equipment inventory auditing. This has eliminated the need for Countryside to purchase their own separate software.
- Our driver supply partnership with Adult Services has saved the department £350,000 on their transport costs year-on-year since 2014.
- We work closely with Passenger Transport on the Spend to Save Scheme. The scheme, which provides home-to-school transport, saves Children's Services over £300,000 per year in bus and taxi costs.
- In conjunction with Facilities Management, we pick and deliver all the standard forms and documentation for Hampshire Constabulary and HFRS.
- The Courier Service also delivers printed materials on behalf of Hampshire Printing Services, saving them a driver and a van.
- A similar partnership with the Libraries Services sees the Courier Service take care of book movements around Hampshire.
- The Courier Service works closely with HC3S to deliver school meals to schools without a working kitchen on-site. In 2018, 263,000 meals were delivered.
- Joint marketing work with County Supplies has attracted additional business and has allowed further cost savings for the 'Home to School Transport' scheme. The Passenger Transport team were invited to talk to the schools at the Admin Officers conference in 2018 and attracted a number of interested schools to the scheme. This has saved the County Council money and increased HTM's business revenue.
- Our partnership with Paragon College has allowed us to tailor the apprenticeship program, enabling Technical Apprentices to get the most out of their NVQ qualification.

◀ Back to contents

Customers and Partnerships

► HCC Pool Cars – AlphaCity

AlphaCity, run and maintained in partnership with Alphabet, is an innovative self service pool car system for use by HCC staff. The vehicles are available from hubs in Winchester, Basingstoke, Eastleigh, Totton and Alton and can be booked easily via a user-friendly web portal.

Currently, the AlphaCity vehicles are low-emission Minis but we are now planning to replace the majority of these with an all-electric pool car fleet by 2022.

With the fast rate of developments in the electric vehicle market, there will be a number of new offerings to assess to ensure the County Council's transport is more sustainable.



➤ County Supplies Working with Suppliers

County Supplies works in partnership with suppliers and local businesses to promote sustainable practices and mitigate adverse impacts on the environment wherever possible.

➤ DID YOU KNOW...

County Supplies re-uses original cardboard packaging wherever possible. So, next time your County Supplies order arrives in a non-branded box you'll know it's recycling in action!



- All of our scrap pallets are either donated to the Hampshire Scout campsites or taken for recycling into garden mulch by Eco Sustainable Solutions.
- Working with Recolight we offer a free collection and recycling service to all of our customers for life expired fluorescent tubes originally purchased from County Supplies.
- We ensure all our copier suppliers offer MFDs with energy saving functions as standard.
- In partnership with HTM we will be upgrading more of our delivery fleet to low emission Euro 6 LGVs during 2019.
- Our partner GH Services, based in Portsmouth, reprocesses all the warehouse's compacted cardboard and plastic shrink-wrap waste. In 2018, 36 bales of plastic (9 tonnes) and 71 bales of card (17.5 tonnes) were collected.
- Conferences, focus groups and customer visits have helped us to pinpoint the kinds of environmentally responsible products our customers are looking for. As a result, many of these products have been added to our stock range.
- Exercise book supplier Victor now wraps all exercise books in paper rather than shrink wrap.



Compacting and baling cardboard and plastic waste.

➤ CASE STUDY

Supporting the Farm4Life Container Project

◀ Back to contents

Customers and Partnerships



Presenting items to teachers at Bob Bates School, Liberia.



Sorting County Supplies items.

>100 tonnes
OF AID HAS
LEFT FARM4LIFE'S
WAREHOUSE
SINCE 2007

Putting unwanted items to good use

County Supplies' partnership with Farm4Life sees damaged, old or second-hand furniture and written-off stock go to a new home in Africa.

Farm4Life's Container Project involves collecting goods that can benefit people across Ghana, Liberia, Madagascar and Uganda. Items such as desks, filing cabinets and old shelving that would otherwise go to landfill is picked up from County Supplies by Farm4Life. Containers of donated items are then shipped to Africa and distributed to individuals, organisations and communities in need.

Farm4Life: Creating hope for a better future

Farm4life is an international charity committed to empowering individuals, and organisations, to help communities flourish. With several programmes running, the charity is working to build a greater future for the people of Africa.



➤ How are we Extending Our Green Credentials?

We have made good progress in our efforts to tackle waste but recognise there is much more we can do across the three Business Services.

HC3S

We have made progress during 2017-18 to develop our focus for our green credentials. We will lead our teams forward to realise sustainable opportunities to serve our communities in the best way possible.

The last 12 months have seen challenges in rising food costs and the economy which we have faced head on. Simultaneously, plastic's effect on the planet has come to the fore and is an issue that our customers take seriously. We continue to look at our customers' changing needs and will grow and flex with them.

An example of this is the experimentation in our school kitchens on how we can reduce plastic.

We believe a sustainable catering operation is essential to meet the needs of our customers. As a responsible employer we strive to operate in an environmentally responsible manner whilst contributing to the communities in which we operate.

HTM

For 2019 we've developed a range of reduced plastic marketing materials such as recycled pens, wildflower seeds and bamboo mugs.

Over the past year we have been seeking to reduce our paper use wherever possible. For example, we have succeeded in reducing our printing volume by two thirds during 2018.

Wherever reasonable, we've been encouraging more staff to work from home to reduce the carbon footprint of HTM.

Recycling bins placed in the office mean the majority of our paper and card waste is sent for recycling.



➤ Reducing the plastic in HTM's marketing materials

HTM is active at conferences throughout the year as this is a great opportunity for us to interact directly with our customers. For 2019 we have decided to make all of our conference materials as sustainable as possible. For this reason we've sourced a range of reduced-plastic 'giveaways' which we hope customers will find useful.



Ballpoint pens made from recycled plastic



Hot drinks cup made from 100% bamboo



Cardboard USB flash drive



Wildflower seeds for children to plant

◀ Back to contents

Looking after our environment

County Supplies

We are looking at ways we can reduce our use of packaging in the future. For example, there are alternatives to plastic wrapping such as film made from compostable potato starch which may be suitable for keeping orders safe and dry in transit. Research in this area is ongoing.

There is a lot of potential to expand our range of recycled and reusable products on offer to customers.

Working with HTM, we're hoping to test a 14-tonne electric vehicle as soon as one becomes available. If suitable, an emission-free electric truck would be ideal for deliveries in the Winchester area.

Paper purchasing has been challenging in the past few years as the price of pulp has increased 33% since August 2017. Despite this, we continue to source copier paper with high environmental credentials, for example from mills working within the Eco Management and Audit Scheme (EMAS). A range of 100% recycled papers is also available.

In 2018, to reduce our overall paper and printing usage, County Supplies set up a project to convert all customers to electronic invoicing. During the 2017/18 financial year we printed and sent out 8,809 paper invoices. In addition to the environmental impact, this was costing County Supplies in the region of £260 per annum printing costs, £3,800 in postage and an estimated 294 person hours (@ £30 per hour) printing and posting these out. This project was completed in February 2019 and all invoicing is now electronic.

All surplus and life expired County Supplies catalogues are stored on site and then bulk collected for reprocessing.

➤ Investing in people

HC3S – Creating opportunities

As an employer we foster a culture of environmental responsibility. As a large employer in the catering industry, with 1800 staff with diverse backgrounds from around the county, we recognise that many families need part-time or term-time working.

County Supplies – Creating the warehouse pickers of the future

County Supplies periodically offers 3-month traineeship placements to young people in its warehouse. Trainees learn how the Business Units work within Hampshire County Council and experience order picking and packing.

So far, five apprenticeships have been offered across County Supplies' Customer Services, Warehouse and Marketing teams.



◀ Back to contents

People

➤ HTM Investing in Young People

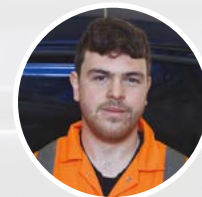
HTM has a strong record of encouraging and nurturing young people in Hampshire.

Since its launch in 2008, HTM's Apprenticeship Scheme has seen 16 young people successfully attain NVQ qualifications. Currently, five Technical Apprentices are based at the workshops while a Business Administration Apprentice is based with the office team in Winchester.

HTM is also a keen advocate of the Traineeship and work experience programs. There have been numerous young people who have gained valuable transferable skills through work placements at HTM.

➤ CASE STUDY

Matt Shelley, Technical Apprentice



"The Technical Apprenticeship is a three-year programme. I currently spend four days a week working at Bishops Waltham Workshop learning the practicalities of vehicle maintenance and repair which I really enjoy. One day a week I attend Paragon College where I swap the socket set for pen and paper and learn the theory behind my role. I'm currently working towards a City and Guilds NVQ Level 2. Then, once I've completed my second year, I'll move on to study for an NVQ Level 3.

So far I've learned how to apply the skills I've gained at college into my everyday job. I get involved in a wide range of the work coming through the workshop, from general upkeep to brakes, chassis and engines. I've also prepared a car for its MOT and changed suspension components on a minibus. Being able to work on a variety of vehicles has given me lots of valuable experience which I can feed back into my NVQ studies. It's great that the team at Bishops Waltham are really supportive and offer me lots of feedback and advice whenever I need it.

My apprenticeship is challenging but definitely worthwhile. In the future, I want to qualify as a Vehicle Technician. I'll then be equipped with a transferable trade plus a range of valuable skills and knowledge that will benefit me in later life."



Technical Apprentice Matt Shelley is currently working toward his City and Guilds NVQ Level 2.

> Our Ambitions

HC3S – Focused on customers and partnerships

Our aim is to build loyalty with customers and encourage them to extend or renew their catering contracts. We do this by providing an outstanding service, providing fresh, honest and tasty food whilst building a lasting relationship with them.

We want customers to feel valued so we will continue to listen to their feedback and take on board suggested improvements where possible so that we remain their preferred caterer.

We will continue to communicate key messages about the value and quality of our school meals and provenance of ingredients so that customers have a greater understanding of local, seasonal and nutritious food. We will also continue to encourage healthy eating. We will do this through all our channels including our web site, literature, social media and staff engagement.

HTM – Committed to reducing emissions and our impact on the environment

Our focus for the next few years is on building a more environmentally responsible fleet with a sustainable fleet network.

We will continue to source from local suppliers wherever we can to reduce movement of parts and lubricants.

We will identify where HTM can make use of new technology or existing technology to add value, streamline systems and reduce waste, such as paper and mileage.

[Back to contents](#)

Looking ahead

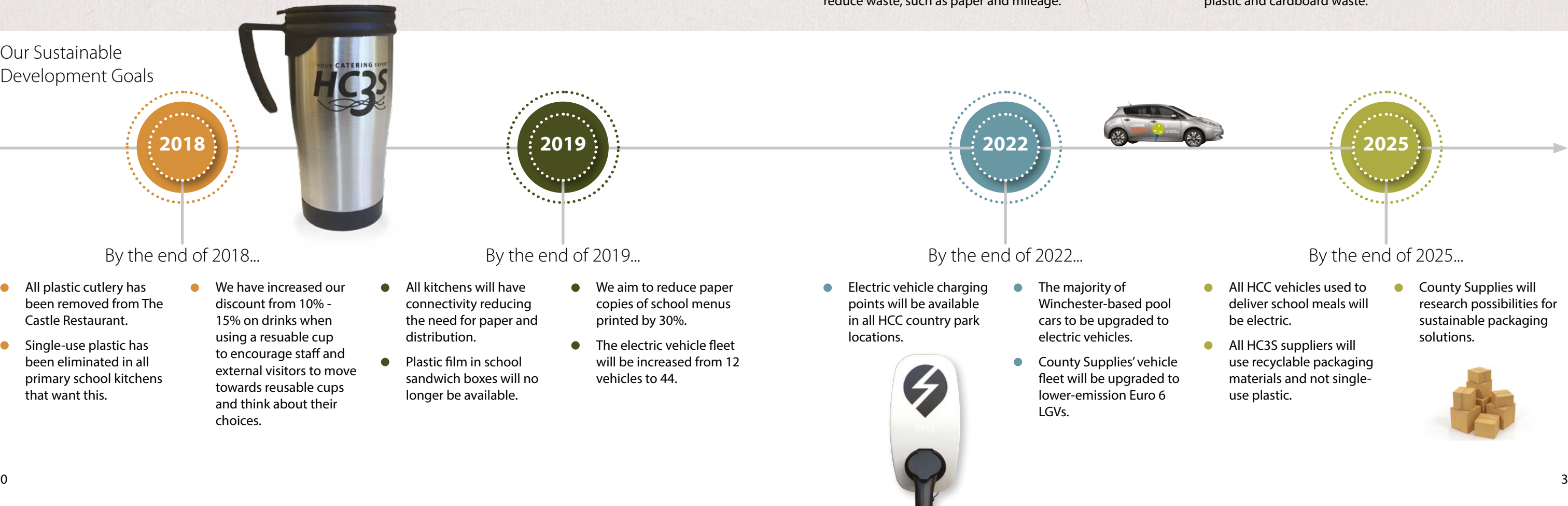
County Supplies – Delivering a more sustainable service

In the coming years we will be looking to make our service more economical, reducing mileage where we can and operating more efficiently as a business.

We aim to make it easy for customers to source everyday products with increased environmental credentials.

We will be researching the latest innovations in sustainable packaging, with an eye to reducing our plastic and cardboard waste.

Our Sustainable Development Goals



The River Test, near Romsey, Hampshire.

[← Back to contents](#)



Tel: 01962 873930
Email: htm@hants.gov.uk
Web: www.hants.gov.uk/htm



Tel: 023 8062 9388
Email: hc3s.support@hants.gov.uk
Web: www.hants.gov.uk/hc3s



Tel: 01962 826999
Email: county.supplies@hants.gov.uk
Web: www.hants.gov.uk/countysupplies