

# CHEC

## ESG ACHEIVEMENT REPORT 2024



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## ESG Achievement Report 2024 - Executive Summary

In 2024, CHEC reinforced its commitment to Environmental, Social, and Governance (ESG) principles, and focused on 22 goals across all three pillars. This report highlights our dedication to sustainable practices, social responsibility, and transparent governance, underscoring our role as a leader in sustainable development.

### Environmental Goals

10 Goals specifically dedicated to the Environment agenda: ISO 14001 Accreditation, Sustainable paper, Stock Management, Hard plastic recycling, Disposal of single use instruments, Smart metres, supplier assessment tool, driver efficient programme & vehicle sustainability model.

### Social Impact Goals

6 Goals dedicated to Employee Value Proposition, Mental Health, Equality, Diversity & inclusion, Charity work, long term unemployed initiatives & Volunteers.

### Governance Excellence Goals

6 Goals covering both Corporate & Clinical Governance dedicated to Medical Practitioners Assurance Framework (MPAF), Automation of clinical governance data, Freedom to Speak up Policy and structure, automation of medicine management processes, patient safety training and implementation and adherence to a companywide compliance calendar.

Of the 22 Goals identified, fully achieved 12 (55%) partly achieved 4 (18%) and 6 not achieved (27%).

No	Goal	Status of Achievement
<b>ENVIROMENTAL</b>		
1	ISO 14001 Accreditation – Gap Analysis	Partly Achieved
2	Sustainable Paper	Fully Achieved
3	Planting Trees	Not Achieved
4	Stock Management	Partly Achieved
5	Hard Plastic Recycling	Not Achieved
6	Disposal Single Use of Instruments	Not Achieved
7	SMART meters installation	Partly Achieved
8	Supplier Assessment	Not Achieved
9	Driver Efficiency Programme	Fully Achieved
10	Efficiency Programme	Fully Achieved
<b>SOCIAL</b>		
11	Employee Value Proposition	Fully Achieved
12	Health & Wellbeing	Fully Achieved
13	Equality, Diversity & Inclusion	Fully Achieved
14	Charities	Fully Achieved
15	Long term unemployed	Fully Achieved

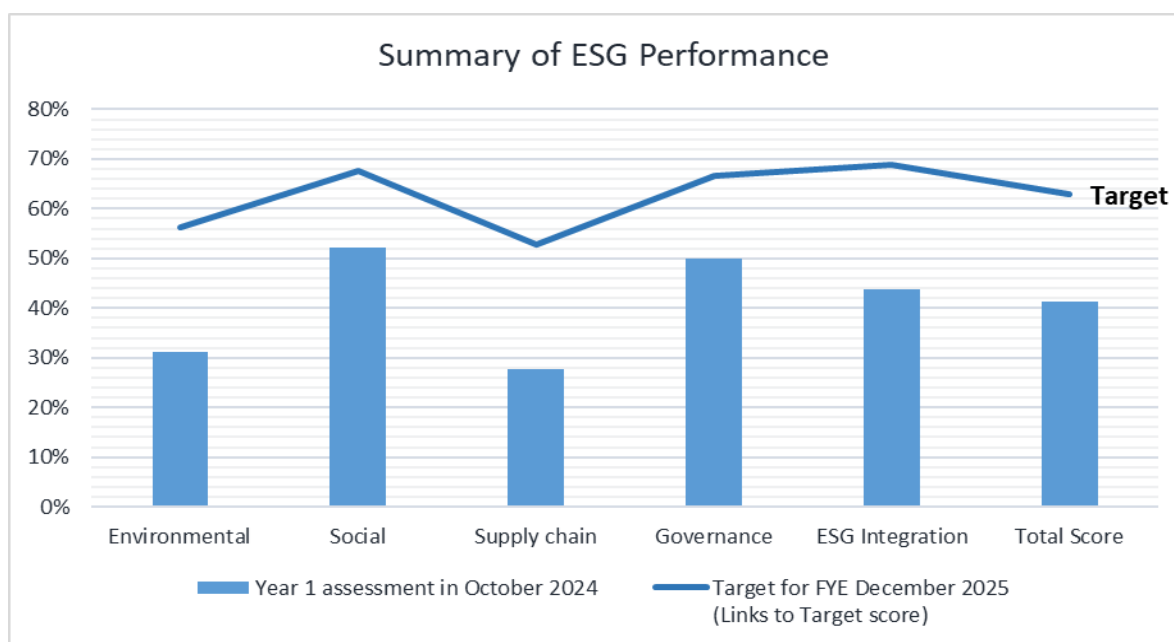
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16	CHEC Volunteers	Not Achieved
<b>GOVERNANCE</b>		
17	Medical Practitioners Assurance Framework	Fully Achieved
18	Automation of Clinical Data	Partly Achieved
19	Freedom to Speak up Policy	Fully Achieved
20	Automation of Medicine Management processes	Not Achieved
21	Patient Safety Training	Fully Achieved
22	Company Wide Compliance Calendar	Fully Achieved

We have partnered with Sustainable Advantage, a leading provider in ESG who have undertaken a thorough assessment, and we attained a maturity rating of “Established” and 43%, please see below.



For further details on our ESG initiatives, metrics, and future goals, please refer to the full report.

## ENVIRONMENTAL

**Goal 1: ISO 14001 accreditation** - achieve Accreditation or at minimum complete Gap Analysis (Stage 1 Audit to pave the way on future requirements) by Autumn 2024.

**Achievement Details:** Partly achieved. Options of auditors explored, continuing with our existing provider, BAB. Audit booked for 13th Jan 2025 and post this a plan to move forward.

**Goal 2: Sustainable Paper** - reduce overall paper usage by 20%, alongside sourcing recycled paper for patient correspondence including supplier of ICPs to use recycled paper by December 2024.

**Achievement Details:** Fully Achieved. Purchasing of all copier paper has been switched to recycled paper. Since we switched in May 2024, we have consumed 595,000 sheets of recycled paper.



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Individual Care Pathway (ICP) booklets are being produced from Forestry Stewardship Council (FSC) paper. Purchases of paper have reduced by 33% in 2024, compared to 2023.

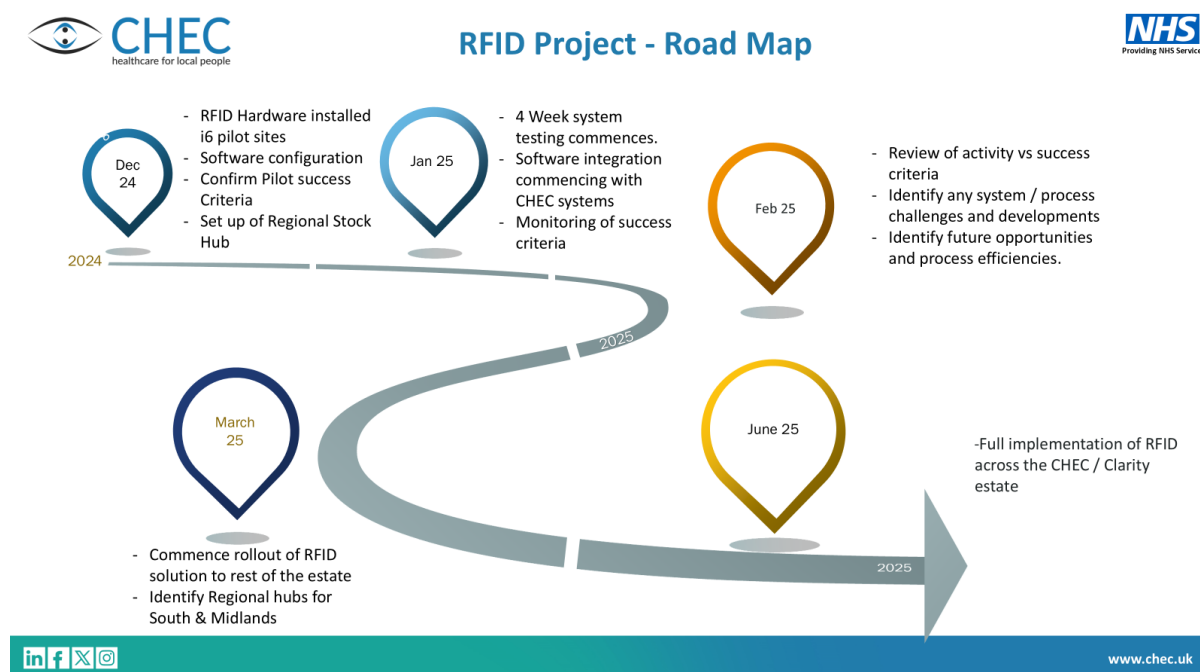
**Goal 3: Planting trees** -to make a financial contribution to enable trees to be planted at sites in partnerships with local councils by Dec 2024.

**Achievement Details:** Not achieved. Unfortunately, due to CHEC estate being predominantly leased premises, having liaised with our landlords there is no desire from Landlords to support this and in some locations, this is not feasible, however all landlords have highlighted their own ESG policies and goals to us as business.

**Goal 4: Stock Management** -implement a stock management system to reduce stock holding, volume of deliveries and wastage by 40% by summer 2024.

**Achievement Details:** Partly Achieved, we identified a suitable supplier and piloted with 5 hospital sites. Hardware installed and collecting data via RFID labels. Full roll out to commence from January 2025 and we are on track to complete by June 25. The overall project is aiming to achieve savings of c.£877K based on the reduction of stock levels, overtime costs due to stock counting and reducing waste.

#### RFID roadmap



**Goal 5: Hard Plastic Recycling Theatre Consumable Packaging and Eyedrop Bottles**, work with partner supplier to supply recycling bins across the estate. Market and inform patients of the service by summer 2024.

**Achievement Details:** Not achieved. (see notes on Goals 5 & 6 below)



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**Goal 6: Disposal of Single Use Instruments**, implement a process around disposal of single use instruments, considering recycling or other more sustainable options by Summer 2024.

**Achievement Details:** Not achieved. Goals 5 and 6 have been pushed back to prioritise the new clinical waste streams being implemented. Since September 2024 we have reduced CO2 monthly emissions by an average of 60%. These 2 goals are still relevant areas of focus, and we can carry these targets into 2025.

**Goal 7: Install of Smart meters for all utilities at all sites-** in conjunction with GLEG, make arrangements for all hospitals to have SMART meters installed for live monitoring of energy usage and accurate billing by end of Dec 2024.

**Achievement Details:** Partly Achieved. All metres controlled by the landlord will be installed by Facilities regional field-based team. 9 of 9 completed. GLEG are installing all remaining sites and are waiting on STARK/Positive software framework to complete for install to go ahead. GLEG & Positive have not yet completed their software integration but continue to provide weekly updates. Expected completion by quarter one of 2025.

**Goal 8: Supplier Assessment tool create and Implement a Supplier Assessment tool** to rate their ESG status / maturity by Spring 2024.

**Achievement Details:** Not achieved. The initial identified option was put on hold. Engagement made with our ESG supplier, Sustainable Advantage. They are assisting with supporting a suitable tool for the Procurement team to use as part of the normal business as usual process.

**Goal 9: Driver Efficiency programme** - assess drivers' responsibilities to more specific duties and align to regional infrastructure with the aim to reduce the taxi spends within the region by 50% by December 2024.

**Achievement Details:** Achieved. Projected reduction in annual taxi spend reduced by 95%. Spent £330,439 on taxis in calendar year 2023 and £95,071 1 Jan – 30 March 2024. The regional infrastructure programme was delivered in Q1 of 2024 and since this, taxi cost had reduced significantly.

Year	Period Spend (£)	Annualised Spend (£)	Savings (%)
2023	330,439	330,439.00	22.91
2024 (Jan–Mar)	95,071	380,284.00	77.82
2024 (Apr–Dec)	2516	3,354.67	99.41

**Goal 10: Vehicle Sustainability Model** - introduce electric vehicles in every region by December 2024, to install electric charging points at all CHEC hospitals to help.



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**Achievement Details:** Achieved. Electric vehicles now live in all regions. 5 vehicles owned by the company. Charging points not currently installed at all locations but will be suggested based on activity following review. All future hospitals will be provided with an electric vehicle as standard when they are required to provide patient transport. Facilities field based team run an EV fleet only. The next 5 vehicles to be swapped out from the current fleet have been identified and will be on the ground in February. On target for 15/20 EV's by end of financial year, 30<sup>th</sup> June 2025.

## **SOCIAL**

**Goal 11: Employee Value Proposition** - scoped a company bonus scheme, gain approval on scheme by G Square. Communicate to the business before 30th June 2024.

**Achievement Details:** Achieved. Introduced a companywide scheme, scheme rules created, communicated to the business and uploaded info onto the intranet. Update quarterly updates via our OneCHEC Town Hall event in the finance update on progress on revenue and profit.

**Goal 12: Mental Health at Work Commitment** - achieve Standard 1 of Thrive at Work government initiative by March 2024.

**Achievement Details:** Achieved the accreditation level, 21st February 2024 and shared with the business this achievement.

**Goal 13: Equality, Diversity & Inclusion** - planned events and communications each month to celebrate and recognise our diverse workforce and encourage inclusivity, measured via WRES and WDES reports December 2024.

**Achievement Details:** Achieved. Created a calendar of events per month, led by the People team. Complied with external reporting and conducted an ED&I survey attained 88% response and created an action plan to improve themes.

**Goal 14: Charities, Fight for Sight, Bowel Cancer & Food Banks nationally** – create a social calendar of events in line with the respective charities by Dec 2024.

**Achievement Details:** Achieved. Created year two, a 12-month calendar of events. Delivered a range of charitable activities throughout the year i.e. Tough Mudder. Raised so far £2081. (Blackpool – Baby Unit Burnley £470, Accrington – Guide Dogs £45, Tough Mudder - £1175, Dorset – Going for bust coffee morning £391.50).



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**Goal 15: Long term unemployed initiatives - build relationships with the Job Centre plus and work programmes to support people with getting back into work, measure via number of appointments and achieve 10% of annual hires by December 2024.**

**Achievements Details:** Achieved. Built relationships with the Job Centres nationally and FedCap. Since January 2024 we have offered 15 candidate's opportunities to work with CHEC who are registered with work and health programmes. We have also attended 5 jobs fairs through the work and health programmes to increase brand awareness within the community.

**Goal 16: CHEC Volunteers - to conduct a recruitment campaign for volunteers to support our patients across the hospital and community sites, to enhance their patient experience with the company, as a provider of choice by April 2024.**

**Achievement Details:** Not achieved Conducted the recruitment campaign and had little interest. One candidate for Gateshead but withdrew due to health issues.

## GOVERNANCE (CORPORATE & CLINICAL)

**Goal 17: Medical Partitioners Assurance Framework (MPAF) - to ensure that CHEC are compliant with all aspects of MPAF by December 2024**

**Achievement Details:** Achieved. Applied the standards on for both HR and Clinical requirements, created an internal process and approach to meet the new framework. Update at our Medical



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Advisory Committee meetings. September to December 2024 a total of 78 doctors requested updated compliance and this is an ongoing process.

**Goal 18: Automation of Clinical Governance data** - partner with the data & IT team to automate as many elements of clinical governance data as possible throughout 2024.

**Achievement Details:** Partly achieved. A new data governance group has been formed to systematically review the data monthly and the data set is being developed. There is still some manual pulling of the data.

**Goal 19: Freedom to Speak Up Policy and Structure (Guardian, Champions)** - continue to embed the FTSU implementation to ensure that the function is business as usual. Measure by the number of cases identified and resolutions of by December 2024.

**Achievement Details:** Achieved. We have 2 FTSU guardians who are fully trained, we have identified FTSU champions at all CHEC sites, they will be the first point of contact for FTSU queries FTSU. During September we set up some FTSU drop-in awareness sessions over teams and this has increased referrals. Since August 2024 we have received 8 FTSU referrals. We have completed all national reporting as required throughout 2024.

**Goal 21: Introduce patient safety training level 1 for all patient facing staff** - implement level 1 patient safety training for all patient facing staff by October 2024.

**Achievement Detail:** Achieved. The Level 1 – Essentials of Patient Safety eLearning was introduced to the business on the 19<sup>th</sup> July 2024 in line with recommendations from NHS England. A completion deadline of 30<sup>th</sup> September 2024 was agreed. Current compliance across the entire organisation is 98% (excluding those in the probationary period, long term sick or leave/absence for any other reason). The summary of the training is captured below.

**All Staff** - *This session introduces patient safety for all NHS and associated staff. It focuses on the essentials for creating patient safety. These include listening to patients and raising concerns the systems approach to safety, where instead of focusing on the performance of individual members of staff, we try to improve the way we work avoiding inappropriate blame when things don't go well creating a just culture that prioritises safety and is open to learning about risk and safety. Further sessions in this syllabus build on these essentials so that staff may become Patient Safety Practitioners or Advanced Practitioners or simply strengthen their approach to patient safety.*

**Board Members and Senior Leaders:** *The session builds on the 'Essentials of patient safety for all' session and introduces patient safety measurement, monitoring and governance for patient safety to boards. It will also focus on board opportunities and responsibilities in patient safety, human and financial costs and safety aspects.*

**Goal 22: Implementation and Adherence to Company Wide Compliance Calendar** - create and implement a pan company compliance calendar which reflects all regulatory and legislative requirements. Ensure adherence via touch points at Corporate Risk Governance (CRG).



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**Achievement Detail:** Achieved. Compliance Calendar Implemented and being refreshed for 2025.  
Adherence monitored at Corporate Risk Governance monthly meeting.

CHEC Annual Corporate Compliance Calendar													Key
Item	Jan-24				Feb-24				Mar-24				Review
	1	8	15	22	29	5	12	19	26	4	11	18	Preparation
													Completion
													Not Achieved
<b>People and Education</b>													
<b>Learning and Development</b>													
Mandatory Training													
Company TNA													
Objective Setting													
Education													
<b>HR Service Delivery</b>													
Living Wage													
Pay Review													
Buy and Sell Holiday Scheme													
Holidays Update													
GenderPay Reporting													
Life Assurance Insurance Policy													
Health Cash Plan													
<b>Resourcing</b>													
Preferred Supplier List of Recruitment Agencies													
Departmental Policy Reviews													
<b>ESG</b>													
<b>World Favour Submission</b>													
<b>Information Governance</b>													
ISO27001													
DSPT Toolkit													
ICO Registration													
Cyber Essentials													
Cyber Essentials Plus													
<b>Departmental Policy Reviews</b>													
<b>Insurance</b>													
Commercial Combined Policy (EL, PL, Property)													
Excess Public and Product Liability													
Medical Malpractice Policy (Private + Wales)													
NHS Resolution - CNST Scheme													
D&O Insurance													
Fleet Insurance													
Other Insurance													
<b>Finance</b>													

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