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2009

Sustainable Development

Annual Report

DWP Department for
Work and Pensions

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Introduction – Why a short report?

This report is a short summary of progress in the Department for Work and Pensions towards Government's targets and mandates.

The Climate Change Act and all that it entails has necessitated a shift in emphasis within the departmental Sustainable Development Team to concentrate over the next year on climate change mitigation and adaptation, particularly the responsibilities of carbon budgets and the Carbon Reduction Commitment. These interlinked priorities are reflected in the team name change to 'Sustainability and Climate Change'.

The team will identify and prioritise key policies and issues and develop climate change adaptation and mitigation plans, which will be combined with the requirement to produce a Carbon Reduction Delivery Plan, a Climate Change Adaptation Plan and our third Sustainable

Development Action Plan. The resulting all encompassing document will be the DWP Sustainability and Climate Change Strategy.

This work will be reviewed and updated as necessary on an annual basis and a full Sustainability and Climate Change Annual Report will be aligned with other reporting requirements to be delivered at the end of July.

Background to sustainable development, its importance to DWP and the tools and guidance developed to deliver it, is available in chapters 3–6 and 8 of the 2008 sustainable development annual report <http://www.dwp.gov.uk/about-dwp/sustainable-development/#plan>.

Chapter 1

Chapter 2 DWP Family Tree

AGENCIES

Pensions, Disability and Carers Service

Jobcentre Plus

CORPORATE AND SHARED

Communications

Finance

Corporate IT

Legal Group

Shared Services

Human Resources

CLIENT GROUPS

Strategy, Information and Pensions

Employment Group

Welfare and Wellbeing Group

NON-DEPARTMENTAL PUBLIC BODIES (NDPBs)

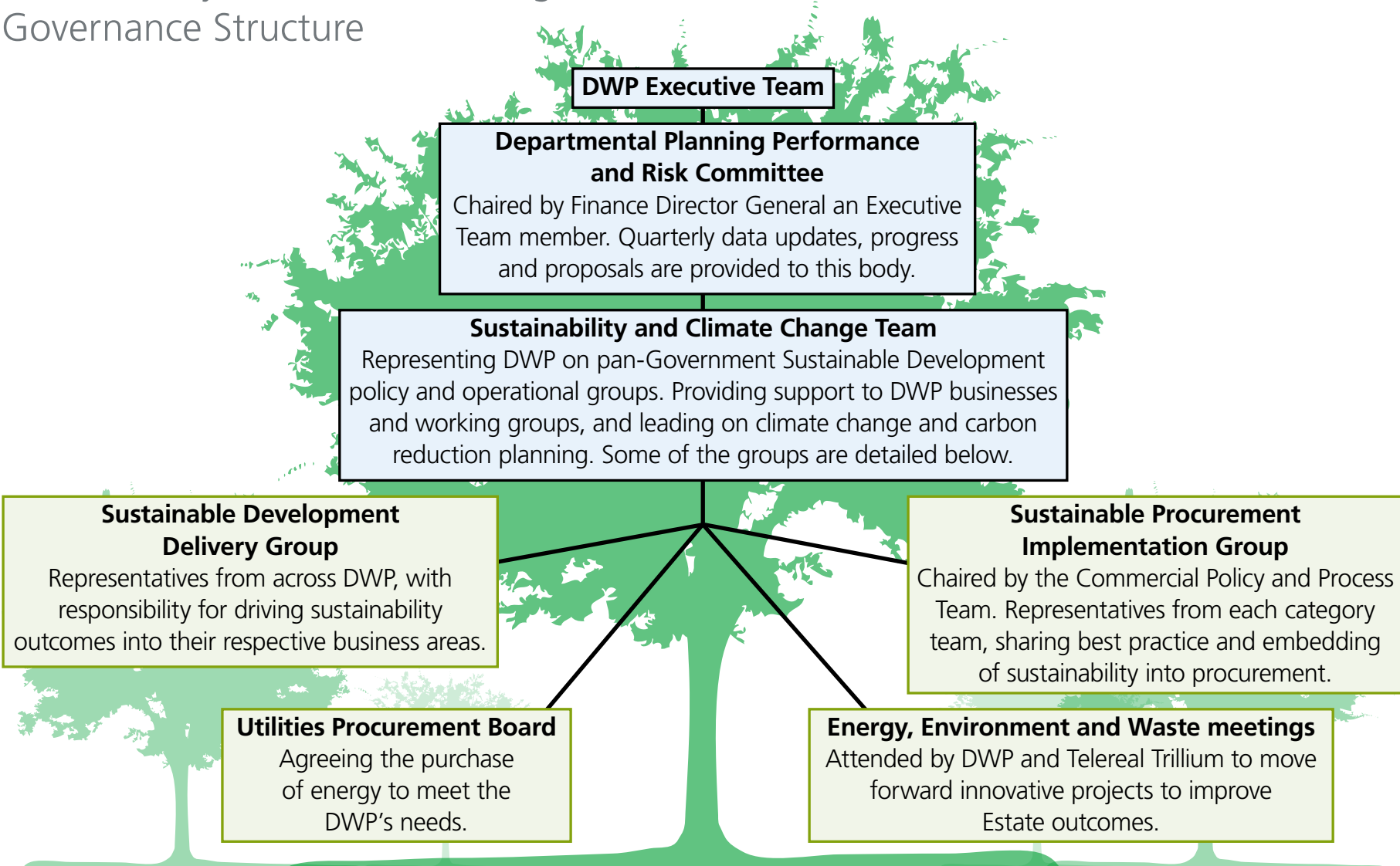
Child Maintenance and Enforcement Commission

Health and Safety Executive

Remploy

For other NDPBs see <http://www.dwp.gov.uk/about-dwp/public-bodies/dwp-sponsored-public-bodies/#ndpb>

Sustainability and Climate Change Governance Structure



Chapter 3

Targets for Sustainable Operations on the Government Estate (SOGE)

Vision – a sustainably managed estate

- Modern, resource efficient, with low-energy buildings.
- Efficient use of space and ways of working.
- Well conserved and managed land.
- Where the principles of sustainable development are embedded into our working practices.



Priorities

Climate Change & Energy

Targets

CARBON EMISSIONS FROM OFFICES

- Reduce carbon emissions by 12.5% by 2010/11, relative to 1999/2000 levels.
- Reduce carbon emissions by 30% by 2020, relative to 1999/2000 levels.

CARBON EMISSIONS FROM ROAD VEHICLES

- Reduce carbon emissions from road vehicles used for Government administrative operations by 15% by 2010/11, relative to 2005/2006 levels.

Sustainable Consumption & Production

WASTE ARISING

- Departments to reduce their waste arisings by 5% by 2010, relative to 2004/2005 levels.
- Departments to reduce their waste arisings by 25% by 2020, relative to 2004/2005 levels.

Natural Resource Protection

BIODIVERSITY

- Departments to meet or exceed the aim of having 95% of Sites of Special Scientific Interest (SSSI's) in sole ownership or control in target condition by 2010.

CARBON NEUTRAL

- Central Government's office estate to be carbon neutral by 2012.

ENERGY EFFICIENCY

- Departments to increase their energy efficiency per m² by 15% by 2010, relative to 1999/2000 levels.
- Departments to increase their energy efficiency per m² by 30% by 2020, relative to 1999/2000 levels.

RECYCLING

- Departments to increase their recycling figures to 40% of their waste arisings by 2010.
- Departments to increase their recycling figures to 75% of their waste arisings by 2020.

WATER CONSUMPTION

- Reduce water consumption by 25% on the office and non-office estate by 2020, relative to 2004/05 levels.
- Reduce water consumption to an average of 3m³ per person/year for all new office builds or major office refurbishments.




Government mandates

- Adopt The Carbon Trust's Carbon Management Programme – involves the proactive management to the risks and opportunities relating to climate change mitigation.
- The application of BRE's Environmental Assessment Method (BREEAM) excellent standards, or equivalent, to all new builds and major refurbishments.
- Accepted elements from the Sustainable Procurement Task Force National Action Plan.
- OGC's Property Benchmarking Scheme – aimed at improving the efficiency and effectiveness of corporate estate management.
- To work towards an accredited certified Environmental Management System, i.e. ISO14001 or EMAS.
- Data collection and reporting – identification of core data to be reported against the new targets.
- Encourage staff to take an active role in volunteering in the community.
- Conduct sustainability appraisals of office relocations.

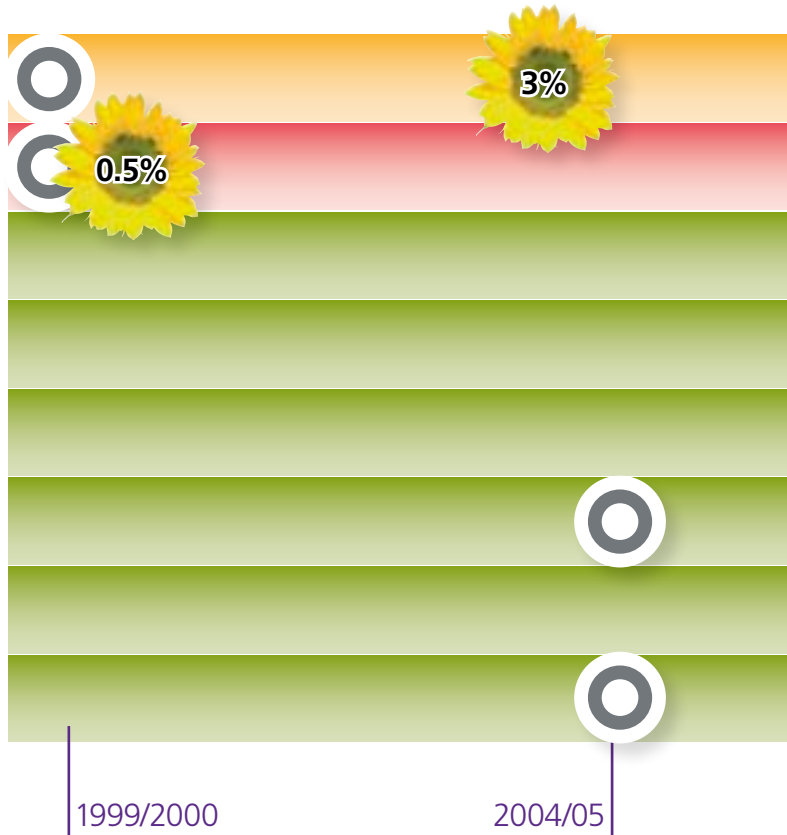
EXISTING SUSTAINABLE OPERATIONAL COMMITMENTS (TO CONTINUE UNTIL COMPLETION)

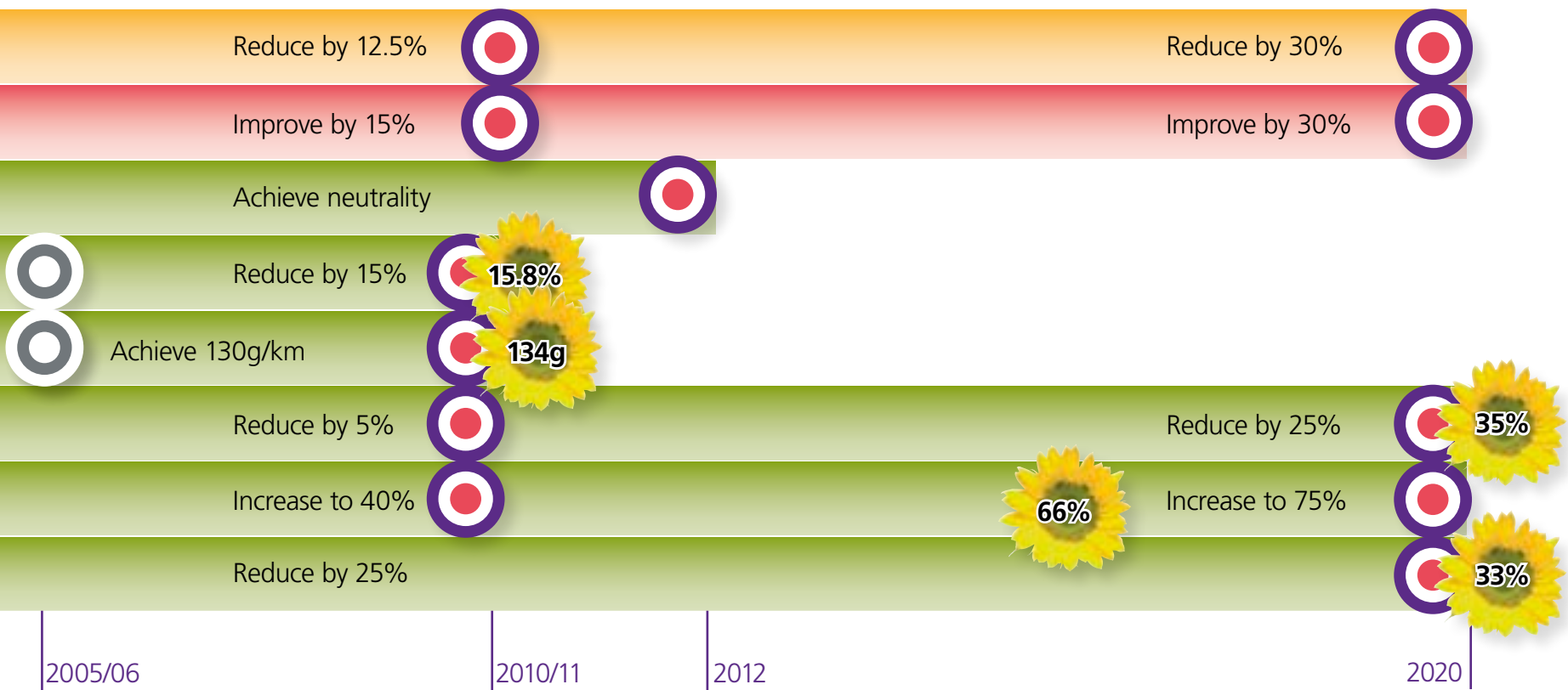
- Departments to source at least 10% of electricity from renewables (31 March 2008).
- Departments to source at least 15% of electricity from Combined Heat and Power (2010).

DWP progress against SOGE Targets 2009

- KEY:**
-  Baseline
 -  Target date
 -  Current position

Carbon emissions – offices
Energy efficiency (kWh/m ²)
Carbon neutral office estate
Carbon emissions – vehicles
Car fleet average CO ₂
Waste arisings
Recycling
Water consumption





Chapter 4 DWP Fact Pack

Energy and carbon

Total energy

(gas, electricity, oil, CHP, renewables, heat from waste)

Consumption (kWh)

Weather corrected data

Emissions (tonnes CO₂)

Weather corrected data

Renewable energy

Consumption (kWh)

Percentage of total electricity

Good quality combined heat and power

Consumption (kWh)

Percentage of total electricity

Travel Overall vehicle emissions have fallen in year by 12.5%

Grey fleet

Mileage

Emissions (tonnes CO₂)

Private User Scheme and Pool

Mileage

Emissions (tonnes CO₂)

Hire cars

Mileage

Emissions (tonnes CO₂)

Baseline Years vary depending on target	2007/08	2008/09	Comments
694,395,043	572,547,015	580,573,029	16% decrease against baseline.
694,395,043	598,952,176	583,484,875	15.97% decrease. Baseline data is not weather corrected.
207,067	203,982	201,050	2.9% decrease against baseline. The proportion of electricity used has increased and this produces greater emissions.
207,067	208,928	201,547	2.66%
433,174	102,254,976	57,113,301	In-year reductions due to reduced availability, because of increased market demand.
0.18%	36%	21%	
0	127,348,827	75,845,691	
0	44%	28%	
35,134,487	35,723,712	27,204,875	25% in year reduction.
11,737	11,934	9,086	Cautiously optimistic about the early achievement of vehicle emissions target, as a rise in mileage could jeopardise this position.
14,912,676	16,151,132	19,161,635	An increase in the use of lower emission and well maintained PUS, Pool and Hire cars has enabled our duty of care to be fulfilled whilst managing the shift from grey fleet.
3,676	3,735	4,269	
5,202,865	6,051,217	8,558,472	
1,811	1,993	2,084	

Travel Overall vehicle emissions have fallen in year by 12.5%

Taxi
(mileage calculated from spend)

Mileage
Emissions (tonnes CO₂)

Rail
(includes off-contract spend in 2008/09)

Mileage
Emissions (tonnes CO₂)

Air
(mileage adjusted from 9,344,08, which was previously reported for 2007/08. CO₂ was calculated and offset based on this figure.)

Mileage
Emissions (tonnes CO₂)

Bus/coach
(mileage calculated from spend)

Mileage
Emissions (tonnes CO₂)

Waste and recycling

Waste to landfill

Tonnes

Recycled office waste

Tonnes

Percentage of total waste

Water

Cubic meters

–	–	1,146,126	
–	–	306	
–	35,927,527	39,852,328	13% shift to rail travel – one of the most sustainable forms of travel in terms of emissions per passenger.
–	–	3,862	
–	9,063,759	8,580,599	5% in year reduction.
–	2,789	2,761	
–	–	70,119	
–	–	8	
14,767	7,390	6,689	A 2% in year reduction.
15,348	12,952	12,824	Comprises paper and cardboard. A 2% in year increase.
51%	64%	66%	
1,275,861	922,491	850,427	33% reduction against baseline.

Chapter 5 Government mandates

Energy

Progress against the SOGE targets can be found on page 8. There is also an additional Government Mandate:

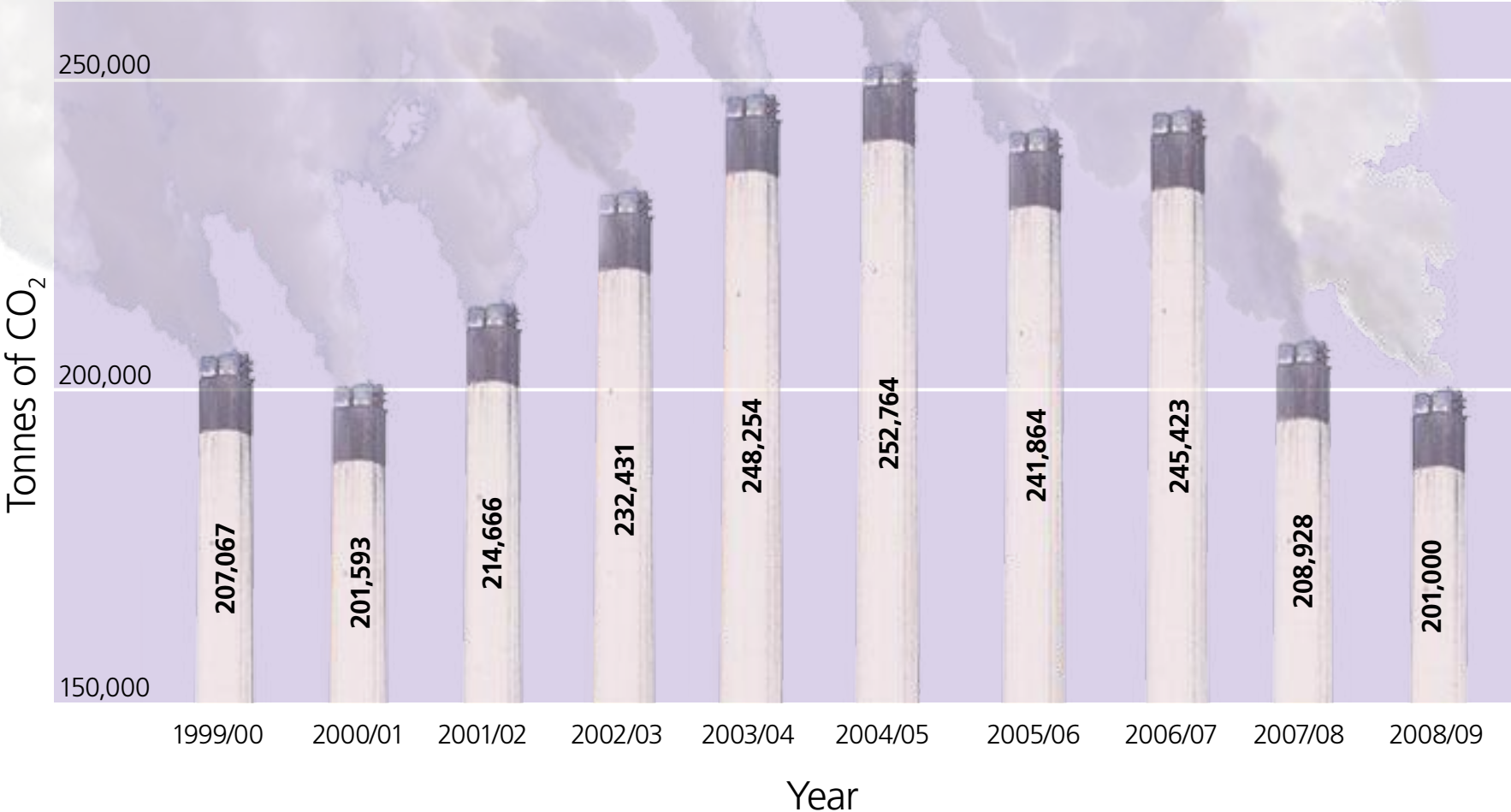
Government mandate

- Adopt the Carbon Trust's Carbon Management Programme.

Progress and achievements in brief

- DWP have worked with the Carbon Trust in the past to develop useful and innovative methods of raising awareness amongst staff and gaining their participation and ownership in saving energy and reducing emissions. Work is now being undertaken with Carbon Trust towards achieving the Carbon Standard and we expect to achieve this by end December 2009. Achievement of the standard is vital to DWP with the potential to ensure financial savings under the Carbon Budgets and carbon reduction commitment.
- Despite an increase in Jobcentre Plus customers of almost 80% over the last year, the utilities consumption for DWP as a whole has continued to fall. This indicates the careful management of utilities by staff, managers and Telereal Trillium.

CO₂ emissions from combined energy use on DWP estate



Travel

Business travel and sustainability are inextricably linked. Progress against the SOGE targets can be found on page 8. Other mandates and commitments are noted below.



Cross government mandates

- Reduce carbon emissions from road vehicles to a fleet average of 130g/km by 2010/11.
- All carbon emissions from official and ministerial air travel to be offset.

Commitment from the UK Strategy:

- 10% of government vehicles will be low carbon by 2012.

Progress and achievements in brief

- Fleet vehicle average emissions are at 134g/km. The average for new vehicles brought on to the fleet for 2008/09 was 129g/km.
- All air travel being offset through the Government Carbon Offsetting Fund.
- Quarterly data is now provided to the Planning, Performance and Risk Committee covering mileage, external accommodation, emissions and expenditure. This data is also available to all business areas and this has encouraged a new sense of ownership and action.
- Continued improvements in the quality and number of video conferencing suites and equipment.
- New equipment and a changing attitude to tele-conferencing has generated a huge increase in usage, resulting in 290,000 hours last year. This has created savings in terms of money, CO₂ and provided better work-life balance.

The Built Environment

The Department's estate at the end of 2008/09 comprised of 1065 sites covering 1916782 m², occupied by 105,673 staff (full-time equivalent).



Government mandates

- Adopt OGC's Property Benchmarking Scheme to improve efficiency and effectiveness of corporate estate management
- Use e-PIMS for population of environmental data on a quarterly basis.
- Application of the Building Research Establishment's Environmental Assessment Method (BREEAM) excellence standard to all new buildings and major refurbishments
- Data collection and reporting – identification of core data to be reported against targets
- To conduct sustainability appraisals of office relocations.

Progress and achievements in brief

- The State of the Estate Report 2008 provides evidence that DWP is actively managing its estate and is fully committed to improving further. The report shows that on average, only DWP is operating within the recommended Government workspace standard of 10–12 m² per person (DWP figure is 11.9 m² per full time equivalent (FTE)). OGC 2008 benchmarking information also shows DWP in the top quartile for the lowest property costs/FTE.
- Substantial investment in to the expansion of the e-PIMS system, working along side OGC, to facilitate the collection and storage of property data and enable full participation in the Property Benchmarking Scheme, which now has a separate category for environment. Indications are that DWP is scoring well but final results are not yet available.
- Development of a Relocation Impact Assessment Template, which addresses issues such as increase in staff travel and carbon emissions, effect on work-life balance, impacts on equality and diversity, the impact on the local area – for instance, the effect on the local businesses and employment rates and financial savings.



Environmental Management System

The Department continues to operate its corporate EMS in keeping with the principles of ISO14001 international standard. Currently there are no plans to seek further independent accreditation, however Jobcentre Plus South East have retained their existing ISO14001 accreditation again this year. The Department’s environmental aspects and impacts remain unchanged with energy and travel being our priority aspects.

Government Mandate

- To work towards an accredited certified Environmental Management System (EMS) i.e. ISO14001.

People and community

Government Mandate

- To encourage staff to take an active role in volunteering in the community.

Policies exist to enable staff to take time off to become involved in various volunteering activities. Public and Community Leave is available for those taking part in civic duties, such as school governors, lifeboat crew, search and rescue, magistrates and other similar activities. Data is not collated on the number of staff taking advantage of this facility.

Community 5000 is a Departmental commitment to providing 5000 volunteer days a year to supporting community activities and development. This year the total number of volunteer days in community activities reached 5047.

DWP policies and actions also have implications for the wider community. DWP have developed and implemented contract schedules to ensure that Sustainable Development and Equality

and Diversity are addressed in contracts. These are being used in all European Social Fund (ESF) contracts in the ESF Programme for England and Gibraltar for 2007–2013. This approach has been cited as best practice by the ESF Division, the Managing Authority which has overall responsibility for ESF funds in England. Other co-financing organisations such as the Learning and Skills Council are being urged to adopt something similar.

ESF have also been responsible for putting in place contracts for training programmes to address shortfalls in the employment market for people qualified with environmental and climate change skills. Contracts have been let to support specialist environmental projects which provide skills to deal with climate change.



Other areas of interest

Procurement

There are no SOGE targets or associated mandates for procurement, however building sustainability considerations into procurement and contract management is a key enabler in delivering both environmental and social improvements.

Flexible Framework review for 2008

The Flexible Framework was developed by the governmental Sustainable Procurement Task Force. Departments are encouraged to use it to measure their progress, with the aim of achieving Level 3 in all categories and Level 5 in at least 1 category by 2009. The DWP Commercial Policy and Process Team conduct this review annually in November. Each category marking is backed up by evidence of achievement. Shown right are the levels at November 2008.

People	Level 2
Policy, Strategy & Communications	Level 4
Procurement Process	Level 3
Engaging suppliers	Level 2
Measurement and Results	Level 3

Chapter 6



DWP's dedicated resource, the Commercial Policy and Process team have:

- Delivered approximately 40, individually tailored, Sustainable Procurement Risk Assessment Methodology (SPRAM) workshops across the Commercial Directorate and to the Health and Safety Executive. Now working with the DWP Commercial Assurance Team, to ensure compliance with the mandatory application of SPRAM.
- Delivered a programme of general sustainable procurement awareness workshops.
- Developed and implemented contract schedules on Diversity & Equality and Sustainable Development

Requirements in all new contracts from September 2009.

- Been a key contributor and stakeholder in various consultations and projects, including working with Office of Government Commerce (OGC) and Government Equalities Office, on the potential impact of the Single Equality Bill on public procurement, CIPS on development of a sustainable procurement unit for level 5 qualification and with 'OGC Centre of Expertise in Sustainable Procurement' on various work strands.

Detailed examples of achievements will be published in the next Sustainability and Climate Change report in July 2010.



National Audit Office (NAO) Highlights

NAO undertook an audit of five Departments, looking at their 'Flexible Framework' self-assessments (and other areas) and corroborated our assessment. They noted that DWP and its staff had:

- A strong communications programme and displayed the greatest understanding of their sustainability policy,
- Routinely conduct risk assessments of procurement activity to identify sustainability impacts,
- Assessed risks, to prioritise supplier activity, and
- Possessed structured training programmes to embed sustainability across their commercial activity.

Corporate IT

The quality of provision of DWP services is highly dependent on its IT. The primary goal must be to ensure our businesses are fully supported, with the right tools to do

the job whilst we seek to minimise the unavoidable impact that information and communication technology has on the environment.

Progress and achievements in brief

- DWP CIT has worked closely with the Cabinet Office and OGC in delivering major improvements in the Department's ICT footprint. This was reported in the Chief Information Officers Council, Greening ICT Strategy, 'One Year On' report. The report outlines the steady progress that DWP has made in the journey to have a more environmentally sustainable IT infrastructure.
- The DWP has extended the technology refresh cycle of its 140,000 desktops and laptops from three to five years.
- CIT seized the opportunity presented by the re-tender of its contract for Desktop Services from August 2010 to ensure that sustainability is a key component in supplier selection criteria. Prospective suppliers are also required to commit to reducing the carbon footprint of the Desktop Service by 50% over five years.
- A benchmarking exercise was undertaken to understand DWP's current position in relation to other leading organisations and proactively target future initiatives for improvement. In conjunction with our IT partner, HP Enterprise Services, the Gartner Green IT Scorecard (developed with government input) was used to examine three key areas: Sustainability Policies, Green ICT Policies and Technology Optimisation. DWP scored above average in all three categories, reflecting the commitment to building sustainability into our IT and services.



Climate change

The Climate Change Act has given rise to a range of mandatory and legally binding activities for government departments. These include undertaking a risk assessment of the potential impacts of climate change and to make plans to address these, resulting in a Climate Change Adaptation Plan by March 2010.

The Climate Change Act also requires the development of a Carbon Reduction Delivery Plan by February 2010, stating the activities Departments will undertake to meet the carbon budget allocated to this department.

It is our intention to roll these two together along with the Sustainable Development Action Plan to avoid the duplication that would otherwise occur.

To facilitate this work, DWP are once again working with the Met Office, revisiting our climate change study from 2008, to take into account the new UK climate change scenarios, published in June 2009. The study has a detailed specification including the identification of services/benefits which are weather sensitive, which customer groups will be most affected and looking at the impact on a regional and local basis.

We have also engaged with the Joseph Rowntree Foundation to consider broader social issues associated with climate change. They intend to look at issues, which DWP cannot influence but have concerns about, such as the potential for increases in household insurance premiums and the potential impacts on the most vulnerable in society and DWP's customer base.



Recognition

External recognition enables DWP to monitor its progress and achievements against public, private and voluntary sectors. It is also important to recognise achievement within our own organisation.

Internal recognition for staff is important to reward their interest and enthusiasm and also to motivate others to become involved and take responsibility.

- Four SID winners (Sustainability in DWP). Carol for her awareness raising and championing of local issues, Chris for prolific volunteering and fund-raising, Janet for community work with the elderly and David for energy initiatives.
- The first Peter Lehmann memorial award, a former non-executive Director of PDCS and sustainability campaigner in industry and government, awarded to David by Mrs Lehmann, in recognition of his work to reduce energy, raise awareness and embrace all things sustainable.
- Small prizes for the best three entries to a poster competition. The designs and messages were developed for general display in offices.

- Jobcentre Plus introduced the SEEDS (Social, Environmental, Economic Developing Sustainability) awards, issuing certificates of recognition for a wide range of activities, including Nicky for 25 years of voluntary work with the mountain rescue team and the whole of Pembroke Dock Contact Centre for their commitment to the environment and their local community.
- The DWP competency framework, which sets standards and expectations of staff, has been revised and now includes specific references to sustainability. This clearly embeds the responsibilities that are applicable to all and that must be demonstrated throughout the reporting year.



This year's external achievements include

- A Green Apple (Silver winner) for Property Management in conjunction with Telereal Trillium, DWP's estates partner.
- Government Finance Profession Award for Sustainability – awarded to the DWP Sustainability and Climate Change Team.
- The Mayor of London's Green 500 award (platinum winner).

Chapter 7

Sustainable Development Action Plan – update

In 2007, the DWP sustainable development action plan was published, covering the period to 2010. This update demonstrates the progress that has been made. As all actions are complete or have been superseded, this will be the final published update for this plan. Work has commenced on development of a new plan covering the period up to 2012.



Priority Area: Embedding Sustainable Development throughout DWP and its businesses

What?	Who and when?	Update
Develop the DWP Sustainable Business Flexible Framework (including target levels for improving performance).	31st March 2008 SD Team	A draft framework was developed and discussed in detail with representatives from across DWP at the Sustainability Conference in May 2009. Following this event, it has become clear that the need for this framework is no longer paramount to achieving sustainability objectives and for the time being, further investment in this work has been deferred.
All businesses will assess their baseline against our Sustainable Business Flexible Framework, identify their priority areas for improvement and then develop plans (with timescales for delivery), by 30th September 2008 to embed sustainability into their planning, decision-making and operational processes. These will be reviewed and updated on an annual basis – with key actions being fed into the overarching DWP Strategy.	30th September 2008 All businesses	
All DWP businesses will provide a short overview of sustainability and the spending review process.	31st December 2008 All businesses	Guidance for policy makers and planners is being reviewed and new holistic tools are being trialled. These will ensure that sustainability assessments cover the process from policy development through to delivery.
Make new spending review guidance available.	31st March 2009 SD Team	
Develop systems that allow for a consistent sustainability appraisal of location decisions. (Mandate)	31st March 2008 DWP Estates	A comprehensive template, addressing all relevant factors has been developed and deployed on the sustainable development intranet site.

Priority Area: Climate Change and Energy – Carbon Emissions from Road vehicles (SOGE target)

What?	Who and when?	Update
Work with car hire suppliers to offer diesel cars whenever possible and stop automatic upgrades of vehicles.	30th November 2007 Business Travel Team	Suppliers are aware of our needs and more diesel cars are being supplied.

All other actions not listed above are either completed or underway to completion before target date.
 If you require details of these actions please see the DWP Sustainable Development Annual Report 2008.
 (<http://www.dwp.gov.uk/about-dwp/sustainable-development/#plan>)

Glossary

BREEAM **Building Research Establishment's Environmental Assessment Method**

Tool to assess the standard reached by new buildings or major refurbishment sites.

CIPS **Chartered Institute of Purchasing and Supply**

An international organisation, based in the UK, serving the purchasing and supply profession.

CIT **Corporate Information Technology**

Responsible for the sourcing of the Departments IT requirements.

DWP **Department for Work and Pensions**

EDS **Electronic Data Systems**

EDS supplies the Departments IT.

EMS **Environmental Management System**

A method for measuring and monitoring environmental impacts and performance improvements.

e-PIMS **Electronic Property Information Mapping System**

Database used in the management of the estate.

ICT Information and communication technology

NAO National Audit Office
Audits central government accounts and reports to Parliament.

NDPB Non-Departmental Public Body
Government body sponsored by this Department.

OGC Office of Government Commerce
Independent office of HM Treasury, established to help Government deliver best value from its spending.

PDCS Pensions, Disability and Carers Service
Providing help to Pensioners, the disabled and carers.

PPRC Planning, Performance and Risk Committee
DWP body with responsibility for the sustainability agenda.

SEEDS Social, Environmental, Economic, Developing Sustainability
Jobcentre Plus sustainability recognition scheme.

SID Sustainability in DWP
The name of the environmental management system and staff recognition award.

SOGE Sustainable Operations on the Government Estate
Government set targets on sustainability.

SPRAM Sustainable Procurement Risk Assessment Methodology
Risk management tool for procurement.

SSSI Sites of Special Scientific Interest

Feedback and contacts

This report is also available on the Internet. If you require this report in an alternative format, please contact the Sustainability and Climate Change Team to discuss your needs.

We would be pleased to receive your comments about this annual report.

If you have any further questions about sustainability or climate change in DWP, please contact:

Richard Fountain
Head of Sustainability and Climate Change
H Wing
Government Buildings
Otley Road
Lawnswood
Leeds LS16 5PU

Telephone: 0113 230 9711
richard.fountain@dwp.gsi.gov.uk

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