Cambridge & Ely
Child Contact Centre

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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Registered Charity Number: 1145344
Company Registration Number: 7464402

Sustainability Policy

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

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

Our aim

We aim to follow, promote, and embed good sustainability practices across the organisation to reduce the environmental impact of all our activities and to increase the positive social and economic impacts of our work. We aim to do this through our contact service delivery and how we operate internally in our day-to-day internal support services.

This Policy sets out the framework by which we will undertake its approach to embedding sustainable actions throughout the organisation.

Approach

Action plans will be aligned with and developed to support the Cambridge & Ely Child Contact Centre strategic objectives and meet the expectations of our stakeholders.

Guiding Principles

Our four guiding principles for sustainability and sustainable development are:

- Living within Environmental Limits
    - Minimise waste and disposals Promote and maximise recycling.
    - Sourcing environmentally sustainable resources and ways of working and using these responsibly.
    - Efficient use of energy and water consumption
- Ensuring a strong, healthy & just society
    - Promote actions and deliver contact which helps people make informed choices and helps create sustainable communities
    - Embedding sustainability into all of our services and active promotion and creation of equal opportunity

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- Apply and embed our sustainable development objectives across all areas of our business including our approach to families and stakeholders.

- Achieving a sustainable economy
  - Efficient use of Cambridge & Ely Child Contact Centre resources and elimination of waste/duplication.
  - Income streams maximised.
  - Maximising financial support opportunities for Cambridge & Ely Child Contact Centre.

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

We will achieve our objectives through:

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

Responsibilities and Accountabilities

- All Cambridge & Ely Child Contact Centre staff are required to be aware of and adopt this policy within their areas of responsibility and across the wider association and in all areas of our business. All are encouraged to share a sense of responsibility and purpose and collaborate to achieve the organisation's sustainable development aims and objectives.
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- At a senior level, the Management have ultimate responsibility for the organisation's continued sustainability and its environmental and societal contribution to the wider society.

Key areas of focus

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

Environmental Impact

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

Social Impact

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

Financial Resources

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

People & ServicesResources

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

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Implementation

Reviewed by		
Name Bridget Giltinane	Signature: B.Giltinane	Date: 11.09.2026
This Policy will be reviewed no less than once every three years.		