

SOCIAL AUDIT

The Environment Centre Ltd

Social Accounts

1st April 2005 – 31st March 2006

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Company registration number 2929729

Charity registration number 1039378

CONTENTS

1 Introduction

- 1.1 Acronyms
- 1.2 Social Audit Statement

2 History and background

- 2.1 The Organisation

3 Mission, values, objectives and activities (MVOA)

- 3.1 Framework of The Environment Centre Ltd

4 Stakeholders

- 4.1 The Stakeholder Map

5 Scope and methodology of the Social Accounts

- 5.1 The Scope
- 5.2 Omissions
- 5.3 Methodology

6 The Report on Performance: analysis of the Social Accounts

- 6.1 Mission
- 6.2 Values
- 6.3 Objectives & Activities
- 6.4 In Scope Objectives & Activities

7 Other views of stakeholders

- 7.1 Other Objectives
- 7.2 Priorities

8 Environmental impact

9 Economic impacts

10 Compliance

11 Financial information

12 Main issues and achievements, conclusions & recommendations

13 Strengths and weaknesses of the Social Accounting Process

14 Plans for the next Social Accounting Cycle

15 Dialogue and disclosure

16 Appendices

- 1. Example Board Reports
- 2. Questionnaires
- 3. Social Accounting Plan
- 4. Summary of responses to questionnaires
- 5. Monthly summary list of hall bookings (April 2005 to March 2006)
- 6. Leaflet / Poster listings
- 7. Magazine / Periodical listing
- 8. Library log
- 9. Financial Audited Accounts for the year to 31st March 2005
- 10. Policies of the Environment Centre

1 Introduction

Two members of staff, Gareth Evans and Mo Green, had heard about Social Accounting and had discussed the benefits of having an “independently audited” report on the positive impact that both the Environment Centre and the MOre Green Reuse Recycle Project (a project presently under the umbrella of the Environment Centre) delivers.

A Social Accounting taster session was organised by Cylch-Wales Community Recycling Network in early April 2005 and through the support mechanism outlined by Cylch, it was felt that the process of formulating the Social Accounts was manageable. The Environment Centres’ Board of Trustees were consulted about our involvement at the May 2005 Board Meeting and subsequently the Social Accounting progress throughout the accounting year (April 2005 to March 2006) was advised and supported at Board Meetings in January 2006 and March 2006.

Separate Social Accounts would be prepared for the Environment Centre and the MOre Green Reuse Recycle Project. Both parties benefited from going through the process simultaneously and provided mutual help & support, both practically and by encouragement, to complete the process. It would be right and proper to add Cylch into this equation as they too provided enormous support and guidance.

Gareth Evans (Centre Manager), acted as co-ordinator and enlisted the support of the Environment Centre staff, trustees, volunteers and members to provide the relevant information for input into the accounts. We are very grateful to Katherine Samuel, a volunteer on “New Deal”, for her contribution in inputting data from the returned questionnaires and facilitating response sheets to our periodicals, magazines and information sheets.

These Social Accounts have gone through a process of external Audit. It is therefore appropriate to thank the Audit Panel for their contribution in improving as well as verifying the accounts. The panel was made up of Debbie Stewart (a Social Audit Network Chair Mentor), Phil Marks (Cylch Trainee Chair), Phil Budd (Swansea Community Farm), Alyx Baharie (SCVS), Hayley Richards and Sarah Germain (both Cylch observers / note takers). Thank you to you all and thank you also to everyone else who provided some input into these accounts, who perhaps have not had a specific mentioned.

1.1 Acronyms

Below is a list of acronyms used throughout the Social Accounts.

AGM (Annual General Meeting)
BEN (Black Environment Network)
BSA (Better Swansea Alliance)
BTCV (British Trust for Conservation Volunteers)
CCS (City & County of Swansea)
CCSR (City & County of Swansea Recycling)
CNNR (Crymlyn National Nature Reserve)
Cylch (Cylch-Wales Community Recycling Network)
EC (Environment Centre)
EMS (Environmental Management System)
FMF (Forest Management Forum)
FoC (Friends Of Crymlyn)
LA (Local Authority)
NPTBC (Neath & Port Talbot Borough Council)

PRC (Play Resource Centre)
RSPB (Royal Society for the Protection of Birds)
SCF (Swansea Community Farm)
SCRAP (Swansea Community Recycling Alliance and Partnership)
SCVS (Swansea Council for Voluntary Services)
SEEF (Swansea Environmental Education Forum)
SEF (Swansea Environmental Forum)
SERP (Swansea Economic Regeneration Partnership)
SFI (Swansea Fairtrade Initiative)
SFOE (Swansea Friends of the Earth)
SHW (Solar Hot water)
SRS (Strategic Recycling Scheme)
UF (Undercurrents Foundation)
UWS (University of Wales Swansea)
WAG (Welsh Assembly Government)
WCVA (Wales Council for Voluntary Action)
WFTF (Wales Fair Trade Forum)
WWT (World Wildlife Trust)

SOCIAL AUDIT STATEMENT

The Environment Centre

The Social Audit Panel has examined the draft Social Accounts submitted to us and discussed them in detail with Gareth Evans, Bob Coterill and Steve Bolchover of The Environment Centre at the Social Audit Panel meeting held on 29th September 2006. I have examined the revised Social Accounts which were prepared following the Social Audit Panel meeting and which have taken into account various points identified in the notes of the Social Audit Panel Meeting *. We also examined a sample of the data and the sources of information on which the Social Accounts have been based.

We believe that the process outlined above has given us sufficient information on which to base our opinion.

We are satisfied that, given the scope of the social accounting explained in the revised draft and given the limitations of time available to us, the Social Accounts are free from material mis-statement and present a fair and balanced view of the performance and impact of The Environment Centre as measured against its stated social, environmental and economic objectives and the views of the stakeholders who were consulted.

In the notes of the Social Audit Panel meeting we identified a number of important issues to be taken into consideration during the next social audit cycle. In particular we would refer to the following:

- i) Greater use be made of quantitative data
- ii) External/core 'users' to be consulted - use of other modes of stakeholder consultation/other mechanisms for qualitative feedback to be evaluated.
- iii) Development of internal, year on year targets should be considered.
- iv) Benchmarking with other groups to be considered.

The members of the Social Audit Panel were:

- a) Phil Budd, Swansea Community Farm
- b) Alyx Baharie, Swansea Council for Voluntary Service
- c) Debbie Stewart, Community Enterprise Unit
- d) Philip S Marks, Cylich – Wales Community Recycling Network

Signed: *Philip S Marks*
Chair of the Social Audit Panel

Dated: 28th November 2006

* The notes of the Social Audit Panel meeting form part of the social accounting and auditing process and may, by arrangement, be inspected along with the full Social Accounts at the offices of The Environment Centre at Pier Street, Swansea SA1 1RY, South Wales. Members of the Social Audit Panel have acted in an individual capacity.



2 History and Background

2.1 The Organisation

The Environment Centre in Swansea provides a base and focus for environmental information and education activities in Swansea and the surrounding region. It is run by The Environment Centre Ltd., a registered charity (Charity No. 1039378) and company limited by guarantee (Co. No. 2929729) headed by a Board of Trustees.

Since its inception, we have developed a very positive reputation for

- (a) delivering a wide range of good quality environmental services,
- (b) organising successful and innovative activities,
- (c) providing a home and inspiration for countless educational and practical projects, and
- (d) supporting and being involved with networks and partnerships that help to raise awareness of sustainability and other environmental issues.

Origins and base

The project to establish the Environment Centre was initiated and developed by a partnership of environmental bodies, Swansea Environmental Forum, and in 1994 was adopted by Prince Charles to celebrate the 25th anniversary of his investiture as Prince of Wales. HRH opened the Centre in 1995.

The Centre is based in an historically interesting building – a former telephone exchange – located in Swansea’s Maritime Quarter, an area currently undergoing further major regeneration.



The building has undergone significant renovation and development and has been extended by the addition of an exciting ‘eco-annex’, which boasts a variety of innovative and environmentally friendly features, as well as housing a small cafe and shop offering fair trade and environmentally friendly products. The building provides a base for a number of other environmental organisations as well as for its own activities. The Environment Centre

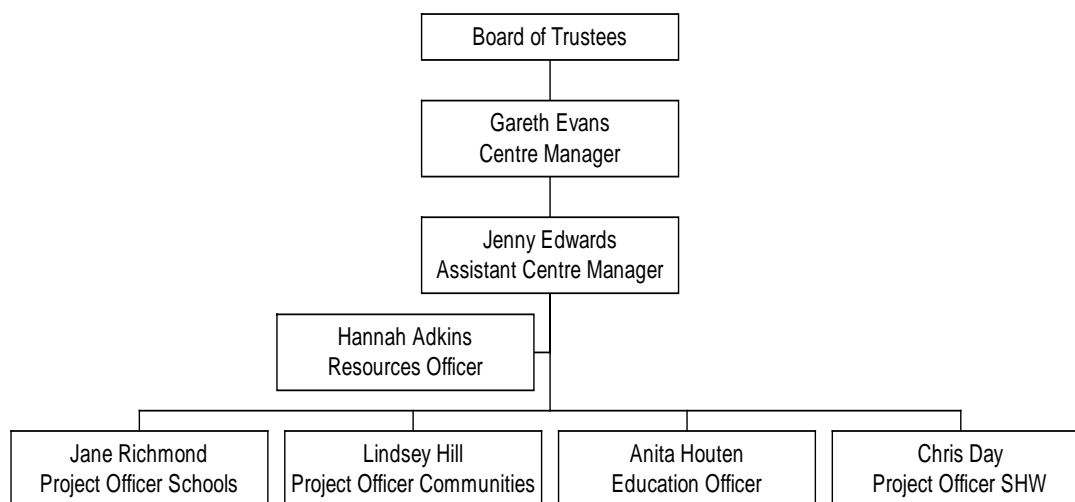
also has the use of a visitor centre at a nearby National Nature Reserve, Crymlyn Bog.

Operation

The Centre is run on a day-to-day basis by a team of dedicated staff (9) and long-term volunteers (10), and its activities are supported on occasions by a number of other volunteers (12), all of whose input is greatly valued. The approach of the team within the Centre and at external events is professional, friendly and positive.

The Environment Centre is fully independent but works closely with many other organisations and is a member of several forums, partnerships and networks. The most notable of these are, the Swansea Environmental Forum (SEF), the Swansea Environmental Education Forum (SEEF), the Neath Port Talbot Environmental Forum (NPTEF), the Swansea Community Recycling Alliance & Partnership (SCRAP), the Swansea Council for Voluntary Services (SCVS), the MOre Green Reuse & Recycle Project, Sustainable Swansea and Cylch. The Centre is a member of the Swansea Economic Regeneration Partnership, the local authority Compact and the Better Swansea Alliance.

The Environment Centre - Organisational Chart



Membership and Trustees

There are two separate membership schemes, one for individuals and one for groups (including schools). At the end of the financial year 2005/06, there is 136 members (54 individuals and 82 Groups). Individuals gain a number of benefits such as money-off vouchers and group members have access to low-cost facilities and services. Both schemes will be promoted with the aim of increasing membership.

The Board of Trustees is elected from the membership at an AGM to represent clearly identified constituencies of members:

There are 14 places available on the Board of Trustees allocated to different categories of members with 3 additional places for co-optees.

<u>Category of membership</u>	<u>Number of places</u>
Environmental organisations	9
Statutory organisations	2
Voluntary groups, businesses, individuals	3
Co-opted trustees	3
Total	17

Trustees are appointed by the members voting by category, with the right to elect trustees up to the maximum number of 17.

Serving Board of Trustees during the Social Accounting Period

Trustees	Category of membership
Alan Kreppel (Chairman)	Co-opted
Brian Pawson (Vice-chairman)	Individual
Steve Bolchover	Co-opted
Mike Cherry	Environmental Organisation (BEN)
Ann Fairnington	Environmental Organisation (SCF)
Roy Jones	Environmental Organisation (SFOE)
David Judd	Environmental Organisation (Sustrans)
Cllr Peter Lloyd	Statutory authority (NPTBC)
Tanya Nash	Environmental Organisation (SEF)
Eddie Ramsden	Co-opted
Ben Robertson (resigned 06/12/05)	Environmental Organisation (FMF)
Cllr Nick Tregonning	Statutory authority (CCS)
David Marlow	Individual
Laura Lockwood (appointed 06/12/05)	Environmental Organisation (Bikeability)
Rolf Jucker	Environmental Organisation (UWS)
Winnie Weston (resigned 08/09/05)	Environmental Organisation (SEF)
D Murphy (resigned 08/11/05)	Environmental Organisation (UF)
Bob Cotterill (appointed 06/12/05)	Environmental Organisation (Greenpeace)

Key

- BEN (Black Environment Network)
- SCF (Swansea Community Farm)
- SFOE (Swansea Friends of the Earth)
- NPTBC (Neath & Port Talbot Borough Council)
- SEF (Swansea Environmental Forum)
- FMF (Forest Management Forum)
- CCS (City & County of Swansea)
- UWS (University of Wales Swansea)
- UF (Undercurrents Foundation)

Board Meetings and Sub-Groups

The Board meetings are arranged on a bi-monthly basis and sub-committees have formed and meet to deal with particular issues or undertake specific tasks e.g. finance & staffing issues, project management initiatives or building matters. These sub-groups are made up of trustees, staff and volunteers. The frequency and content of both board meetings and sub-group meetings are reviewed appropriately.

Aims and Purposes

The Environment Centre has the following charitable object within its Memorandum & Articles of Association: "The advancement of education through environmental conservation, protection and restoration for the benefit of the public by the provision of training and information services and the encouragement of participation and volunteering in practical environmental projects".

The future

The Centre intends to build on a very successful first ten years along the lines outlined in its Business Plan, which provides a brief description of the Centre and its current activities and gives details of how it aims to develop over the next five years.

The future for the Centre is both exciting and challenging. A variety of new and exciting projects and major initiatives to get involved in are already on the horizon, but there is the ever-present challenge of how to gain the resources to participate in them. The Environment Centre team looks forward to meeting that challenge.

3 Mission, values, objectives and activities

For these Social Accounts we, for the first time, both formulated the wording of our Mission and identified what we considered to be our values. Whilst using our Charity objects as a base (see Aims and Purposes on page 7 above), it was enlightening to show what activities arose from the objectives, ensuring that these actually reflected what we do. The process prompted discussion amongst the staff, with the final version being completed in May 2005.

3.1 Framework of the Environment Centre Ltd

Mission:

The Environment Centre provides a focus for environmental information, education and activities as well as having a visitor facility to promote environmental & sustainable principles.

Values:

- To be ethical, environmental and sustainable in our operation
- To provide a friendly, helpful and accessible service
- Work with partnerships and as part of the local community
- Being open, honest and transparent in our dealings

External Objectives and Activities:

1. Raise awareness on environmental matters and issues throughout the community by...

- 1.1 providing information via leaflets, posters, information sheets, journals and a comprehensive environmental reference library
- 1.2 maintaining an informative web-site
- 1.3 delivering a monthly newsletter
- 1.4 producing a program of exhibitions on environmental themes throughout the year
- 1.5 attending shows and events

2. Promote sustainability by...

- 2.1 adopting sound environmental practices
- 2.2 selling organic, fair-trade and locally produced goods
- 2.3 supporting sustainable projects and events
- 2.4 the provision of an organic garden and composting area
- 2.5 offering free internet access for sustainability research

3. Encourage environmental partnerships of individuals, groups and organisations by...

- 3.1 providing a membership scheme to the Environment Centre
- 3.2 offering low cost hall facilities for meetings, conferences & seminars

3.3 the participation of Environment Centre staff on forums and steering groups

4. Deliver environmental education by...

- 4.1 the availability of Project Officers for both schools and communities
- 4.2 the employment of an Education Officer at the Environment Centre
- 4.3 providing a first point of contact for teachers and pupils
- 4.4 in-service training and provision of resources for teaching staff
- 4.5 offering field study activities and out-of-school presentations on environmental themes
- 4.6 arranging in-school presentations, talks and project support
- 4.7 arranging presentations to community groups with advice and help on environmental matters and issues

5. Offer an umbrella and support service to others by...

- 5.1 the provision of low cost office space to other environmental organisations
- 5.2 the management and support of partnership projects
- 5.3 the financial management of projects and events
- 5.4 providing administrative help and advice

Internal Objectives and Activities:

6. Demonstrate good environmental practice by...

- 6.1 Keeping an up-to-date Environmental Management System
- 6.2 Maintaining, monitoring and improving our environmental practices
- 6.3 Annually achieving the “Green Dragon” Environmental Management Standard (Level three)

4 Stakeholders

We identified our stakeholders initially at a regional, Cylch led, social accounting workshop. Originally we used a stakeholders diagram to capture the information and following wider discussions with Environment Centre staff we put it into tabular format (see below) and further identified our key stakeholders, some of whom we would consult in these Social Accounts and others in future Social Accounts.

4.1 The Stakeholder Map

Key Stakeholders	Other Stakeholders
Clients, Customers, Beneficiaries Members – Individuals x 54 / Schools x 29 / Organisations x 53 Office Users x 4 (BEN, Undercurrents, BTCV, Sustrans)	Friends of the Earth Cydcoed Local customers Visitors
Staff: Paid and Voluntary 5 f/t Staff 4 p/t Staff 10 Volunteers	Volunteers x 12
Board/Committee Members, Trustees Board of Trustees x 18	
Partner Organisations SEF SEEF Sustainable Swansea CCS Fairtrade Initiative	SCRAP WAG SCVS Arena Network Cylch Maritime Quarter Consortia Civic Society
Financial CCW SRS – WAG / WCVA CCS – Education / Compact	Accountant (Alun Walters & Co) Solicitors (Morgan Cole) Insurers Co-operative Bank
Suppliers Suma Traidcraft Alternative Food Co Ltd	CCS – County Supplies Lyreco
Local Community Schools – Secondary & Primary x 120 (includes the 29 member schools above) Assembly Members x 3 Councillors (CCS)	Higher Education – Swansea University / Swansea Institute
Wider Community Councillors (NPTCBC)	General Public Visitors Media / Press
Regulatory Bodies	Charities Commission Companies House Entrust Environment Agency

5 Scope and methodology of the Social Audit

5.1 Scope

Mission, Values, Social Objectives and Activities

These are defined in section 3.

It was decided at the staff meeting on 25th October 2005 that in this social accounting cycle the Environment Centre would focus on Objective 1 (to raise awareness on environmental matters and issues throughout the community) and Objective 3 (to encourage environmental partnerships of individuals, groups and organisations).

The reason for selecting these two objectives is that they are both at the forefront of our operation and they underpin our existence as a visitor centre.

Stakeholders

A full set of stakeholders is shown in the 'Stakeholder Map' document (see section 4). For this set of social accounts we have consulted the following *key* stakeholders:

- **Objective 1 & Objective 3** – Staff, Trustees, Individual Members & Group Members

Social Accounting Year

The social accounting period for the Environment Centre was for the year April 2005 to March 2006.

5.2 Omissions

The original Social Accounting Plan is attached (appendix 3) and this shows exactly which stakeholders we had planned to consult and how. We realised that our original Social Accounting Plan had been slightly too ambitious to achieve as we had limited time and resources. Therefore there are stakeholders with whom we had intended to consult but did not. Those omissions from our plan are:

- The questionnaire for Members was limited to approximately a third of our total membership. We used a random selection of individuals and groups (alphabetically A-H inclusive) but omitted to consult schools in this round of Social Accounting. We will ensure that we give an opportunity to those not consulted this year, in a future social accounting cycle.
- The questionnaire to Partnership Organisations. It would have proved too much on our resources to include all of our partnership organisations in this round of consultation. We will however endeavour to include them in a future social accounting cycle. Of course many will be group members and therefore have been consulted as part of our proportion of group members in this round.

5.3 Methodology

The Social Accounting Plan in the appendices summarises the various methods of social bookkeeping used to gather information for the Social Accounts. These included our hall booking diary and records, our electronic database of membership & membership forms; and our electronic environmental library catalogue of books.

We had difficulty in adopting all the planned information gathering systems within the Social Accounting timescale, but we have since put in place, for example, a response sheet for our journals, magazines and periodicals to measure their relevance and usage.

Environment Centre Trustees, Staff & Volunteers, as well as a random selection of individual & group members, were asked about the Environment Centre's performance in relation to its mission, values and its objectives, together with consultation on the activities for the two selected objectives (see Scoping Proposal below).

We developed a questionnaire (see appendix 2) in order to obtain comprehensive feedback, although the size of the document might have put some people off. The formatting and make-up of the questionnaire was piloted by staff and the amendments and changes, incorporated into the final version. From the original requests for completion, we received a 50% return on our questionnaires (40 returns from 80 requests).

Stakeholders	Consulted	Responded	%age
Staff	6	6	100
Trustees	11	11	100
Volunteers	11	6	55
Individual Members	26	7	27
Group Members	26	10	38
Totals	80	40	50

The requests were to 26 Individual Members, 26 Group Members, 11 Trustees, 6 Staff & 11 Volunteers. Each questionnaire was coded and numbered with a view to chasing up non-responses. Unfortunately, because of limited resources and time constraints, this was not done and we settled on analysing the initial return of questionnaires. Please note that three staff were not consulted; one staff member because the person was the designated social accountant and the other two because they were people employed within partnership organisations at the Centre (More Green Project & Sustainable Swansea). Also two trustees were not consulted because they were unable to partake during the consultation period. Some of our student summer volunteers were also excluded because of the difficulty in contacting them. The members were purposely limited (see 5.2 Omissions, above) in order to have a manageable number of returns to process. A random selection of members was ensured by taking a sample by alphabetical selection i.e A to H. Similarly, in order to keep the process manageable we omitted to consult our partnership organisations (see 5.2 Omissions, above). The data was input and a summary analysis of the returns was completed by a volunteer, Kathryn Samuel (see appendix 4).

6 The Report on Performance: Analysis of the Social Accounts

Please note that when reading through the analysis of data, not all of the respondents answered all of the questions in the questionnaire. All suggestions arising from the consultation have been considered and the actions (summarised at the end of each section) reflect the decisions taken by the Centre team as to which suggestions have been taken forward.

6.1 Mission

“The Environment Centre provides a focus for environmental information, education and activities, as well as having a visitor facility to promote environmental & sustainable principles.”



Question: Do you feel this Mission Statement is appropriate to the Environment Centre?

The vast majority of people who responded to the questionnaire believed that the mission statement was appropriate to the Environment Centre, 90% (35/39).

Commentary

There were however comments that suggested we could improve the mission statement.

- *“Not so much a matter of appropriateness, but would it be better to integrate the two parts? E.g. The E.C. provides a focus for environmental information, education and activities by offering a visitor facility and community resource to promote environmental and sustainable principles”. (Member Organisation).*

- “Mission statement should be expanded to include the promotion of environmental and sustainable principles to all sections of the community”.
(Trustee).

Further Comments

Volunteers:

- Visitor facility downstairs seems under used and promoted.

Trustees:

- The Environment Centre exists to provide residents, people and organisations who visit or work in Swansea and Neath Port Talbot with information and education regarding the environment and issues concerned with threats to the environment, the opportunity to participate in environmental activities and facilities for visitors and organisations to promote environmental and sustainability principles.
- While statement still appropriate, I think there is a case for reversing the content to give a greater emphasis on sustainability: "EC promotes sustainable development principles through providing environmental information, education and activity".
- This doesn't stress the outwardness we should aim for although the centre does it well.
- "To promote environmental & sustainable principles by providing a focus for environmental information and educational activities".

Actions on the Mission Statement

1. We will revisit the wording of the Mission Statement at our next Social Accounting round in 2007-08.

6.2 Values

We consulted our trustees, staff, volunteers and a proportion of our members by way of questionnaire.

Question: How well does the Environment Centre live up to its values?

The results can be seen in the summary table (appendix 4).

Opinion on Values



Key:

Value 1: To be ethical, environmental and sustainable in our operation.

Value 2: To provide a friendly, helpful and accessible service.

Value 3: Work with partnerships and as part of the local community.

Value 4: Being open, honest and transparent in our dealings.

Commentary

- All of our values were perceived to be mostly “excellent” with 60% (24/40) of respondents having that opinion for Value 1; 57% (23/40) for Value 2; 62% (25/40) for Value 3; and 60% (25/40) for Value 4. A “good” rating was seen at 33% (13/40) for Value 1; 40% (16/40) for Value 2; 33% (13/40) for Value 3; and 23% (9/40) for Value 4.
- It is clear that we need to improve on being more accessible. Comments were seen regarding opening on Saturdays and also access issues to library & turf roof. Location was considered not “drop in” friendly by one respondent (**Trustee**).

Further Comments**Member Organisations:**

- Found them very helpful.
- I have limited knowledge of the centre but have always been impressed when dealing with staff & visiting the centre.

Individual Members:

- I have concerns about accessibility; it would be great if you could open on Saturdays.

Staff:

- Could provide better service e.g. access for disabled to library, turf roof. Could provide easily accessible panels explaining our sustainable features.
- Funding being short term does not allow sustainability of posts (in some cases). Services are not as accessible as they could be because of small core of staff and reliance on volunteers. I realise that some issues affecting both of these are outside the control of EC, although addressing issue of space would give option for more staff to be taken on with more funding.

Trustees:

- Worth explaining where they come from? I don't think they are yet in business plan?
- Access limited by location. Not 'drop in' friendly due to this.

Actions on Values

1. Improve our accessibility by moving our library space to the ground floor reception hall. Work to commence in the latter part of 2006, subject to funding (application submitted, awaiting outcome).
2. Saturday Opening being considered by Board of Trustees (initial discussions at the July Board Meeting with a further review scheduled for subsequent meetings).
3. We will add in these values to our next draft business plan (due to be drawn up by the financial year ending 31st March 2007).

6.3 Objectives and Activities

Using the objectives and activities section of the questionnaire; we asked the same selection of stakeholders how they would rate our performance. **Firstly**, in all of our six objectives and associated activities (**section 6.3**); and **secondly**, we asked them to rate our performance on the detailed activities associated with the two objectives (objectives 1 & 3) within our scope for this years social accounting cycle (**section 6.4**).

Each section starts with some descriptive sentences, which explain what is done and give the relevant facts and figures outlined in the summary table (appendix 4).

If particular stakeholders have not been consulted, or if we have no facts and figures to back up a description, we explain that.

We have included what the respondents thought about our work and its impact in the summary tables at the end of this section.

For each objective within the scope, we explain the context and interpret the findings and highlight those points or issues, which require action or further exploration. Where an issue raised has been dealt with, we shall explain that.

Question: How well do you think the Environment Centre has performed during the year, against the activities on all of its 6 objectives?

Objective 1: Raise awareness on environmental matters and issues throughout the community. (see table appendix 4).

Activity One: Providing information via leaflets, posters, information sheets, journals and a comprehensive reference library.

In order to provide an information service we have provided different forms of literature, ranging from journals to leaflets to a reference library. From the table it can be seen that 19 out of 39 (48.7%) responses think our information service is excellent & 17 out of 39 (43.6%) believe it to be good. One comment however read “*Our information provision needs to be looked at. We have a stock of other peoples’ leaflets but do not really have the facilities to provide comprehensive information on specific issues e.g. energy policy*”. (Trustee).

Activity two: Maintaining an informative website.

Our website, www.environmentcentre.org.uk, has been running for approximately six years but has been developed and improved by Jenny Edwards, Assistant Centre Manager, over the last three years. Whilst 41% (16 out of 39) of our respondents tell us that it is an excellent service; quote “excellent website” (Member Organisation), 33% (13 out of 39)

have indicated that they don't know. This leads us to believe that either not everyone knows we are on the web or otherwise people do not use a personal computer for their information gathering.

Activity three: Delivering a monthly newsletter.

Our monthly newsletter "Greenlight" has been in production for 108 issues (up to the March 2006 issue). A special colour edition was produced, for our 10-year celebration of the Environment Centres inception, in April 2005. We now wholly produce the newsletter, including designing, editing and printing, at our premises since January 2006. 82% (32/39) think it excellent; quote "*Monthly news sheet informative*" (**Member Organisation**).

Activity four: Producing a program of exhibitions on environmental themes throughout the year.

Exhibition themes include Waste, Funky Junk Art, Transport, Energy, Sustainable Living, Marine Conservation and various photographic & painting exhibits. 56% (22/39) thought this service to be good and 41% (16/39) excellent.

Activity five: Attending shows and events.

We organise events including the Green Fayre and Fairtrade Fortnight, attend shows such as the Swansea Show and the Gower Show, and take part in events like the Woodland Craft Market., 38% (15/39) of respondents believed this to be good, with 33% (13/39) who put don't know meaning that they either didn't attend the show and/or event or they weren't aware of our presence. The other 28% (11/39) thought we were excellent.

Further Comments on Objective 1

Member Organisations:

- The section that used to be in The Evening Post was good, can it return?

Volunteers:

- There seems to be lots of work to arrange awareness.

Staff

- Staff members very stretched to deliver a comprehensive programme.
- The Environment Centre needs to work on raising its profile to encompass all the community so attracting new groups / visitors. Maybe ask people who use the centre to give comments or suggestions on improvements (users of the hall in particular).
- Need an information officer to manage the library and leaflets. Sometimes there is no exhibition on - it would be good to try and set a full programme.
- Using existing community newsletters and resources would be more effective way of reaching people rather than stand-alone newsletter.

Trustees:

- Perhaps need more presence at non-environmental events to seek new audiences e.g. Proms in the Park.
- Have we reached all parts of community? Businesses? Those with limited knowledge of environmental issues? Minority/disadvantaged groups?
- Not open on Saturdays

Actions on Objective 1.

1. Specific information will be provided on “Energy”. New Project Officer will develop information sheets and leaflets in respect of “Renewable Energy” by March 2007.
2. Information links to new library space to be achieved by middle of 2007.
3. Continue to obtain feedback from our stakeholders with responses being sought at the next Social Accounting round in 2007-08.
4. Saturday opening to be reviewed by Board of Trustees.

Objective 2: Promote sustainability. (see table appendix 4).**Activity one: Adopting sound environmental practices.**

As an Environment Centre we need to “practice what we preach”. Achieving the “Green Dragon Environmental Standard” gives us a sound base to deliver on this objective. 60% (24/40) say we are excellent in this area and 35% (14/40) good. This comment received however shows us that we can improve. *“Less use of plastics in the Centre would be an improvement, already slightly better this year” (Staff).*

Activity two: Selling organic, fair-trade and locally produced goods.

The “Green” shop, located in our award winning eco-annexe, is a favourite with many of our visitors. Comments received such as *“The supply of organic/fair-trade/locally produced products is good, the promotion less so” (Trustee)*, and *“Little / no locally produced goods in shop / café” (Staff)*, reminds us of the need to promote and supply the three products in more equal measures. A rating of 62% (25/40) excellent and 35% (14/40) good was given.

Activity three: Supporting sustainable projects and events.

Sustainable projects supported by the Centre include Sustainable Swansea, Swansea Fair-Trade Initiative, MOre Green Reuse & Recycle Project, Swansea Environmental Education Forum, Swansea Community Recycling Alliance & Partnership and Swansea Environmental Forum. Events supported include the Swansea Show and the Woodland Craft Market. Of our questionnaire respondents, 62% (25/40) said we were excellent and 27% (11/40) good.

Activity four: Provision of organic garden and composting area.

Within our surrounding garden area we have organic gardening beds which are tended to by the Swansea Organic Gardening Group. A demonstration composting area is set aside to show a wormery and organic composting



techniques together with information boards to complement the site.

42% (17/40) of our respondents have given a rating of excellent and also 42% (17/40) a rating of good.

Activity Five: Offering free internet access for sustainability research.

We provide two personal computers in our annexe for the general public to freely use. Our only stipulation is that their use is limited to environmental purposes i.e. research and information on environmental, sustainability & ethical issues. 42% (17/40) have indicated an excellent rating, 38% (15/40) gave a good rating and 15% (6/40) recorded a “don’t know”. The “don’t know” response is highlighted by the comment “*The free internet access is there, but not widely advertised*” (**Volunteer**).

Further Comments on Objective 2

Volunteers:

- I use the internet

Staff:

- Organic garden could have better display planting and explanation material. We don't offer enough public services and not properly advertised.
- Little/no locally produced goods in shop/café.
- Shop is good but wonder about its effectiveness in raising awareness due to the low volumes of people that pass through and use it (not including regular customers).

Trustees:

- More high-tech computer system needed. Promote the facility more. Garden needs to be more user friendly - information boards to tell people what is what and how it was achieved.
- Interpretation of garden could be enhanced. How well used is internet for SD research - as opposed to more general issues?
- Radiator in Sustrans office

Actions on Objective 2.

1. Expand our “Green Shop” to include more local produce. (We will need to redesign our Annexe space to include a meeting area and enlarged “Green Shop”. Probable timescale to be at the latter part of 2007 and, of course, subject to funding).
2. Up-date our Information Panels around the outside of the building. This work will be scheduled to be ready for spring 2007.

Objective 3: Encourage environmental partnerships of individuals, groups and organisations. (see table appendix 4)

Activity one: Providing a membership scheme to the Environment Centre.

Membership is offered to individuals, groups & organisations, and schools. Presently we have 54 individual members, 53 groups and 29 schools. Members are then enabled to

utilise our facilities at reduced rates. Facilities include administration (photocopying / laminating), receiving a monthly copy of our newsletter “Greenlight” & our main hall, bookable for meetings, etc. (see below). A rating of 55% (22/40) excellent & 32% (13/40) good was given.

Activity two: Offering low cost hall facilities for meetings, conferences & seminars.

Our group members are entitled to hire our hall at low cost. This encourages membership and provides us with income to go towards meeting our core costs. We enable environmentally linked organisations to be able to hold their meetings in professional surroundings and therefore they are not disadvantaged or excluded by cost. 72% (28/39) of our respondents believed we are excellent in this area.

Activity three: The participation of Environment Centre staff on forums and steering groups.

It is important that we are able to influence a wide range of people and put forward the environmental perspective. Our participation on many forums and steering groups allows us to do this. 61% (24/39) rated us excellent - *“because of the nature of the centre and the way it has come into existence, that in itself is a brilliant example of partnership working”* (Staff); with 23% (9/39) giving a “don’t know” response. The others rated us as good.

Further Comments on Objective 3

Volunteers:

- The green fayre was excellent this year.

Staff:

- More partnership working. Links to other Environment Centres on the website. Membership could be pushed - really useful resource for the centre. Hall is usually hot or cold - lowered ceiling would save fuel costs. Partician screens to divide space and hide mess at the back of the hall. Could keep hall empty and use divide screens when/where needed.
- Promote membership and hall externally.

Trustees:

- Hold an event where members can meet and network / share ideas.
- The membership scheme is not very effective.
- Individual membership not promoted enough. It is through membership that we really plug into the community.

Actions on Objective 3.

1. Promotion of memberships to be upgraded with improved membership package and professional welcome pack for new members. (In process of being put together by Resources Officer) in time for 2007 memberships.

Objective 4: Deliver environmental education (see table appendix 4).

Please note that schools were not consulted in this round of social accounting

Activity one: The availability of Project Officers for both schools and communities.

Part of our education team delivering environmental education, in particular Waste, Recycling and Waste Minimisation to local schools and to the local community. 54% (21/39) of our respondents thought this was excellent with 26% (10/39) in the “don’t know” category.

Activity two: The employment of an Education Officer at the centre.

Another part of the education team, the centre based Education Officer provides on site co-ordination of the education projects. Results from our respondents were 55% (22/40) excellent, 25% (10/40) good, and 20% (8/40) don’t know.

Activity three: Proving a first point of contact for teachers and students.

The Environment Centre endeavours to be accessible for all environment and sustainability related education issues and provides a readily available point of contact for local schools and education groups. 54% (21/39) of our respondents thought this was excellent with 26% (10/39) in the “don’t know” category.

Activity four: In-service training and provision of resources for teaching staff.

Specialised topics, such as Waste and Waste Minimisation, are offered to schools as part of an Inset programme. “Green boxes” full of informative environmental books and activities are made available to local schools in order to improve the understanding on a variety of themes from Renewable Energy to Rainforests, and others. As this was specific to schools, a large proportion of our respondents was unaware of this service i.e. 42% (17/40) replied “don’t know”. Please note that schools were not consulted in this social accounting cycle.

Activity five: Offering field study activities and out-of-school presentations on environmental themes.



The Crymlyn National Nature Reserve (CNNR) is utilised for the delivery of specialised field study sessions carried out by our Project Officer for schools, between April and September. Other activities at the CNNR Visitor Centre include an educational family fun day in July annually, put on in partnership with the Countryside Council for Wales (CCW).

A 50% (20/40) rating of excellent was recorded – *“Lots of schools phone up and they always sound interested and pleased with activities” (Volunteer)*; with 27% (11/40) recorded as “don’t know”.

Activity six: Arranging in-school presentations, talks and project support.

Presentations range from whole school (assemblies) to individual classes. These presentations and talks incorporate bio-diversity, wildlife and school grounds development as well as recycling, waste minimisation and lifestyle choices. A similar theme is emerging from our respondents. 50% (20/40) excellent – *“I think that the service of providing a*

lecture on sustainability to people, especially schools is exciting” (Volunteer); with 35% (14/40) don’t know. Please note that schools were not consulted in this round of social accounting.

Activity seven: Arranging presentations to community groups with advice and help on environmental matters and issues.

Similar to our schools officer, the Project Officer Communities goes out to local groups & organisations to deliver environmental education with specific emphasis on recycling, reuse and waste minimisation. Help is given to set up facilities for recycling and also environmental audits are done in conjunction with Arena Network. 52% (21/40) indicate that this service is excellent with 30% (12/40) recording a “don’t know”.

Further Comments on Objective 4

Individual Members:

- I don't have direct experience of any of the specific activities, but hear excellent reports of the officers indirectly and believe this to be a vital part of your work.

Staff:

- Limited by the number of personnel available due to funding and desk space.
- A flyer of folded A4 saying what you actually do and how would be good and help promote the centre and its activities.
- More resources in the form of people would help. More space or releasing time as a resource from existing staff by refining roles and dropping other activities.

Trustees

- Industry and small businesses have yet to be tackled.
- I suspect that the centre is regarded as being useful rather than essential by the schools who know us. I doubt we are the first port of call for learners who want information.
- All excellent.

Actions on Objective 4.

1. We clearly need to find out more from our users. This objective will form one of the key elements in our next Social Accounting cycle when we will target our education users with specific questions to ascertain feedback & evaluation on our performance in this important area.

Objective 5: Offer umbrella and support services to others (see table appendix 4).

Activity one: The provision of low cost office space to other environmental organisations.

It has always been an important element of our strategy to be able to support other like-minded organisations with accommodation at an affordable cost. Presently we house four other organisations namely Sustrans, Undercurrents, Black Environment Network & BTCV Cymru. 58% (22/38) of respondents gave an “excellent” rating *“I’m glad that there are so many organisations in the Environment Centre” (Volunteer)*; with 18% (7/38) “good” and 21% (8/38) “don’t know”.

Activity two: The management and support of partnership projects.

As well as providing a service to other organisations, it also generates an income for the Environment Centre. Projects include Sustainable Swansea, Swansea Environmental Education Forum (SEEF), MOre Green Reuse Recycle Project, Swansea Environmental Forum (SEF), Swansea Community Recycling Alliance & Partnership (SCRAP), and the Swansea Fairtrade Initiative. 50% (19/38) give a rating of excellent –

“Major strength of centre i.e. what would happen if we weren’t here” (Trustee), and “Management/support of partnership projects and financial management of projects/events are essential for publicity and credibility of EC and are a key part of the long-term sustainability of the centre. Also giving the potential for the EC to grow and deliver even more” (Staff).

24% (9/38) gave a “good” rating, with 26% (10/38) “don’t know”.

Activity three: The financial management of projects and events.

The Environment Centre prepares accounts for events such as the Swansea Show Eco Zone, MOre Green Reuse Recycle Project, Swansea Fairtrade Initiative, Swansea Environmental Education Forum (SEEF), Swansea Environmental Forum (SEF), and Strategic Recycling Scheme (SRS); as well as for our own internal projects such as Countryside Council For Wales (CCW) Education Program, and the Welsh Assembly Governments “Community Facilities & Activities Programme” (CFAP). Again 50% (19/38) give us “excellent”, with 18% (7/38) “good” and 32% (12/38) “don’t know”.

Activity four: Providing administrative help and advice.

Each and every one of the resident organisations makes use of the centres’ administrative services. The service also extends to all other users of the centre and once again provides income towards our core costs. 50% (19/38) of our respondents rate this as excellent, 26% (10/38) good and 24% (9/38) don’t know.

Further Comments on Objective 5**Volunteers:**

- I’m glad that there are so many organisations in The Environment Centre.
- The offices that they have are well used. Perhaps need more space as more initiatives emerge and evolve. Some people seem to be in temporary or shared areas.

Staff:

- Objective 5 is a good and workable idea, but the lack of office space for umbrella projects does not support the idea.

Actions on Objective 5.

1. Office space to be created for two of our partner projects. We have already identified the space and will arrange the conversion of our old library space in late 2006, subject to funding).

Objective 6: Demonstrate good environmental practice (see table appendix 4).**Activity one: Keeping an up-to-date Environmental Management System.**

As a centre that gives advice on energy savings and ethical practices, it is important for us to not only “practice what we preach” but also to be seen to be doing so. Our Environmental Management System is a demonstration that we actively perform to minimise our impact on the local environment as well as economising our consumption to minimise cost. 46% (18/39) rated excellent, 15% (6/39) good, 3% (1/39) fair and 36% (14/39) don’t know.

Activity two: Maintaining, monitoring and improving our environmental practices.

It is incumbent on us to adopt a continuous program of improvement which involves careful monitoring of our measurable outputs and act accordingly to minimise our environmental and economic impact.

41% (16/39) believed us to be excellent in this area, 28% (11/39) good, 3% (1/39) fair and 28% (11/39) don’t know.

**Activity three: Annually achieving the “Green Dragon” Environmental Standard (Level 3).** (see also sections 8 & 10)

The achievement of an external standard, independently audited, represents a real and visual recognition of the work being done on managing our business in an ethical, environmental & sustainable way. It also tells people of the level of contribution that has been achieved. 66% (25/38) of respondents gave an excellent rating, 5% (2/38) good, 3% (1/38) fair and 26% (10/38) don’t know - “Dissemination of information to staff could be improved” (Staff).

Further Comments on Objective 6**Volunteers:**

- I think that monitoring environmental practices is important.

Staff:

- Involving volunteers and staff at the centre would make all of these more understandable and help to create a feeling of ownership. This is needed at some level.
- Put up more information panels to explain what is in centre, e.g. solar panels on roof, under floor heating, eco-paints etc. Could make them colourful and state the brands that have been used.

Trustees:

- Need interpretation boards on best practice and explaining the buildings key features.
- Temperature control poor in building. Need mixer taps in kitchen.
- Radiator in Sustrans office environmentally unsound. Kitchen needs attention. Hot water heater. Building warmer than it needs to be. Garden is good.

Actions on Objective 6.

1. Dissemination of information on both our Environmental Management System (EMS) and the “Green Dragon” Environmental Standard will be improved by involving Staff, Trustees and Volunteers. A summary factsheet is to be produced advising both the general public and others of our achievements under EMS & Green Dragon. To be produced following our (successful) annual review of Green Dragon for 2006.
2. Interpretation of the “key features of the building”, will be produced (June 2006) for use by all visitors.
3. Radiator in Sustrans office was repaired in March 2006.

6.4 The following two objectives are part of the scope of this our first social accounting cycle, as explained in section 5.

Objective 1: Raising awareness on environmental matters and issues throughout the community.

Introduction

As an Environment Centre set up to provide a focus for the environment, one of our objectives is to raise awareness on environmental matters and issues throughout the community. We aim to achieve this through the following five activities.

Activity 1.1 – The Environment Centre provides quality environmental information.

Here we set out to provide a diverse range of environmental information to all visitors at the centre through a variety of leaflets, posters, information sheets, journals and an environmental lending and reference library.

Leaflets are displayed via a wall unit (see appendix 6) and incorporate information from a broad selection of organisations such as RSPB, Sustrans, Waste Awareness Wales & Swansea Community Farm. The content of the leaflets range from Compost Bins to Green Electricity, Cycle Routes to Sustainable Living. A total of 53 separate organisations are represented on the leaflet wall unit. Further leaflets around the centre advertise events and promote ethical and environmental causes. Following the Social Accounting information gathering we will (April to July 2006) itemise all of our leaflets so that we are aware of what is on display. Our team of volunteers will keep this updated periodically.

Our posters are sited in two main areas, the shop / café area in the annexe and in the main reception hall (see appendix 6). Here organisations can advertise their up-and-coming events or promote their group or even seek new members. These organisations are widespread and include Swansea Outdoor Group, Wildlife Trust, Friends of the Earth, Jade Gate Farm and many others. Once again we had identified, during the Social Accounting process, a need to collate information on “who is represented” amongst our posters and “what is the content”. This exercise was carried out following the end of the accounting year. Over 50 groups and organisations were seen to have a poster and/or notice on our boards.

We have a comprehensive collection of journals & periodicals for people to read and browse through (see appendix 7). The social accounting process identified a requirement to find out which journals were popular and also what articles within these were of interest to our visitors. We logged each journal and listed the content of each one. We now have a full list of all the journals, periodicals and magazines with issue dates & issue numbers. This will now enable us to correctly identify our subscriptions and whether copies are up-to-date. Furthermore, we have included a tick sheet in each to identify which articles are being read by our users.

Our environmental reference library has been electronically catalogued (see appendix 8). Also we have key worded 41 categories so that our users can easily identify and find the book that they require.

We asked staff, trustees, volunteers and a selection of members whether they have used or accessed any of our information services, and to rate the quality of this assistance.

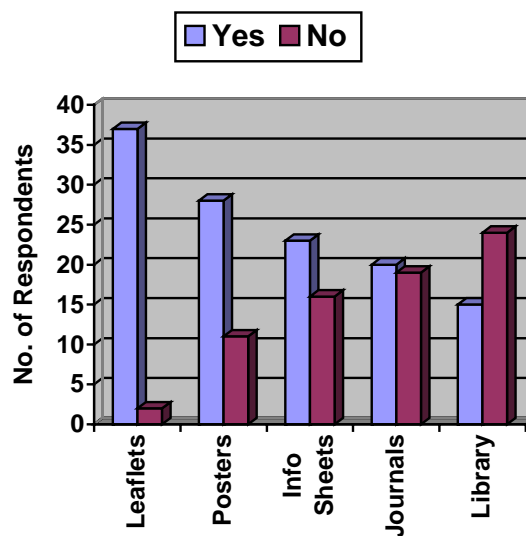
Question: Have you used or accessed any of our information services at the Environment Centre?

The results were as follows (please also see table appendix 4).

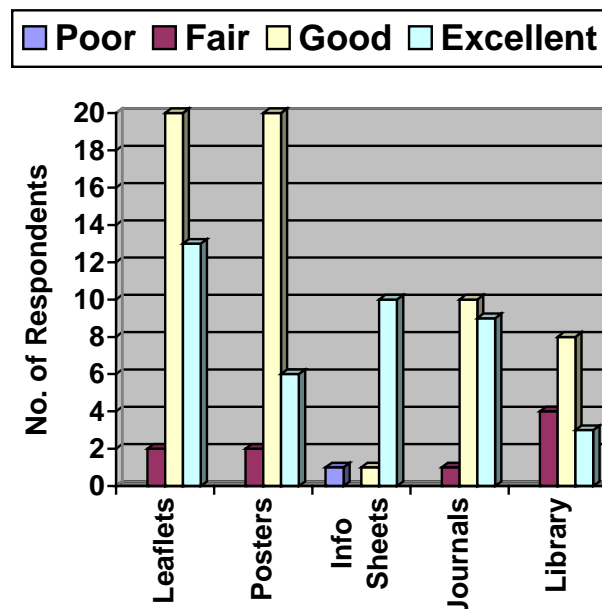
Overall 63% of our respondents indicated that they had used or accessed some of our information services. In particular 95% (37/39) had used leaflets, 72% (28/39) posters, 59% (23/39) information sheets, 51% (20/39) journals & 38% (15/39) reference library. Across the board the quality rating was good as opposed to excellent, with the “good” rating for - leaflet quality at 57% (20/35), poster quality 71% (20/28), information sheet quality 50% (11/22), journal quality 50% (10/20) & reference library 53% (8/15).

The lower usage of the environmental reference library can be attributed to its location at the top of a narrow spiral staircase in our annexe. This is being redressed by a relocation of the library space to our ground floor main reception hall in late 2006.

Use of Information Service



Quality of Service



Clearly we can improve on our environmental information as these comment underline.

“Library appears a bit fragmented, do you have a full index? Guide for users? Do people know that they can use it?” (Individual Member).

“I think that the information that is on offer could be refined to make it clearer and more accessible” (Staff).

As well as suggestions on the content –

Question: Are there any other environmental information items that you would like to see at the Environment Centre?

“Air quality by area” (Member Organisation).

“Information on insulation” (Trustee).

Further Comments on Activity 1.1

Member Organisations:

- Leaflets on diet and environment e.g. www.viva.org.uk.

Individual Members:

- How to make things that save energy e.g. haybox, solar panels, solar kettle etc.

Volunteers:

- Information on hi-tech solutions to environmental problems. Cutting edge information.

Staff:

- More permanent and interactive exhibits/displays.
- Information panels.

Trustees:

- More comprehensive interpretation of the EC and the things that are being demonstrated.
- I would like to see us producing our own locally addressed information leaflets.
- Transport maze - interaction with choice.

Actions on Activity 1.1

1. Relocation of the main library space (upstairs annexe) to the ground floor main reception hall. (work scheduled for late 2006, subject to funding).
2. Recording of all leaflets, journals, posters.

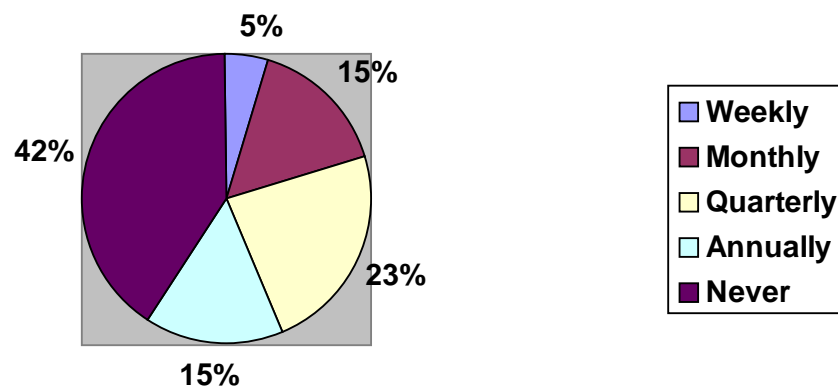
Activity 1.2 – The Environment Centre maintains an informative website.

The ability to reach a wide audience is enhanced by having an exciting and up-to-date website. Adding and improving has been a regular feature of the operation of our site with credit going to Jenny Edwards, Assistant Centre Manager, for her vigilance in providing a first class website service. It became apparent during the social accounting year that the number of “hits” should be recorded. This will be done with recording of the number of hits from 1st April 2006. Furthermore the statistics will be noted in the “staff reports to the board of trustees” (for the bi-monthly trustees meetings).

We asked the same selection of people “How often they had accessed the website since April 2005” giving them a selection of - weekly / monthly / quarterly / annually / or never.

Question: How often have you accessed the Environment Centre website since April 2005?

Access to Website



For those who accessed the website we further asked which features, in a selection of 11, had been of interest to them; and then asked them to rate the quality of information for each individual feature.

Question: If you have accessed the website, which features have been of interest to you?

The results were as follows (please also see table appendix 4, on page 3, item 1.2.a, 1.2.b & 1.2.c of section 2).

Out of 39 responses 23% (9/39) accessed the website quarterly, 15% (6/39) accessed monthly, 15% (6/39) annually and 5% (2/39) weekly; with 42% (16/39) having never accessed the website. This may be due to the lack of awareness of the existence of our website or that many people do not have access to or the “know how” for website use. So within the 42% that have never accessed the website a proportion of these could be classed as “don’t know”.

The features most accessed include Home Page, About Us, News, Events & Links. The quality of information was best seen to the About Us & News features with an excellent

rating of 50% (7/14) and 56% (9/16) respectfully. Overall the quality of information was generally good.

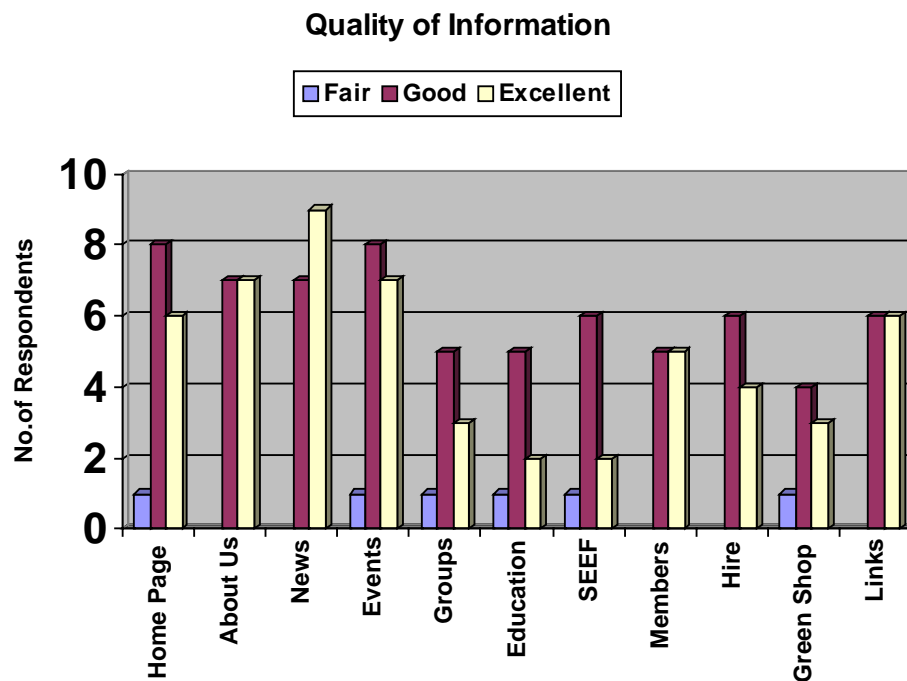
Question: Is there any additional information or changes you would like to see on the website?

Suggested improvements include –

“Some information on student environmental groups in Swansea” (**Volunteer**).

“A place for people to comment or leave feedback” (**Staff**).

“A monthly vote on a topic and publish the results - engage the public more, own 'eco-footprint' test, online eco-shop” (**Staff**).



Further Comments on Activity 1.2

Individual Members:

- Enjoy using it - perhaps the events section could be a little clearer.
- Promote it more - I wasn't really aware of it.

Volunteers:

- Maybe some information on student environmental groups in Swansea e.g. People & Planet and the Institutes Environment Group.

Trustees:

- Put event advertisements on home page so that is the first thing you see.

Actions on Activity 1.2

1. Website format to be reviewed annually for improvements and/or additions.
2. Additions include the availability of space for partners and linked projects. E.g Swansea Environmental Education Forum (SEEF) now have a page to detail their organisation; the Swansea Community Recycling Alliance & Partnership (SCRAP) are to place a page on our site to inform others on the mission of their partnership.
3. Website to be promoted in our newsletter with a link to further information.

Activity 1.3 – The Environment Centre delivers a monthly newsletter “Greenlight”.

The newsletter “Greenlight” is distributed monthly (10 times a year) to all members, individuals and community groups. Also there is a distribution to all Swansea Schools (Primary & Comprehensive), to the County Councillors of both the City & County of Swansea (CCS) and the Neath Port Talbot County Borough Council (NPTCBC). Copies are available at the Environment Centre for visitors to read.

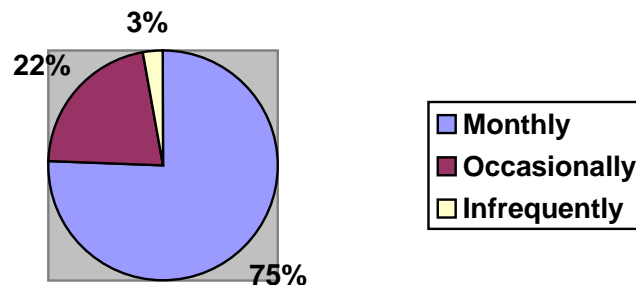
The content is researched and edited by Jenny Edwards, Assistant Centre Manager. Production and printing is now (from January 2006) totally undertaken at the Environment Centre, as booklet production is available on a new photocopier. This allows us to produce an exact number according to demand and takes away any wastage of over production when usage is low (less paper, lower costs). “Greenlight” (current and past editions) can also be read on our website (paperless).

Our questionnaire asked

Question: How often do you read “Greenlight”? and also

Question: What features are you interested in?

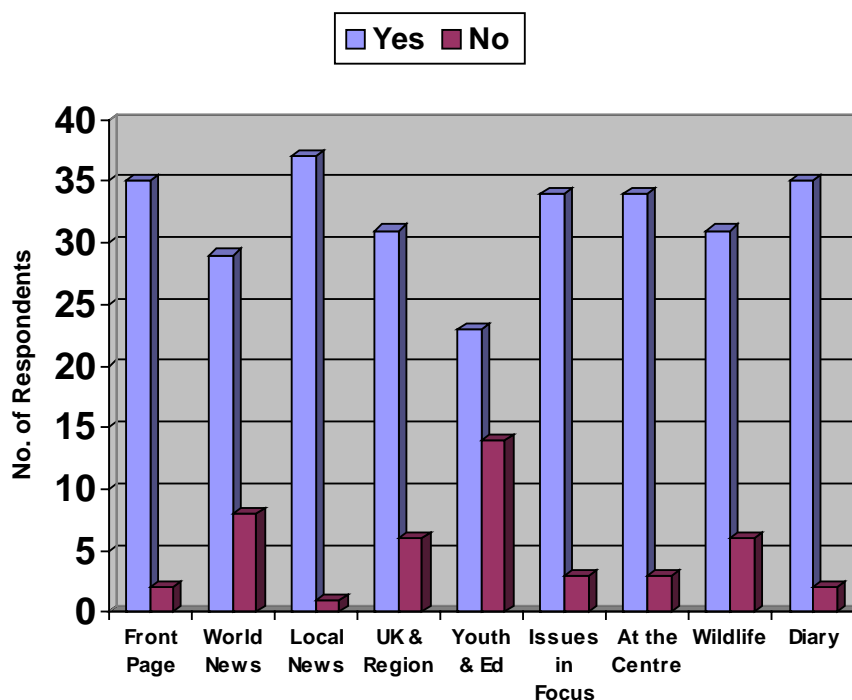
Our respondents had nine features to rate the quality of information on. The results were as follows (please also see table appendix 4).

Greenlight Reading Frequency

As expected (for a monthly newsletter), our respondents indicated that 75% (28/37) read Greenlight monthly, 22% (8/37) occasionally, and 3% (1/37) infrequently.

Of the features, the most interest was seen to be on “Local News” 97% (37/38), “Front Page Article” 95% (35/37), “Diary of Events” 95% (35/37), Issues in Focus 92% (34/37) & “At the Centre” 92% (34/37). “Youth & Education News”, being a little more specialised, attracted 62% (23/37) interest.

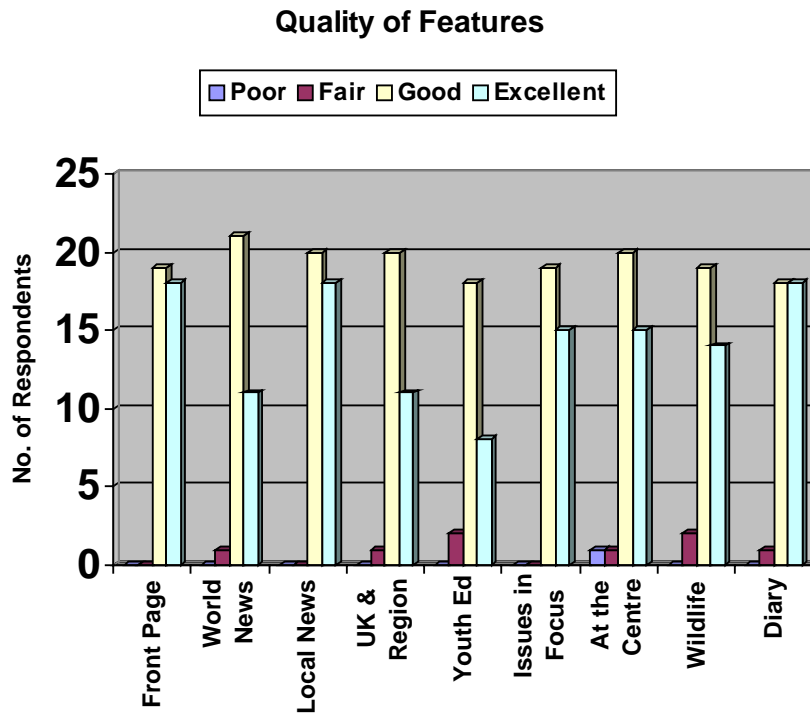
Respondents Interest in Features



The local news feature proved to be the most popular, with a varied editorial month on month on local matters & issues. Although the least popular was seen to be the Youth & Education page, it must be noted that schools did not form part of the consultation process in this round of social accounting.

The following table looks at how the respondents perceived the quality of each feature and these were rated poor, fair, good & excellent accordingly.

All of the features were mostly considered “good” with World News receiving a “good” rating from 64% (21/33) of respondents. Also receiving a mostly “good” rating with a high percentage of respondents was UK & Regional News 63% (20/32), Local News 53% (20/38), and At the Centre 54% (20/37).



Comments were received asking for additional subjects / articles to be covered.

Question: Are there any other articles and / or features you would like to see in “Greenlight”?

“More information on Global Warming” (Member Organisation).

“Question & Answer Section (Advice Page)” (Trustee).

“Student Action / Events in Swansea” (Volunteer).

Further Comments on Activity 1.3

Volunteers:

- Lots of information in small magazine. Perhaps some editorial opinion pieces.

Staff:

- Local community projects more often, not just the centres projects.
- A monthly competition could encourage more people to read it. Also a wider delivery run e.g. get Greenlight into more public place such as YMCA, Dylan Thomas Centre, Plantasia, WWT.

Trustees:

- All as good as possible in the space available.
- It seems a bit dull - need a lift.
- Will be good to see it in colour.

Actions on Activity 1.3

1. A question & answer section (advice page) will be incorporated into future editions.
2. We will add some colour to future editions to improve its appeal.
3. The possibility of a student action / events item to be included in the Youth / Education page.

Activity 1.4 – The Environment Centre produces a program of exhibitions on environmental themes, throughout the year.

The centre has an ideal space in its upstairs hall to accommodate exhibitions of both small and large proportions. Furthermore the exhibitions are not only viewed by the general public but also by the many groups and organisations that use the hall facility for their meetings, seminars and talks. This of course can prove difficult in that the general public are unable to view the exhibition whilst meetings are taking place.

We put on a varied sequence of exhibitions and accommodated seven exhibitions in this social accounting year. Each exhibition lasts for between four and six weeks.

Here is a brief description of the exhibitions.

Waste Exhibition – A demonstration of recycling and re-use including a display of funky junk art.

Transport Exhibition – An overview of sustainable travel including an informative display from “Sustrans” on their cycle routes around Wales.

Energy Exhibition – Information on all forms of renewable energy, with practical examples and advice on ways to save energy in the home or office.

Environmental Art Exhibition – A display of paintings with an environmental link by local artists.

Photographic Exhibition – A photographic link to sustainability and the environment by local photographers.

Sustainable Living Exhibition – Highlighting the different themes of sustainable living including water, energy, food, waste, procurement, social responsibility, transport & bio-diversity.

Marine Conservation Exhibition – An interactive and very visual presentation which explores issues relating to marine conservation and pollution, aiming to increase understanding of the value of water, bio-diversity and the need to take personal responsibility to support wildlife and habitats.

We asked trustees, staff and a random selection of members whether they have visited any of our exhibitions over the 12 months period of the social accounting year.

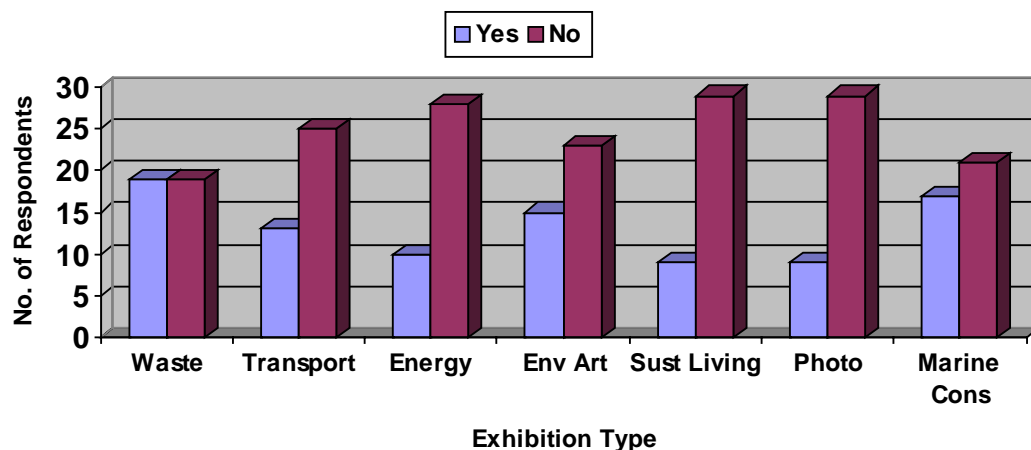
Question: Have you visited any of the exhibitions over the last 12 months?

Also we asked them to rate the quality of the exhibitions attended.

The results were as follows (please also see table appendix 4).

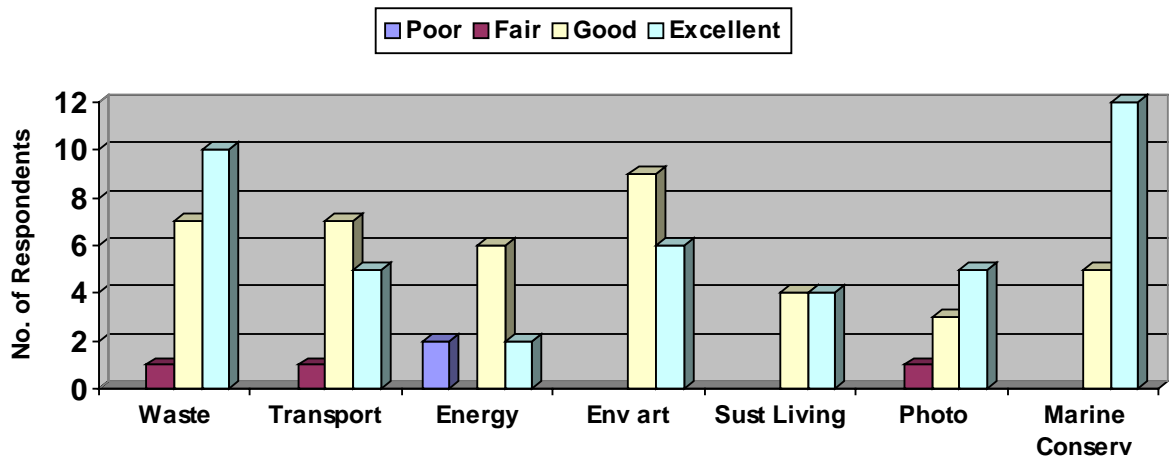
50% (19/38) of our respondents had visited the Waste exhibition, 34% (13/38) Transport, 26% (28/38) Energy, 39% (15/38) Environmental Art, 24% (9/38) Sustainable Living, 24% (9/38) Photographic, & 45% (17/38) Marine Conservation.

Exhibitions visited by respondents



An “excellent” rating was given by the majority of respondents to the quality of our Waste exhibition 56% (10/18), Photographic exhibition 56% (5/9), & Marine Conservation exhibition 71% (12/17). The high percentage rating our Marine Conservation Exhibition (more commonly known as BOB, Blue Ocean Blues) as excellent, reflects the huge effort put in by staff and volunteers into transforming the hall into an undersea world. The decoration and exhibits take a whole week to set up.

Assessment of the quality of the exhibition



Comments were given on what other exhibitions they would like to see at the Environment centre.

Question: What other exhibitions would you like to see at the Environment Centre?

“Wind and Hydro (specific), Solar (specific) and latest technologies – to include displays from manufacturers” (Staff).

“Sustainable food production. Fair Trade (world view and in Swansea). Climate change and what to do about it (overlaps with many of those stated)” (Trustee).

Further Comments on Activity 1.4

Individual Members:

- I rarely come to the centre due to time constraints and it is not on my 'beaten track'.
- Fairtrade clothes.
- Have been to previous exhibitions.

Staff:

- Because of multi-functional use of the hall, quality of exhibitions can be reduced because of limited flexibility in layout.

Trustees:

- An annual programme with partners.
- Sustainable building. Food exhibition / supermarkets vs. local food, fair trade.

Actions on Activity 1.4

1. We have already added an improved renewable energy exhibition to our list of exhibitions for the year 2006-07.
2. We will continue to support local environmental artists by exhibiting their paintings.
3. Improve and develop existing annual exhibitions.
4. Because of the low percentage attending our exhibitions, we will look to improve our marketing and advertising of each exhibition.

Activity 1.5 - The Environment Centre attends and takes part in shows and events.

It is important for us to reach out to the general public and deliver environmental information and advice to those who perhaps would not seek us out at the centre. By attending the many shows and events around Swansea, gives us a much wider audience to communicate with. In a way it gives us the opportunity to let people know who we are and where we can be reached. Spreading the “green” word on environmental matters and issues to the hitherto uninitiated is rewarding and relevant.

Here is a brief description of the shows and events that we attend.

Swansea Show – The annual event held at Singleton Park at the end of May sees us being part of the Eco-tent. In the Eco-tent we provide a Fairtrade café, introducing people to Fairtrade teas, coffee and products and also have information on the Environment Centre and our activities.

Gower Show – We take part amongst other environmental groups with an information stand for the centre. The event is held at the Penrice Estate Gower, in August of every year.

Green Fayre – The Environment Centre organises the “Green Fayre” (annually in November) with invites to other organisations, local suppliers & businesses with a similar ethos, to come and sell and/or display their goods and services. In 2005 we used the National Waterfront Museum as a venue for the first time.

Fairtrade Fortnight – Throughout the Fairtrade Fortnight (in March of each year) we attend local places to promote the use of Fairtrade products.

Crymlyn Bog – A family fun day is organised at Crymlyn National Nature Reserve (CNNR) in July annually.

Woodland Craft Market – We supply a Fairtrade refreshment stall to this woodcraft event held at Bishop’s Wood, Caswell in September annually.

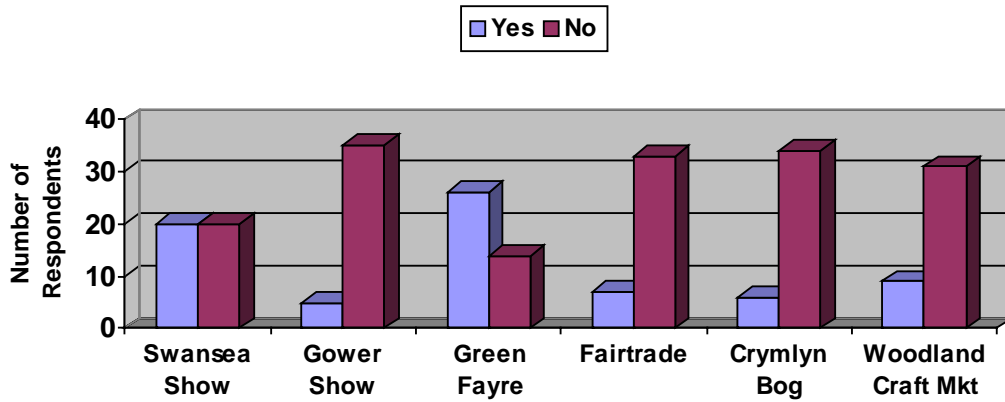
We asked stakeholders (trustees, staff, volunteers and a random selection of members) -

Question: Have you visited the Environment Centre’s stand / display at any of the local shows and / or events?

Their responses were as follows (please also see table appendix 4). 50% (20/40) of our respondents had visited our stand / display at the Swansea Show, 12% (5/40) Gower Show,

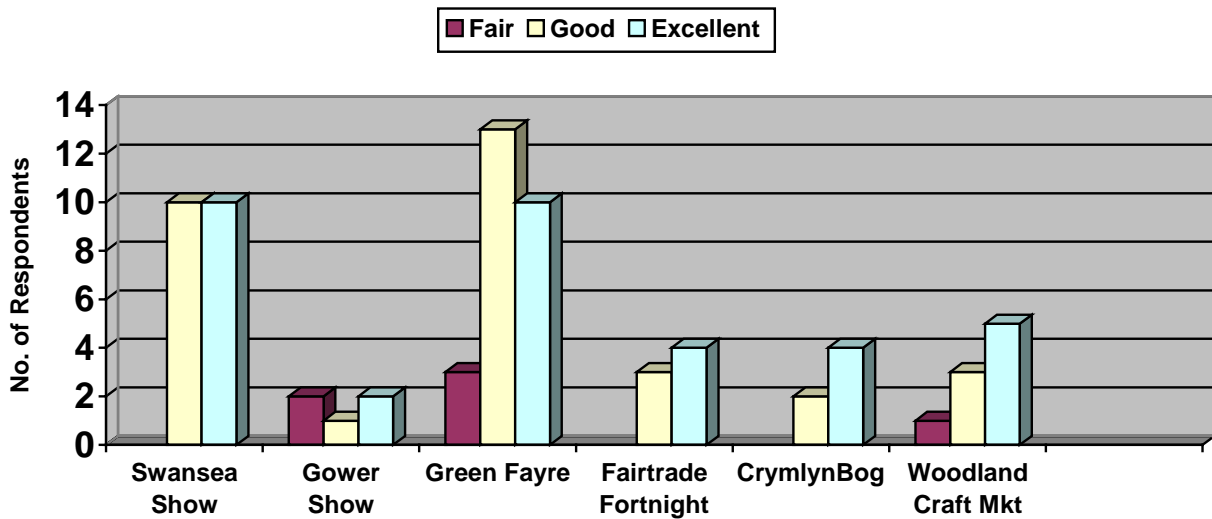
65% (26/40) Green Fayre, 17% (7/40) Fairtrade Fortnight, 15% (6/40) Crymlyn Bog, and 22% (9/40) Woodland Craft Market.

Respondent visits to EC stand at local shows / events



We also asked them to rate the quality of the stand / display at the show or event that they had attended. The results were as follows (please also see table appendix 4, on page 6, item 1.5.a of section 2).

Assessment of the quality of the stand / display



At the Swansea Show, our stand was rated equally “good” and “excellent” at 50% (10/20), similarly the Green Fayre 50% (13/26) “good” and 38% (10/26) “excellent”. Low returns were seen to other events.

Actions on the Activity 1.5

1. Evaluate our contribution to all the shows and events that we take part in.
2. Before each event, set out our requirements and what we wish to achieve.
3. Following each event, assess whether our objective has been achieved.
4. Look at potential new events (such as the Margam Show) to see if we can increase and widen our participation.
5. We will ask for feedback on future questionnaires as to why people didn't attend our stand / display.

Objective 3: Encourage environmental partnerships of individuals, groups and organisations

Introduction

The Environment Centre, through becoming a focal point for the environment and sustainability issues, has been able to foster links and provide advice and encouragement to anyone who has a desire to either establish a new environmental group or indeed to become part of any existing group. This position of being the hub of environmental practices in Swansea allows other like minded individuals and groups to improve and grow. We deliver against this objective through three main activities, namely a membership scheme, hall facilities and participation on forums and steering groups.

Activity 3.1 – The Environment Centre provides and operates a membership scheme.

Here we offer everyone the opportunity to become a member of the Environment Centre. The category of membership is varied to suit each individual and for every type of business and / or organisation. Individual membership cost is also tailored for, the unwaged and students, as well as a special tariff for family membership. Specialist membership applies to both school groups and youth groups with a stepped tariff in place for other group membership designed to accommodate the differing abilities in paying the membership fee. The lowest tariff being for our voluntary groups (with no paid staff) and schools, and the highest tariff for local authority departments and large businesses.

Annual Membership

Individual	Including Greenlight	£12
Individual	Unwaged / Student including Greenlight	£8.50
Individual	Family including Greenlight	£20.50
Group A	Voluntary Groups (no paid staff), Schools	£17
Group B	Voluntary Groups (paid staff), Small Businesses, Professional Associations	£22
Group C	College Departments, Local Authority Projects	£38
Group D	Local Authority Depts, Large Businesses, Statutory Organisations	£85

We offer a range of benefits and services to members in each category including low cost hall facilities (for meetings, seminars and conferences) and a monthly copy of our very own “Greenlight” newsletter. New individual and family members will be entitled to a free fairtrade tea or coffee on their next visit to the centre and also one free entry to the local Wildfowl & Wetlands Centre (2 for 1 entry). Members will also benefit from the variety of services at the centre including our photocopying and laminating service (at low cost to members). The income generated from the membership fees is applied directly to our core costs.

As at 31st March 2006, we had 54 individual members, 29 schools and 53 Group members.

There is a variety of comments relating to our membership fees, here are a few relating to the amount we charge.

"Costs should be lower for voluntary sector without paid staff". (**Member Organisation**).

"The membership fees are really good value for money as any other magazine would cost more than the membership price alone". (**Volunteer**).

"Why are schools charged so little". (**Trustee**).

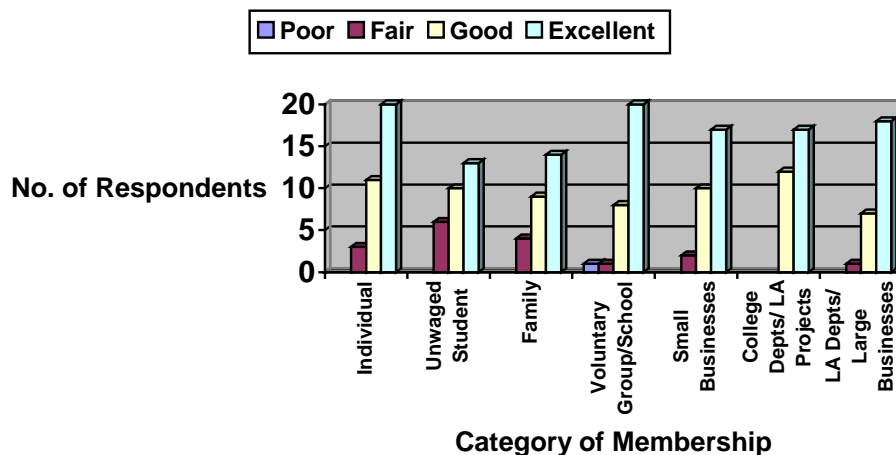
Our respondents have replied to the request to rate our membership fees in terms of value for money and we asked this to be done for each category of member.

Question: How would you rate these membership fees in terms of value for money?

The results were as follows (please also see table appendix 4). *Please note however that schools were not consulted in this round.*

The perception was that within each category of membership, the value for money rating was best seen as "excellent". In particular the following achieved excellent "value for money" ratings - Individual 59% (20/34), Voluntary Groups / Schools 67% (20/30), Local Authority Departments / Large Businesses 69% (18/26).

Membership Fees - Value for Money



Question: Any further comments on Environment Centre Membership?

Further Comments on Activity 3.1

Individual Members:

- It all depends on how much you want to get out of it, ability to visit the centre and particular need for information etc.

Volunteers:

- None of these fees seem excessive but don't really know what you get apart from access to building, magazine and support.

Staff:

- Push for higher membership numbers. Offer incentives to join. Work with RSPB or others and join forces on membership. Ideas from Elizabeth May (Green UK).
- The LA and business rate may discourage membership. It would be worth looking at donations and taking credit card payments in the future - could accept payments via internet (e.g. PayPal).

Trustees:

- More benefits, such as free admission to courses.
- Shop/membership scheme to promote EC branded products I.e. Christmas cards.
- Promote it to as wide a range of individuals as possible. Have an individual membership drive. Also gives a flexible source of income

Environment Centre Members have a variety of reasons for joining. The comments received from our questionnaire asking –

Question: What is your motivation for being an Environment Centre member?

was both interesting and informative. Here is a list of the comments received.

Comments on the motivation for being an EC member**Member Organisations:**

- To support its activities.
- Information.
- Keeping up to date on local issues. Point of contact. Support local group that compliments our policies.
- Gain information on environmental/sustainable issues.
- As a venue for meetings.

Individual Members:

- To support the work.
- General support for the principles and need for awareness raising.
- To support the centre and to be informed of local events of interest.
- Saving the planet and its inhabitants, justice for all and sustainability, learning how to help towards these ends.
- Being kept informed, giving something back to help centre.

Volunteers:

- Interest.
- Learning and helping the community.
- Volunteering to find out about environmental events and make connections in Swansea area, as I have only just moved here.
- I'm not a member - I should join.
- Keeps informed of what's going on in Swansea and gets me involved in events.

Staff:

- To be more involved, obtain discounts on room hire facilities and to promote.
- Believe in what it does and value the networking opportunities.

Trustees:

- The cause and the people involved with the centre.
- Support for sustainable principles and better environmental education.
- Sense of duty.
- To play my part in helping to promote sustainable living within Swansea.
- Interest in recycling to assist the environment for tomorrow.
- The environment. As Greenpeace we gain in exposure and facilities, and hopefully bring support to the centre.
- You made me.
- I work here and have a strong interest and concern in sustainability and environmental issues.

Actions on the Activity 3.1

1. Look at incentives and perhaps include giving discount to members at our Green Shop.
2. Carry out membership drive at outreach events.

Activity 3.2 - The Environment Centre offers low cost hall facilities for meetings, conferences & seminars.

Our hall facility can accommodate up to sixty people (theatre style). Our member groups and organisations use the facility for a variety of reasons from Board Meetings to Training Events, from Presentations to Workshops, and from Annual General Meetings (AGM's) to Educational Classes.

We recently upgraded our hall facility by installing window blinds (to keep out the sun and/or keep in the heat and fitted energy efficient lighting. We replaced our old heating boiler with an energy efficient gas-condensing boiler (so that we practice what we preach).

We renewed our tables and equipment (such as T.V. DVD & Video) so that our groups and organisations do not have to put up with a less than professional facility for their meetings.

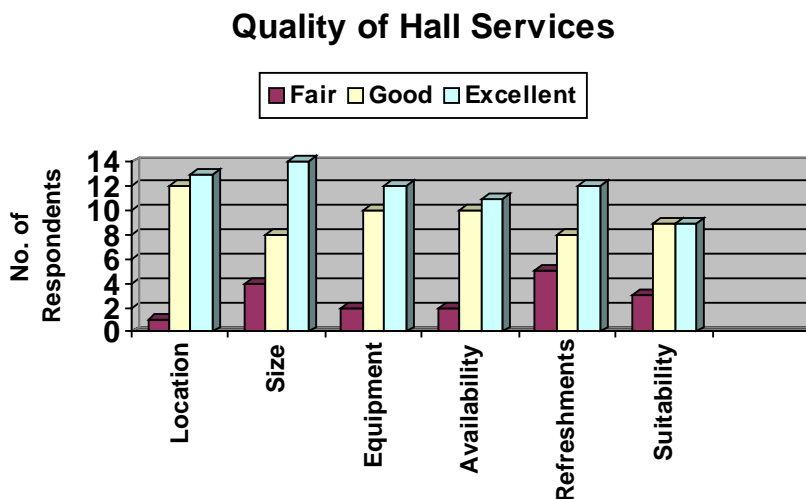
Details of hall usage for the social accounting year April 2005 to March 2006

	Bookings	Participants	Hours of Use
Voluntary Sector Groups	105	1706	272
Businesses	21	237	103
Charitable Organisations	96	1487	383
Small Businesses	27	259	52
Government / Statutory Organisations	3	34	6
Totals	252	3723	816

Our questionnaire asked -

Question: Do you use any of our hall services?

Also to rate the quality of each service. The responses were as follows (please also see table appendix 4). Most respondents had used the hall facilities and rated the quality of these services mostly “excellent”.



50% (13/26) rated the location as excellent, 54% (14/26) rated the size as excellent, 50% (12/24) rated the equipment as excellent, 50% rated the availability as excellent, 48% (11/23) rated the refreshments as excellent, and 43% (9/21) rated the suitability as excellent.

We further requested feedback on the hall hire rates (*Please note that schools were not consulted in this round*).

Question: How would you rate the hall hire rates in terms of value for money?

Both categories were assessed. The findings were as follows (please also see table appendix 4).

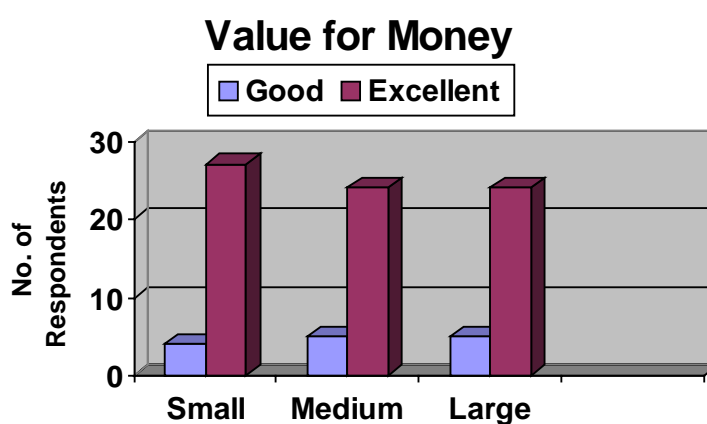
Groupings

Group A	Voluntary Groups (no paid staff), Schools
Group B	Voluntary Groups (paid staff), Small Businesses, Professional Associations
Group C	College Departments, Local Authority Projects
Group D	Local Authority Depts, Large Businesses, Statutory Organisations

Room Hire Rates

Groups A & B	Small (up to 15 people)	£3.50 per hour	£20 per day
	Medium (16 – 30 people)	£6 per hour	£35 per day
	Large (over 30 people)	£8 per hour	£50 per day

The graph below represents the hall hire rates for voluntary groups, schools and small businesses (Groups A & B) in terms of perceived value for money.

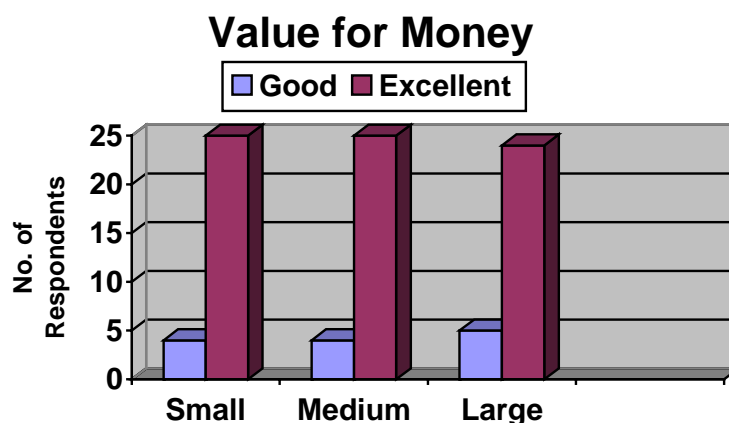


Value for money was perceived as mostly “excellent” for all sizes of groups with 87% (27/31) of respondents giving the excellent rating for small groups, 83% (24/29) for medium, and 83% (24/29) for large.

Room Hire Rates

Groups C & D	Small (up to 15 people)	£8 per hour	£50 per day
	Medium (16 – 30 people)	£12 per hour	£80 per day
	Large (over 30 people)	£15 per hour	£100 per day

Similarly, the graph below represents the hall hire rates for college departments, local authority projects & departments, large businesses and statutory organisations (Groups C & D) in terms of perceived value for money.



Once again value for money was perceived as mostly “excellent” for all sizes of groups with 86% (25/29) of respondents giving the excellent rating for small groups, 86% (25/29) for medium sized groups, and 83% (24/29) for small.

We asked -

Question: Are there any improvements or additions that we could make to the hall facility?

The comments are listed below.

Comments on improvements or additions that we could make to our hall facility

Member Organisations:

- The hall facility should be cheap for organisations in the voluntary sector without paid staff.
- Improved refreshment availability.

Individual Members:

- The hall is too big and heating variable.

Staff:

- Improve toilets, heating (lower ceiling), remove partitions / dividers and clearance of all items.
- Disabled facilities (wheelchair, blind, deaf, learning difficulties) with respect to fire escape, toilets, emergency situations and noise from the heaters (may be difficult for hard of hearing).
- 1. Decorate / permanent pictures. 2. False ceiling to stop heat loss into rafters (if feasible. Could put offices / storage above). 3. More organised storage area. 4. Sink / tap.

Trustees:

- Quieter heaters. Adequate escape facility for wheelchair users in event of emergencies.

- Decoration.
- Higher quality decoration. Better storage facilities to remove clutter.
- Difficulty of refreshments is that kitchen is below the hall so all food has to be carried upstairs, but to upgrade would be too expensive and we would need more staff.
- Lighting. Noise from heaters

Further Comments on Activity 3.2

Member Organisations:

- A shame it is upstairs. Some exhibitions can be a bit distracting or overwhelm the room.

Individual Members:

- Can you modernise?

Staff:

- Large projection screen attached to wall would look better, save space and save an accident on assembly of present one. Use grants for this. Modern fold-up wooden chairs would be useful. Better carpet (needs to look and feel inviting). Perhaps neutral coloured curtains would add warmth.
- Projector screen in hall (perhaps wall-mounted), better heaters that do not make noise, windows that open, ramp to fire escape, more chairs. Recent new facilities have improved it greatly though.
- Good size.

Trustees:

- Bizarre system of charging. 'Can't let another person in as it will cost us'. At hall in Gowerton our rates are £4 per room for member organisations and £7.50 per hour for other groups.
- Now much warmer which was a real problem in the past. Difficulty with keeping other materials "tidied-away", so as to present a really professional appearance. Time to redecorate again? And have large-scale permanent display material covering SD issues / attractive pictures featuring past events we have been involved in would be left in between main exhibitions.
- Excellent.

Actions on the Activity 3.2

1. Separate meeting area in Annexe for small groups (up to 6 people).
2. Supply more organic / local produce refreshments to visiting groups.
3. Improve disabled emergency facility by providing wheelchair ramp exit to fire escape.
4. Storage area at rear of hall to be improved.

Activity 3.3 – Environment Centre staff participate on external forums and steering groups.

It is not only important to deliver environmental information and education but also to be able to put across the environmental viewpoint at external meetings and gatherings. To this end we involve ourselves in as many local meetings and forums as we can manage. This extra activity gives us the ability to influence decisions and ensure that a balanced discussion is held. The external groups and forums that we attend will always have an environmental link to begin with, we then provide the guidance and advice on all matters relating to the environment and sustainability. Promotion of the work of the Environment Centre to these groups is also key together with the presence to facilitate environmental discussion and offer the facilities of the centre in order to progress and coerce appropriate outcomes. The overall objective here is to make a difference and encourage a positive environmental outcome.

Here is a list of the groups and forums that we attend with a brief description of each one.

Better Swansea Alliance – BSA is a network of over 80 local organisations all committed to making a better Swansea.

City & County of Swansea Recycling – This represents the whole of the councils recycling activities from civic amenity sites to kerbside collections.

Friends of Crymlyn – A group of individuals and organisations that meet to improve and enhance the Crymlyn National Nature Reserve.

Swansea Environmental Education Forum – SEEF is a focus for informal and formal environmental education in the City and County of Swansea.

Neath Port Talbot Environmental Forum – NPTEF consists of 89 environmental partner groups, organisations, experts, landowners & businesses to drive the environmental commitments of the Community Plan and contribute to the delivery of sustainable, environmental benefits.

Play Resource Centre – PRC works with local industry and businesses, taking useful, clean and safe materials, which would normally be thrown away, and offer it to its members at low cost.

Swansea Community Recycling Alliance and Partnership – A SCRAP forum has been developed since April 2005 to represent the whole of the recycling sector in Swansea. It aims to bring together organisations and individuals who are involved in waste management and recycling in the Swansea area.

Swansea Economic Regeneration Partnership – SERP is responsible for overseeing the remainder of the objective 1 programme, and the delivery of the “Prosperity” theme of Swansea’s Community Plan.

Swansea Environmental Forum – SEF is an association of organisations and individuals working together to initiate, develop and co-ordinate environmental action in Swansea.

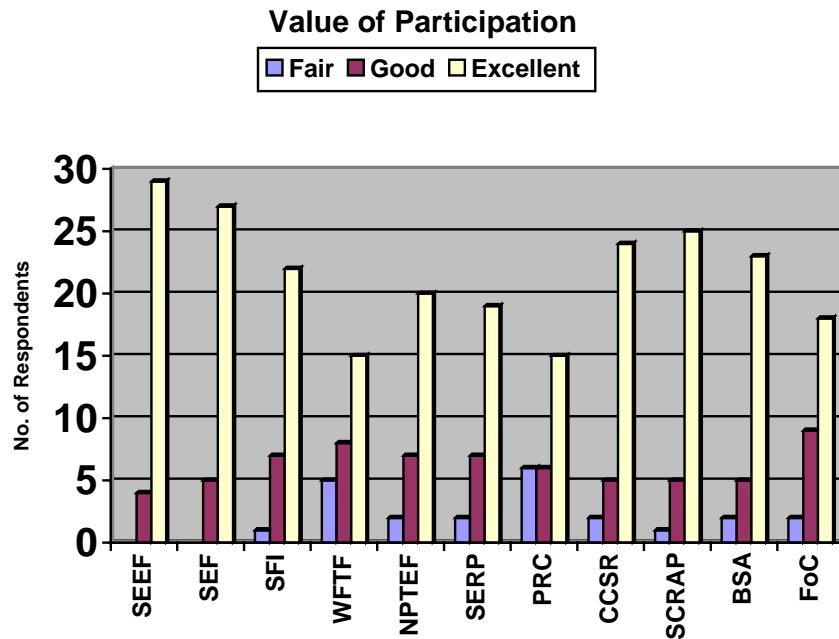
Swansea Fairtrade Initiative – A local group, who push the message of “Fairtrade” forward in Swansea, through education, events and promotional activities.

Wales Fair Trade Forum – A country-wide forum, working to make Wales the worlds first “Fairtrade” country.

Our questionnaire asked -

Question: Do you feel that by attending and participating on external groups, environment centre staff can make a difference and have a positive environmental influence?

A total of eleven groups, regularly attended by centre staff, were listed for consideration



and also they were asked to rate the “value of participation” against each group. The results were as follows (please also see table, appendix 4).

Key:

SEEF – Swansea Environmental Education Forum

SEF – Swansea Environmental Forum

SFI – Swansea Fairtrade Initiative

WFTF – Wales Fair Trade Forum

NPTEF – Neath Port Talbot Environmental Forum

SERP – Swansea Economic Regeneration Partnership

PRC – Play Resource Centre

CCSR – City & County of Swansea Recycling

SCRAP – Swansea Community Recycling Alliance & Partnership

BSA – Better Swansea Alliance

FoC – Friends of Crymlyn

The respondents also commented on -

Question: Any other groups / partnerships that Environment Centre staff should be involved with?

“FSC (*Field Studies Council*)” (**Volunteer**).

“*Alternative Travel Forum*” (**Staff**).

“*Neath Port Talbot Biodiversity Forum and Neath Port Talbot Countryside & Environmental Group*” (**Member Organisation**).

Further Comments on Activity 3.3

Member Organisations:

- With CCW (if possible).

Volunteers:

- People and Planet.

Staff:

- Tourism groups. Involvement with environment artists as a tool for engaging people.

Trustees:

- Swansea and Neath Port Talbot Biodiversity Forum. Important to get more involved in WPT (if we can).
- What has happened to Centres for Change? We ought to be sharing experiences with partners in other parts of Wales / UK. What about any networks that exist in marina / other centres in marina to ensure we are kept in loop to local issues and can play our part in driving sustainable change in our neighbourhood?
- I think there should be more involvement with and by individual members.

Actions on the Activity 3.3

1. Regular reviews / evaluation by trustees and staff on our involvement and / or participation with other groups.
2. Statistical analysis of our participation to be carried out. Figures to be provided for the board of trustees at each board meeting commencing with the May 2006 meeting.

7 Other views of stakeholders

7.1 Other objectives

Our selection of stakeholders (trustees, staff, volunteers, a proportion of individual members A-H, & a proportion of groups A-H) were asked “were there any other objectives that they felt the Environment Centre should be adopting”. The following is their response.

Responses

Individual Members:

- Extending the educational work to other target groups beyond schools/youth e.g. faith groups, senior citizens, community councils, development trusts.

Volunteers:

- To do field research projects.
- More recycling, e.g. plastic and cartons.
- Do more work with the student population.
- Raise awareness of the Environment Centre and Fair trade café throughout the city.

Staff

- Brainstorming with all centre groups who use the facilities may be worth thinking about. Let the community who use the facilities tell you what they want.
- With the current resources I don't think increasing the objectives of EC would be a good thing. I think that the opposite may be required in order for us to deliver / achieve the EC's mission. Whilst all the objectives are appropriate, the number of ways each objective is achieved could be reduced so that resources of time and materials can be focussed more effectively. I think that EC does a fantastic job and plays a crucial part in Swansea and it could do it even better.

Trustees:

- To try to attract new audiences instead of telling the same people.
- Greater effort to offer advice to small businesses and industry.
- Becoming more self-supporting through provision of advice services to wider range of partners (i.e. broaden out Objective 5 to wider range of partners).
- Self-support is of course an internal objective of the business plan.
- Encourage more cycling and provide shelter.
- Be more outgoing and customer friendly (opening times).
- More active in local matters - too neutral.

Many of these are not objectives and relate to, perhaps, our activities, or more specifically to broaden and/or extend our existing activities. Some of the suggestions are already taking place, such as, educational work with faith groups and community councils.

Actions on other Objectives

1. Other suggestions are now being incorporated within social accounting, i.e. “Let the community who use the facility tell you what they want”.
2. Furthermore the suggestion of attracting new audiences instead of telling the same people is very relevant and we do strive to do this via our project officers and at our outreach events.
3. Issues raised in respect of opening times, are now being discussed at board level.
4. Improvements to the Centre, including the provision of shelters for bicycles, are being progressed.

7.2 Priorities

The questioned stakeholders were asked what order they would prioritise our objectives in. The results are shown in the table below. This shows the average priority that the respondents gave to each of our objectives and shows the collective responses to each ranking. Rank 1st represents the most important and rank 6th the least.

	Rank 1st	Rank 2nd	Rank 3rd	Rank 4th	Rank 5th	Rank 6th	"AVERAGED" PRIORITY
Objective 1.	25	4	5	1	1	2	1.8 (1)
Objective 2.	7	9	9	5	2	6	3.1 (3)
Objective 3.	5	6	4	10	11	2	3.6 (4)
Objective 4.	4	11	6	11	5	1	3.1 (2)
Objective 5.	3	4	3	4	7	17	4.6 (6)
Objective 6.	6	4	6	6	9	7	3.8 (5)

The highest response against each question is highlighted in red.

Key:

Objective 1	Raise awareness on environmental matters and issues throughout the community.
Objective 2	Promote sustainability.
Objective 3	Encourage environmental partnerships of individuals, groups and organisations.
Objective 4	Deliver environmental education.
Objective 5	Offer an umbrella and support service to others.
Objective 6	Demonstrate good environmental practice.

It was interesting to note that our objective 1 (raise awareness on environmental matters and issues) was seen as the most important by a large majority of respondents, 66% (25/38) with an averaged priority score of 1.8. The placing of the remaining objectives in order of priority was much more evenly spread with our objective 4 (deliver environmental education) being considered the second most important with an averaged priority score of 3.1. Objective 2 (promote sustainability) also had an averaged priority of 3.1 but was placed third most important, as it was ranked 2nd by 9 out of 38 respondents compared with 11 out of 38 for objective 4.

Objective 3 ranked 4th, Objective 6 ranked 5th and Objective 5 ranked 6th.

It must be stated that we consider all of our objectives of equal importance and the exercise was only conducted to evaluate the strength of feeling for each one.

8 Environmental impact

The Environment Centre operates an Environmental Management System (EMS). Through the EMS system we have successfully achieved level three accreditation of the Green Dragon Environmental Standard for 2005-06, valid until 16th August 2006. (see also section 10 & appendix 10). The commitments entered into cover six areas, namely purchasing, energy, waste, landscape & biodiversity, transport, and legislation.

Details of our actions to minimise the impact on the local environment are as follows, and cover the six areas mentioned above.

Purchasing

- Paper is used on both sides whether photocopying or using as scrap. Recycled white and tinted paper is purchased where available. If not available, then a suitable alternative is used e.g. sustainably managed forest. Recycled or manila envelopes are purchased in bulk from suppliers.
- Desk equipment is obtained second hand where available. New office supplies are ordered in bulk to minimise packaging and travelling distances. Packaging is reused or passed on to other groups. All new stationery bought is made from recycled materials where possible.
- Building materials are obtained second hand where available. If not available, materials are purchased considering minimal environmental impact, ethical sourcing and local availability.
- Furniture is obtained second hand where available. New furniture is purchased considering minimal environmental impact, ethical sourcing and local availability.
- Exhibitions and artwork follow an environmental, educational and/or ethical theme. Plants in the building are grown organically. New paint bought is toxin free and/or environmentally friendly.
- Refreshments for Environment Centre users are fairly traded and/or organic, and are bought in bulk to minimise packaging and travelling distances. Milk is delivered in glass bottles, which are then returned to the company.
- Where possible, cleaning products and chemicals are bought with consideration for the impact they may have on the environment.
- Caterers are used considering their close proximity, and the availability of organic and fairtrade produce. Re-usable cutlery and plates are used for buffets. Customers are given the option of organic, seasonal, fairtrade and products with less packaging.
- Recycled toilet tissue, hand towels and natural soaps are purchased for the Environment Centre facilities. Recycled sanitary bags and bins are provided for sanitary waste to encourage responsible disposal.
- Books for the library are obtained second hand where available.
- Computer hardware is obtained second hand when available / possible. The Centre uses re-writable CD's and refilled ink cartridges when possible.
- Equipment is obtained second hand, where available, and recycled flip chart paper and pens are purchased for group meetings.

- Plants in the garden are grown organically with peat free compost produced on site. Garden features are purchased with consideration for their environmental impact, for example solar powered water fountain, recycled plastic bench.
- All goods sold are either fairly traded, recycled, biodegradable, organic or locally produced. All goods purchased are ordered in bulk to minimise packaging and travelling distances.

Energy

- All lighting in the coffee shop is from low energy bulbs. New low energy lighting has been installed in the foyer, main stairs and main hall (February 2005). When considering renovation or construction, the Environment Centre ensures that specifications are consistent with low energy usage. Electricity is now produced from a renewable source (Green Energy).
- The schedule of times to switch heating on/off is amended every week to suit the needs of the main hall users. In the summer it is switched off all together. Signs on heaters indicate that settings should be returned to their original positions after use. In February 2005 we had a new energy efficient condensing boiler installed to heat the main hall. Also early in 2005 we installed new blinds to help insulate the hall. Two companies have been approached to obtain quotes for repairing the windows, but neither have been interested in doing the work.
- The old condensing boiler was replaced in January 2006 with 2 up-to-date condensing boilers, which run according to demand. All radiators on external faced walls have reflector panels to reduce gas consumption. Solar panels power the ventilation chimney in the annexe. Early in 2005 we installed new blinds to help insulate the main office.
- Solar panels heat water supplied to the annexe and toilets. All water pipe runs are insulated.
- Computers, printers and monitors are switched off when not in use. The photocopier is turned off overnight, and has an energy saving mode after 1 minute. All equipment used for meetings in the hall is switched off when not in use.

Waste

- Water is run through a meter, readings of which are recorded on a monthly basis. Signs around the building indicate that water should not be wasted. All toilets have water saving devices, and the urinals flush automatically via sensors/timer to reduce water usage. Waste water from the toilets and basins only go to the sewer, complying with the Water Industry Act 1991 and the Water Resources Act 1991.



- Watering the gardens and filling the solar fountain is done with water from the rain collection tank when possible.

- All unsegregated waste is deposited through agreement with the Environment Agency, in the bins provided by the City and County Of Swansea for the Gwalia Housing Estate. On average, the Centre produces one refuse-sack of unsegregated waste per week.
- Environment Centre users are encouraged to use paper on both sides, and to minimise the amount of office waste produced. Paper and card waste are deposited in the relevant recycling bins. Envelopes reused where possible, or recycled. The Centre produces approximately three refuse-sacks of paper per week, and half a refuse sack of cans and glass per week. All paper, cans and glass refuse, is collected by the City and County of Swansea for recycling.
- Boxes and packaging are reused where possible, cardboard and plastic bottles are taken to recycling sites. Approximately two wheely-bins full of cardboard are taken to be recycled per month.
- Organic waste is composted or deposited in the “wormery” on site. Approximately one refuse-sack is deposited in this way per month. All containers, cutlery and plates used by the Environment Centre are reused.
- All garden waste is composted on site.
- All unwanted furniture items, in reasonable condition, are sent away for reuse.
- All unwanted hardware, in reasonable condition, is sent away for reuse. Unwanted or broken CD's are reused where possible, for example in the garden as bird scarers, or for artwork. Printer ink cartridges are refilled or sent to be recycled, if possible.
- Environment Centre users are encouraged to deposit sanitary waste and nappies in the relevant bins provided.
- Cleaning products are stored in appropriate containers in "staff only" areas. Waste such as cleaning products and paint is disposed of in accordance with statutory requirements.

Landscape and Bio-diversity

- Various species of organically grown plants attract a variety of wildlife to the Environment Centre garden. The Environment Centre optimises use of space for “bio-diversity” through the construction of high planters, a pond, bird feeders and a turf roof. This has been recognised in the Centre's achievements in the Swansea in Bloom awards. The Environment Centre has “Key Building” status, increasing the heritage value of the site.



Transport

- Staff and volunteers are encouraged to walk, cycle or use public transport to travel to and from work, and when travelling on Environment Centre business.
- Volunteers are reimbursed public transport fees.
- Bike racks are provided for Centre users.
- The Centre is actively involved in Bike Week and "In Town Without My Car" day.

Legislation

The following is a list of Legislative Acts that have been taken into account when considering our environmental review annually.

Water Resources Act 1991

Water Industry Act 1991

Environmental Protection Act 1990, Part II

Environmental Protection (Duty of Care) Regulations 1991 (SI 1991/2839)

Special Waste Regulations 1996 (SI 1996/972) (as amended 1996,1997)

Controlled Waste Regulations 1992 (SI 1992/558)

Landfill Tax Regulations 1996 (SI 1996/1527) (as amended 1996, 1998)

Landfill Regulations 2002, Regulated by EA

Environmental Protection Act 1990, Part III (amended by the Noise and Statutory Nuisances Act 1993 & The Environment Act 1995)

Noise and Statutory Nuisance Act 1993

Health and Safety at Work etc Act 1974

Control of Substances Hazardous to Health Regulations 1999

Climate Change Levy

Disposal of Refrigeration Equipment (EC Reg) No. 2037/2000

Waste Electrical and Electronic Equipment (EU Directive)

Green Dragon Environmental Standard Targets

During the social accounting year (August 2005 to August 2006) we had set ourselves four main targets under the Green Dragon Environmental Standard.

1. Introduce new incentives and facilities for staff who use sustainable transport.
2. Reduce water consumption by 5% for the 12 months to August 2006.
3. Reduce electricity consumption by 5% for the 12 months to August 2006.
4. Reduce gas consumption by 5% for the 12 months to August 2006.

The Environment Centre successfully achieved renewal to Level 3 of the Green Dragon Environmental Standard on 16th August 2005 having achieved the targets set from the previous year (see section 10 Compliance).

Actions identified to achieve the targets.

Target 1.

- We will introduce a travel and subsistence policy from 1st April 2006 (see appendix 10).
- A covered area (for bicycles) will be provided by the end of 2006, to encourage bicycle use at the centre.

Target 2.

- We are to look at improving our collection of rainwater via new / replacement water butts, by the end of 2006.

Target 3.

- We will install a solar hot water system for our kitchen, in September 2006 (to replace an old electric water heater). Subject to an application for funding.
- We will install energy efficient lighting in the kitchen area and in the office space (to be created by the moving of our library space), subject to a successful funding bid.
- Further funding requests are to be applied for (by March 2007) to install energy efficient lighting in the offices.

Target 4.

- Further measurement of our gas consumption will confirm savings brought about by the installation of a new energy efficient gas condensing boiler (January 2006) for our main building.

9 Economic impacts

As part of these Social Accounts we set out our receipts and payments for the year to 31st March 2006. We believe that our whole existence is towards social and community benefit. It is therefore right and proper to show where our expenditure is being spent and from where our income is sourced, thereby giving an indication of our economic impact.

The Environment Centre Ltd Receipts and Payments for the year to 31st March 2006

Receipts		Payment	
Office / Workshop Fees	£4,340.00	Salaries	£117,713.00
Room Hire Fees	£5,099.00	Training	£988.00
Project Fees	£43,846.00	Cleaning	£307.00
Shop / Café Sales	£8,259.00	Water / Fuel	£4,265.00
Administration Services	£1,874.00	Insurance / Professional	£4,707.00
Compact Grant	£24,055.00	Buildings	£10,666.00
CCW Grant	£8,137.00	Office	£6,497.00
SEEF	£20,516.00	Promotion	£978.00
SRS Grant	£233,119.00	Shop Stock	£7,023.00
WAG / Awards for All Grants	£22,790.00	Resources / Subscriptions	£2,797.00
Donations / Fundraising	£3,563.00	SRS	£22,613.00
Memberships	£2,366.00	SEEF	£11,554.00
Bank Interest	£1,479.00	Projects	£245,128.00
Total Income	£379,443.00	Total Expenditure	£435,236.00
Opening balance 1st April 2005	£66,290.00		
Add total Income	<u>£379,443.00</u>		
	£445,733.00		
Less total Expenditure	<u>£435,236.00</u>		
Closing balance as at 31st March 2006	£10,497.00		
SRS Income rec'd April 2006 (for expenditure made 2005/6)	<u>£44,868.00</u>		
Underlying balance	£55,365.00		

The Receipts and Payments account therefore show that the Environment Centre contributed the equivalent of £435,236 of its work for local community and social benefit.

With particular reference to the two objectives within the scope of these social accounts, it can be seen that income generated from Office / Workshop Fees £4,340.00, Room Hire Fees £5,099.00, Shop / Café Sales £8,259.00, Admin Services £1,874.00, Memberships £2,366 and Project Fees £43,846 provides for 17.3% of our total income. The main source of income is via grant income. This allows us to offer low cost facilities to local

communities and individuals without having an adverse effect on the sustainability of the business. Being a not-for-profit business allows us to concentrate on delivering our objectives in an ethical and non-judgemental manner. Furthermore it allows our stakeholders to benefit from our success.

The Environment Centre now employs eleven staff. Most are funded via grant income with only two being supported from core funds. We also provide a payroll service to projects such as Sustainable Swansea (two development workers) and the MOre Green Project (one key worker). The Strategic Recycling Scheme (SRS), a Welsh Assembly led three year grant, supports our three Education Officers and provides funding for the administration and management of the community recycling grant.

The Environment Centre led a bid for the SRS Monies on behalf of the Swansea Community Recycling Alliance and Partnership. This involved preparing a comprehensive application form and business plan for the Swansea Recycling Project (SRP). The Centre secured £1.5 million towards recycling and waste minimisation in Swansea and assisted six community organisations / projects. These include Swansea Community Farm, Black Environment Network, Sustainable Wales, Enfys Foundation, Swansea Environmental Forum and the MOre Green Project as well as the Swansea Waste Disposal Company who provide a green waste kerbside collection service. The Environment Centre also benefits by delivering the recycling and waste minimisation education through schools and the communities.

10 Compliance

Statutory & Voluntary Standards

Charity Commission

The Environment Centre Ltd became a registered charity in July 1994. Classified under “education / training in environment / conservation / heritage’ and helping children / young people / other charities / other groups and the general public. The Environment Centre is regulated by the Charity Commission to :-

- Comply with legal requirements by - only undertaking activities that are within our objects and powers – being independent of government & other funders i.e. a separate & independent legal entity – trustees only acting in the interests of the charity and its beneficiaries.
- Ensure the trustees continue to exercise independent judgement.
- Use charitable assets as effectively as possible.
- Identify and demonstrate what it is that we add and how it benefits service users.

Companies House

The Environment Centre Ltd was incorporated (under the Companies Act 1985) as a Private Limited Company by the Registrar of Companies at Companies House, Cardiff on 17th May 1994.

The annual return for the serving directors (trustees) is completed after the 17th May each year. The return during the period of the social accounts was completed and submitted on 23rd May 2005.

The financial accounts are to be submitted to Companies House within 9 months of the financial year-end. Historically, the financial accounts are completed in November following the financial year-end and submitted to Companies House on the date of our AGM (first Monday in December).

Health & Safety

We will provide healthy and safe working conditions, equipment and systems of work for all of our employees and members, and provide all such training and information as is necessary. We also accept responsibility for all other people who may be affected by our activities. Our Health & Safety Policy will be kept up-to-date, particularly as the organisation changes in nature and size. The Policy will be reviewed at least once a year.

Green Dragon Environmental Standard (See Section 8)

The Environment Centre successfully achieved renewal to Level 3 of the Green Dragon Environmental Standard in August 2005. Under this we have developed an Environmental Policy, have ensured our compliance with environmental legislation, identified our significant environmental impacts and set objectives and targets to meet these, as well as regularly monitoring our emissions and consumption and striving for continual improvement. Continued achievement of the standard is audited annually.

Other Policies of the Environment Centre

The following policies are in place and have been adopted as practice at the Centre (see appendix 10).

Environmental Policy

Sets out a policy statement for the Environment Centre and highlights areas that have been given consideration following our annual review.

Equal Opportunities

We set out exactly what the Environment Centre promotes and the legislation that we follow. Maintenance, monitoring and review are done annually with the practical application of the policy applied daily.

Welsh Language

The treatment and use of the Welsh Language at the Centre is clearly defined in our policy.

Information Security Policy

Our policy is defined in detail and includes items such as our information strategy, security, data protection, and the conduct and use of computer systems at the Environment Centre.

The Protection of Children, Young People and Vulnerable Adults

Our policy is defined in detail and includes
 Recruitment, selection and training of Volunteers
 Reporting procedure
 Dealing with disclosures of abuse
 Good practice guidelines
 What is child abuse?

Staff Travel & Subsistence Policy

As an Environment Centre our preferred travel modes will generally be public transport, on foot and/or bicycle. Our Travel policy and reimbursement to staff reflect this.

Insurance

Our insurance cover is arranged via an agency (Willis Businesscare) and is for the period 30th August to 29th August annually.
 The insurance is underwritten by Norwich Union Bonus Ltd, and our cover is through their Norwich Union Combined Insurance Policy.

Summary details of the insurance cover for the year to August 29th 2006, is as follows.

Buildings - sum insured £448,500
Contents - sum insured £34,500
Business interruption, additional increased cost of working – sum insured £51,750
Book debts, outstanding debit balances – sum insured £25,000
Money, including National Ins, crossed cheques – limit any one loss £250,000
Public Liability – any one event £2,000,000
Products Liability – all insured events in any one period £2,000,000
Employers Liability – limit of indemnity £10,000,000
Damage to exhibition property – sum insured £5000

11 Financial information

The financial Audited Accounts for the year ended 31st March 2006 are not yet available. Historically they are produced by 1st December following the year-end and in time for our AGM on the first Monday in December. Requirements dictate that these financial accounts must be submitted to Companies House within nine months of the financial year-end (for the financial year 2005-06, by 1st January 2007).

I have therefore included, as an appendix, the financial Audited Accounts for the year ended 31st March 2005 (which were completed on 15th November 2005), for information only.

12 **Main issues and achievements, conclusions and recommendations**

Here are a few of our highlights of achievements

- 90% of our respondents felt that the mission statement was appropriate
- 82% perceived our performance in the delivery of the monthly newsletter to be excellent.
- 95% had used or accessed our information leaflets at the centre.
- 97% were interested in the “Local Issues” feature of “Greenlight”.
- 65% had visited our annual “Green Fayre” event.
- 85% thought that our hall hire rates were excellent value for money
- 88% felt that by attending SEEF meetings, Environment Centre Staff were excellent in making a difference and having a positive environmental influence.

More achievements throughout the Social Accounting year.

- The Environment Centre celebrated its ten-year anniversary since its official opening by HRH Prince of Wales on 15th April 1995. The Environment Centre’s Celebration Event was held at the Dylan Thomas Centre on Friday 15th April 2005 and was a great success. Speakers including Andrew Davies A.M., Deb Hill & Phil McDonnell (Swansea Environmental Forum) and Alan Kreppel (Chair of the Board of Trustees). Phil Williams (Plan-it Eco) held everything together as M.C. on the night. Our entertainment included a terrific performance by the Bishop Gore School Choir and a more than energetic send off by the “Boys from the Hill”.
- In July 2005 we took on a new Project Officer for the Communities, Lindsey Hill. Lindsey carries out waste, re-use, recycling and waste minimisation education in and around Swansea.
- A new venue, at the National Waterfront Museum was used for our “Green Fayre” in November 2005. The successful event, as usual, was organised by Hannah Adkins, our Resources Officer.
- The Social Accounting process, as evidenced by the production of these, our first, Social Accounts, was a huge success.
- Every comment received via the questionnaire consultation has been listed verbatim within these accounts.

The actions identified throughout the accounts have been repeated here to form an easy to view summary. We have kept to similar headings for ease of reference.

Actions on the Mission Statement

1. We will revisit the wording of the Mission Statement at our next Social Accounting round in 2007-08.

Actions on Values

1. Improve our accessibility by moving our library space to the ground floor reception hall. Work to commence in the latter part of 2006, subject to funding (application submitted, awaiting outcome).
2. Saturday Opening being considered by Board of Trustees (initial discussions at the July Board Meeting with a further review scheduled for subsequent meetings).
3. We will add in these values to our next draft business plan (due to be drawn up by the financial year ending 31st March 2007).

Actions on Objective 1.

1. Specific information will be provided on “Energy”. New Project Officer will develop information sheets and leaflets in respect of “Renewable Energy” by March 2007.
2. Information links to new library space to be achieved by middle of 2007.
3. Continue to obtain feedback from our stakeholders with responses being sought at the next Social Accounting round in 2007-08.
4. Saturday opening to be reviewed by Board of Trustees.

Actions on Activity 1.1

1. Relocation of the main library space (upstairs annexe) to the ground floor main reception hall. (work scheduled for late 2006, subject to funding).
2. Recording of all leaflets, journals, posters.

Actions on Activity 1.2

1. Website format to be reviewed annually for improvements and/or additions.
2. Additions include the availability of space for partners and linked projects. E.g Swansea Environmental Education Forum (SEEF) now have a page to detail their organisation; the Swansea Community Recycling Alliance & Partnership (SCRAP) are to place a page on our site to inform others on the mission of their partnership.
3. Website to be promoted in our newsletter with a link to further information.

Actions on Activity 1.3

1. A question & answer section (advice page) will be incorporated into future editions.

2. We will add some colour to future editions to improve its appeal.
3. The possibility of a student action / events item to be included in the Youth / Education page.

Actions on Activity 1.4

1. We have already added a renewable energy exhibition to our list of exhibitions for the year 2006-07.
2. We will continue to support local environmental artists by exhibiting their paintings.
3. Improve and development existing annual exhibitions.
4. Because of the low percentage attending our exhibitions, we will look improve our marketing and advertising of each exhibition.

Actions on the Activity 1.5

1. Evaluate our contribution to all the shows and events that we take part in.
2. Before each event, set out our requirements and what we wish to achieve.
3. Following each event, assess whether our objective has been achieved.
4. Look at potential new events (such as the Margam Show) to see if we can increase and widen our participation.
5. We will ask for feedback on future questionnaires as to why people didn't attend our stand / display.

Actions on Objective 2.

1. Expand our "Green Shop" to include more local produce. (We will need to redesign our Annexe space to include a meeting area and enlarged "Green Shop". Probable timescale to be at the latter part of 2007 and, of course, subject to funding).
2. Up-date our Information Panels around the outside of the building. This work will be scheduled to be ready for spring 2007.

Actions on Objective 3.

1. Promotion of memberships to be upgraded with improved membership package and professional welcome pack for new members. (In process of being put together by Resources Officer) in time for 2007 memberships.

Actions on Activity 3.1

1. Look at incentives and perhaps include giving discount to members at our Green Shop.
2. Carry out membership drive at outreach events.

Actions on Activity 3.2

1. Separate meeting area in Annexe for small groups (up to 6 people).
2. Supply more organic / local produce refreshments to visiting groups.

3. Improve disabled emergency facility by providing wheelchair ramp exit to fire escape.
4. Storage area at rear of hall to be improved.

Actions on the Activity 3.3

1. Regular reviews on our involvement and / or participation with other groups.
2. Collate our contact scope with statistical analysis to be carried out at each meeting. Figures to be provided for the board of trustees at each board meeting commencing with the May 2006 meeting.

Actions on Objective 4.

1. We clearly need to find out more from our users. This objective will form one of the key elements in our next Social Accounting cycle when we will target our education users with specific questions to ascertain feedback & evaluation on our performance in this important area.

Actions on Objective 5.

1. Office space to be created for two of our partner projects. We have already identified the space and will arrange the conversion of our old library space in late 2006, subject to funding).

Actions on Objective 6.

1. Dissemination of information on both our Environmental Management System (EMS) and the "Green Dragon" Environmental Standard will be improved by involving Staff, Trustees and Volunteers. A summary factsheet is to be produced advising both the general public and others of our achievements under EMS & Green Dragon. To be produced following our (successful) annual review of Green Dragon for 2006.
2. Interpretation of the "key features of the building", will be produced (June 2006) for use by all visitors.
3. Radiator in Sustrans office was repaired in March 2006.

13 Strengths and Weaknesses of the Social Accounting Process

Producing a set of Social Accounts for the Environment Centre has been a challenging and thought provoking exercise. For the first time we asked questions of and received feedback on our performance. It was good to set out our activities and have the opportunity to evaluate the feedback and our performances in many key areas.

We do now need to take stock of where we are at present and use the experience of progressing through the social accounting process to best effect. To do this will require the guidance, support and input of the whole Environment Centre team, from the Chair of Trustees to the Volunteers.

It was good to be guided through the process by Cylch, who themselves were formulating Social Accounts, for their organisation, for the first time. The other groups in our South West Wales region also provided encouragement and support, as they too found the going difficult at times. The main driver though was Cylch, who recognised that the process was best achieved in bite-size chunks and this we did with a number of workshops throughout the development period.

When deciding what objectives to concentrate on, it was prudent that we eventually settled on just two. The amount of information that could be obtained from each activity within the objectives was enormous. Because of this, in hindsight, our questionnaire ended up being a little laborious to complete. I do feel however that the exercise will be invaluable to the Environment Centre and breaks new ground in improving our social, economic and environmental future.

During our next social accounting cycle we will draw on our past experiences in formulating questionnaires and perhaps look to gaining the required feedback from other sources, such as one to one interviews, telephone responses & group feedback. Also we will tailor the questions from the generic questions presently used, to target a more specific audience e.g. separate questionnaire for schools, and different types of questionnaire for specific members. We also need to follow on from our first questionnaire and contact the members not contacted in this round (I'm sure many members will ask us as to why they weren't consulted for this social accounting cycle).

The process has taught us to record statistics throughout the year and to utilise our volunteers to assist us in the collection of data.

It would be good to utilise all the best practice from not only our own experiences, but from the other organisations that have entered into social accounting for the first time.

Finally, it was time consuming in the latter part of the process to write up the accounts and maybe the task could have been shared out amongst the team. It will be beneficial to consider this in our next social accounting round.

14 Future Plans for the next Social Accounting Cycle

The Environment Centre has decided that we will not produce a set of Social Accounts for the accounting year 2006-07.

It has proved a difficult task for a small organisation like us to provide the resources to complete the process of social accounting for the first time. This has meant that the process will not be completed until October and therefore we would be well into the second half of another social accounting year.

We would like to have the opportunity to analyse the process, make the necessary improvement to our systems and act upon the findings of this our first set of social accounts.

This will prepare the way for us to build on our initial Social Accounting production and plan for a more comprehensive and inclusive set of social accounts for the year 2007-08.

15 Dialogue and disclosure

A number of methods will be used to disclose the findings of the social accounts including:

- A summary version will be produced, presented and distributed as an important part of our AGM process.
- Presentation to the Board of Trustees.
- Presentation to Staff / Volunteers and Resident Organisations.
- The summary version will be available on our website and as an insert to our monthly newsletter “Greenlight” (December edition).
- The summary version will also be distributed to those who responded to the Centre’s consultation.
- The full version will be made available to anyone requesting a copy (subject to a small fee to cover production costs such as photocopying and postage).

16 Appendices

1. Example Board Reports
2. Questionnaires
3. Social Accounting Plan
4. Summary of responses to questionnaires
5. Monthly summary list of hall bookings (April 2005 to March 2006)
6. Leaflet / Poster listings
7. Magazine / Periodical listing
8. Library log
9. Financial Audited Accounts for the year to 31st March 2005
10. Policies of the Environment Centre