

# David Bellamy Conservation Award

## WAYS TO MAKE YOUR PARK MORE ENVIRONMENTALLY FRIENDLY

Information for Park Owners and Managers

**2018**



## **ADVICE AND INFORMATION ON KEY ASPECTS OF PARK ENVIRONMENTAL MANAGEMENT**

These guidance notes contain advice and information on how you can improve your park's environmental performance. They cover all the main issues that the Award Scheme considers. This information should help to focus and direct your park's environmental work and help you prepare for your next assessment.

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## PARK ENVIRONMENTAL MANAGEMENT

One of the key things that the David Bellamy Conservation Award Scheme assessors are asked to do is to look at how parks manage environmental issues. This is important because, getting the management of these issues right can actually help a park to:

- streamline its approach
- get the job done more effectively
- reap the maximum benefits

### ASSESSING ENVIRONMENTAL PERFORMANCE

The best place to start is to look at your organisation to see where its strengths and weakness lie in terms of its impact on the environment. From this assessment you can highlight the steps you need to take to reduce your park's environmental footprint and boost its value to wildlife. This benchmarking exercise is an important first step as it shows you where best to focus your work.

There are, of course, many consultants out there only too willing to take your money off you to do such a job of work – and it may indeed be worthwhile getting them in, especially if yours is a large, complex park. However, there are a number of other options, the first of which is to take part in the Bellamy Award Scheme! Your assessor will look at all aspects of your park management and provide you with a written report detailing environmental strengths and weaknesses along with a list of recommendations about how you can improve. This is a great starting point.

Whether you take part in the Scheme or not, the other approach you can consider is a 'do it yourself' assessment. This should involve breaking your park's environmental activities and impacts down into their key elements. Then you should assess how you are doing for each of these different aspects. There is, of course, no need to look at everything at once if you do not have the time or resources. Instead you could focus on one element, say ecological management first, and then assess other issues, say energy consumption later.

### Start by establishing a base-line

In terms of assessing your ecological management the best approach is to undertake a base-line survey of the habitats and species you have on your park and to take a snapshot of how you organise the horticultural and ecological management of your land. Equally, when it comes to waste management, water use, energy consumption and the consumption of other resources (from caravans to copier paper) it is important to get a picture of the current state of play. So take a look at your operations (how you do things) and also get a measure of your performance, whether it's your park's biodiversity, the amount of energy you are using, the amount of water you flush away or the amount of rubbish you recycle. This means that you will have to do a bit of legwork, conduct relevant surveys and studies and dig out any relevant documentation and records such as bills and meter readings, waste disposal records and purchase orders.

There are a number of other issues to consider as you build up a picture of your current environmental performance, these include legal compliance, your current employee training programme, your purchasing policy and your relationship with your key contractors. All should be assessed to see how you are performing from an environmental point of view. It is vital that your park meets all relevant environmental regulations e.g. those relating to the discharge of treated sewage to watercourses and has the necessary paperwork in place e.g. discharge consents. Remember that the BH&HPA can provide members with advice and assistance regarding regulatory and compliance issues. Indeed, the best place to start to look at legal compliance is the BH&HPA members' website. Another place to look for guidance is the Netregs website [www.netregs.gov.uk](http://www.netregs.gov.uk) which provides an on-line tool to help you assess your company's environmental compliance.

## Opportunities and action plans

As you assess your park's performance, the key thing to do is to look for opportunities for improvement. For example, when you look at your office buildings, you may find that you are not using the most efficient light bulbs and that you could install reflectors to improve the effectiveness of your strip lighting. Or perhaps, you are not maximising the environmental potential of your grassland areas and could look at setting aside a corner of your park as a wildflower meadow area.

Making these sorts of judgement calls, requires a working knowledge of the alternatives and options – and perhaps most importantly, an assessment of comparative costs, potential savings and payback periods. A lot of information on these issues is contained in past Journal articles and in these briefing notes. The web is another fantastic resource to investigate your options. A great place to start is the Award Scheme's own website at [www.bellamyparks.co.uk](http://www.bellamyparks.co.uk) .

Once you have gathered this information together, you can then properly balance your potential improvement options against each other. You can then prioritise your work based on the impact it will have and the investment needed to make it happen. From this ground work you can then develop a series of policies and environmental action plans for your park.

## Putting it down in writing

To help you in this work, you can use the tables contained in the Appendices of these notes as a way to structure your ecological, energy, water and waste environmental management plans. In each 'issue' row list the projects that you have drawn up through your park assessment process. Then, when the project has been completed, report on your achievements. Such a completed plan will be very useful to your assessor. Most importantly, it will allow you to see how you are doing and help you move forward in a systematic manner. These plans should be reviewed periodically and updated as projects are completed and new projects added.

In each table some representative sections have been filled in to give you an indication of how they can be completed - just delete these and add your own plans. Remember that, if possible, you should give your specific plans measurable targets and deadlines. If you make these realistic you will have more chance of success.

Feel free to customise these tables to suit your specific needs!

## Park environmental policy

A simple environmental policy can form the cornerstone of any park or company's environmental management approach – and that applies to the smallest or biggest park.

According to Envirowise, an organisation that supplies free government-supported environmental consultation, advice, and documentation for UK businesses, an environmental policy is 'a written statement outlining an organisation's mission in relation to managing the environmental effects and aspects of its operations'. In other words, it sets out a series of commitments about how a business is going to improve its environmental performance and allows people to see a company's aims and objectives. For this reason, a good park environmental policy will provide a touchstone for all staff, visitors and residents that lets them know what direction a park is going in and how it aims to get there.

Envirowise suggest three main things that should be kept in mind when drafting up a statement:

1. keep the statement short – if it's longer than a sheet of A4, then it's probably too long
2. the statement is meant for everyone to see, so make sure it's easy to read and understand
3. the statement must be realistic, achievable and relevant to your organisation's activities and practices

The group also notes that it is vital to get commitment to making the policy work and that the statement should therefore be signed, dated and endorsed by the park owner or senior manager.

### **Sample Park Environmental Policy Statement**

An environmental policy statement could read as follows:

'We are committed to:

- working to enhance the value of our park for wildlife
- complying with the requirements of relevant environmental legislation and approved codes of practice
- assessing the environmental impact of all current and likely future operations
- reducing the pollution and waste produced by our park operations
- reducing the consumption of all raw materials, including water, energy and supplies on our park
- training employees in environmental matters and encouraging them to take a lead on environmental improvement projects
- expecting high environmental standards from all our suppliers and contractors
- helping our customers to do their bit for the environment
- helping our customers to enjoy the wildlife on the park and to participate in its conservation
- working as a 'good neighbour' in our locality by supporting our local community and economy
- supporting local conservation projects

To be meaningful a policy must be a set of statements that a park really intends to commit to – not just 'hot air'. This means that its development must be carefully considered, preferably as part of an overall assessment of park environmental action. The best environmental policies are those that have been drawn up with the full involvement of staff – this helps get their commitment to action. On residential parks, residents can also be involved in the development of an environmental statement – they are, after all, going to have to live with the consequences!

Once it has been finalised, an environmental policy statement should be prominently displayed where it can be seen and regularly discussed with park staff and visitors if they are interested.

# ECOLOGICAL MANAGEMENT

## GENERAL ADVICE

With the British countryside under ever increasing pressure and with many species declining in number, it is becoming more vital than ever for parks to manage their green space in the most ecologically-sensitive way possible - even the smallest parks can work miracles by making wildlife welcome.

The overall goal of your work should be two-fold:

- to create a park that gives your visitors or residents an environmentally rich and beautiful place to enjoy and explore
- to create an oasis for wildlife that is home to as wide a variety, and as large a number, of plants and animals as possible. Your overall aim should be to boost biodiversity – the variety of plants and animals on your park

To see if you are doing the right things, ask yourself two questions:

1. if your park is already blessed with natural or semi-natural habitats, such as established woodland or riverbanks, are you working to really maximise the quantity and variety of wildlife they contain?
2. if your park has few natural features, are you doing everything you can to create places for wildlife to live, feed and breed, such as bird boxes, new hedges, wildflower meadows or water features?

If you can answer 'yes' or even 'a little' to either of these then, you are already heading in the right direction!

There are a whole host of simple things you can do to encourage wildlife on your park, some take only a few hours like planting a tree or putting up a bird box, others a weekend like building a small pond. There are many places to look for ideas and advice. For example the Wild About Gardens website [www.wildaboutgardens.org.uk](http://www.wildaboutgardens.org.uk) is a joint project of the Royal Horticultural Society and The Wildlife Trusts. It aims to encourage and inspire people to take action for wildlife in their gardens. It is possible to do a lot of good by just implementing some of the ideas from websites such as wildaboutgardens, however for most parks a more strategic approach is normally best.

It is best to plan your environmental work alongside the work you do to develop and manage your park. One way forward is to see what key habitats and wildlife your park already has by doing a species count and a habitat survey, your local wildlife trust should be able to help. Using this information, you can then draw up an action plan to conserve and enhance your park's wildlife. For more advice on ecological management issues see the section on environmental management on page 4. A sample Ecological Management Plan is also included as an appendix to this document.

Your action plan will almost certainly involve breaking your park down into different areas and habitat types and working out specific improvement projects, such as digging a new pond, alongside longer-term management work, such as thinning woodland to encourage more biodiversity. You will probably have to back up your plans with some staff training. The scope of this training will depend on your park – a large commercial park may operate formalised training programmes, on smaller 'family' parks this work will probably be less structured and simply a question of making sure that all members of the team know what they are doing and why.

Environmental improvement ideas are detailed below for all the different types of habitat you may have on your park. Overall you should be aiming for a good balance between pitches, grassland areas, formal planting and wilder areas. You should also be aiming for a layout in which caravans and lodges are well-spaced and well integrated with landscape features and planting. There are a number of other general ideas and issues which you should think about:

- your overall aim is to enhance biological diversity. To achieve this, boosting habitat diversity (i.e. the range of habitats present) is important, as is boosting species diversity within habitats

- plant species; try to make as many of them as possible local native varieties – these will provide the greatest benefits to local wildlife and will also help make your park an integral part of the surrounding landscape. For more information on local flora and a list of reputable wildflower seed suppliers, along with comprehensive advice on habitat creation, see [www.floralocale.org](http://www.floralocale.org).
- large continuous areas of habitat support larger numbers of species than small isolated areas. Your park management should therefore aim to create habitat areas that are as large as possible and to provide ecological corridors linking otherwise isolated habitats. Ecological Corridors are strips of vegetation that provide enough shelter to allow wildlife to move between two areas
- a key element of ecological management that is being increasingly recognised is 'functional connectivity' in the landscape. Good park management should take account of how a park connects habitats in the surrounding area and should aim to boost this role. For example, formalising a water course through part of a park might make it unsuitable for species such as water voles to migrate up or down stream, instead the role of the watercourse as an ecological corridor should be improved with appropriate planting and other appropriate management
- another general management aim should be the removal of alien plant species i.e. those that would not be naturally found in an area. This is because these often out-compete native species and reduce diversity, and are of limited habitat value i.e. they do not support many native species. Examples include Himalayan balsam and Japanese knotweed. Timely removal or control of such species is advisable as the longer they are established the more they will spread and the more difficult and expensive it will be to get rid of them. Remember that if you have invasive plants or injurious weeds on your premises you have a responsibility to prevent them spreading into the wild or causing a nuisance
- your planting schemes should be designed to give wildlife somewhere to live and food to eat. Winter food plants for birds and nectar plants for insects are particularly important. When planting please try to put in a mix of plants that flower and fruit for as long a period as possible to give the forage that birds and insects need. When choosing plants for your park, remember that specific animals have specific needs – for example, butterflies don't just need nectar plants to feed from, their caterpillars also need the right plants to thrive. The website [www.wildaboutgardens.org.uk](http://www.wildaboutgardens.org.uk) provides good lists of plants to support birds, mammals and insects.
- ensuring that honey bees and other pollinators have forage plants to feed on for as long a period of time as possible is at the heart of the Honey Bee Friendly park project. This is a scheme that the David Bellamy Scheme has been running with the British Beekeepers Association since 2015. Full details of are available from the scheme website ([www.bellamyparks.co.uk](http://www.bellamyparks.co.uk))
- one way to give animals more shelter and a place to breed is to cut back on cutting back and leave more areas of your park to run wild. If you do this, set up signs to let your visitors or residents know what you are doing and why
- try to make your horticultural work as green as possible and use environmentally friendly traditional methods of managing your grounds such as coppicing trees and hand-laying hedges wherever possible, and also think about limiting the amount of chemicals you use
- think about the water permeability of your park. Try and keep hard standing and tarmac to a minimum to allow rainwater to drain away naturally. However keep in mind relevant health and safety issues and make sure that your bases are appropriate. You can also use roadside swales and other soft landscaping features to channel rainwater off roads and to capture it for future re-use

Ecological management is also an opportunity to try new things. For example, if you are renovating or constructing buildings on your park you could investigate whether a living roof e.g. planted up with simple sedum/moss plant communities is an option. Look for opportunities to introduce nature wherever you can.

If you are doing the right things then you should see your park becoming a richer, more interesting place for both wildlife and humans; you should also see the variety and number of plants and animals that visit and

live on your park increase. Keeping tabs on this through regular wildlife surveys will really let you know how you are doing – as will all the positive comments you get from your visitors or residents!

### Things to try...

General Ecological Management	Planting Policy	Horticultural Management
<ul style="list-style-type: none"> <li>• think about having a written ecological strategy or mission statement to focus your work</li> <li>• get a wildlife survey done and use it to develop an ecological action plan</li> <li>• involve staff – they can be a mine of good ideas and will be the people doing all the work!</li> <li>• provide staff training on ecological management issues structured or informal, depending on your circumstances</li> <li>• monitor improvements by doing regular species counts get your visitors or residents involved!</li> <li>• boost the diversity of habitats you have on your park</li> <li>• enhance the size of your wild habitat areas and link them wherever possible with wildlife corridors</li> <li>• cut back on cutting back</li> </ul>	<ul style="list-style-type: none"> <li>• wherever possible use native species on your park</li> <li>• have an on-park nursery or greenhouse where local plant species are propagated and grown for on-park use</li> <li>• source native wildflowers, trees and other plants from a reputable supplier that guarantees uk/regional provenance</li> <li>• plant flowers, shrubs and trees that provide shelter and food for insects, birds and other animals</li> <li>• join the Honey Bee Friendly scheme</li> </ul>	<ul style="list-style-type: none"> <li>• use compost produced on-park</li> <li>• if using compost, use peat-free</li> <li>• implement an organic or low chemical horticultural policy</li> <li>• investigate biological pest control e.g. Setting up a beetle bank where beneficial insects can live and reproduce</li> <li>• rigorously control invasive/non-native species e.g. Japanese knotweed</li> <li>• keep all mechanical equipment well maintained and serviced</li> <li>• keep fuel use to a minimum</li> <li>• use traditional management methods e.g. coppicing/hand-laying of hedges</li> </ul>

### Where to go for more information and help

There are 47 local Wildlife Trusts across the whole of the UK. They are a great source of information on ecological enhancement and management and should be able to help you conduct a wildlife survey on your park see [www.wildlifetrusts.org](http://www.wildlifetrusts.org). The Conservation Volunteers group is an excellent source of information on the more practical side of ecological management and a potential source of volunteer labour [www.tcv.org.uk](http://www.tcv.org.uk). [www.wildaboutgardens.org.uk](http://www.wildaboutgardens.org.uk) provides good lists of plants to support birds, mammals and insects and access to a wide range of leaflets from the Wildlife Trusts.

## THE MANAGEMENT OF SPECIFIC HABITATS

### Open grassland areas

Open grassland areas don't have to be close-mown and devoid of any wildlife. With a bit of thought they can be brought to life by managing them to include rough/wild areas, beautiful and fragrant wildflower meadows and clumps of shrubs and trees. This approach can also bring new colour and interest to unexpected corners – along road verges, for instance, or alongside the fairways of golf courses.

Creating a wildflower meadow does require careful planning and often some experimentation, but it could actually reduce your workload as, once it's established, it can take less mowing than normal grassland. Establishing a wildflower meadow involves reducing the fertility of the soil to the right level by removing cuttings or even stripping back top soil. You can then either wait to see what comes up or choose an appropriate mixture of local native species; you'll then have to watch and manage it carefully in the first year or two to make sure the wildflowers aren't smothered. Once it's established your meadow will need to be

managed with a light touch e.g. infrequent cutting after wildflowers have seeded, with cuttings removed to keep soil fertility down.

When you do introduce wilder un-mown areas to your park, remember to let people know what you are doing using simple signs. In many cases this is all it takes to stop people complaining that the park is looking untidy.

In some grassland areas and other hidden corners or boundary regions, it is also possible to create wildlife scrapes (shallow depressions that seasonally fill with water), boggy areas or other habitat niches that attract wildlife.

### **Planting between pitches and formal garden areas**

Planting around pitches is a great way to visually break up your park, help with zoning and give added interest and privacy. It can also be used to ensure that buildings and other structures such as fuel tanks sit well within the park and are well screened. This type of planting can also be a real winner for wildlife by providing food and shelter for insects and birds.

The type of flowers, shrubs and trees you put in will be determined by your location and the amount of space you have to play with but, wherever possible, please use local native species that provide nectar for pollinating insects and seeds and berries for the birds. Fruiting shrubs, such as Hawthorns, Blackthorn and Elder are good choices. Rambling roses, honeysuckles and night-scented stocks are also ideal candidates.

To really bring in the birds and insects, you can leave patches of nettles and brambles. You can also plant a “butterfly-bar” using species such as buddleia, remember to include a range of species and varieties to prolong the flowering season. Use signage to explain what you are doing and to stop people complaining!

Create your planting scheme using native shrubs and flowers – interspersed with exotics if you want, why not try incorporating less-structured informal areas e.g. long grass areas and wet boggy patches to create extra wildlife interest.

We understand that parks have to abide by various rules regarding how close planting can come to caravans and lodges etc. However, many parks have found that if they enter into dialogue with their environmental health officers, then they can get them onside and maximise the amount of planting allowed.

### **Rivers, streams, ponds and wetland areas**

If your park has a river, pond, lake or wetland area, you are blessed with a valuable wildlife resource. Please manage it to maximise its wildlife value by keeping it free of litter and other pollutants, making sure it does not get choked with invasive plant species and providing animals with every opportunity to feed and breed. It is a great idea to ensure that significant sections of river and pond banks are left wild with only occasional access points for humans created by cutting back vegetation. You can also think about creating artificial breeding areas such as nesting boxes and otter holts etc. to encourage wildlife to make a home. Many people come to parks with rivers and lakes to fish, so enlist the help of any anglers to keep your waterways in the best of health.

If you have a pond, make sure that animals can get in and out easily by providing escape routes. You should also make sure that there are stones for newts to hibernate under, that autumn leaves are removed, and that any ice is broken in the winter to let in oxygen. If you are building a new pond, then the best pond profile for wildlife is a shallow saucer shape with gently shelving sides. A critical element in the creation of a new pond is that it should have a supply of clean un-polluted water (see <https://freshwaterhabitats.org.uk> for more details on this). Put in a good mixture of appropriate aquatic plants, oxygenators such as Hornwort are particularly important. Many parks report health and safety concerns about water features, so please implement sensible signage and fencing to keep your insurers happy and your visitors and residents safe.

### **Trees and woodland**

Trees and woodland are all fantastic for wildlife as they provide shelter, food and a place for animals to live and bring up their young. Native woodland and traditional orchards are also a vital element in the natural

environment - creating a strong sense of place and enhancing the character of most countryside scenes. If you have any woodland on park please manage it carefully to make sure that all your trees are as healthy as possible and that there is a good, biologically-diverse under-story of vegetation e.g. bluebells in a bluebell wood.

To achieve this you may have to undertake occasional thinning, re-planting and other work. Please remember that dead or fallen wood is a vital wildlife resource and should be left in-situ to provide food and shelter to fungus, insects etc.

If you are unsure of any aspect of woodland management, please get in touch with your local council or wildlife trust for help. Remember that the importance of trees in the landscape is highlighted by the fact that many trees on parks are protected by Tree Preservation Orders (TPOs). Check the status of your trees and take this into account in your management work.

Establishing or enlarging woodland is exciting work and will bring real dividends, especially if it is carefully planned and well managed. Please choose native British trees that are appropriate to your locality and if necessary, get advice from your local wildlife trust on how to proceed. Another very beneficial project is to establish a new orchard area – again choose local varieties to maximise the value of the new area to wildlife.

The Woodland Trust [www.woodlandtrust.org.uk](http://www.woodlandtrust.org.uk) is a great source of information, advice and practical support on all aspects of tree planting and woodland management.

### **Boundary features**

The external and internal boundaries of your park are vital, not just as homes and hiding places for all sorts of wildlife, but also to help make your park blend into its surroundings. If you already have old walls or hedges on and around your park, these should be carefully maintained and enhanced traditionally if possible. Hedges in particular should not be over-trimmed or trimmed too regularly (so that they can thicken up) and if possible, should be hand-layered – this will cause the minimum of damage to wildlife, why not get in a group such as the Conservation Volunteers to help. Remember to cut or trim after your wildlife has enjoyed the berries and not during the nesting season. Hard boundary features should also, where possible, be planted with appropriate flora e.g. climbers on fences. Fences should be preserved using low-impact chemicals.

If you are planning to introduce new boundary features, please consider a natural boundary such as a hedge. Use hedging plants from your locality and try and plant several different species e.g. Buckthorn, Dogwood and Hazel. Hedges with both shrub and taller tree layers have been found to be particularly good for birds. Leylandii hedges make good barriers, but do not have a high wildlife value. If you have one on park, why not plant a native hedge in front of it that will eventually take its place. If you have to put in a hard boundary feature please make sure it is in a locally appropriate style e.g. a Cornish hedge or a drystone wall, depending on where you are located. Remember that building a boundary such as a drystone wall is a great opportunity to employ a local craftsman.

To maximise the wildlife benefit of any boundary, leave a wild border alongside it on one or both sides e.g. a beetle bank alongside a hedge or a bed of nettles and brambles left to run wild.

### **Golf courses and farmland**

Many parks are either part of a farm or have a golf course, or both. These offer enormous potential for the conservation, protection and enhancement of wildlife.

Farmland: There are many things that can be done to manage farmland in an environmentally friendly way. For example, borders, buffer zones and field corners can be planted with wildflowers and any hedge and tree cover enhanced and expanded. If you are in the UK and have such land to manage, think about taking part in the relevant regional government-run sustainable farming scheme. These provide funding for farms that put in place various environmentally friendly land management initiatives.

You could also consider going organic or implementing conservation grade farm management. Linking Environment And Farming (LEAF) – is one organisation that helps farmers improve their environmental performance ([www.leafuk.org](http://www.leafuk.org)).

Golf courses: These can also be managed with wildlife in mind. For example a variety of habitats including woods, heath, wildflower meadows, hedges, wetlands and ponds can be incorporated into a course. Fairways can be managed with low-impact chemical and watering regimes. For more information contact the Scottish Golf Environment Group [www.sgeg.org.uk](http://www.sgeg.org.uk).

### **Bird boxes, feeders, bee bricks etc.**

Whatever the size of your park, it is very important to give nature a helping hand, by erecting nesting boxes and other artificial habitats. Bird, bat and owl boxes are obvious choices, as are bee bricks, bee hotels and other insect homes. To make sure that they provide maximum benefit to wildlife, please ensure that all artificial homes are well implemented and that they provide a good variety of nesting opportunities. In particular, bird boxes with a variety of entrance holes e.g. 25mm and 32mm should be provided and should be placed in a variety of orientations. Larger boxes for birds of prey should also be provided where appropriate.

Alongside this, it makes sense to encourage visitors and residents to feed the birds and set up their own feeding/watering stations next to their caravans and tents. A no-cat or bell-the-cat policy is also vital to give wildlife another helping hand.

## **ECOLOGICAL INTERPRETATION AND ACTIVITIES**

Many visitors and residents choose parks in the David Bellamy Conservation Award Scheme because they love wildlife and the great outdoors. It is therefore important to let people know what animals and plants they can see both on-park and in the surrounding countryside, to help them to enjoy the wildlife that they do see and to provide opportunities for them to learn more and do their bit for wildlife conservation.

A conservation notice board, close to reception, can form the heart of your interpretation and information work. It should let people know what you are doing and highlight the types of plants and animals they might see. A map of your park, showing key habitats is a great idea. Use photos and illustrations to bring it alive. Put up a copy of your environmental mission statement and let visitors and residents know you are part of the David Bellamy award scheme. This information can be backed-up by a wildlife leaflet in your welcome pack. If you are on-line, this information can also go on your website.

Well-designed and well-sited interpretation boards are another great idea as they can help people to get the most out of the natural environment on your park. They should not be garish, should be modest in size and should be made out of appropriate material e.g. recycled wood. Place boards close to your park's key habitats. They should let people know what animals and plants they can see and what measures you are taking to enhance and conserve this wildlife. They can also explain why all the flora and fauna is important and how they interact – putting the things that people see into ecological context. If necessary, get help from your local wildlife trust to decide on what to say, and how best to say it.

One key issue to think about is that many habitats are fragile and many animals easily spooked by people. Ensure park staff are aware of the sensitivity surrounding certain species and that fragile areas such as badger setts are well protected. If necessary, keep them 'secret'.

The next step is to provide activities and education for your visitors and residents. One simple idea is to have a signed walk or treasure hunt around your park. This can be linked to your interpretation boards, or just based on a simple leaflet/map. It's a great idea for kids who love to play I-spy. Guided walks are another obvious extension of this and something all your visitors will enjoy. If you are unsure how to proceed then work with local wildlife experts or groups – they will most likely relish the chance to lead a nature ramble, bat watch group, or something similar around your park.

Visitors and residents can also be involved in your conservation work directly – simply putting out food for the birds helps a lot, but there is also an increasing demand for conservation activities and holidays, where visitors can learn about wildlife, hedge laying and other country pursuits. Remember, if your visitors have planted a tree on your park, they are likely to return to see how it is growing.

## RSPB Wild Challenge

One source of great ideas for wildlife activities is the RSPB's Wild Challenge. This web-based scheme has already proved a hit for a number of David Bellamy parks and helped one win a special distinction award.

The Wild Challenge provides 30 fun activities – from building a hedgehog café to taking a wild flower foray. They're all designed to give kids, adults and families the chance to help and experience nature.

For full details visit: <https://ww2.rspb.org.uk/kids-and-schools/kids-and-families/wild-challenge/>

### Things to try...

Information and Interpretation	Activities
<ul style="list-style-type: none"><li>• make details of the David Bellamy Conservation Award prominent alongside the park's environmental statement or pledge</li><li>• provide a wildlife spotting book/nature notes/diary in reception</li><li>• where appropriate 'wild areas' such as bramble patches, rough grassland and nettle banks should be signed to explain why they are not kept strimmed</li><li>• provide a wildlife map, leaflet or sheet at reception or in 'welcome packs'</li><li>• set up a well-signed wildlife trail(s) with accompanying guidebook/notes</li><li>• provide training to your staff so that they are well-informed staff keen to pass on their knowledge to visitors</li></ul>	<ul style="list-style-type: none"><li>• provide opportunities for wildlife watching e.g. nature rambles, bird watching, bat spotting, plant identification for adults and children</li><li>• tap into your local countryside department's guided walk scheme</li><li>• set up a bird hide or other wildlife watching enclosure; or use a CCTV camera to record wildlife on park e.g. badgers feeding, for playback in reception</li><li>• provide opportunities for visitors to take part in conservation work e.g. hedge laying, acorn and seed collection sessions, adopt-a-tree planting sessions etc.</li><li>• team up with local wildlife experts to run practical activity holidays or wildlife-watching breaks</li><li>• run a programme of wildlife activities for kids</li><li>• run wildlife-themed competitions e.g. photography or art competitions</li><li>• provide advice on what visitors and residents should and shouldn't plant near to their holiday and park homes</li><li>• encourage visitors and residents to put up bird boxes, feeders etc.</li><li>• take a look at the RSPB's Wild Challenge</li></ul>

# SUSTAINABILITY

Sustainability is today's buzzword, but what does it mean for your park? Put simply it means reducing your park's environmental impact or footprint by using less energy, water and other resources, producing less waste and buying products and services that are less environmentally destructive. The exciting thing is that this creates many opportunities for reducing your utility bills and improving your standing with your visitors or residents and the local community.

One thing to keep in mind from the start is that it is good to know how many resources your business is using. Monitoring your performance - whether it's the amount of energy you are using, the amount of water you flush away or the amount of rubbish you recycle - is vital if you are to know whether all your hard work is paying off.

## ENERGY CONSERVATION

### General Information

Saving energy is one of the best ways to combine good business sense with going green. Many energy saving initiatives, such as switch-it-off campaigns, can cost next-to-nothing and will save you money; but even those that require investment such as a new efficient boiler system or solar panels can provide significant cost savings over time.

Energy efficiency should be an on-going project, so it's important to keep tabs on your electric, gas and other fuel bills. Many energy supply companies or other consultants will do this for you and send you regular reports on your performance. If you can cross-check your consumption with your occupancy levels, then you'll get a good feel for how energy efficient your business is. From there you can review where the energy use 'hot-spots' on your park are. This will help you work out how best to make significant savings and how to maximise the impact of any investments you make. It is, of course, particularly important to consider energy issues when renewing or renovating buildings, caravans or other items of equipment as this is an excellent opportunity to get ahead of the game. For more information on how to plan and manage your energy conservation activities and on how to draw up a park action plan see the section on park environmental management above. A sample Energy Conservation Plan is also included as an appendix to this document.

Energy efficiency involves a combination of improving the efficiency of the lighting, heating and other energy using systems on your park and using these devices and systems in the most efficient way possible. This means that staff must be involved and where necessary trained. Visitors and residents must also be encouraged to do their bit. This can be done through signage, a leaflet in your welcome pack and through word-of-mouth encouragement. Don't forget that transport is part of the energy-use equation – and here the participation of your visitors and residents is key.

Public participation is also particularly important when looking at the energy use of caravans and lodges. There is a lot that can be done here in terms of improving the performance of individual units, but, if units are owner-occupied then you will probably have to rely on encouragement and signage. That said, if your visitors or residents are paying for metered energy, then any energy efficiency advice – or, perhaps a free energy saving light bulb to get the ball rolling - should be well received. You can also lead the way by promoting energy efficient holiday homes to customers.

Overall, one good way forward is to have an energy conservation champion or team to encourage action by everyone. Specific details of how to improve the energy efficiency of your appliances and other energy-using equipment is set out in the technical guidance below. This is followed by a things-to-do table that will give you some great ideas for energy conservation action.

## Technical Guidance

### Appliances

Refrigerators, freezers, washing machines, cookers, kettles, computers and all the other electrical appliances that parks use are all big users of energy. To reduce the energy usage of appliances think about these key issues:

- maintenance – energy efficiency is maximised if a piece of equipment is working properly. This means that all appliances should be checked and serviced regularly. Refrigerators should be checked to ensure that their door seals are tight and that they are not positioned near any sources of heat that reduce their efficiency
- use – remember to turn any appliance off whenever possible. Leaving appliances such as TVs and computers on stand-by still uses significant amounts of energy, so turn appliances off at the mains

When buying new appliances take the opportunity to buy the most energy-efficient variety available this could save you significant amounts of money in the long-term. Domestic appliances must by law carry an EU energy rating. A++ is the most energy efficient. For commercial appliances, you can access the Energy Technology List on the Enhanced Capital Allowances website -

[https://etl.beis.gov.uk/engetl/fox/live/ETL\\_PUBLIC\\_PRODUCT\\_SEARCH](https://etl.beis.gov.uk/engetl/fox/live/ETL_PUBLIC_PRODUCT_SEARCH) - there is a list of thousands of appliances that meet the Government's energy-efficiency criteria and which also qualify for the Enhanced Capital Allowance.

Another issue to think about is whether an appliance is appropriate to the job it is required to do. Larger appliances generally use more energy – can you make do with something more efficient. For example, if you supply kettles to your visitors, why not consider providing smaller, energy efficient models, if appropriate.

### Heating and cooling

The choice of boiler is one of the most important factors that dictates the energy efficiency of a heating system. The most efficient boilers in terms of saving money are called condensing boilers. Models are available that run on LPG, natural gas and oil and they can achieve efficiencies of over 90%.

To find the most efficient boiler that will meet your needs visit SEDBUK's boiler efficiency database <http://www.ncm-pcdb.org.uk/sap/> - you should, if possible specify an A-rated boiler.

In larger premises such as swimming pools and leisure complexes a heat recovery system (that recovers heat from ventilation systems) can be a good investment and will reduce energy use.

Maintenance of heating systems is vital - energy consumption can increase by 30% as a result of poor or no maintenance.

If considering replacing air conditioning then look for A rated appliances under the EU energy labelling scheme. Also look at the Enhanced Capital Allowances website for the most efficient commercial systems. Among the technological advances that are worth investigating is free cooling technology that optimises the performance of a cooling system by monitoring external air temperature.

### Fuel choice

The article published on page 31-35 in issue 132 of the BH&HPA Journal highlighted the environmental case for LPG over oil and electricity noting that LPG did not pose the same spillage hazard as oil and that LPG has the lowest carbon emissions out of all the fossil fuels available in rural areas – LPG emits 19% less CO<sub>2</sub> per kWh than heating oil. It also noted that LPG is highly compatible with renewable technology.

### Controls and settings

Good controls for heating and cooling systems are vital and not only save energy but also produce a comfortable environment for occupants, and reduce plant maintenance costs. Controls can range from

thermostatic controls on radiators and rooms thermostats to more complicated zoned building management systems.

Of course, setting heating and cooling controls at the right levels is key to using the optimum amount of energy. Heating controls should be set no higher than 24°C, hot water thermostats at 60°C. If you use air conditioning then this should be set at 19°C or higher.

### **Insulation**

Good insulation and glazing is the other vital ingredient in the energy efficient recipe. Hot water tanks should have at least 50mm of insulation and roof insulation should be at least equivalent to 300mm of fibreglass insulation. Glazing should, where possible, be double or triple glazed and doors and windows should be well sealed and checked for draughts.

For holiday homes the BS EN1647 holiday home standards set minimum levels of insulation, but many companies pride themselves on exceeding these by, for example, reaching the full residential specification BS 3632.

### **Lighting**

Lighting can use a hefty 20-40% of electricity costs. One of the most effective ways to reduce the amount of energy used for lighting is to fit low-energy lighting which uses less energy and last longer than old-fashioned bulbs. Low energy lighting includes: compact fluorescent bulbs, slim fluorescent tubes or high-frequency lighting. LED lighting is another high-efficiency choice which can last even longer than compact fluorescent options.

When using fluorescent tubes use high efficiency versions such as T5 if possible. For outdoor lighting use high-efficiency options such as low pressure sodium (SOX) and high-pressure (SON) and compact fluorescent bulbs.

The internet is a good resource to use when searching for energy-efficient bulbs – it is now possible to find low-energy solutions for most applications, including lights on dimmer circuits and water-proof external lighting.

NB: An EU phase out of non-efficient light bulbs was implemented in 2012, so this is work that you should have done.

Another key step to improving the performance of lighting is to install occupancy and daylight sensors, which will avoid lighting empty spaces or places lit by daylight and therefore save money. A simple turn it off campaign can also be highly effective.

### **More information**

For more information on all aspects of energy efficiency visit: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

## Things to try...

<b>General</b>	
<ul style="list-style-type: none"> <li>• monitor energy use and use this information to focus your energy conservation work</li> <li>• conduct regular energy use assessments to highlight opportunities for cutting your fuel bills</li> <li>• have an energy conservation policy in place which gives you targets to aim for</li> <li>• Provide the most energy-efficient caravans, holiday homes and residential units possible</li> </ul>	
<b>Lighting</b>	<b>Heating</b>
<ul style="list-style-type: none"> <li>• use energy-efficient light bulbs wherever possible</li> <li>• fit reflectors behind fluorescent tubes</li> <li>• review how your lighting is set up – make sure it is effective and that unnecessary lighting is not used</li> <li>• fit controls that turn lighting off when it's not needed e.g. motion-sensor or timer systems</li> <li>• involve staff, visitors and residents in switch-off campaigns through training and signage</li> <li>• install light tubes to channel natural light into dark corners</li> </ul>	<ul style="list-style-type: none"> <li>• fit high-efficiency oil or gas boilers SEDBUK (Seasonal Efficiency of Domestic Boilers in the UK) 'A' rated, or better, if possible</li> <li>• install instantaneous hot water systems and ensure hot water storage tanks and pipes are well lagged</li> <li>• fit thermostatic radiator valves (TRVs), thermostatic controls on hot water tanks, zoned thermostats or time clocks in public areas</li> <li>• review settings on heating controls and if possible, turn it down</li> <li>• ensure that walls and roofs are well insulated</li> <li>• double or triple glaze windows and seal up any draughts</li> <li>• if you must have air conditioning, choose the most efficient with good controls and use it wisely</li> <li>• involve staff, visitors and residents in turn-it-down campaigns through training and signage</li> <li>• work with your architect to design-in energy efficiency for new buildings</li> </ul>
<b>Other energy-using devices</b>	<b>Transport</b>
<ul style="list-style-type: none"> <li>• use energy efficient appliances e.g. fridges and freezers with a-rated eco-labels</li> <li>• keep all appliances in good repair e.g. seals on fridges and freezers tight</li> <li>• use roller towels not blow dryers or paper towels in public toilets. Energy-efficient blow dryers such as the dyson airblade beat paper towels in terms of their environmental impact</li> <li>• make staff, visitors and residents aware of how to use electrical devices efficiently e.g. full loads in washing machines</li> <li>• switch off devices rather than leaving them on standby</li> </ul>	<ul style="list-style-type: none"> <li>• encourage visitors and residents to use public transport by providing information/timetables etc.</li> <li>• provide a mini-bus service to local town/attractions</li> <li>• encourage park staff to use bicycles or feet to get around</li> <li>• investigate LPG and electric maintenance vehicles</li> <li>• provide bicycle hire/loans for visitors</li> <li>• provide local walk information on notice boards</li> <li>• set up a staff green transport scheme e.g. car share</li> <li>• provide caravan storage facilities</li> <li>• provide advice to visitors and residents on green driving and details of how to get to your park by public transport</li> </ul>

## RENEWABLE ENERGY AND CARBON OFF-SETTING

### General information

Once you've made your park as energy efficient as possible, the next step is to see whether you can actually use greener energy. There are two key things you can do:

- sign up to a green energy tariff that gets energy from sustainable sources. These differ greatly, so research what you are actually getting

- install some sort of renewable energy system to heat water or generate electricity. A number of parks have had success with solar panels, bio-mass, air- and ground-source heat pumps and other non-intrusive renewable energy technology. Swimming pools and shower blocks are two areas where this kind of investment can really pay off

Some parks are now looking at how they can reduce their carbon footprints (the amount of carbon dioxide they produce) in response to consumer concerns about global warming. All the energy efficiency advice above will help you do this, as the main source of carbon dioxide is the burning of fossil fuels to produce energy. To help even further, a number of companies have set themselves up to help businesses calculate and reduce their carbon footprints – offsetting is the jargon word here. Investing in energy efficient technology in developing countries is one of the offsetting options, as is planting trees. However, there is some controversy about the effectiveness of these schemes so, if you are interested, please carefully research what the company is actually offering you. One sure fire way to offset the carbon footprint of a holiday at your park is to give each visitor a free energy efficient light bulb and ask them to use it.

The Centre for Alternative Technology in Wales (CAT) publishes many booklets on all aspects of renewable energy - see <http://publications.cat.org.uk/> for details.

### **Technical Guidance**

Renewable energy systems can make an important contribution to a park's environmental performance. While it can represent a significant financial investment, many systems can pay back their set-up costs through the savings they provide in terms of lower fuel bills. There are also a number of grants and other money-saving schemes available to help reduce the initial cost of investing in renewables see the section on Grants and loans on page 20. When thinking about renewables, keep the following points in mind:

- as energy prices are set to rise in the medium and long term, renewable energy should become more cost effective
- the more inefficient your current heating system, the more cost effective a renewable energy system will be

To find a supplier/installer of a renewable energy system you can use the list of useful contacts on page 33 as a starting point. Personal recommendation is another good way to find an installer. It is vital to check if a supplier or installer is a member of a relevant trade body.

### **Solar Power**

There are two main types of solar power technology: solar water heating and photovoltaic (PV) solar panels which produce electricity.

#### **Solar Water Heating**

A solar water heating system usually consists of solar panels or collectors that are mounted on a roof or on the ground. Water passes through these panels and is warmed by the sun. With indirect systems this water then passes through a coil in a hot water tank and passes its heat to the water in the tank. In 'direct' systems the water from the solar panels goes directly into a hot water tank.

There are two main types of solar water heating panels available. These are flat plate panels and evacuated tube panels. Flat plate panels are cheaper but less efficient than the more high-tech evacuated tube alternative.

Solar hot water systems of either type can be used to heat water for showers and wash-hand basins and for space heating systems. They can also be used to heat water for swimming pools.

Although solar heating systems can supply much of the hot water needed by a toilet block or house during the warm summer months, such systems are usually installed to work alongside conventional heating systems such as oil or gas and other renewable energy systems such as ground source heat pumps and bio-fuel systems. Solar panels can be added to most existing hot water systems. This is often done by adding a pre-heat water cylinder or adding an additional coil to an existing cylinder.

Many parks have had success with solar water heating panels mounted on the roofs of their toilet blocks or reception/office buildings. Solar panels are, ideally, installed facing south and at an angle of between 35 and 40 degrees.

The cost of a solar water heating system depends on the scale of the installation, but start at around £2,000 - £3,000 for a flat plate system (see page 20 for information about grants). If you or your staff have good DIY plumbing skills then savings can be made by installing a DIY system.

### **Solar PV**

Solar photovoltaic (PV) panels produce electricity, which can be used to run appliances and lighting and also used to charge batteries. Some touring caravan owners are starting to use small PV panels to power equipment in their caravans and such panels are definitely best suited to installations where there is no grid connection. This technology is developing all the time and costs are coming down. The cost of installation can also be significantly mitigated by feed-in tariffs and other grants (see page 20 for details).

### **Combined heat and power (CHP)**

Small-scale Combined Heat and Power Units (CHP) are a technology that is becoming increasingly popular for parks that have larger leisure premises such as swimming pools. A CHP unit produces both electricity and heat from a single fuel, such as LPG. The heat is used for space and/or water heating. The article published in issue 132, pages 31-35 of the BH&HPA Journal reports that when a CHP unit is compared to electricity generated from a centralised power station, a 30% reduction in primary energy needs can be achieved. This means that CHP can produce significant cost savings and reductions in carbon dioxide emissions.

### **Ground source heating and other similar systems**

Ground source heating is becoming increasingly popular amongst parks looking for a way to reduce their environmental footprint. Ground source systems tap the heat that is stored a few metres under the ground, where it is approx. 10-12°C - all year round, using pipes filled with liquid that are laid in shallow horizontal trenches. Some systems use a borehole arrangement rather than the horizontal trench approach, however, as most parks have reasonably large amounts of land under which to bury pipes, the complex task of drilling a deep hole can normally be avoided.

Ground source systems are usually used to heat a building. They use a heat pump to boost the amount of energy that is transferred from the underground pipe system to the building heating system. Heat pumps must be powered by electricity; however, in a well-designed system every unit of energy used by the heat pump will produce about three units of energy that can be used.

According to the Centre for Alternative Technology (CAT) a heat pump operates most efficiently when the temperature gap between the heat source and the heat demand is minimised. This means that the building being heated must be well insulated. It also means that a low temperature heating system is the best choice. One option is under floor heating, which uses water heated to around 35°C. One way to reduce the cost and environmental impact of using a ground source heat pump is to use a renewable system that generates electricity to drive it, such as a micro-hydro scheme or an array of solar photovoltaic cells.

According to CAT, a rule of thumb is that the whole system is likely to cost about £1,000 per installed kilowatt. Parks have had success installing such systems when refurbishing or building new facility blocks, when under floor heating systems can be installed from scratch.

Other similar technology includes air and water source heat pump systems which extract energy from air and water respectively. Air-source heat pumps can be a cost-effective way to heat water for e.g. a swimming pool. Water source heat pump systems are particularly efficient, but require a body of still water that does not freeze. Another related system is the ground source air exchange system. This uses a system of air-filled underground pipes and a heat exchanger to provide either heating or air conditioning as required.

Government Incentives are available for the installation of ground and water-source heatpumps (see grants

and loans for details).

### **Micro-Hydro**

Modern micro-hydro systems channel fast-flowing water over an enclosed turbine. According to CAT, *'Hydroelectricity can be one of the cheapest methods of providing off-grid renewable electricity, but it is also very site specific. The best sites are on steep hills, with fast flowing water.'*

This obviously limits the applicability of this type of technology for parks, however, it is an option for any park that has a stream with a good 'drop' (a 10-15 metre drop is needed to run a Pelton wheel-based system). Any park embarking on such a scheme should, obviously, investigate the impact that it could have on the environment and on any animals and plants in the affected watercourse. Permission must be sought from the Environment Agency for any project and for an abstraction license.

According to CAT, to estimate the energy in a water source, multiply the flow (in litres per second) by the head (in metres) by 10 (acceleration due to gravity). Divide your answer by 2 to account for losses and inefficiencies, and you'll have a rough idea of the potential power generation in watts.

Because micro-hydro installations are so site-specific prices vary widely, although you may be able to DIY a small scheme for about £10,000. A larger and more expensive scheme will, however, give economies of scale.

### **Biomass**

Biomass energy is produced by burning organic matter such as wood chips, pellets or logs. Some biomass energy schemes even use resources such as chicken manure.

If considering biomass, then obviously thought should be given to its wider environmental impact. If you can, look for a reliable, local supply of sustainably produced fuel such as wood from a coppiced woodland or the waste stream from a local sawmill.

If you have access to an appropriate fuel source and a place to store it, then biomass can make good sense as a source of heat for water and space heating. For example, the Carbon Trust profiles a biomass project at a 20m swimming pool in mid-Argyll. A wood-chip-fired boiler was installed at the pool in parallel with the existing oil boiler. This has led to a 55% reduction in heating costs. The project cost around £24,750 and gave a six-year return on investments. The wood fuel that the pool heating system uses is purchased from a local sawmill.

According to the Carbon Trust, the use of biomass as a fuel is considered carbon neutral because the carbon dioxide emissions resulting from the combustion process are broadly matched by its absorption in the growing phase. Therefore, the displacement of oil or any other fossil fuel results in a net reduction of emissions.

Government Incentives are available for the installation of biomass systems (see below for details).

### **Wind**

Some parks are using small-scale wind turbines to generate electricity, however, their costs and relatively low efficiency do not make them a very cost efficient renewable energy technology. The technology is very site specific as the number of places that are windy enough to justify a wind turbine are limited. From a park perspective, there are also very real problems associated with noise and visual intrusion.

### **Grants and loans**

There are a number of grants, loans and tax breaks available for energy efficiency improvements, for the purchase of renewable energy technology and for the generation of renewable heat and electricity.

For details of tax breaks and a list of eligible equipment go to [https://etl.beis.gov.uk/engetl/fox/live/ETL\\_PUBLIC\\_PRODUCT\\_SEARCH](https://etl.beis.gov.uk/engetl/fox/live/ETL_PUBLIC_PRODUCT_SEARCH)

Thanks to the government's feed-in tariff system parks that install renewable energy technologies such as solar panels are entitled to claim payments for the low-carbon electricity they produce. For more information see <https://www.ofgem.gov.uk/environmental-programmes/feed-tariff-fit-scheme>

The Commercial Renewable Heat Incentive (RHI) is now also available which provides similar payments for heat produced from renewables, such as biomass. The RHI is a UK Government scheme set up to encourage uptake of renewable heat technologies among householders, communities and businesses. See <https://www.ofgem.gov.uk/environmental-programmes/non-domestic-renewable-heat-incentive-rhi> for details.

### **Where to go for more information**

To compare the efficiency of different boilers you can use the database at <http://www.ncm-pcdb.org.uk/sap/> The Carbon Trust will do an energy audit to identify potential areas where you can save energy and money. It will also provide advice on cost-effective ways to save energy. See [www.carbontrust.com](http://www.carbontrust.com) for details. For more information on renewable energy generation go to [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

## **WASTE MANAGEMENT**

### **Overview**

Waste management is an expensive business, so waste reduction, re-use and recycling should be a central element in any park's environmental work. If you can reduce the amount of waste that is sent to landfill, you'll not only help the planet, but you could also reduce your waste management costs.

The starting point for any waste management work should be a clean, litter-free park. So make sure you have enough litter bins and a poop-a-scoop policy and perhaps a dog run that stops dog mess being a problem. Also please make sure that chemical wastes from caravan toilets are properly disposed of. If you have an on-park sewage treatment system, please make sure that this is functioning effectively and that all discharge consents etc. are in order. Many parks have had success with reed bed systems that can be used as a final stage in waste treatment – and which also have a lot of wildlife value as habitats (see Sewage Treatment on page 23).

### **Reduction and Reuse**

The next step is to think about how to reduce the amount of waste your site produces. This can take a bit of imagination and lateral thinking, but you can make a real difference by, for example, simply re-using old envelopes or by buying in bulk to reduce packaging waste. You can also reduce waste by purchasing products that have less environmental impact such as low-VOC (volatile organic compound) paints and phosphate-free detergents see the **Things to try** on page 22.

You can also focus on specific types of waste. Plastic waste is the focus on a lot of media attention, as the public has become more aware of the damage that this type of waste is doing to the world's oceans. Groups such as the Marine Conservation Society are challenging individuals and businesses to phase out single-use plastics – see <https://www.mcsuk.org/plastic-challenge/> for inspiration and ideas.

### **Recycling**

Recycling is the next thing to think about. You should aim to get as large a variety and tonnage of waste recycled as possible. Items that can be recycled include: glass; paper and cardboard; ferrous metal and aluminium; plastics and textiles; construction and wood waste; other wastes such as batteries, paints, cooking oils etc. Organic waste such as garden clippings, wood chips, food waste etc. can be composted.

In Scotland, all businesses, must by law take all reasonable steps to separate target dry recyclable materials (i.e. glass, metals, plastics, paper or card, including cardboard) from the rest of their waste for collection. So this is definitely something parks north of the border, should be doing already.

To get your park recycling, you'll obviously need to set up an on-park collection system for waste produced by your visitors, residents and by your business itself. This will depend on the size of your park, but should have clearly signed recycling collection points that are easy for visitors and residents to access, but which are also well-screened and tidy. A recycling system will only work if visitors, residents and staff use it properly. So it is vital to provide them with easy-to-understand information, clear signage and lots of encouragement.

You'll also need to find a way to get the waste you collect taken away and actually recycled. Your local authority should be your first port of call, however, some will not collect from parks. In this situation, many parks have found that using commercial waste recycling companies can be cost effective. Others have had success working with charity group. Smaller parks often manage by taking their waste to their local commercial recycling centre themselves.

The best approach to reducing the environmental impact of the waste your park produces is to take a systematic approach to the challenge. For more information on how to plan and manage your waste reduction and recycling activities see the section on park environmental management. A sample Waste Conservation Plan is also included as an appendix to this document.

### Things to try...

General	Reduce and Reuse	Recycling
<ul style="list-style-type: none"> <li>• have a waste management policy in place which gives you targets for waste reduction and recycling</li> <li>• appoint a waste management champion or team</li> <li>• monitor waste levels and recycling levels regularly</li> <li>• set up regular litter patrols and provide adequate litter bins</li> <li>• set up separate dog walking area with poop-a-scoop bins</li> <li>• give staff training and awareness raising sessions on waste management</li> <li>• set up appropriate disposal points for chemical toilet waste and other hazardous materials</li> </ul>	<ul style="list-style-type: none"> <li>• use recycled paper in offices and recycled paper products for housekeeping</li> <li>• use other recycled products wherever possible e.g. glassware, recycled plastic furniture etc.</li> <li>• use re-fillable products e.g. printer cartridges, soap dispensers</li> <li>• purchase in bulk to reduce packaging waste</li> <li>• use other waste minimization strategies e.g. reusable bags offered in the on-park shop</li> <li>• use low toxicity paints, varnishes and other chemicals</li> <li>• use eco-friendly cleaning materials e.g. phosphate-free detergents</li> <li>• if cassette toilets used on park, supply formaldehyde-free fluids, such as Thetford's Aqua Kem green in on-park shop</li> <li>• phase out single-use plastic products</li> </ul>	<ul style="list-style-type: none"> <li>• set up collection facilities for as wide a range of waste materials as possible</li> <li>• ensure that whoever takes the rubbish away guarantees that it will actually be recycled</li> <li>• ensure good placement, signage and screening of recycling bins</li> <li>• assess waste production and recycling periodically to look for opportunities for improvement</li> <li>• ask staff, visitors and residents to do their bit and make it easy for them to do this e.g. paper recycling bins in offices, recycling sorting bins in caravans</li> <li>• set up an on-park compost heap for organic waste</li> <li>• sell recycled products on park</li> </ul>

### Where to go for more information

[www.recycle-more.co.uk](http://www.recycle-more.co.uk) is a great one-stop recycling information centre. WRAP is a government-supported agency that has been set up to help businesses reduce the amount of resources they use and dispose of and to help recycle more. The group's website [www.wrap.org.uk](http://www.wrap.org.uk) is full of useful information. Another key source of advice is your local council.

## WATER CONSERVATION

### Overview

With water metering becoming more widespread, rising water charges and hosepipe bans threatening, water conservation has become a key business priority for parks up and down the country. It also represents another excellent opportunity to reduce utility bills.

It is a good idea to take a step-by-step approach to water conservation and continually monitor the amount of water your park uses. How sophisticated an approach you use will depend on your circumstances; some large parks use computer-controlled systems linked to zoned meters, other parks rely on their utility bills to check usage. As with energy use, it is a good idea to cross-check water consumption against occupancy, to assess your park's water efficiency. Effective monitoring will not only tell you how well you are doing, but will also alert you to any leaks which can be very costly.

Next check where most water is used on your park and work out how best to reduce usage. According to advice agency Envirowise (now WRAP), a commercial business can save an average of 40% of its water use by making simple, low cost changes to taps, toilets, showers, urinals and the like (see below for some ideas). Beyond this you can investigate more complex grey water systems that collect and recycle waste water. Water conservation also involves asking people to play their part, so it is vital to involve staff, residents and visitors and give them a lot of support and encouragement to turn off their water consumption. For more information on how to plan and manage your water conservation activities see the section on park environmental management. A sample Water Conservation Plan is also included as an appendix.

### Things to try...

General	Water-saving devices	Horticultural/grounds
<ul style="list-style-type: none"> <li>• have a water conservation policy in place which gives you targets to aim for</li> <li>• monitor water use</li> <li>• appoint a water conservation champion or team</li> <li>• give staff water conservation training and awareness raising sessions</li> <li>• give staff opportunities to make suggestions for water conservation improvements</li> <li>• put up water conservation advice and information notices – especially in washrooms and in caravans</li> <li>• run a turn-it-off campaign with visitors and residents</li> </ul>	<ul style="list-style-type: none"> <li>• ensure no dripping taps</li> <li>• install self-closing taps/low flow taps</li> <li>• install water saving devices in urinals e.g. motion sensors/timers</li> <li>• install water-saving measures in lavatories e.g. low-flush/dual cisterns/hippo bags etc.</li> <li>• try water-less urinals</li> <li>• install water-efficient clothes washing machines, dishwashers etc. eco-label rating A or B</li> <li>• install grey water recycling system(s)</li> <li>• implement water saving measures in swimming pools e.g. re-circulate back wash</li> </ul>	<ul style="list-style-type: none"> <li>• practice spot watering</li> <li>• use soaker hoses or a drip irrigation system</li> <li>• use mulch to reduce moisture loss</li> <li>• don't water during mid-day heat</li> <li>• use drought-tolerant species in planting schemes for more information on this try the Royal Horticultural Society's website <a href="http://www.rhs.org.uk">www.rhs.org.uk</a></li> <li>• install a rainwater collection system e.g. water butts, or more complex collection systems to supply water for horticultural use</li> <li>• implement other water conservation measures e.g. vans washed with buckets of water not hoses</li> </ul>

### Where to go for more information

Work with your water supplier – they should be in a position to help you carry out a water use audit and advise you on ways to monitor and reduce use. Waterwise is a good source of information for businesses that want to conserve water. The group's website [www.waterwise.org.uk](http://www.waterwise.org.uk) is full of useful information.

### SEWAGE TREATMENT

Sewage treatment is a key challenge for any park. It is vital that your park has the relevant discharge consents relating to the discharge of treated sewage to watercourses.

Regulations state that the preferred option for sewage disposal is to discharge to a foul sewer; however this

if often not feasible for parks that are located deep in the countryside. In such a situation, if a park can show that it cannot discharge to a sewer, then it can look at a private treatment system. Such a system can involve a number of different ways of providing primary and secondary sewage treatment - from a simple septic tank to more complex package sewage treatment plant.

Provided the sewage treatment system that a park installs meets the required discharge consents, then that park can discharge treated wastewater either to land, through a properly designed and sized soak away in a drainage field, or to a water course. However, it is often the case that an extra stage of treatment is required before this can happen. In such cases, one possible option is a reed bed system – which can also provide a park with a valuable habitat resource.

Reed beds are usually constructed over an impermeable base membrane and the reeds planted in a granular growing medium, usually made of a soil and gravel mix. Wastewater is passed through the bed and flows slowly through the mass of roots where bacteria get to work.

Before going forward with any new sewage treatment system or reedbed you should do a full assessment of your park's situation and requirements. Expert advice should always be sought.

## **PURCHASING POLICY**

As you will have realised reading the rest of these briefing notes, you can do an awful lot of good for the environment by buying the right things – whether it's an energy efficient boiler or a seed mixture of local native wildflowers. Buying green also helps drive the market for goods that do less harm to the planet. One other benefit of a green purchasing policy on a park is that it is a very visible way to show your visitors and residents that you are doing something for the environment – if the park shop is full of interesting organic meat and there are energy saving light bulbs in the shower block, then people know that they are visiting a green park. It is therefore very important to think about greening your purchasing policy as part of your environmental work.

When you start to look at the whole issue of green purchasing, it is clear that the greenest form of purchasing is not to buy at all and to mend and re-use things that you already have. So when you are shopping for your park, the most environmentally-friendly question you can ask yourself is: Do we really need to buy this? It is often possible to adapt or upgrade things you already have, or lease, hire or rent instead. Many parks do go to great lengths to cut down on the amount of things they buy. For example, they use park-made compost instead of peat, re-use office envelopes and paper and recycle old drinks bottles as watering containers.

Although such moves really do help the environment and can bring significant cost-savings, for most commercial operations they are only possible in a relatively limited number of cases. So the next best thing is to make sure you buy the greenest version of whatever you need. Remember to buy green products both for your business use and to offer to your visitors and residents through your on-park shop.

Buying the greenest products can be a bit of a minefield; but a good way forward is proposed by Tourism North East (TNE). This business group advises that there are three key elements that can help you focus your park's green purchasing:

1. have a green purchasing policy
2. use a checklist to assess potential products and suppliers
3. start with local outlets, and only go further afield if necessary

### **Green Purchasing Policy**

A green purchasing policy can be as simple or as involved as you want. In its most basic form it can just be a statement to let your visitors and staff know that your company is committed to purchasing the most environmentally friendly options available. TNE suggests:

'At [name of your business] we aim to purchase local, greener products that are ethically and safely

produced wherever possible. We commit time to checking our products and suppliers to ensure that, as far as possible, we choose to purchase products that require the least energy in production and use, use the least transport, don't use or produce hazardous materials, use sustainable raw materials, involve fair and ethical labour, and can be recycled, reused or biodegrade after use.'

## **Purchasing Criteria**

Once you've drawn up your policy, the next step is to draw up a series of environmental purchasing criteria that set out the minimum level of environmental performance for the things you need to buy – whether that's the recycled content of the paper you use in your office or the energy efficiency of the new chalets you want to install on your park. You can also establish environmental purchasing policy and criteria for products and services in contracts or in tender documents. Remember that this doesn't all have to be hard work. For example, one park in the David Bellamy Conservation Award Scheme has taken the green purchasing decision to only buy organic beer, and this, apparently, needed a lot of research to decide on the best buy!

The issues and solutions you should be thinking about as you draw up your green purchasing checklist are highlighted in the **Things to try** table on page 26.

## **Eco Labels**

You can get a lot of information from products and suppliers. There are a wide range of eco-labels that will direct you to more environmentally-friendly choices. The most well-known are probably the various logos such as the Mobius loop that show that a product can be recycled or is made from a certain percentage of recycled material. Another well-known group of labels are the 'energy labels' found on various different pieces of electrical equipment such as fridges, freezers, washing machines, ovens and light bulbs. Products are generally rated from A to G, with A being the most efficient (A+ and A++ for the most efficient fridges and freezers). Other labels exist for other energy-using items. For example, energy efficient boilers carry the SEDBUK 'A' or 'B' rating (view its boiler database at <http://www.ncm-pcdb.org.uk/sap/>). There are also various food labels such as the Marine Stewardship Council's label for sustainably harvested seafood and the Soil Association's Organic Standard for organically-produced food. There are labels for timber products such as the Forest Stewardship Council's mark for sustainably harvested timber and labels for products that give a fair deal to their producers, such as the Fairtrade mark. There are also product-specific labels such as the VOC Labels found on some paints. These indicate the relative content of VOCs (Volatile Organic Compounds – which cause pollution and can be harmful to human health) in the product.

## **Working with Suppliers**

Once you've greened your park's purchasing, you can also check out the environmental credentials of your suppliers – consumer pressure is a great catalyst for improvements. Do they have a company environmental management system? Do they have a green transport strategy? If you can't find a really green supplier, then work with your current partners - let them know what you are doing for the environment and try and get them interested in doing the same. If you get supplies from any large companies, then see if they are accredited to the environmental management standard ISO 14001.

## **Cost Issues**

Cost is obviously an issue here as many green alternatives are more costly. This is where you have to make a business decision based on where your priorities lie, however, remember that many green choices can actually save you money in the long run. For example, energy saving compact fluorescent light bulbs use up to 80% less electricity than standard bulbs and can last up to ten times longer. Keep in mind that you do not have to do everything at once, instead work slowly and surely to green your park's purchasing step-by-step as you assess the options and decide what you can afford to do.

One word of warning: an increasing number of products falsely claim that they are environmentally friendly. It is important to verify claims made by the manufacturer and supplier, by, for example, asking for written documentation and 'proof'. Groups such as Friends of the Earth act as policemen here – so keep your eyes

open for any newspaper reports alerting you to ‘green scams or green washes’.

### Things to try...

<p><b>General</b></p> <ul style="list-style-type: none"> <li>• packaging – look for products that have a minimum of packaging or that use packaging made from recycled material or that can itself be recycled</li> <li>• you can also help the environment by buying in bulk to cut down on packaging and transport costs</li> </ul>	<p><b>Appliances</b></p> <ul style="list-style-type: none"> <li>• energy and water – if the thing you are buying uses energy or water e.g. electrical appliances, washing machines etc, then check the efficiency of the item and go for the most efficient you can afford many appliances now have environmental ratings that make your choice easier – for example energy efficient boilers carry the SEDBUK ‘A’ or ‘B’ rating, while the most efficient white goods carry the government’s A-rated energy label</li> </ul>
<p><b>Food</b></p> <ul style="list-style-type: none"> <li>• try to use, buy and advertise locally-produced foodstuffs</li> <li>• for animal products think about welfare issues and choose free-range etc.</li> <li>• go organic or conservation grade and stock a range of these products in your park shop</li> <li>• use similar criteria for the food in your café or restaurant and demand the same from your suppliers/contractors</li> <li>• stock fair trade products in your park shop</li> </ul>	<p><b>Other products</b></p> <ul style="list-style-type: none"> <li>• choose the most energy and water efficient products you can afford</li> <li>• where possible buy recycled and recyclable products such as paper towels and office stationery</li> <li>• use environmentally friendly cleaning products and other chemicals wherever possible and stock these in your on-park shop</li> <li>• stock energy-saving devices e.g. compact-fluorescent light bulbs in your on-park shop</li> <li>• when specifying wood products, use products from sustainable sources e.g. FSC-certified or alternatives such as products made from recycled plastics</li> </ul>
<p><b>Chemicals</b></p> <ul style="list-style-type: none"> <li>• buy environmentally friendly cleaning products e.g. phosphate-free detergents wherever possible and stock these in your on-park shop</li> <li>• use low toxicity paints, varnishes and other chemicals</li> <li>• if cassette toilets are used on site, supply formaldehyde-free fluids, such as Thetford’s Aqua Kem</li> </ul>	<p><b>Horticulture</b></p> <ul style="list-style-type: none"> <li>• if you must use commercially-made compost, choose peat-free alternatives</li> <li>• if you must use chemicals, buy products with the lowest environmental impact in its class and make sure that it does not leave any lasting residues in the environment</li> <li>• when considering purchasing new plants from nurseries, commit to buying locally grown, native species that provide food for insects and other animals</li> </ul>

## GOOD NEIGHBOURS

As many award-winning parks have already shown, every park can work to be a good neighbour to its local community by: supporting local people, schools and other institutions; championing local traditions and innovations; helping to keep the countryside economy vibrant, and supporting local conservation projects and other charities. In many ways this work is at the heart of rural conservation. It all makes good business sense too – it’s much better to be part of the local community and so have them support what you are doing as a sustainable business.

When it comes to being a good neighbour the key question is: ‘does my park put more in than it takes out?’ There are three main areas where your park can make a significant positive contribution:

- minimising the impact that the park itself has on its surrounding countryside and community
- supporting the local economy
- supporting the local community

Ideas for action are discussed below, but keep in mind that this kind of work depends on good communication, both with local people and with your staff, visitors and residents – all can be a source of good ideas and are vital to the success of any projects you might put in place.

### MINIMISING LOCAL IMPACT

One of the most important elements of being a good neighbour to the local community is to keep to an absolute minimum the visual impact, light pollution, noise, traffic congestion and other negative effects that your park has on its surroundings. Remember, even small things such as wheel ruts on grass verges and the wrong types of signposts can be a source of annoyance. This work is also important from your visitors’ perspective, because everyone wants a quiet, safe holiday and it’s nice to be able to enjoy the star-lit rural night sky. So please work with your visitors to make your park blend in, rather than stick out.

#### Things to try...

Noise and traffic nuisance	Visual intrusiveness	Light pollution
<ul style="list-style-type: none"> <li>• sensible noise regulations well advertised and implemented</li> <li>• visitors provided with instructions on how best to get to the site</li> <li>• generator use closely regulated or banned</li> <li>• measures taken to limit car movement in and around the park during early morning and late at night</li> <li>• effective traffic management at entrance/approach roads</li> </ul>	<ul style="list-style-type: none"> <li>• good screening along boundaries</li> <li>• planting used within park to screen holiday homes and buildings</li> <li>• caravan and lodge colours chosen carefully to reduce visual impact and meet any local regulations</li> <li>• park well designed to blend into landscape</li> <li>• all buildings and boundaries in a visually unobtrusive style that is sympathetic to the local architecture</li> <li>• entrance(s) sympathetically treated and welcoming</li> </ul>	<ul style="list-style-type: none"> <li>• no excessive or garish lighting - only have the lighting you need to ensure safety and security</li> <li>• all necessary external lighting provided by shielded down-lighters or by lamps that have skyward shades fitted</li> <li>• on coastal parks, ensure lighting shines in-land</li> </ul>

### SUPPORTING THE LOCAL ECONOMY

As everyone who lives and works in the countryside knows, rural communities and livelihoods are under ever increasing threat. This makes it vital for all parks in the Award Scheme to be good neighbours by: helping to create local jobs, supporting local trades, services and businesses, and promoting, selling and using local products. The support of local foods and the places that sell them such as farmers markets is particularly important as this helps cut down the distance that food has to travel from field to fork and therefore helps reduce the environmental impact of food production. Helping local craftspeople is another key element as this keeps alive age-old skills such as hedge-laying and dry-stone wall building that are vital

to the well-being of our countryside. Much of this work involves passing on recommendations to your visitors, so make sure your staff are well informed and keen to pass on tips. A visitors' recommendations book, will allow your visitors to pass their finds on to others too.

### Things to try...

<b>Supporting local jobs</b>	<b>Promoting and using local products</b>	<b>Promoting local shops, businesses, amenities and attractions</b>
<ul style="list-style-type: none"> <li>• make it park policy to use local suppliers wherever possible</li> <li>• draw staff from the local community where possible</li> <li>• do what you can to help groups that find it more difficult to get into the labour market</li> <li>• use local craftspeople and trades people for specific projects</li> </ul>	<ul style="list-style-type: none"> <li>• use and sell local food, drink and other produce on the park e.g. in café or shop</li> <li>• sell local crafts in park shop</li> <li>• provide holidaymakers with food boxes/ready meals made from local produce</li> <li>• run caravan cookery course using local products</li> <li>• provide information on local food suppliers and crafts e.g. eat local information boards, or leaflets at reception/in welcome packs</li> </ul>	<ul style="list-style-type: none"> <li>• provide visitors with information on local farm shops, pubs, restaurants and other businesses</li> <li>• provide information on local tourist attractions and amenities e.g. swimming pools</li> <li>• set up a visitors' recommendations book</li> <li>• work with other local businesses to promote your area e.g. put together a joint brochure to advertise your area and the companies in it</li> </ul>

## SUPPORTING THE LOCAL AND WIDER COMMUNITY

As many parks have found, the best way to be a good neighbour to the people who live close by is to make them welcome on your park and keep them aware of any developments that might affect them. Strong links can also be forged by working with local groups and schools on specific projects and by supporting local conservation efforts. Of course a park cannot be a good neighbour if certain people are excluded, so it is important that everything is done so that people with disabilities, the aged and infirm can enjoy a visit.

Another way of helping the wider community is to try an initiative like that being pioneered at Mother Ivey's Bay Holiday Park in Cornwall, where a small percentage of unused holiday stock is given free to families who would otherwise be unable to afford a holiday.

### Things to try...

<b>Links with local community</b>	<b>Links with conservation/charity bodies and projects</b>	<b>Approach to accessibility</b>
<ul style="list-style-type: none"> <li>• get involved with local community projects</li> <li>• support local community organisations e.g. let them meet on park</li> <li>• create links with local schools and youth clubs e.g. let kids' plant trees on park</li> <li>• allow locals/schools/youth clubs etc. to use park shop or other amenities</li> <li>• get community representation in your park's management structure</li> </ul>	<ul style="list-style-type: none"> <li>• operate a scheme in which a % of profits or % of park fees is donated to a local charity or project e.g. an opt-out scheme for visitors</li> <li>• collect donations for charity/project in other ways e.g. Collection box, events or selling fund-raising products</li> <li>• stock fair trade products in your shop and/or use them in on-park catering facilities</li> <li>• support a charity in other ways e.g. allow it to use your facilities</li> </ul>	<ul style="list-style-type: none"> <li>• provide a written accessibility statement and other information for those with disabilities</li> <li>• adapt a percentage of your hire fleet to cater for those with disabilities</li> <li>• adapt public buildings to allow access for those with disabilities</li> <li>• provide accessible toilets</li> <li>• provide park information in an appropriate form for those with visual and/or hearing impairments</li> <li>• train staff on accessibility issues</li> </ul>

## APPENDIX:

### ECOLOGICAL MANAGEMENT PLAN

Overall Target:

To increase the biodiversity on the park (work with your local wildlife expert to define a way of quantifying this target in a way that is appropriate to your park).

ISSUES	PLANNED ACTIONS	OUTCOMES
Assessing and monitoring biodiversity		
Involving staff/staff training		
<b><i>Biodiversity enhancement work relating to:</i></b>		
• Open grassland		
• Planting between pitches		
• Formal garden areas		
• River, streams, ponds and wetland areas		
• Trees and woodland	e.g. plant 12 native trees in woodland area behind reception by end of 2017	
• Boundary features		
• Golf courses and farmland		
Bird boxes etc	e.g. install a bee hotel in wall near toilet block in January 2018	
Planting Policy	e.g. find supplier of native wildflowers for meadow area	
Composting and compost use		
Horticultural chemical use		
Control of invasive/non-native species (e.g. Japanese knotweed).		
Purchase, maintenance and use of mechanical equipment		
<b><i>Information etc</i></b>		
Interpretation		
Activities	e.g. get wildlife officer from Council to conduct guided walk programme in Summer 2017	

## ENERGY CONSERVATION PLAN

Overall Target:

To reduce energy use by x% between the following dates xx and yy

ISSUES	PLANNED ACTIONS	OUTCOMES
Assessing and Monitoring energy use		
Involving staff/staff training		
Encouraging visitors/owners to save energy		
Energy-saving products in park shop		
Lighting systems and controls (park buildings)	e.g. replace all light bulbs in laundry block with energy efficient bulbs by June 2017	
Heating systems and controls (park buildings)		
Lighting systems and controls (holiday homes)		
Heating systems and controls (holiday homes)	e.g. phase in a ban on gas patio heaters in 2017	
Insulation and glazing (park buildings)		
Insulation and glazing (holiday homes)		
Air conditioning		
Other energy-using appliances	e.g. investigate cost implications of switching to A-rated freezer in shop for Summer 2017	
Transport – visitors/owners		
Transport - staff		
Renewable energy systems		
Green energy tariffs		

## WASTE MANAGEMENT PLAN

Overall Target:

To reduce waste sent to landfill by x% between the following dates xx and yy

To increase % of waste recycled by y% between the following dates xx and yy

ISSUES	PLANNED ACTIONS	OUTCOMES
Staff training		
Assessing and monitoring waste and recycling levels	e.g. set up process to record waste flows by July 2017	
General litter/bins		
Dog faeces		
Chemical toilet waste and other hazardous materials		
Purchasing to reduce waste	e.g. switch to bulk-buy of café supplies in Jan. 2018	
Use of recycled/recyclable products by park		
Use of 'green' cleaning products and other low-toxicity products by park		
Recycling collection system(s) for waste produced by visitors/owners	e.g. add plastic collection to recycling system by 2018	
Recycling collection system(s) for waste produced by staff/on-park businesses		
Encouraging and helping visitors/owners to reduce, reuse and recycle their waste		
Encouraging and helping staff and on-park businesses to reduce, reuse and recycle their waste	e.g. providing re-fillable ink cartridges for office - May 2017	
'Green' products in park shop (recycled, low-toxicity products etc)		
Composting		
Other measures		

## WATER CONSERVATION PLAN

Overall Target:

To reduce water use by x% between the following dates xx and yy

AREAS	PLANNED ACTIONS	OUTCOMES
Assessing and monitoring water use		
Leak detection		
Involving staff/staff training		
Advising/involving visitors/owners	e.g. put up 'turn it off' notices above all taps by August 2017	
Shower/toilet block	e.g. put in motion-control of urinal flush in 2018	
Laundry	e.g. replace washing machines with A-rated appliances by June 2018	
Cafe/restaurant		
Swimming pool/leisure club		
Holiday homes		
Horticultural water use	e.g. review watering regime to see where savings can be made in Summer 2017	
Rainwater collection		
Water re-use and recycling		
Other measures		

## USEFUL CONTACTS

Seasonal Efficiency of Domestic Boilers in the UK (SEDBUK), boiler efficiency database  
<http://www.ncm-pcdb.org.uk/sap/>

The Conservation Volunteers (TCV)  
Tel: 01302 388 883  
[www.tcv.org.uk](http://www.tcv.org.uk)

Carbon Trust  
Tel: 020 7170 7000  
[www.carbontrust.com](http://www.carbontrust.com)

Centre for Alternative Technology  
Tel: 01654 705950  
[www.cat.org.uk](http://www.cat.org.uk)

Department for Environment Food and Rural Affairs (Defra)  
Tel: 03459 33 55 77  
[www.gov.uk/defra](http://www.gov.uk/defra)

Enhanced Capital Allowance (ECA) scheme  
ECAQuestions@carbontrust.co.uk  
[https://etl.beis.gov.uk/engetl/fox/live/ETL\\_PUBLIC\\_PRODUCT\\_SEARCH](https://etl.beis.gov.uk/engetl/fox/live/ETL_PUBLIC_PRODUCT_SEARCH)

Freshwater Habitats Trust  
Tel: 01865 595 505  
<http://freshwaterhabitats.org.uk>

Linking Environment and Farming  
Tel: 0247 6413 911  
[www.leafuk.org](http://www.leafuk.org)

Recycle more  
Tel: 01789 208 700  
[www.recycle-more.co.uk](http://www.recycle-more.co.uk)

Royal Horticultural Society (RHS)  
Tel: 020 3176 5800  
[www.rhs.org.uk](http://www.rhs.org.uk)

RSPB  
Tel: 01767 693 690  
[www.rspb.org.uk](http://www.rspb.org.uk)

Scottish Golf Environment Group  
Tel: 07921 606 560  
[www.sgeg.org.uk](http://www.sgeg.org.uk)

Flora Locale  
Tel: 01488 686186  
[www.floralocale.org](http://www.floralocale.org)

The Wildlife Trusts  
Tel: 01636 677711  
[www.wildlifetrusts.org](http://www.wildlifetrusts.org)

The Woodlands Trust  
Tel: 01476 581111  
[www.woodlandtrust.org.uk](http://www.woodlandtrust.org.uk)

Waste & Resource Action Programme  
Tel: 01295 819900  
[www.wrap.org.uk](http://www.wrap.org.uk)