

GREEN IMPACT REMOTE SUPPORT

This document outline how SOS-UK will continue to support organisations, staff and students throughout the year.

By taking part in Green Impact, your organisation has access to a whole host of remote and on-site support from your dedicated SOS-UK Project Manager throughout the year. This document outlines access to what is available to you already as part of the package, how you can mix and match support available to you based on adaptation to remote delivery, and further at cost support that you can opt in to.

Each organisation is allocated a set number of days of onsite support from SOS-UK which usually involves, but is not limited to, workshop facilitation, attending and presenting at launch and awards events, and delivering the auditor training. Given the current guidance on social distancing and travel, many these activities can be facilitated online (such as webinars or trainings), as detailed below (section 2a and 2b), or organisations could also use some of our time for other support, such as with communications. Online delivery can be seen as more inclusive (doesn't involve travel, less time commitment from participants), and is just as effective; it is something SOS-UK is looking to do more of in the future, and could be considered as a standard way of delivering the programme.

Discussions should take place with your SOS-UK Project Manager to establish which type of support will best benefit your organisation.

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1. Existing organisational support

a. Catch up calls

With your dedicated SOS-UK Project Manager, organisations are already encouraged to arrange fortnightly or monthly calls to receive support, ideas and guidance. These can still take place via phone or online to ensure that you keep in contact with your Project Manager, timelines are met, and the programme continues to move forward.

We also already host catch up calls between similar organisations that are in the same location e.g. two hospitals in the same city. This allows for the organisations to share regionally specific information on sustainability with each other, ask questions and share ideas on how they coordinate Green Impact at their organisation. This collaboration has led to these organisations hosting joint award ceremonies and staff support days to continue with their partnership.

We also host a monthly NHS call for all healthcare organisations to share good practice across the sector. If you would be interested in a similar call, please get in touch with your Project Manager and we will contact similar organisations to arrange a monthly call.

2. Team support options

a. Bespoke webinars

Instead of face-to-face workshops we can facilitate interactive learning through webinars. At SOS-UK we are skilled facilitators with a wealth of experience in conducting online training and workshops. We have delivered webinars to geographically dispersed organisations to ensure all teams can join in with the shared learning.

SOS-UK has a Zoom pro account which allows up to 100 participants to join the same call. We are also able to deliver webinars through any other platform that your organisation may use, such as Microsoft teams or Google Meet.

b. Green Impact webinar series

We've launched a Green Impact webinar series that is available for all Green Impact teams across all organisations to join, to encourage shared learning across the sector and engage on a range of sustainability topics. Webinar themes include;

- Sustainable food
- Single Use plastics
- Fairtrade and ethical purchasing
- Cycle confidence
- Ethical banking
- Create your own seed bombs and bees wax wraps
- Making a hedgehog friendly campus/garden

The full schedule and registration details can be viewed here;

<https://sustainability.nus.org.uk/articles/launching-green-impact-webinar-series>

c. Support calls

Instead of an onsite visit, we can arrange calls with teams, or conduct drop in phone calls to see how teams are progressing with Green Impact. These calls are a great way to identify if some teams need extra support and answer any questions they may have. They also allow us to identify any common questions or concerns that we can address by creating resources or send additional communications.

d. Join team meetings

As part of our usual support, we drop in on Green Impact teams or join in with their team meetings to support them with Green Impact actions and offer advice. Whilst we might not be able to visit teams in person, we can join in with their online team meetings and still offer them to same level of 1-2-1 support.

e. Recorded videos

Recorded videos are a great way for teams to access support at a convenient time for them and accessible for those teams which do not have regular access to a computer. Instead of an onsite visit, recorded videos can be created specifically for your organisation and can focus on any topic. Popular videos include 'how to guides' which can focus on;

- How to navigate the online toolkit
- How to achieve an award
- How to access support with Green Impact
- How to engage others with Green Impact
- How to run a successful event
- How to prepare for the audit

f. Mid-term audits or team reviews

A great way of assessing how teams are engaging with Green Impact is to arrange mid-term audits or team reviews.

The audits will be available for teams to opt into and will be conducted by SOS-UK as a spot check audit, to evaluate current progress. The audits will be conducted via phone or online, with evidence assessed prior to the audit. Teams will receive instant feedback and support. The audits will facilitate a two-way feedback process, for teams to share their thoughts and allow for the continual development of the programme.

Team reviews will be an informal mid-way evaluation, which will take place as a conversation with team members with SOS-UK either via phone or online. They will establish team progress, receive reactionary support and allow teams to provide feedback.

g. End of year audits

We have successfully delivered online auditor trainings to several organisations including universities and NHS trusts. There are four options available for SOS-UK to conduct a remote audit. Full details of these options are detailed in our 'audit alternative delivery options' document which can be [downloaded from our website here](#), or a copy can be requested from your Project Manager or by emailing hello@sos-uk.org

3. Communication support bolt on

If you would like a more comprehensive support with your communications, we have a communication bolt-on element (at a price) that you can add to your Green Impact programme. You can find more information about this on our website [here](#).

a. Newsletters

Regular communications are key for teams to feel supported and informed. We can support with creating a Green Impact newsletter for your teams or providing ideas and content to add into your current newsletter.

A Green Impact team newsletter can be managed by your Project Manager and either distributed through email or online software such as Benchmark or Mailchimp.

b. Resource development

The online resource banks for lead contacts and teams, are constantly updated with good practice examples, case studies and resources, and we would encourage all teams to use these.

Lead contact resource bank: <http://greenimpact.nus.org.uk/lead-contact-resource-bank/>

Team resource bank: <http://greenimpact.nus.org.uk/teamresourcebank/>

However, if there is a resource your teams request, or you think would be useful, we can assign a portion of the allocated onsite support to create this content. We have created bespoke resources such as;

- Template energy and waste audit documents
- Guidance documents for completing projects
- Infographics on wellbeing, energy saving, resource efficiency and water saving
- How to coordinate Fairtrade Fortnight guide

4. Trainings

a. Green Impact Project Assistants (GIPAs)

Green Impact Project Assistants are student volunteers, recruited and trained to support and develop individual Green Impact teams. We have adapted our training and GIPA support to online delivery. We will also issue guidance to staff teams and GIPAs on how students can add capacity to the teams Green Impact activities remotely whilst also ensuring students gain the valuable skills from the role.

[View our full guidance on the remote delivery and support we will provide for GIPAs.](#)

b. SOS-UK Learning Academy

If you are interested in further opportunities, our Learning Academy, which is our hub of learning and development, has a range of opportunities designed to progress sustainability across the education sector.

We provide learning opportunities delivered in a variety of methods including face-to-face and online, and to a range of audiences such as students, student representatives, institution staff. All training is delivered by our in-house SOS-UK staff or external partners. Each training session is open to any institution or individual, participation in our education and engagement programmes is not a requirement.

To view the training opportunities we have for students and staff, please visit our website [here](#).