

Green Tourism

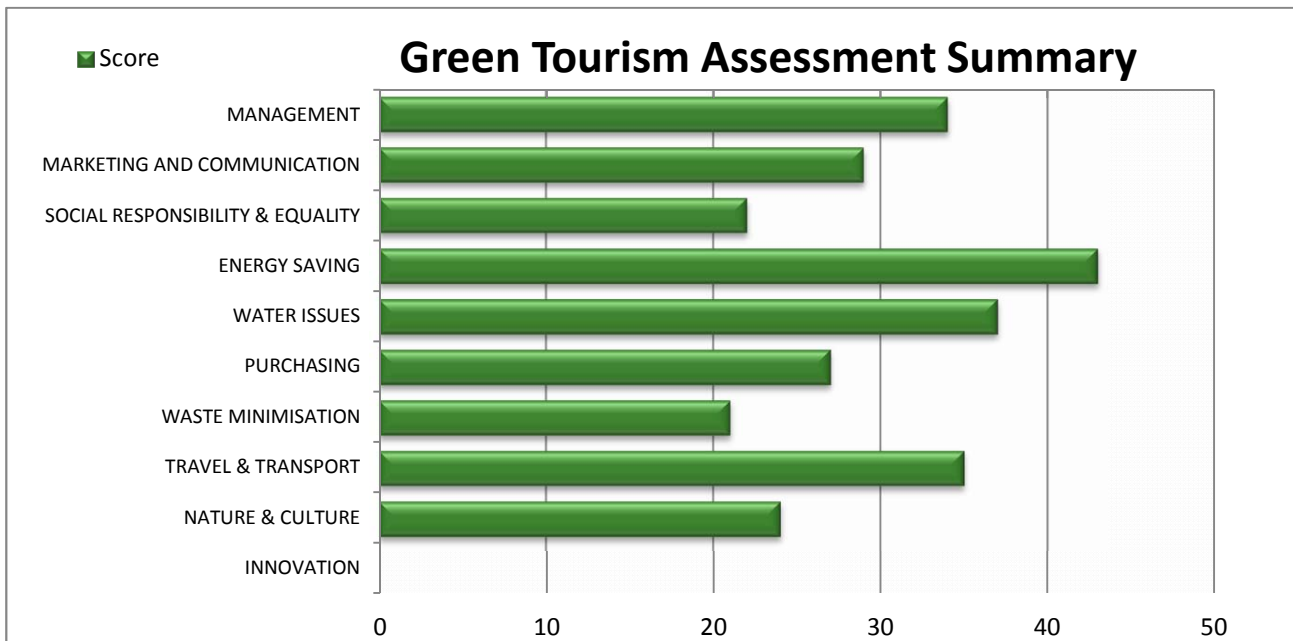


GOLD
Percentage Scored 91%

Awarded to:

Woodovis Park
Gulworthy
Tavistock
Devon
PL19 9NY

Assessor: Stuart Park
Site Co-ordinator: John & Dorothy Lewis
Date of Assessment: 11 May 2016
Membership Number: SW640



www.green-tourism.com



Woodovis Park

A qualified assessor for Green Tourism undertook an accreditation grading visit at the above named site. This is a summary of the activities being undertaken on site in relation to the Green Tourism criteria. This audit report is a statement on the performance of the business as a sustainable tourism operation.

Current Award Status

Gold - (Version V)

Achieved on Ver V Criteria

91%

**Level of Award
Version V**

GOLD

Green Tourism Promotional Statement

Woodovis Park maintains a very strong GOLD award once again. The owners and the staff are very committed and have provided a high quality and very green experience for the guests. There are fantastic record keeping and monitoring system in place - which keeps all green measures and staff on track for the future. Recently a guest travel survey was conducted to help with better sustainable travel in the area. The local area is promoted extremely well - the shop stocks Devon/Cornwall produce including butcher meat, beer and cider while there are some fantastic resources on wildlife on and offsite, low carbon travel and attractions in the area. Much has been done to maintain a wild area to benefit the guests but also to create some habitats for wildlife. The bigger impacts of the site are well under control - solar panels helps to heat the pool and provide electricity while extensive use of LEDs lights and increased insulation to some areas will have helped save energy.

Green Tourism Opportunities

The site is very impressive indeed, retaining such a high score although now scored with the new Green Tourism Version 5 criteria which has been updated to reflect changes to awareness and technology. There are still a few green measures to consider or improve over the next few years, however these are seen just as tweaks, rather than major improvements. Keep looking for ways to increase your overall recycling percentage and divert more away from landfill. When replacement is needed look for more LEDs to replace the current CFLs and A rated boilers to replace the older C and D rated units. Further recommendations have been made throughout the audit report, which should be read in conjunction with the criteria document. Additional supporting information can be found in the members area on the Green Tourism website.

	Indicators	Score	%	
Management	7	34	97%	EXCELLENT
Marketing And Communication	6	29	97%	EXCELLENT
Social Responsibility & Equality	5	22	88%	EXCELLENT
Energy Saving	10	43	86%	EXCELLENT
Water Issues	9	37	82%	EXCELLENT
Purchasing	6	27	90%	EXCELLENT
Waste Minimisation	5	21	84%	EXCELLENT
Travel & Transport	7	35	100%	EXCELLENT
Nature & Culture	5	24	96%	EXCELLENT
Innovation	0	0		
	60	272		

FURTHER RECOMMENDATIONS & ACTIONS

Ref	Criteria opportunities	Comment
1.14	Monitoring Energy Use	Comprehensive. Monthly reading taken with ongoing comparison and analysis. Could have a summary on display for guests alongside carbon calculator (measure 1.07).
2.05	Social media linked to Green Tourism	Have linked to Green Tourism on social media. Use #green, #greentourism, and #Green TourismGold. Tag us into relevant posts, comments and photos.
3.04	International sustainable/responsible projects	Look into international links perhaps twinning some toilets e.g. http://www.toilettwinning.org/
4.01	Efficient fridges and freezers	Most item are at least A to A+ rated. When you need to replace any equipment look for at least A++ rated.
4.04	Internal low energy lighting (with controls)	CFL lamps are very good. Eventually could change these to LEDs as you progress.
4.09	High efficiency boilers	Most are very good e.g. Condensing A-rated. Phasing out older C D rated.
5.01	Showers	Averaging 10 litres per minute. Could aim for around 7lpm per shower. This will be a water saving but also heating saving. For ideas see www.savemoneycutcarbon.com
5.12	Phosphate-free soaps, detergents and bleaches	Most use are very eco friendly. A few standard products. Could trial several 'eco' brands e.g. Delphis Eco, Earth Renewable Solutions etc. Green Tourism website has discounts from several companies.
6.01	Supplier screening	Purchasing policy in place. If you wish to screen your suppliers further there is a template questionnaire on the GT members area of the website which you may find helpful.
6.05	Paper products in housekeeping	Sustainable paper used. Consider 100% recycled for further credit.
6.14	Local meat & dairy	Excellent. Palmers of Tavistock, local ice cream. A food map could be a nice visual way to get the message across.
7.02-7.06	Reduce, reuse, recycle	Keep trying to reduce, reuse and recycle as much as possible, increasing the overall % diverted from landfill.
7.10	Kitchen waste composting	Could ask Biff if they can supply you with a food waste bin to trial. Many food items sent to foodbank.
8.12	Promotion of visitor travel carbon accounting and offset services	Could consider promoting an offset e.g. http://www.broadwaymanor.co.uk/eco-tourism/carbon-offset.html or http://www.tomich-holidays.co.uk/green.htm

9.13	Dark skies as part of a package/product	Some stargazing resources but could elaborate. Dark sky tourism is becoming more popular in the UK. Could promote any events but also have binoculars/telescope, star charts etc. For ideas see http://www.staybeacons.com/activities/star-gazing/ and http://www.darkskydiscovery.org.uk/partnerships/ireland.html
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Business Site Name: Woodovis Park
Business Type: Holiday Park
Green Co-ordinator: John & Dorothy Lewis
Membership Code: SW640
Address: Gulworthy
Town/City: Tavistock
County: Devon
Postcode: PL19 9NY
Date of Visit: 11 May 2016
Assessor: Stuart Park

PRIORITY COMMENTS & RECOMMENDATIONS

PRIORITY COMMENTS & RECOMMENDATIONS		
Minimum standards	Comments	
No.	Measure	Action / Comments
A01	Commitment to Sustainability Compliance with the Equality Act 2010 & Accessibility Statement Equal opportunities in workplace Staff training on local social concerns Relevant insurance Professional certification for experience providers Minimum wage for staff and contractors Social inclusion in training and development	Very committed business.
A02	Commitment to Quality High degree of cleanliness (access to inspect) Fit for Purpose Significant Risks Website claims description of business and services Terms and conditions: Cancellation, pricing, payment info, customer care Public liability and fire safety: Licences, accessibility	5 Star park
A03	Pollution prevention Pollution prevention from aerosols, oil tanks, grease traps and car parks Suitable waste containment and disposal (inc sanitary waste) Proper chemical storage Hazardous waste treatment Noise, litter and visual impression	Double bunded tank
A04	Risk Management Emergency response (environmental) & first aid Greenwash (no misleading eco statements)	All staff are first aid trained. Have had a defibrillator for last 15 years and also helping to source one for the parish.
A05	Invasive Species & Heritage Protection No invasive species No habitat destruction No cultural or historical destructions	Look out for non native species in and around your business. See http://www.nonnativespecies.org/

Key to symbols:	
✓	Scoring measure (0-5) - included in the grading score
☑	Measure in place to some extent, but a sufficient number of relevant measures have already been scored to achieve award.
⊙	Recommended measure to focus on in future

No.	Measure	✓	Score	Action/Comments
1 Management				
1.01	Commitment to sustainability	✓	5	Business is committed to sustainability and the Green Tourism programme.
1.02	Green Policy OR Statement	✓	5	Policy is available onsite and on the website.
1.03	Establishing a green action plan	✓	5	Updated action plan. Seem to work really well.
1.04	Green Management File	☑		Very good evidence presented on the day of assessment. Most info kept on computer.
1.05	Maintenance			
1.06	CFC and HFC avoidance			
1.07	Carbon Calculator (Annual Performance Information)	✓	5	Have filled out Carbon Calculator for 3 years.
1.08	Carbon Management Plan			
1.09	Green Electricity for Space Heating			
1.10	Establishing a Green Team			
1.11	Staff sustainability awareness	✓	5	Very green aware owners and staff. Everyone gets involved and plays a part.
1.12	Training and Development	⊙		Look out for any local green events or courses to attend.
1.13	Specialist sustainable development advice			
1.14	Monitoring Energy Use	✓	4	Comprehensive. Monthly reading taken with ongoing comparison and analysis. Could have a summary on display for guests alongside carbon calculator (measure 1.07).
1.15	Monitoring Water Use	✓	5	As above.
1.16	Monitoring Waste & Recycling	☑		As before. Working with Biffa. Know percentage recycled each month.
1.17	Monitoring the purchase of consumables (paper, chemicals etc)	☑		Credit given in waste section. Saved considerable amount of leaflets.
	TOTAL	7	34	

2 Marketing and Communication

2.01	Green profile & use of Green Tourism logo	✓	5	Logo used on letterhead, and brochure and on the website. Plaque is used onsite
2.02	Promotion of local food/craft retailers and delivery options	✓	5	Very good promotion of local foods on the website with the shop stocking a good range.
2.03	Provision of public transport information on website	✓	4	Website promote public transport in the area very well.
2.04	Display Information	✓	5	touchscreen information board. Green factoids. Display board
2.05	Social media linked to Green Tourism	☑		Have linked to Green Tourism on social media. Use #green, #greentourism, and #Green TourismGold. Tag us into relevant posts, comments and photos.
2.06	Green Tourism Ambassador and mentoring			
2.07	Creating a Responsible Visitor Charter	✓	5	
2.08	Green laundry practices	☑		There are green laundry tips. Have also investigated
2.10	Participation in a green business network or initiative	☑		Transition Tavistock
2.11	Use or promotion of sustainable tourism activities			
2.13	Green Marketing	✓	5	Green Traveller, Green Days out, Bellamy..
2.15	Local dining out diary or directory	☑		Eating out page on the website is very useful.
2.16	Green Feedback	☑		Green questions asked to guest with feedback received.
	TOTAL	6	29	

3 Social Responsibility & Equality

3.01	Local social community projects	✓	5	Great log of social actions. Supporting charities e.g. Clic Sargent. Free holiday to some patients of St likes in Plymouth. Granted a relationship with Uskate - also mentored the organisation and gave a donation.
3.02	Community work on local environment			
3.03	Visitor Payback (Visitor Giving) initiatives	✓	4	£1 from each map sold to Clic Sargent
3.04	International sustainable/responsible projects	⊙		Look into international links perhaps twinning some toilets e.g. http://www.toilettwinning.org/
3.06	Social Responsibility Statement			
3.07	Healthy eating information			
3.08	Fairly traded food & drink	✓	4	Good use of fair trade and organic items.
3.09	Ethical and organic furnishings			
3.10	Information in an accessible format	<input checked="" type="checkbox"/>		Access statement on the website.
3.11	Provision of ramps and other practical support	✓	4	Fairly good facilities e.g. induction loop, flat entry, no step at toilet block, mobility scooter, shower stool. Pool area is a little more limited.
3.12	Accessible surrounds			
3.15	Animal Welfare and Responsible Pets	✓	5	Bio bags for dog poo. Welcome packs for dogs.
	TOTAL	5	22	

4 Energy

4.01	Efficient fridges and freezers	✓	4	Most item are at least A to A+ rated. When you need to replace any equipment look for at least A++ rated.
4.02	Energy efficient air conditioning			
4.03	Energy efficient cookers and other kitchen equipment			
4.04	Internal low energy lighting (with controls)	✓	4	CFL lamps are very good. Eventually could change these to LEDs as you progress.
4.06	LED Lighting	✓	5	LED lighting in place for most areas.
4.07	External lighting with suitable controls	✓	5	low energy including CFL and LEDs as well as solar lights.
4.08	Heating and cooling controls for building zones and bedrooms	✓	4	Underfloor heating, TRVs
4.09	High efficiency boilers	✓	3	Most are very good e.g. Condensing A-rated. Phasing out older C-D rated.
4.10	Thermally efficient buildings	✓	3	New insulation in games room. 19/26 lets are double glazed. Some use of earthwool.
4.11	Other insulation, heat recovery and draught sealing	✓	5	Pool cover in place as well as heat recovery, Infrared sauna
4.12	Low energy design and refurbishments			
4.13	Hot water temperatures, settings, insulation and storage	☑		
4.14	Solar Hot Water Heating and Storage	✓	5	9 x 2.9m2 collectors.
4.15	Inverter drives for motors (fans, pumps and lifts)	☑		
4.16	Voltage optimisation			
4.17	Heat pumps and Biomass systems			
4.18	Wind turbine systems			
4.19	Photovoltaic and micro hydro systems	✓	5	Will be removing some trees covering collector.
4.20	District heating systems and combined heat power (CHP)/high efficiency boat engines			
	TOTAL	10	43	

5 Water

5.01	Showers	✓	3	Averaging 10 litres per minute. Could aim for around 7lpm per shower. This will be a water saving but also heating saving. For ideas see www.savemoneycutcarbon.com
5.02	Basin and sink taps	✓	4	Averaging 6 litres per minute. Could aim for around 5 litres per minute per tap.
5.03	Self-closing taps (push or sensor)	<input checked="" type="checkbox"/>		Many push taps.
5.04	Urinal controllers, individual flush or waterless urinals	✓	5	
5.05	Low flush toilets, including dual flush or displacement devices	✓	5	
5.06	Water efficient dishwashers and kitchens			
5.07	Eco-friendly laundry service in house	✓	4	
5.08	Chlorine-free water treatments	✓	4	Borehole is UV treated. Also some use of mains water.
5.09	Rainwater and grey water harvesting			
5.10	Don't Flush It awareness campaigns	✓	5	
5.11	Eco-friendly shampoos and personal hygiene products	<input checked="" type="checkbox"/>		Cole and Lewis. SLES and paraben free.
5.12	Phosphate-free soaps, detergents and bleaches	✓	3	Most use are very eco friendly. A few standard products. Could trial several 'eco' brands e.g. Delphis Eco, Earth Renewable Solutions etc. Green Tourism website has discounts from several companies.
5.13	Chlorine-free cleaners	<input checked="" type="checkbox"/>		No bleach use. Only chlorine for pool.
5.14	Chemical-free cleaning systems & natural products	✓	4	Vinegar and microfibre cloths are used well.
5.15	Cooking oil			
5.16	Pest control			
5.17	Ecological water treatment			
5.18	Compost toilet option			
5.19	Flood prevention measures	<input checked="" type="checkbox"/>		New drainage added to avoid flash flooding.
	TOTAL	9	37	

6 Sustainable Procurement

6.01	Supplier screening	<input checked="" type="checkbox"/>		Purchasing policy in place. If you wish to screen your suppliers further there is a template questionnaire on the GT members area of the website which you may find helpful.
6.02	Green Tourism supply chain	✓	4	Using Smith and Coburn. Also local supplier's
6.03	Financial Services			
6.04	Running a Green Office	✓	5	Recycled office paper and recycled brochure.
6.05	Paper products in housekeeping	✓	3	Sustainable paper used. Consider 100% recycled for further credit.
6.06	Drinking water from the destination	<input checked="" type="checkbox"/>		Tarka Spring water
6.07	Local drinks	✓	5	Tamar Valley apple juice, Dart Valley Wine, Dartmoor , Sharps, Rattler beer and cider.
6.09	Less processed foods and intensively farmed products on the menu	<input checked="" type="checkbox"/>		Local eggs from neighbour.
6.10	Local organic food			
6.11	Kitchen garden (herbs, vegetables)	<input checked="" type="checkbox"/>		Some herbs grown. Could expand this and really promote use to guests.
6.12	Vegetarian and vegan food options			
6.13	Local and seasonal fruit and vegetable			
6.14	Local meat & dairy	✓	5	Excellent. Palmers of Tavistock, local ice cream. A food map could be a nice visual way to get the message across.
6.15	Sustainably sourced fish			
6.16	Local food initiative			
6.17	Local crafts			Some local
6.18	Traditional building products and techniques.			
6.19	Sustainable timber (hardwoods)	✓	5	Sustainable pods. FSC fence. Using Travis Perkins
6.20	Green energy tariffs	<input checked="" type="checkbox"/>		Scottish Power.
	TOTAL	6	27	

7 Waste Minimisation

7.01	Reduction of packaging, backhauling and packaging avoidance			
7.02	Recycled marketing materials, paper reuse and recycling	✓	5	Have reduced the amount of printed marketing materials significantly - Was 2500. Now 800. Mostly online. Recycling system in place.
7.03	Recycled glass purchase/glass reuse and recycling	✓	3	As above. Mixed cullet. Look for other ways to reduce and reuse as much as possible.
7.04	Recycled plastic purchase/plastic reuse and recycling	✓	4	earthwool is recycled plastic. Recycle system in place. Keep trying to reduce, reuse and recycle as much as possible, increasing the overall % diverted from landfill.
7.05	Cardboard reuse and recycling	<input checked="" type="checkbox"/>		Keep aware of the waste hierarchy and look for other ways to reduce and reuse as much as possible. Ensure to work with suppliers reducing packaging waste coming to site.
7.06	Aluminium and steel reuse and recycling	<input checked="" type="checkbox"/>		
7.07	Textiles, fixtures and fittings			
7.08	Consumer related dispensers and dosing systems	✓	4	Lots of items bought in bulk
7.09	Food waste control			Could look to move away from some single use items with excess packaging.
7.10	Kitchen waste composting	<input checked="" type="checkbox"/>		Could ask Biff if they can supply you with a food waste bin to trial. Many food items sent to foodbank.
7.11	Garden waste (composting and peat free)	✓	5	Peat free compost is also used.
7.12	Construction Waste (reuse and recycle)			
7.13	Conservation of Buildings			
	TOTAL	5	21	

8 Travel

8.01	Promotion of car free activities	✓	5	Car free and low mileage days our promoted very well
8.02	Public transport drop off within 500m			1.5 miles away to bus stop
8.03	Travel incentives and offers			
8.04	Information on walking, cycling and other travel activities	✓	5	10 local walks.as well as other useful resources. OS maps. Tree plantation walk
8.05	Cycle storage & cycle hire	✓	5	
8.06	Staff travel	✓	5	All staff live onsite.
8.07	Monitoring guest travel & delivery transport	✓	5	Guest travel survey conducted. 310 entries. This has been used to sent to council to help with planning.
8.08	Use and promotion of eco-friendly vehicles			
8.09	Electric car charging point	✓	5	EV charger in place.
8.11	Seasonal Pitches for Touring Caravans	✓	5	Can store 100 vans.
8.12	Promotion of visitor travel carbon accounting and offset services	⊙		Could consider promoting an offset e.g. http://www.broadwaymanor.co.uk/eco-tourism/carbon-offset.html or http://www.tomich-holidays.co.uk/green.htm
	TOTAL	7	35	

9 Nature and Culture

9.01	Natural and cultural heritage initiatives	✓	5	Member of Wildlife Trust, National Trust and David Bellamy
9.03	Involvement in local cultural events and festivals	✓	5	Hosted Village Fete for 3rd year. £3000 raised for parish church and hall
9.05	Days out directory or activity diary for guests	☑		Very good promotion of activities in the local area.
9.07	Identification guides and other materials	✓	5	Fantastic - lot of interpretation boards, nature signs all around. Kids can buy a nature pack.
9.08	Nature monitoring (nature diary/calendar)	☑		Could promote more on social media e.g. wildlife photo competition.
9.09	Significant tree planting or conservation	✓	4	
9.10	Wildlife habitats and refuges	✓	5	Many wildlife refuges. Bug hotels are fantastic
9.12	Specialist Heritage and Cultural Buildings			
9.13	Dark skies as part of a package/product	☑		Some stargazing resources but could elaborate. Dark sky tourism is becoming more popular in the UK. Could promote any events but also have binoculars/telescope, star charts etc. For ideas see http://www.staybeacons.com/activities/star-gazing/ and http://www.darkskydiscovery.org.uk/partnerships/ireland.html
	TOTAL	5	24	

10 Innovation

10.04	Site Innovation	<input checked="" type="checkbox"/>		Achieved various other sustainability awards e.g. Devon Tourism Award
10.05	Site Innovation			
10.06	Site Innovation			
10.07	Campsite and Holiday Parks Basic Benchmark Performance			
10.08	Campsite and Holiday Parks Progressive Benchmark Performance			
10.09	Campsite and Holiday Parks Excellent Benchmark Performance			
	TOTAL	0	0	

SCORING SUMMARY			
Sections	Done	Score	Percentage per section for measures scored
MANAGEMENT	7	34	97%
MARKETING AND COMMUNICATION	6	29	97%
SOCIAL RESPONSIBILITY & EQUALITY	5	22	88%
ENERGY SAVING	10	43	86%
WATER ISSUES	9	37	82%
PURCHASING	6	27	90%
WASTE MINIMISATION	5	21	84%
TRAVEL & TRANSPORT	7	35	100%
NATURE & CULTURE	5	24	96%
INNOVATION	0	0	
TOTAL	60	272	GOLD

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
Bronze award status	40%	120	90.7%
Silver award status	65%	195	Award achieved
Gold award status	80%	240	GOLD
Current Award Status			Gold - (Version V)