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# SMALL CHANGE BIG DIFFERENCE

*Making West Sussex...  
 greener, cleaner and safer*

**GREEN BUSINESS**

Maximise the 3 R's  
 Reduce  
 Reuse  
 Recycle

**LOW ENERGY  
 CRAWLEY LIBRARY**

**ROAD SAFETY**

**THE MODERN  
 FIREFIGHTER**

**TRAVELWISE**

**FIRE  
 SAFETY  
 CHECKS**

**GREEN  
 CLUB  
 GREEN  
 DIGGERS**

**ENGAUGE**

**GREENING  
 CAMPAIGN**

**HELP  
 OUR  
 TREES**

**BIN**

**RECYCLING  
 RUBBISH**

MEET  
 BUSTA  
 AND  
 PONG









# GREEN CLUB

For more than 2,000 members of the West Sussex Green Club, the answer comes 'naturally'. They have been discovering the pleasure of growing everything from fruit and veg to flowers and plants, in a much more environmentally friendly way, thanks to tips from the Club.

# HOW DOES YOUR GARDEN GROW?

Every member of the Green Club gets a book on composting, a seed pack, quarterly newsletter packed with advice, plus a membership card that includes a 10% discount at participating garden centres and 'members only' special offers.

A key aim of the club is to encourage people to turn their hand to home composting and transform garden and other waste into a natural and healthy

material to help produce even better results.

Not only does composting help reduce the amount of waste going to landfill, it also reduces harmful greenhouse gases that affect climate change.

It is easy and with great deals on home composters, there is no better time to transform your garden and save money.

*"The newsletter is an excellent introduction to 'gardenology'. It's attractive and very readable. I now follow every bit of advice."*



And, if you introduce a friend to the Club, they'll even send you a free pair of gardening gloves!

**JOIN IN!**  
web: [Wsgreenclub.org](http://Wsgreenclub.org)  
phone: 01243 642106  
email: [info@bettertommorrows.org.uk](mailto:info@bettertommorrows.org.uk)

# GREEN DIGGERS

Meet the Barker children (pictured) – they grow their own, pick their own, and then, with a bit of help from mum Louise, cook their own.

They are all enthusiastic members of the Green Diggers – an offshoot of the Green Club. The club's designed for the budding gardeners of the future, and they also get a special newsletter, seeds to get started, and many other benefits.

Not only are 'Green Diggers' doing their bit for the environment, they are helping cut food bills, and learning something new. And, you don't need a big garden to get started. So why not encourage your children to sign up and see what they can serve up fresh from the garden?





# WASTE PREVENTION ADVISORS

## A LADY WITH BAGS OF ENTHUSIASM!

They may not weigh that much but just think how many tea bags get put into black sacks up and down the country every day of the week?



Check the offers page for details of the Green Johanna.



Want a visit from an advisor?  
Phone 01243 642106

Anthea Rossouw (pictured) did, and became determined to change things at the block of flats where she lives.

She launched her own one-woman drive to make Crawley's Walstead Court a shining example of how to cut black sack rubbish. Fellow residents and staff at the 26 flat assisted living complex, backed her to the hilt.

Teabags and a whole host of other items including left-over food and garden waste are put into a Green Johanna food digester to produce compost.

The amount of black sack waste being collected at Walstead Court has been slashed by 60%, and all the residents are keen recyclers too.

It spurred Anthea on to become a volunteer waste prevention advisor working with people across the county to help reduce the amount of rubbish going into dustbins.

She says – "We are a nation of tea drinkers so think how many of these get buried in landfill sites with all the other food waste."

And, Anthea believes there are many people who can follow her example – "The great thing about this country is that whatever we set our minds to, we can do it. All we need is the information and people to guide us."

### JOIN THE VOLUNTEER SCHEME

web: [bettertomorrows.org.uk](http://bettertomorrows.org.uk)

phone: 01243 642106

email: [info@bettertomorrows.org.uk](mailto:info@bettertomorrows.org.uk)

## FOOD FOR THOUGHT

Mamma Mia!

Do you know what's one of the top foods we throw away because we cook too much of it in the first place?

The answer's Spaghetti. That's why a simple portion measurer has been finding its way into more and more homes thanks to a campaign called 'Love Food Hate Waste'.

It was launched because of the mountain of food that gets thrown away in the UK every year, and the environmental problems this creates. Waste Prevention Advisors advise people on ways of making the weekly shop go even further and save money.

As well as the Spaghetti portion measurers, the team also have:

- Recipe cards to help turn leftover food into tasty meals.
- Tips to keep food like bread, cakes and crisps fresher for longer

More than 150 people are also using special food waste diaries to record how they are making sure as little as possible of the weekly shop gets wasted.

If you would like to complete a food waste diary and receive a cookery book call 01243 642106.





# TREE WARDENS

BRANCH  
OUT  
HELP  
OUR  
TREES

Trees are vital to our environment and in West Sussex there is an army of volunteers making sure they get the love and attention they deserve.

There are now around 185 Tree Wardens working with parishes up and down the county to check the health of trees and help plant new ones. It's really rewarding work as Judith Steedman (pictured) discovered when she signed up to work in the parish of Upper Beeding which includes Small Dole.

As well as keeping a watchful eye on existing trees, Judith enlists the help of local people to water new trees planted on verges outside homes.

Thanks to a grant scheme called 'Trees for Shade', Judith helped with the planting of 20 trees in her village to mark the

20th anniversary of the 'Great Storm' that did so much damage to our landscape.

In Selsey, local Tree Wardens have established a unique orchard of rare Sussex apples.

At St Wilfrid's Primary School in Angmering, a Tree Warden helped youngsters gather seeds to plant and the best saplings will one day be providing a shady spot in the grounds.

It's really easy to get involved with caring for trees – all Tree Wardens get full training, a twice yearly newsletter and benefit from help and advice from the Tree Council.

#### JOIN IN!

web: [westsussex.gov.uk/treewardens](http://westsussex.gov.uk/treewardens)  
phone: 01243 642119  
email: [treewardens@westsussex.gov.uk](mailto:treewardens@westsussex.gov.uk)

# CRAWLEY LIBRARY



# A REALLY 'EXPRESSO' LIBRARY



Books have been flying off the shelves at the 'greenest' library in our county, which comes complete with a coffee shop, and easy to use self-service terminals.

Sustainability was at the heart of the design of the new Crawley Library. The team behind it believe it will become a flagship for what can be achieved.

It is a low-energy building designed to reduce carbon emissions, with its own wood fuel boiler, solar heating and a living green roof, acting as an excellent insulator.

It is proving very popular, figures for the first three months showed it loaned 154,000 items compared with 106,000 taken out from the town's old library over an identical period.

A key aim of the Library Service is to encourage reading from an early age –

that's why a 70% rise in children's books being borrowed has been putting a smile on faces.

West Sussex people are tremendous readers – a recent survey of all County Councils put your service fourth in popularity.

Libraries are also powerhouses of information and have internet terminals. It's a 24 hour service at [www.westsussex.gov.uk](http://www.westsussex.gov.uk). You can join a library, browse the catalogue, ask questions, search databases, use electronic reference books, and much more.

#### JOIN IN!

web: [westsussex.gov.uk/libraries](http://westsussex.gov.uk/libraries)  
phone: 01243 642111  
email: [libraries@westsussex.gov.uk](mailto:libraries@westsussex.gov.uk)



# TRAVEL WISE

reduce CO<sub>2</sub>

## GREENER WAYS TO GET TO WORK AND SCHOOL



**More than 1,500 people in West Sussex have signed up to car share thanks to an easy to use website.**

The scheme is estimated to be saving 658 tonnes of CO<sub>2</sub> every year – that's the same as planting a staggering 219,333 trees!

The website [westsussexcarshare.com](http://westsussexcarshare.com) is just one of the many TravelWise initiatives in West Sussex designed to reduce congestion and pollution on our roads.

The TravelWise and Safer Routes to School team offers free advice to schools and works with employers to develop

Travel Plans that cut the need for car journeys. They also encourage walking and cycling which is good for our health as well as the environment. And, it can save you money!

A large part of their work is in schools. Did you know that an estimated 20% of cars on the road at peak times are linked to the twice daily 'school run'?

There have been some significant achievements:

- A record 61,330 pupils from 226 schools took part in 'Walk to School' Week 2009.
- 33 primary schools have a daily escorted 'walking bus'.

- 96% of schools have been given help to develop travel plans that can lead to cash towards projects such as cycle shelters, local road improvements and waiting shelters for parents.

All this plus School Safety Zones, including flashing 20mph warning signs, have given many parents more confidence to allow their children to walk or cycle.

**JOIN IN!**  
 web: [westsussex.gov.uk/travelwise](http://westsussex.gov.uk/travelwise)  
 phone: 01243 642105  
 email: [travelwise@westsussex.gov.uk](mailto:travelwise@westsussex.gov.uk)

## 3IN1 CARD



shop

## JUST THE GREEN TICKET!

**Did you know that a double decker bus carries the same number of people as 20 fully occupied cars?**

That's just one of the reasons why encouraging public transport is so important to reduce congestion on our roads, and improve the quality of the air we breathe.

One major scheme that is cutting the cost of bus travel for literally thousands of families is the 3in1 card.

It's free for every young person from five through to 19 living in West Sussex and in full-time education.

And the savings really do add up in cash as well as environmental terms.

For example, 16 to 19 year-olds travelling with the card pay half the adult rate – and the card can be used seven days a week at all hours of the day.



David Veitch (pictured), 18, from Horsham, is just one of more than 32,000 card holders who can make daily use of cheaper bus travel to get to college, or just to meet up with friends.

But the savings do not end on the bus – the card is called 3in1 because it also gives young people discounts in a growing range of shops and attractions, and is nationally recognised as proof of age.

**JOIN IN!**  
 web: [yourspacewestsussex.co.uk](http://yourspacewestsussex.co.uk)  
 phone: 01243 777330  
 email: [info@yourspacewestsussex.gov.uk](mailto:info@yourspacewestsussex.gov.uk)

*"I've more independence and don't have to ask mum or dad for a lift all the time."*





# RECYCLING RUBBISH



## WE'RE GETTING IT SORTED

**An ultra-modern Materials Recycling Facility (MRF) opened in July at Ford near Littlehampton.**

The multi-million pound complex is one of the most advanced in the country and is now sorting the different items we put into our kerbside recycling bins.

Just watch out for details from your district or borough council about what you can put in your recycling bin.

The plant is making use of the latest technology to sort items and prepare them to be sent to companies who then recycle them into everything from clothes to water filters and even material to surface roads.

The MRF is just part of an ambitious programme in West

Sussex to cut the amount of waste that gets buried in landfill. Waste not only produces greenhouse gases but also harms our pockets because of the tax on every tonne we dispose of. West Sussex County Council faces fines if it exceeds a fixed quota on the amount going to landfill.

So instead of treating rubbish as a problem, we are turning it into a valuable resource.

You can do your bit simply by increasing the amount you recycle and by reducing the amount of rubbish you put in your black sack.



Kim Wilde at the opening of the MRF in Ford

## MONKEY WITH A MISSION!

His name is Captain Busta and aided by his trusty, but slightly smelly, engineer Pong, he has arrived on earth with a mission to explore how well we are doing to prevent and deal with waste.

Busta and Pong are characters devised by Wastebuster to interact with primary age children and inspire them to be a generation that really cares about the environment.

The new MRF is so much more than just a sorting centre for items that can be recycled. It contains an education room and viewing platform where community groups can learn about waste and how step-by-step West Sussex is tackling the issue.

During school visits youngsters will get to know Busta and Pong, who are the current face of the Recycle Now Schools Campaign, led by WRAP, the central government Waste and Resource Action Programme.

The education centre is the first in the country to feature the duo whose exploits are being promoted via education packs in schools across the UK.

### JOIN IN!

web: [recycleforwestsussex.org](http://recycleforwestsussex.org)  
phone: 01243 642106  
email: [fordeducation@viridor.co.uk](mailto:fordeducation@viridor.co.uk)

## THIS IS NOT THE END OF THE STORY...



**There is always going to be waste that simply cannot be recycled but there are exciting plans to turn it into a valuable resource.**

A state of the art facility is being planned in West Sussex that has the potential to turn our non-recycled waste into eco-friendly fuel.

Subject to planning and operating permissions, it will turn rubbish into compost and electricity by mechanically shredding the waste and separating the parts that easily rot.

This will be treated to produce a fuel gas that can be used for buses or even the lorries taking waste to the site!

The remaining material is also turned into a fuel that can be used in a variety of processes such as cement kilns as a substitute for fossil fuels.





# PEOPLE POWER HELPING OUR ENVIRONMENT

**Communities in West Sussex are coming together as never before to show that even small lifestyle changes can lead to massive benefits for the environment.**

From housing estates to parishes, more and more people are joining forces to work with the Greening Campaign, a not for profit organization backed by local authorities.

Each community chooses its own environmental challenges from a list supplied by the Campaign, and is later given the financial and the CO<sub>2</sub> savings it has made... and they certainly add up!

Changes can range from installing energy efficient light bulbs to composting, using less water or growing your own food.

Projects can be tailored to suit local areas, and there is help and advice at every stage.

Can your community help to make West Sussex a greener and cleaner place to live?

Such as Parklands – an estate in Chichester where more than 100 people have so far achieved a saving of 45 tonnes of CO<sub>2</sub> – the same as 45 hot air balloons – entering our atmosphere!

## JOIN IN!

web: [greening-campaign.co.uk](http://greening-campaign.co.uk)  
phone: 01243 642119  
email: [info@greening-campaign.co.uk](mailto:info@greening-campaign.co.uk)

## GREENING CAMPAIGN



## IT'S GREEN FOR GO IN BUSINESS

**It's never easy running a business – in good as well as tough economic times. That's why more companies are finding that a 'Green Business' campaign is not just cutting their costs but helping the environment.**

Hundreds of businesses have taken advantage of free help, advice and grants from the West Sussex Sustainable Business Partnership over the last ten years to cut their costs.

During that time it is estimated that 1,919 tonnes of CO<sub>2</sub> has been saved. Businesses are £440,000 better off and 933 tonnes of waste have been diverted from landfill.

JS Humidifiers (pictured bottom left) of Rustington has not only saved £3,470 on its energy bills, it actively promotes recycling within its workforce.

## JOIN IN!

web: [westsussexsbp.org.uk](http://westsussexsbp.org.uk)  
phone: 01243 756869  
email: [sbp@westsussex.gov.uk](mailto:sbp@westsussex.gov.uk)

## GREEN BUSINESS

A staggering 13 billion plastic carrier bags

a year are given free to UK shoppers, and take years to decay.

But the people of Henfield have said enough is enough. Dozens of the village's retail outlets are giving out environmentally friendly alternatives instead (pictured below). As a result of the campaign, Henfield hopes to stop using at least half a million plastic bags a year!





# ENGAUGE

## IMPROVING SUSTAINABILITY IN SCHOOLS

Almost two thirds of West Sussex schools have taken part in a unique assessment called a 'SusGauge®' which measures how sustainable a school is. This is part of a project called 'Engauge®' which is helping our school children learn more about achieving a sustainable lifestyle.

Experts check out how well schools are performing in eight categories including saving energy and water, travel choices that avoid congestion and pollution, general health, and sensible eating.

The scores in each category are uniquely displayed in the form of a 'SusGauge®' flower, with each category achieved earning a petal. This means schools and pupils have an at-a-glance indicator to see how sustainable they are, plus an incentive to grow more petals! Weak areas can be pinpointed and targeted with advice and assistance from local experts so further petals can be added.

There are already some innovative schemes taking place in schools ranging from growing vegetables to using reclaimed rubber for new play equipment.

### EGGSCITING

Shipleigh Primary (pictured left and right) has two hens called 'Sage' and 'Onion' and their eggs are regularly used in school meals with other local produce. The school has schemes to recycle paper, plastic and food scraps.

### WHAT'S COOKING?

Students at Warden Park, Cuckfield, devise their own recipes using local produce for 'Parkes' the school's café. The till is cashless with students using a payment card that also gives them discounts in some shops and on taxi fares.

#### JOIN IN!

web: [wsfgl.westsussex.gov.uk/engauge](http://wsfgl.westsussex.gov.uk/engauge)  
phone: 01243 777479  
email: [engauge@westsussex.gov.uk](mailto:engauge@westsussex.gov.uk)



reduce  
our  
costs







*"We sleep on the third floor of a town house, and the advice from the firefighters gave us extra peace of mind."*

**FIRE AND RESCUE**

## MEET THE MODERN FIREFIGHTER

**Yes, they respond to 999 calls to fires, road accidents and other emergencies.**

But, a modern firefighter is also at the heart of making our communities safer places to live. More than 35,000 people in West Sussex have already taken advantage of a free Home Fire Safety check – available to all residents.

During a pre-arranged visit, local firefighters will carry out a complete safety

audit of your home and help you plan an escape route in the event of fire. If necessary, they will even install smoke detectors free of charge or replace faulty ones.

Community Fire Safety advisors also fit alarms which include strobe lights and vibrating pads, that alert people with hearing problems to danger.

Systems called Careline and Community FireLink are also available in the home for the very vulnerable.



### JOIN IN!

web: [westsussex.gov.uk/fire](http://westsussex.gov.uk/fire)  
phone: 0800 3286 487 (fire safety check)  
email: [cfb@westsussex.gov.uk](mailto:cfb@westsussex.gov.uk)

## SEEN A FIREFIGHTER RIDING A MOTOR BIKE RECENTLY?

The Fire and Rescue Service has two FireBikes. They help deliver road safety messages to the places where bikers meet, to try and reduce accidents amongst one of the most vulnerable groups on our roads.

The FireBikes, with their distinctive livery, will also be at the Bike Safe courses run by Sussex Police with the West Sussex Fire and Rescue Service.

Contact: [www.bikesafe.co.uk](http://www.bikesafe.co.uk)



**FIRE SAFETY**



## PLAYING WITH FIRE

**All young people are fascinated by fire. An estimated one in three will experiment at some stage with matches or lighters.**

In most cases parents or guardians can nip potential problems in the bud.

But for others it can become an obsession. Every year dozens of children die as a result of fires they have started – lives and family possessions are wrecked.

That's where a totally confidential service called

FACE can help – short for Fire Awareness and Community Education.

Specially trained firefighters offer guidance, and help re-educate young people who have shown a fascination or played with fire. The scheme is free to any parent, guardian or carer.

The advisors will make an appointment to see you and the young person to discuss the situation and design an appropriate programme to help them move from 'fire risk' to 'fire safe'.

### JOIN IN!

web: [westsussex.gov.uk/fire](http://westsussex.gov.uk/fire)  
phone: 01243 786211  
email: [wsfrs@westsussex.gov.uk](mailto:wsfrs@westsussex.gov.uk)



*"The course made me much more aware of my driving abilities, and the Ferrari taught me the proper place for speed is a racetrack."*



# ROAD SAFETY



## MAKING OUR ROADS SAFE FOR ALL AGES

**Young people aged 17 to 25 account for just 10% of UK licence holders, yet they are involved in 20% of all accidents.**

Every year around 1,000 people in that age range are killed on the nation's roads.

They're just some of the reasons the Young Drivers Skills Course was launched in West Sussex.

The course includes an on road assessment of driving skills from an advanced instructor and even the chance to drive a specially adapted car on a skid pan.

There is also the chance to drive round the famous Goodwood circuit with an instructor in a car they can only dream of owning – a Ferrari.

Although everyone benefits from fewer cars on the road, for many older people they are a lifeline.

That's where the 'Experienced Driver Assessment' (EDA) supported by Age Concern can help.

**JOIN IN - YOUNG DRIVERS SKILLS COURSE**  
web: [westsussex.gov.uk/youngdrivers](http://westsussex.gov.uk/youngdrivers)  
phone: 08452 600650  
email: [driveradmin@westsussex.gov.uk](mailto:driveradmin@westsussex.gov.uk)



It's aimed at the over 60s who may be worried about their driving. Health professionals and loved ones can also encourage people to take part.

The EDA isn't a test. It's an assessment of driving ability and skills, so your licence cannot be taken away on the basis of the feedback.

Advanced instructors talk to the motorist before they even go out on the road. They'll find out what sort of journeys they usually make, and the concerns that led to asking for an EDA.

**JOIN IN - EXPERIENCED DRIVER ASSESSMENT**  
web: [westsussex.gov.uk](http://westsussex.gov.uk)  
phone: 01243 777554  
email: [drivertraining@westsussex.gov.uk](mailto:drivertraining@westsussex.gov.uk)



## ACTION AGAINST BULLYING



**Bullying against our children can come in many forms from name-calling and spreading rumours to physical harm. It is often motivated by prejudice.**

The effects can be long-lasting and devastating with some victims becoming depressed and even suicidal.

A countywide partnership called 'Action Against Bullying', was set-up as a direct result of young people's concerns.

It supports schools, colleges and youth organisations through an anti-bullying co-ordinator; it supports children and young people through a casework service.

A Support Line is also provided for parents, carers and professionals in West Sussex on 0845 075 1010.

Many schools in West Sussex actively support anti-bullying work,

including:

- Bognor Regis Community College has a group of students called M8s who support other students by promoting zero bullying.
- Felpham Community College has a 'CyberMentors' scheme – 23 students were among the first in the country to complete their training as on-line peer mentors to help students being bullied online.

**JOIN IN!**  
web: [westsussex.gov.uk/aab](http://westsussex.gov.uk/aab)  
phone: 0845 075 1010  
email: [community-safety@westsussex.gov.uk](mailto:community-safety@westsussex.gov.uk)



# OFFERS



## Food waste digesters

The 'Green Cone' takes all cooked and uncooked food scraps (meat, fish, bones, dairy products, vegetable peelings, fruit cores, etc). Using natural heat, worms and good bugs, the food is broken down into water and essential nutrients to nourish your garden. Its sealed design means no flies, no vermin and no pong.

Complete assembled height 112cm (44") of which 42cm (17") is buried below ground.

**SAVE £55 (RRP £69.55)\***

Buy for £14.95 including delivery

Plus get a free kitchen Caddy



The 'Green Johanna' also takes all cooked and uncooked food scraps but you can also put in garden waste to produce a rich, nourishing compost all year round.

Complete assembled height 94cm (37") with a diameter of 81cm (32") at its base.

**SAVE £80 (RRP £98.99)\***

Buy for £19.95 including delivery

Plus get a free kitchen Caddy

**TO ORDER A GREEN CONE OR GREEN JOHANNA CALL**

**0800 052 0462**

QUOTE CODE SCBD09 WHEN ORDERING.



## Home composting

Home composting also allows you to add material that cannot be collected as part of your green waste recycling service. This includes fruit and vegetable peelings, tea bags and eggshells.

You can even put in small quantities of cardboard when home composting (lool roll tubes help to aerate the compost). By home composting you also keep this raw kitchen organic waste out of landfill.

To help get you going, we can provide home compost bins at heavily discounted prices.

**BUY YOUR LOW COST BIN TODAY\***

**01243 642106**

web: [bettertomorrows.org.uk](http://bettertomorrows.org.uk)

email: [info@bettertomorrows.org.uk](mailto:info@bettertomorrows.org.uk)

QUOTE CODE SCBD09 WHEN ORDERING.



## Reclaim soil conditioner

We also provide bags of soil conditioner made from the material collected as part of your local recycling service.

'Reclaim Organic Soil Conditioner' comes in 40 litre bags. You can buy bags from most Household Waste Recycling Sites (HWRS).

**£4 per bag**

**£10 for three bags**

web: [recycleforwestsussex.org](http://recycleforwestsussex.org)

QUOTE CODE SCBD09

WHEN ORDERING.



## Bags of Taste

These roomy, environmentally friendly jute bags are perfect to carry all your local produce.

Buy one of our 'Bags of Taste' for just £2.95 each or two for £5 plus 50p postage and packaging.

**01243 756842**

web: [westsussex.gov.uk/taste](http://westsussex.gov.uk/taste)

email: [taste@westsussex.gov.uk](mailto:taste@westsussex.gov.uk)

QUOTE CODE SCBD09 WHEN ORDERING.

**\*OFFERS END 31 MARCH 2010**

# SMALL CHANGE BIG DIFFERENCE

*Do you feel inspired?*

# Win!

- Win lots of goodies in our free prize draw by completing our online questionnaire.
- Go to [westsussex.gov.uk/haveyoursay](http://westsussex.gov.uk/haveyoursay) to enter.
- Closing date is 27 October 2009.

Hopefully you have been inspired by reading this booklet and will take the opportunity to get involved.

**If you would like us to send you a paper copy of the questionnaire, please phone 01243 642106**

### Data Protection

West Sussex County Council is the Data Controller for the Purposes of the Data Protection Act 1998. This means that West Sussex County Council is responsible for making decisions about how your personal data will be processed and how it may be used.

The purposes for which your data will be processed is solely to provide you with information about this competition and to keep you informed about new initiatives within the scope of 'Small Change, Big Difference'. The information you provide will be treated confidentially at all times, and will not be passed to any other organisation. If you do not wish us to send you additional information, please tick the box on the online questionnaire.