



Sustainability Report

2013-14

SPSO Scottish Public Sector Sustainability Report

This statement is published as required under section 32 of the Public Services Reform (Scotland) Act 2010 (the PSR Act). It is for the financial year ended 31 March 2014.

A demand-led organisation

Most of the SPSO's resources are dedicated to its statutory role as final tier complaints handler under the terms of the Scottish Public Services Ombudsman (2002) Act. The Ombudsman is statutorily obliged to consider all the complaints brought to the office by the public.

The volume of complaints received has risen year on year. 2013-14 saw a further 8% rise, following a 5% increase the previous year. Over the past three years, the budget for the office has reduced, in line with the efficiency drive throughout the public sector.

Notwithstanding the increased demand on reduced resources, improvements in casework procedures have led to increased efficiency. A further 8% increase in productivity for 2013-14 was recorded following a 9% increase the previous year. This continued improvement in performance is a central measure of the office's effectiveness.

Improving complaints standards

Under the PSR Act, the SPSO was given the authority to lead the development of simplified and standardised complaints handling procedures (CHPs) across the public sector. The Act also provided the SPSO with a duty to monitor and promote best practice in complaints handling for relevant public sector staff.

Making further efficiencies

The SPSO continues to explore opportunities for sharing services with the officeholders supported by the Scottish Parliamentary Corporate Body (SPCB). The SPSO has continued to provide office space and facilities management to the Scottish Human Rights Commissioner, who moved in to the SPSO premises in 2011, maximising the SPSO's office space.

Throughout 2013-14, the SPSO has continued to make improvements to its case management system, and these have been a significant factor in bringing about the casework productivity gains.

Sustainability

The SPSO's primary function is to carry out its statutory duties in complaints handling and improving complaints standards. There is little direct relation in this work to promoting and increasing sustainable economic growth. The SPSO can, however, make a direct contribution to sustainability by ensuring that it implements policies and procedures that reduce its carbon footprint.

The office is pleased to report that we continued to remain below the 2009 baseline figure for our primary energy carbon emissions (Table 1).

In line with the Waste (Scotland) Regulations 2012, which came into effect on 1 January 2014, the SPSO enhanced the Wash it and Squash it campaign and introduced further recycling guidance for staff. To encourage recycling behaviour and compliance with the legislation, desk waste bins were removed and recycling points enhanced.

The SPSO aims to contribute towards reducing the use of the private car for work related travel. A primary reason for the continued location of the SPSO office in central Edinburgh is the easy access this provides to major public transport routes for SPSO staff and visitors to the office. The office travel policy requires staff to 'think green', for example, staff are encouraged to consider alternatives to work related travel, wherever possible, such as the use of the telephone, e-mail, audio and video conferencing; and where travel is essential, to use public transport wherever possible, to car share and to travel by rail rather than airplane. In order to save resources, staff are encouraged to only print documents where necessary and to dispose of waste responsibly

including recycling where possible. The office recycles toner cartridges and uses Fair Trade tea, coffee and sugar. The office encourages green commuting and has a bike rack for staff use.

Table 1: Total carbon emissions from annual primary energy supply:

Year	Performance	% reductions
2009-10	85.3 CO ₂ tonnes	Baseline
2010-11	84.4 CO ₂ tonnes	1%
2011-12	65.2 CO ₂ tonnes	23%
2012-13	71.6 CO ₂ tonnes	-9%
2013-14	68.9 CO ₂ tonnes	4%

Summary of performance: Baseline year 2011-12

Area	Actual performance (2013-14)	Target performance
Total energy consumption	68.9 CO ₂ metric tonnes	85.3 CO ₂ tonnes (Baseline) 84.4 CO ₂ tonnes (2010-11) 65.3 CO ₂ tonnes (2011-12) 71.6 CO ₂ tonnes (2012-13)
Greenhouse gas emissions	80.76 CO ₂ metric tonnes	70.87 CO ₂ tonnes (2011-12) 77.56 CO ₂ tonnes (2012-13)
CRC-related expenditure	Scope 1 & 2 only (Primary energy) £21,756.79 Scope 1, 2 & 3 (Greenhouse Gas Emissions) £34,847.45	Scope 1 & 2 only (Primary energy) £19,602.73 (2011-12) £22,447.17 (2012-13) Scope 1, 2 & 3 (Greenhouse Gas Emissions) £34,126.31 (2012-13)
Total energy expenditure	£21,756.79	£26,903.51 (2009-10) £26,667.07 (2010-11) £19,602.73 (2011-12) £22,447.17 (2012-13)
Total waste	11.8 tonnes	20.1 tonnes (2011-12) 13 tonnes (2012-13)
Reduce office waste to landfill	54% recycling rate	28% recycling rate (2011-12) 40% recycling rate (2013-13)
Total waste expenditure	£4,217.46	£3,119.00 (2011-12) £3,082.50 (2012-13)
Water consumption	182 cubic meters sq.	145 Cm ² (2011-12) 171 Cm ² (2012-13)
Water expenditure	£571.36	£517.54 (2011-12) £555.95 (2012-13)

Jim Martin
Scottish Public Services Ombudsman
 July 2014

Core SPSO Sustainability Report 2013-14

Area	Type	Non-Financial Information	Financial Information
Greenhouse Gas Emissions	Scope 1 (Direct GHG Emissions)	Total Gas Consumption kwh: 132,733.79 CO2 Produced: 27.12	£7,624.52
	Scope 2 (Energy Indirect) GHG Emissions	Total Electricity Consumption kwh: 77236 CO2 Produced: 41.79	£14,132.27
	Scope 3 Official Business Travel Emissions	11.85	£13,090.66
Total GHG Emissions (Metric Tonnes CO2)		80.76	£34,847.45
Waste Minimisation and Management	Total Waste arising (Tonnes)	11.8479	£4,217.46
	Waste Sent to Landfill (Residual Office Waste)	5.46	£1,115.50
	Waste Recycled/Reused	6.3879	£3,101.96
Finite Resources	Water consumption cm2	182.00	£571.36
Action on Biodiversity	Not Applicable		Not required
Sustainable Procurement	Fair trade tea, coffee & sugar; toner cartridges recycled; "Wash it and Squash it" initiative implemented April 2013 to recycle domestic cardboard, plastics, metals and glass.		Not required

Scope 1 & 2 - Direct and Indirect Energy Consumption

Baseline 2009-10 = 85.3

Total Energy spend	£21,756.79
Total Energy Consumption kwh	209,970
Total CO ₂ Emissions (Tonnes)	68.91

Gas Consumption	Billing Period	kwh	cost
	30.03.13 - 30.04.13	11,521.60	£668.07
	30.04.13 - 31.05.13	7,784.00	£451.35
	31.05.13 - 30.06.13	3,870.20	£188.97
	30.06.13 - 31.07.13	2,490.40	£121.59
	31.07.13 - 31.08.13	2,481.09	£121.18
	31.08.13 - 24.09.13	14,161.40	£821.13
	24.09.13 - 31.10.13	9,972.00	£587.22
	31.10.13 - 30.11.13	14,569.60	£844.81
	30.11.13 - 31.12.13	16,141.60	£935.97
	31.12.13 - 31.01.14	18,315.00	£1,061.98
	31.01.14 - 28.02.14	15,869.90	£920.20
	28.02.14 - 31.03.14	15,557.00	£902.05
TOTAL kwhs		132,733.79	£7,624.52
CO2 Emission (Tonnes)		27.12	

*Conversion Factor: Natural Gas Gross CV Basis: 0.20435

Electricity Consumption	Supplied from	Supplied to	Total consumption (kWh)	Emissions (tCO2)
Meter 1	01/04/2013	31/03/2014	40,830	22.089
Meter 2	01/04/2013	31/03/2014	36,406	19.696
TOTAL			77,236	41.785
Total Energy Spend		£14,132.27		

Scope 3: Other Indirect Emissions

All conversion factors provided by 2012 DEFRA Guidelines on GHG Emissions Conversion Factors Guidance

Total Cost:	£13,090.66
Total Distance Travelled KM:	67,628.50
Total CO2 Emissions (kgs):	11,852.47

Staff Travel in non-company owned vehicles

Journey type	Conversion Factor	Kilometres	CO ₂ Emissions (kgs)
Flights	Average Domestic: 0.20124	43,223.76	8,698.35
Taxis*	Regular taxi: 0.17699	108.95	19.28
Train	National Rail: 0.06715	15,243.38	1,023.59
Car	Average Car Fuel Unknown: 0.23394	8,988.19	2,102.70
Bus	Local Bus: 0.13552	61.64	8.35
Underground	Glasgow light-railway	2.57	0.20

* Contract taxi journeys are exempt as we use a carbon neutral taxi company. Where service provider could not be verified carbon neutral we have included those journeys and assumed private hire vehicle used.

Waste Minimisation & Management

Notes: Financial information unavailable for the cost of uplifting cardboard for recycling. Pre-paid stickers purchased in 2010 and still in use. Volume information unavailable for sanitary waste uplifted by Greenleaf.

Total Tonnes of waste Produced	11,8479
Total Tonnes of Waste Recycled	6.3879
Total Cost	£4,217.46

City of Edinburgh Council Trade waste sacks (60l capacity)

Date	Number of sacks	Cost
25/04/2013	200	£426.00
27/09/2013	100	£263.00
30/01/2014	50	£106.50
TOTAL	350	£795.50
Total ltrs		21000
Conversion vector for Ltrs to kg: 0.26*		5460
Total Tonnes (sent to landfill)		5.46

*Source: Environmental Agency

Paper Shredding Services

PSS Now provide weighted values for uplifts. Previous year calculations have been based on average volume uplifted based on capacity of units onsite of 200 kg per fortnight. 200*26 = 5200 kg per year.

Conversion to Tonnes = 5.105

All product is put back into recycling stream and so generates no carbon footprint.

Date	Volume kg	Cost
31 May 2013	159.00	£150.00
31 May 2013	474.00	£243.00
27 June 2013	219.00	£162.00
31 July 2013	911.00	£349.20
29 August 2013	255.00	£150.00
26 September 2013	372.00	£193.20
30 October 2013	425.00	£257.40
28 November 2013	537.00	£234.00
19 December 2013	195.00	£87.50
30 January 2014	296.00	£154.80
27 February 2014	999.00	£463.80
31 March 2014	263.00	£181.20
Total	5105.00	£2,626.10

Change works recycling (provided by suppliers)

Note: Financial information not available until February 2014. Prepay stickers (£2.00 each) purchased in 2010 continued to be used until February 2014.

Total Tonnes	1.2829
Total Cost	£475.86

Date	Cardboard Bundles	Batteries 5kg Battbox	Paper Bags	Plastic Bottles Bags	Cans Bags
May-13	0	0	0	0	0
Jun-13	64	0	0	0	0
Jul-13	0	0	0	0	0
Aug-13	0	0	0	0	0
Sep-13	96	0	0	0	0
Oct-13	0	0	0	0	0
Nov-13	160	0	0	0	0
Dec-13	0	0	0	0	0
Jan-14	150	5	0	0	0
Feb-14	225	0	16.6	6	7.5
Mar-14	175	0	49.8	15	10
Apr-14	250	0	41.5	9	2.5
Total	1120	5	107.9	30	20
Total kgs					
Total kgs of CO2 Diverted	753.6	2.77	36.9	17.64	43.4
<i>Total tonnes</i>	<i>1.12</i>	<i>0.005</i>	<i>0.1079</i>	<i>0.03</i>	<i>0.02</i>

Greenleaf Hygiene Services

Note: Volume information not available from contractor. Yearly fee includes waste transfer cost.

4 x Mini Sanitary Units x 4 weekly	£320.00
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Finite Resources

Total Consumption Cm2	182
Total Cost	£571.36

Water Expenditure

	Cost	Water Consumption (Cubic Meters Sq.)
01.04.13 - 08.04.13	£12.54	4.00
09.04.13 - 08.07.13	£138.57	42.00
08.07.13 - 08.10.13	£144.11	46.00
09.10.13 - 09.01.14	£143.67	44.00
09.01.14 - 31.03.14	£132.47	46.00
TOTAL	£571.36	182.00