

**PART 1 Profile of Reporting Body**

**1a Name of reporting body**

Provide the name of the listed body (the "body") which prepared this report.

Scottish Public Services Ombudsman

**1b Type of body**

Select from the options below

Others

**1c Highest number of full-time equivalent staff in the body during the report year**

65.24

**1d Metrics used by the body**

Specify the metrics that the body uses to assess its performance in relation to climate change and sustainability.

Metric	Units	Value	Comments
	#N/A		
	#N/A		
	#N/A		
Other (specify in comments)			

**1e Overall budget of the body**

Specify approximate £/annum for the report year.

**Budget**

**Budget Comments**

£5,001,000.00	£219,000 of the total budget for 2019-2020 was provided by Scottish Government funding for the implementation of the new Independent National Whistleblowing Officer (INWO) function.
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**1f Report year**

Specify the report year.

**Report year**

**Report year comments**

2019/20 (Financial year)	
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**1g Context**

Provide a summary of the body's nature and functions that are relevant to climate change reporting.

#### The SPSO's Role and Function

The Scottish Public Services Ombudsman has a wide remit, covering a variety of functions and services. Her powers and duties come from the Scottish Public Services Ombudsman Act 2002 and the Public Services Reform (The Scottish Public Services Ombudsman) (Healthcare Whistleblowing) Order 2020 which gives her four distinct areas of statutory functions:

1. The final stage for complaints about most devolved public services in Scotland including councils, the health service, prisons, water and sewerage providers, Scottish Government, universities and colleges. We are not an appeal body for the decisions of organisations. We can check that a decision has been properly made, but we cannot change or overturn it.
2. Specific powers and responsibilities to publish complaints handling procedures, and to monitor and support best practice in complaints handling.
3. Independent Review Service for the Scottish Welfare Fund with the power to overturn and substitute decisions made by councils on Community Care and Crisis Grant applications.
4. The role of Independent National Whistleblowing Officer (INWO) for the NHS in Scotland, the final stage for complaints about how the NHS considers whistleblowing disclosures and the treatment of individuals concerned.

Details of

the Ombudsman's team are available at: <https://www.spsso.org.uk/about-us>

The Ombudsman's most recent Annual Report is available at: <http://www.spsso.org.uk/annual-reports>

The SPSO recognises that all public sector bodies have a responsibility under the Climate Change (Duties of Public Bodies: Reporting Requirement) (Scotland) Order 2015 to prepare a report on our compliance with climate change duties. The SPSO has been voluntarily publishing our carbon emission figures on an annual basis since 2011-12. The SPSO makes a direct contribution to sustainability by ensuring that it implements policies and procedures that reduce its carbon footprint.

The SPSO defines our emission boundaries as all emission sources for Scope 1 and 2, and for Scope 3 we will report our larger emissions in relation to travel, including flights and car usage. Public transport will be out of scope due to the emissions amount being insignificant and the cost and time to produce the information being disproportionate to the result. Our travel policy requires our staff members to travel via public transport where possible.

The SPSO became the leaseholder for Bridgeside House from August 2018, on behalf of three office-holders - Children and Young Person's Commissioner Scotland (CYPCS), the Scottish Human Rights Commission (SHRC) and the Scottish Public Services Ombudsman (SPSO). This climate change report submitted by SPSO for 2019-20 will include the total waste and utilities figures for all three organisations as well as any communal areas. CYPCS and SHRC will report separately on any transport emissions.

Bridgeside House has double glazed windows with trickle vents to allow temperature control and lots of natural light. This allowed the SPSO to remove the need for desk lamps and personal heaters. It also has LG7 compatible and motion-sensor lighting to reduce electricity use as well as lower ceilings to allow better conservation of energy. The SPSO encouraged the installation of smart meters, providing the ability to better track electricity usage. Further environmentally conscious decisions included the installation of zip heater water boilers in t-points, combi-ovens and induction hob in shared kitchen, and no use of chrome in any fittings. Air-conditioning facilities were only installed in large, shared meeting spaces. The air-conditioning installed is tempered fresh-air mechanical ventilation to further conserve energy.

Bridgeside House's car park contains bicycle storage for up to 22 bikes, as well as a purpose built shower block to support sustainable transport options for staff. Our largest source of emissions continues to be Scope 2 due to the nature of our work and being computer based.

## PART 2 Governance, Management and Strategy

### Governance and management

#### 2a How is climate change governed in the body?

Provide a summary of the roles performed by the body's governance bodies and members in relation to climate change. If any of the body's activities in relation to climate change sit outside its own governance arrangements (in relation to, for example, land use, adaptation, transport, business travel, waste, information and communication technology, procurement or behaviour change), identify these activities and the governance arrangements. Provide a diagram / chart to outline the governance structure within the body.

#### Governance framework

The SPSO is a corporate sole, therefore any actions by the SPSO are at the delegated authority of the Ombudsman. In 2019-20 the leadership team (LT) consisted of the Ombudsman, the Director and the Head of Improvement Standards and Engagement. The LT, which is chaired by the Ombudsman, consider audit matters, the annual business plan, the risk register, and the strategic direction of the organisation.

A non-statutory, non-executive independent advisory audit board (AAB) support the LT in providing effective governance and management of risks. The AAB meet to consider audit matters, management of risks to the business and the strategic direction of the organisation.

Governance of climate change has been considered on a case-by-case basis by the LT. The Building Coordinator is responsible for the consideration of climate change and the effects that it has on the SPSO. It is the duty of the Building Coordinator to administer and manage a climate change working group. The climate change working group will further enhance the SPSO's future considerations to climate change in a more formal platform and will report to the LT.

The SPSO's approach to governing climate change activities is as follows:

1. Consideration will be made by the LT with regard to the future planning of all climate change considerations.
2. The LT will bring to the AAB's attention all aspects of climate change in line with their duties under Part 4 of the Climate Change (Scotland) Act.
3. The climate change working group will promote the guidance that is provided by the LT. It will also be the responsibility of the Building Coordinator to provide feedback to the LT and to provide an update on the work considered by the climate change working group.
4. The climate change working group will consider all aspects of climate change that may have an impact on the SPSO. The working group will look to identify processes that can be updated to reduce the impact the SPSO has on climate change.

The Corporate Services Team Assistant is responsible for carrying out a review of all carbon emissions as part of the year end reporting mechanisms currently undertaken by the SPSO. Volumes are reported by the Corporate Services Team Assistant to the LT and once agreed these figures are shared in the public domain.

<Insert Diagram Here or Attach File>

#### 2b How is climate change action managed and embedded in the body?

Provide a summary of how decision-making in relation to climate change action by the body is managed and how responsibility is allocated to the body's senior staff, departmental heads etc. If any such decision-making sits outside the body's own governance arrangements (in relation to, for example, land use, adaptation, transport, business travel, waste, information and communication technology, procurement or behaviour change), identify how this is managed and how responsibility is allocated outside the body. Provide a diagram to show how responsibility is allocated to the body's senior staff, departmental heads etc.

The Ombudsman is committed to supporting the Scottish Government's policies on environmental and sustainable development and understands her obligations in these areas. 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. Delivering these specific outcomes in a demand-led environment requires effective management of all resources as well as flexibility to reflect changes in demand. The SPSO seeks to operate within the funding available, closely monitoring resources and ensuring value for money, whilst at the same time meeting our stated legislative and strategic objectives.

The SPSO uses a carbon accountancy table to detail all of its outgoing emissions on a yearly basis and have been using this table since 2009-2010. This is used in order to monitor and evaluate usage year on year.

The SPSO became the leaseholder for Bridgeside House from August 2018, on behalf of all three office-holders - Children and Young Person's Commissioner Scotland (CYPCS), the Scottish Human Rights Commission (SHRC) and the Scottish Public Services Ombudsman (SPSO). This climate change report submitted by SPSO for 2019-20 will include the total waste and utilities figures for these three organisations as well as including all communal areas. CYPCS and SHRC will report separately on their transport emissions.

Bridgeside House is a shared, purpose-built, modern office space. The new building has double glazed windows with trickle vents to allow temperature control and skylights on the second floor to reduce the use of electrical lighting. It also has LG7 compatible and motion-sensor lighting to reduce electricity use as well as lower ceilings to allow better conservation of energy. The SPSO encouraged the installation of smart meters, providing the ability to better track electricity usage. SPSO also installed limited closed office spaces in Bridgeside House to further reduce emissions.

The SPSO adopts a reuse and upcycle philosophy, significantly reducing the requirement for new furniture and equipment. Further environmentally conscious decisions included the installation of zip heater water boilers in t-points, combi-ovens and induction hob in shared kitchen, and no use of chrome in any fittings. Air-conditioning facilities are only installed in large, shared meeting spaces. The Bridgeside House car park contains bicycle storage for up to 22 bikes and a purpose built shower block to support sustainable transport options for staff. SPSO also joined the Cycle to Work Scheme to encourage staff to cycle. SPSO also offers a Season Ticket Loan to staff to encourage them to travel to and from work using public transport.

Each t-point and printer station have recycling facilities, and no-one has a personal bin at their desk, thereby encouraging recycling. As part of the Health and Safety induction, new staff are advised of SPSO's recycling procedures and commitment to reducing carbon emissions/waste. There are also 'switch it off' labels on light switches, along with censored lighting installed where possible within the building. All of the SPSO's general waste is recycled, alongside items such as toner cartridges, batteries, pallets and electrical appliances such as heaters. As part of DSE training, staff are also advised to use the stairs in the office, if possible, to reduce energy use.

Along

with the above, the SPSO has a climate change working group as detailed in 2a which includes a member of staff from each team. The working group is still developing, but a positive impact is being made due to the individuals involved promoting initiatives within their teams to reduce SPSO's outgoing emissions. For example, revisiting recycling procedures with their team, joining the BIC Pen Recycling Scheme to collect old pens, markers, highlighters, pencils etc., taking part in a field trip to the local recycling plant. As part of 2019 Climate Change Week (7-13 October 2019), the climate change working group also encouraged members of their team to make a pledge for the week to reduce their carbon emissions. Examples of these are: switching to non-dairy milk, cycling to work, switching to a vegetarian or vegan diet, using reusable containers or wraps, reusing plastic bottles, coffee cups etc.

<Insert Diagram Here or Attach File>

## Strategy

### 2c Does the body have specific climate change mitigation and adaptation objectives in its corporate plan or similar document?

Provide a brief summary of objectives if they exist.

Wording of objective	Name of document	Document Link

### 2d Does the body have a climate change plan or strategy?

If yes, provide the name of any such document and details of where a copy of the document may be obtained or accessed.

The SPSO does not have a discrete climate change plan or strategy. Our Strategic Plan Business Objectives and Performance Measures provides guidance on what will be achieved by us in the period 2018-2020. A climate change plan/strategy will be considered and developed by the climate change working group in the future.

### 2e Does the body have any plans or strategies covering the following areas that include climate change?

Provide the name of any such document and the timeframe covered.

Topic area	Name of document	Link	Time period covered	Comments
Adaptation	N/A			
Business travel	Travel and Expenses Policy	<a href="https://www.spsa.org.uk/spsa-policies">https://www.spsa.org.uk/spsa-policies</a>	Ongoing	To be revised/updated as needed.
Staff Travel	Travel and Expenses Policy	<a href="https://www.spsa.org.uk/spsa-policies">https://www.spsa.org.uk/spsa-policies</a>	Ongoing	To be revised/updated as needed.
Energy efficiency	2018-2020 Strategic Plan	<a href="https://www.spsa.org.uk/strategic-plan">https://www.spsa.org.uk/strategic-plan</a>	2018-2020	
Fleet transport	N/A			

	Scottish Government ITECS Catalogue	<a href="http://saltire/my-workplace/it-and-information-management/it-services/Pages/ITECS-catalogue.aspx">http://saltire/my-workplace/it-and-information-management/it-services/Pages/ITECS-catalogue.aspx</a>	2019-2020	
ICT				
Renewable energy	N/A			
Sustainable/renewable heat	N/A			
Waste management	2018-2020 Strategic Plan	<a href="https://www.spsos.org.uk/strategy/c-plan">https://www.spsos.org.uk/strategy/c-plan</a>	2018-2020	
Water and sewerage	2018-2020 Strategic Plan	<a href="https://www.spsos.org.uk/strategy/c-plan">https://www.spsos.org.uk/strategy/c-plan</a>	2018-2020	
Land Use	N/A			
Other	Procurement Policy	<a href="https://www.spsos.org.uk/spsos-policies">https://www.spsos.org.uk/spsos-policies</a>	Ongoing	To be revised/updated as needed.

**2f What are the body's top 5 priorities for climate change governance, management and strategy for the year ahead?**

Provide a brief summary of the body's areas and activities of focus for the year ahead.

1. Continue to improve the impact of the climate change working group by holding regular meetings, providing members with more responsibility for sourcing new ideas, researching new ideas implemented by other organisations, and sharing and implementing these initiatives in the organisation.
2. Obtain accurate meter readings for gas and water use in Bridgeside House to help SPSO reduce emissions.
3. Promote the switch to a paper-lite environment through the introduction of eRDM Connect to allow electronic file-sharing.
4. Complete the Climate Change Assessment Tool (CCAT) to allow the SPSO to see where improvements can be made in terms of our response to the climate emergency.
5. Involve the organisation in more climate/biodiversity related events such as litter picks, beach cleans etc.

**2g Has the body used the Climate Change Assessment Tool (a) or equivalent tool to self-assess its capability / performance?**

If yes, please provide details of the key findings and resultant action taken.

(a) This refers to the tool developed by Resource Efficient Scotland for self-assessing an organisation's capability / performance in relation to climate change.

The SPSO has not used the Climate Change Assessment Tool as of yet due to day to day business needs. The climate change working group will look at implementing the use of the Climate Change Assessment Tool in the future. This will allow the SPSO to assess its performance on climate change and take further actions to improve.

**Further information**

**2h Supporting information and best practice**

Provide any other relevant supporting information and any examples of best practice by the body in relation to governance, management and strategy.

Rosemary Agnew, the Ombudsman, is continuing to drive further improvements in our low carbon behaviour approach, through her work practices, leadership and guidance, which will continue to improve our impact on climate change.

**PART 3 Corporate Emissions, Targets and Project Data**

**Emissions**

**3a Emissions from the start of the year which the body uses as a baseline (for its carbon footprint) to the end of the report year**

Complete the following table using the greenhouse gas emissions total for the body calculated on the same basis as for its annual carbon footprint / management reporting or, where applicable, its sustainability reporting. Include greenhouse gas emissions from the body's estate and operations

(a) (measured and reported in accordance with Scopes 1 & 2 and, to the extent applicable, selected Scope 3 of the Greenhouse Gas Protocol (b). If data is not available for any year from the start of the baseline year to the end of the report year, provide an explanation in the comments column.

(a) No information is required on the effect of the body on emissions which are not from its estate and operations.

(b) This refers to the document entitled "The greenhouse gas protocol. A corporate accounting and reporting standard (revised edition)", World Business Council for Sustainable Development, Geneva, Switzerland / World Resources Institute, Washington DC, USA (2004), ISBN: 1-56973-568-9.

Reference year	Year	Year type	Scope 1	Scope 2	Scope 3	Total	Units	Comments
Baseline Year	2015/16	Financial (April to March)	27	34	11	72	tCO <sub>2</sub> e	
Year 1 carbon footprint	2016/17	Financial (April to March)	29	32	10	71	tCO <sub>2</sub> e	
Year 2 carbon footprint	2017/18	Financial (April to March)	25.6	26.1	8.22	59.92	tCO <sub>2</sub> e	
Year 3 carbon footprint	2018/19	Financial (April to March)	16.54	27.72	9.94	54.20	tCO <sub>2</sub> e	
Year 4 carbon footprint	2019/20	Financial (April to March)	18.4	18.7	8.3	45.40	tCO <sub>2</sub> e	
Year 5 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 6 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 7 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 8 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 9 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 10 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 11 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 12 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 13 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 14 carbon footprint	0					-	tCO <sub>2</sub> e	
Year 15 carbon footprint	0					-	tCO <sub>2</sub> e	

**3b Breakdown of emissions sources**

Complete the following table with the breakdown of emission sources from the body's most recent carbon footprint (greenhouse gas inventory); this should correspond to the last entry in the table in 3(a) above. Use the 'Comments' column to explain what is included within each category of emission source entered in the first column. If, for any such category of emission source, it is not possible to provide a simple emission factor(a) leave the field for the

emission factor blank and provide the total emissions for that category of emission source in the 'Emissions' column.

(a) Emissions factors are published annually by the UK Government Department for Environment, Food and Rural Affairs (Defra)

Please select - Emission Factor Year

2020

Emission source	Scope	Consumption data	Units	Emission factor	Units	Emissions (tCO <sub>2</sub> e)	Comments
Natural Gas	Scope 1	100,000	kWh	0.18387	kg CO <sub>2</sub> e/kWh	18.4	Gas usage is paid by a service charge for CVPCS, SHRC and SPSO. Therefore, figures for gas usage in 2019-20 were estimated using the average business use for the number of employees in all three offices.
Grid Electricity (generation)	Scope 2	73,959	kWh	0.23314	kg CO <sub>2</sub> e/kWh	17.2	This figure includes electricity emissions for CVPCS, SHRC and SPSO.
Grid Electricity (transmission & distribution losses)	Scope 2	73,959	kWh	0.02005	kg CO <sub>2</sub> e/kWh	1.5	This figure includes electricity emissions for CVPCS, SHRC and SPSO.
Water - Supply	Scope 3	400	m <sup>3</sup>	0.34400	kg CO <sub>2</sub> e/m <sup>3</sup>	0.1	Water use is paid for via a service charge for all three officeholders. Emissions for 2019-20 have been calculated using the benchmark figure for water use per employee (provided by CIRIA) and extrapolated.

Water - Treatment	Scope 3	360	m3	0.70800	kg CO2e/m3	0.3	Water use is paid for via a service charge for all three officeholders. Figures for 2019-20 have been obtained by calculating 90% of the benchmark water use per employee (provided by CIRIA) and extrapolated.
Domestic flight (average passenger)	Scope 3	19,570	passenger km	0.24430	kg CO2e/passenge	4.8	
International flights (average passenger)	Scope 3	13,296	passenger km	0.18181	kg CO2e/passenge	2.4	
Average Car - Unknown Fuel	Scope 3	3,641.10	km	0.17140	kg CO2e/km	0.6	Due to the COVID-19 lockdown, SPSO were unable to access the 2019-20 business car travel figures. As advised by Climate Change Public Bodies Reporting, the car travel figures included in this year's report are the SPSO business car travel figures from 2018-19.
Paper & Board (Mixed) Recycling	Scope 3	3.69	tonnes	21.31700	kgCO2e/tonne	0.1	This figure includes recycling emissions for CYPCCS, SHRC and SPSO.
Glass Recycling	Scope 3	0.03	tonnes	21.31700	kgCO2e/tonne	0.0	This figure includes recycling emissions for CYPCCS, SHRC and SPSO.
Plastics (Average) Recycling	Scope 3	0.055	tonnes	21.31700	kgCO2e/tonne	0.0	This figure includes recycling emissions for CYPCCS, SHRC and SPSO.
Metal Cans (Mixed) & Metal Scrap Recycling	Scope 3	0.1095	tonnes	21.31700	kgCO2e/tonne	0.0	This figure includes recycling emissions for CYPCCS, SHRC and SPSO.
Mixed recycling	Scope 3	1.4595	tonnes	21.31700	kg CO2e/tonne	0.0	This figure includes recycling emissions for CYPCCS, SHRC and SPSO.
			#N/A	#N/A	#N/A	#N/A	
			#N/A	#N/A	#N/A	#N/A	
			#N/A	#N/A	#N/A	#N/A	
			#N/A	#N/A	#N/A	#N/A	
			#N/A	#N/A	#N/A	#N/A	
			#N/A	#N/A	#N/A	#N/A	
						45.4	

3c **Generation, consumption and export of renewable energy**  
Provide a summary of the body's annual renewable generation (if any), and whether it is used or exported by the body.

Technology	Renewable Electricity		Renewable Heat		Comments
	Total consumed by the body (kWh)	Total exported (kWh)	Total consumed by the body (kWh)	Total exported (kWh)	

**Targets**

**3d Organisational targets**

List all of the body's targets of relevance to its climate change duties. Where applicable, overall carbon targets and any separate land use, energy efficiency, waste, water, information and communication technology, transport, travel and heat targets should be included.

Name of target	Type of target	Target	Units	Boundary/scope of target	Year used as baseline	Baseline figure	Units of baseline	Target completion year	Progress against target	Comments
Electricity	annual		2 tCO2e reduction	Other (please specify in co	2015/16	34	tCO2e	2019/20	18.7	Since 2015/16, SPSO has reduced its carbon emissions from electricity by over 15 tonnes, despite including CYPCS and SHRC's emissions since 2018/19. This has largely been achieved due to moving to a more energy-efficient office and promoting energy efficiency within the organisation. In 2019/20, SPSO also reduced the temperature of the office from 24 to 23 degrees.
Waste reduction	annual		2 tonnes reduction	Waste	2015/16	11	tonnes	2019/20	5.34	SPSO have continued the 'Wash it and Squash it' initiative to encourage recycling. Initiatives by the climate change group and sessions on how to recycle correctly have also helped to reduce waste. SPSO also hope to further reduce waste by implementing a new ICT platform in 2020-2021 to encourage electronic sharing of information. We also continue to encourage the re-use of materials wherever possible.

										Where travel was necessary, in 2019/20 SPSO used public transport wherever possible. Overall, travel emissions decreased in 2019/20, partially due to different work commitments for the Ombudsman and due to the COVID-19 lockdown at the end of the reporting year. The SPSO hope to further decrease business-related travel by increasing the use of video conferencing (particularly by installing software to enable this in the Bridgeside House meeting rooms).
Travel	annual	1,000	Kilometres reduction	Other (please specify in columns 5 and 6)	2015/16	50470.86	passenger km	2019/20	36507.1	

**Projects and changes**

**3e Estimated total annual carbon savings from all projects implemented by the body in the report year**

If no projects were implemented against an emissions source, enter "0".  
 If the body does not have any information for an emissions source, enter "Unknown".  
 If the body does not include the emissions source in its carbon footprint, enter "N/A".

Emissions source	Total estimated annual carbon savings (tCO <sub>2</sub> e)	Comments
Electricity	9	This year's report shows a significant reduction in electricity use. This is due to 2019/20 being the first full reporting year in Bridgeside House. Bridgeside House is more energy-efficient than SPSO's previous office, has motion-sensor lighting installed as well as better insulation and natural light. SPSO also added 'switch it off' stickers on light switches and included environmental considerations in new staff inductions to further decrease carbon emissions from electricity use.
Natural gas	-	SPSO is currently unable to access meter readings for gas use in Bridgeside House. The carbon emissions from gas are taken from average business use figures. One of the priorities for SPSO in 2020/2021 will be to obtain accurate meter readings for gas so we can see the impact of activities aimed at reducing gas emissions. SPSO decreased the temperature in the office from 24 degrees to 23 degrees in 2019/20 to help to reduce gas emissions, windows are also regularly cleaned in Bridgeside House to reduce the risk of heat loss and increase solar heat.
Other heating fuels	-	N/A
Waste	0.1	Activities organised by our climate change working group have helped to reduce emissions from waste including arranging for a representative from our recycling provider to discuss recycling, reminding staff which items can be recycled and to 'wash it and squash it'. SPSO also took part in the BIC Pen Recycling drive to recycle used pens, markers, highlighters, pencils etc. We also include our recycling procedure in the health and safety induction for new staff.



Water and sewerage	0	There has been an increase (+0.1 tCO <sub>2</sub> e) in water emissions in 2019/20. This is because SPSO was unable to obtain accurate water meter readings in 2019/20. Therefore water emissions were calculated using average use per employee in CYPCS, SHRC and SPSO. One of the aims for 2020/21 is to obtain accurate meter readings for water use in Bridgeside House. This should allow us to clearly see the impact of efforts to reduce carbon emissions from water use.
Travel	1.7	SPSO were able to reduce emissions from plane travel by almost 2 tonnes of CO <sub>2</sub> . This is partially due to events and meetings being cancelled towards the end of the year due to the COVID-19 pandemic. SPSO also booked travel by train where possible to reduce travel emissions.
Fleet transport	-	N/A
Other 1 (specify in comments)		
Other 2 (specify in comments)		
Other 3 (specify in comments)		
<b>Total</b>	<b>10.9</b>	

3f Detail the top 10 carbon reduction projects to be carried out by the body in the report year  
Provide details of the 10 projects which are estimated to achieve the highest carbon savings during report year.

Project name	Funding source	First full year of CO <sub>2</sub> e savings	Are these savings figures estimated or actual?	Capital cost (£)	Operational cost (£/annum)	Project lifetime (years)	Primary fuel/emission source saved	Estimated carbon savings per year (tCO <sub>2</sub> e/annum)	Estimated costs savings (£/annum)	Behaviour Change	Comments
Wash it and Squash It		2019/20	Estimated				2 Mixed recycling	-	0	Ongoing initiative to reduce waste and ensure staff are using recycling bins effectively. Initiative included in staff inductions and 'Green champions' run refresher sessions in their own team. SPSO's recycling provider have also ran sessions on how to recycle correctly and green champions visited the local recycling centre to see the full recycling process.	

											<p>Ongoing encouragement to purchase eco-friendly/reusable products has helped to reduce paper/board recycling volumes. SPSO tries to bulk order stationery products wherever possible to reduce packaging. SPSO use 'follow you' printer cards to reduce unnecessary printing and encourage staff to reuse/upcycle items where possible (e.g. turn milk cartons into stationery holding tubs).</p>		
Procurement Project		2019/20	Estimated				2 Paper & Board (Mixed) R	-		0			
Paper-lite casework		2020/21	Estimated				2 Paper & Board (Mixed) Recycling			0.1		<p>In 2019/20, the SPSO began the implementation of eRDM Connect, a secure electronic file-sharing platform. This should increase the use of electronic case files, reduce printing and paper waste. eRDM Connect should also allow the SPSO to reduce the need to courier files to advisers, reducing its indirect travel emissions. We expect to rollout eRDM Connect to all staff in 2020/21.</p>	
Paper-lite meetings		2020/21	Estimated				2 Paper & Board (Mixed) Recycling					<p>The conference rooms in Bridgeside House are equipped with the necessary IT/AV equipment to support paper-lite meetings. The implementation of eRDM Connect should also reduce paper waste from meetings.</p>	
Office temperature reduction		2019/20	Estimated				2 Grid Electricity (generation)			2		<p>The temperature in offices and communal areas in Bridgeside House was decreased by 1 degree in 2019/20. This has helped to decrease our electricity emissions.</p>	

Computer replacement project	2020/21	Estimated	Grid Electricity (generation)	1	In 2019/20, SPSO continued the ongoing project to replace desktop computers with laptops for staff. This allowed staff to work remotely, reducing SPSO's electricity use as well as indirect travel emissions for staff travelling to the office. This project was escalated due to the COVID-19 pandemic, we expect all SPSO staff to have a laptop for work use in 2020/21 so will see the full impact on office emissions then.

**3g Estimated decrease or increase in the body's emissions attributed to factors (not reported elsewhere in this form) in the report year**  
 If the emissions increased or decreased due to any such factor in the report year, provide an estimate of the amount and direction

Emissions source	Total estimated annual emissions (tCO <sub>2</sub> e)	Increase or decrease in emissions	Comments
Estate changes	-	Decrease	2019/20 is the first full reporting year in Bridgeside House. Bridgeside House is more energy-efficient than our previous office (a Georgian townhouse), which has contributed to the decrease in electricity emissions in this year's report.
Service provision			
Staff numbers		Increase	In 2019/20 SPSO started recruitment for a new team, the Independent National Whistleblowing Officer (INWO) team. The SPSO also increased it's staff numbers in other teams due to an increase in complaint numbers and to provide additional support. SPSO hopes ongoing initiatives by the climate change working group have helped to mitigate the impact of this on electricity and waste emissions.
Other 1 (specify in comments)			
Other 2 (specify in comments)			
Other 3 (specify in comments)			
<b>Total</b>		-	

**3h Anticipated annual carbon savings from all projects implemented by the body in the year ahead**

If no projects are expected to be implemented against an emissions source, enter "0".  
 If the organisation does not have any information for an emissions source, enter "Unknown".  
 If the organisation does not include the emissions source in its carbon footprint, enter "N/A".

Emissions source	Total estimated annual carbon savings (tCO <sub>2</sub> e)	Comments
Electricity	4	The desktop replacement project should result in all SPSO staff having access to a laptop for flexible working in 2020/21. SPSO expects that the majority of staff will be working from home for the next reporting year due to the COVID-19 pandemic, resulting in a reduction of electricity emissions. SPSO will also continue to promote 'turn it off' initiative in the office and keep track of electricity use to help to further decrease emissions.
Natural gas Other heating fuels	3 -	SPSO will aim to obtain accurate meter readings for gas use in Bridgeside House. Keeping track of use should help us to reduce emissions. SPSO also expects the majority of staff will be working from home in the next reporting year due to the COVID-19 pandemic which should contribute to a reduction in gas emissions. N/A
Waste	0.1	In 2020/21, SPSO will rollout eRDM Connect which will allow staff to share records electronically. We anticipate this should result in a reduction of paper waste. As previously mentioned, the COVID-19 pandemic should also result in a reduction in waste emissions as very few staff are able to work in the office.
Water and sewerage	0.1	In 2020/21, SPSO hopes to obtain accurate water meter readings for Bridgeside House. This should allow us to better track our water use and make efforts to decrease it. SPSO also expects a decrease in water use in 2020/21 due to remote working as a result of the COVID-19 pandemic.

		SPSO travel policies will continue to promote travel by public transport, if possible. SPSO will also recommend the use of video conferencing facilities. However, SPSO expects that as a result of the COVID-19 lockdown, business travel emissions will be very low in 2020/21.
Travel	7	
Fleet Transport	-	N/A
Other 1 (specify in comments)		N/A
Other 2 (specify in comments)		N/A
Other 3 (specify in comments)		N/A
<b>Total</b>	<b>14</b>	

**3i Estimated decrease or increase in emissions from other sources in the year ahead**

If the body's corporate emissions are likely to increase or decrease for any other reason in the year ahead, provide an estimate of the amount and direction.

Emissions source	Total estimated annual emissions (tCO <sub>2</sub> e)	Increase or decrease in emissions	Comments
Estate changes		Decrease	The COVID-19 pandemic has resulted in the office being closed for the majority of staff, except a small key worker team. This should result in an overall reduction in all emissions.
Service provision			
Staff numbers		Increase	SPSO will be recruiting for roles for the INWO function as well as back-filling roles to account for staff moving to different teams in 2019/20. This will result in an overall increase in electricity and waste emissions. However, we hope the increase in emissions will be mitigated by initiatives to reduce waste and conserve energy by the climate change working group. The office closure due to the COVID-19 pandemic should also reduce the impact of an increase in staff numbers in 2020/21.
Other 1 (specify in comments)			
Other 2 (specify in comments)			
Other 3 (specify in comments)			
<b>Total</b>		-	

**3j Total carbon reduction project savings since the start of the year which the body used as a baseline for its carbon footprint**

If the body has data available, estimate the total emissions savings made from projects since the start of that year ("the baseline year").

Total savings	Total estimated emissions savings (tCO <sub>2</sub> e)	Comments
Total project savings since baseline year	26.6	Baseline year (2015/16) - 72 tCO <sub>2</sub> e, 2019/20 - 45.4 tCO <sub>2</sub> e

**Further information**

**3k Supporting information and best practice**

Provide any other relevant supporting information and any examples of best practice by the body in relation to corporate emissions, targets and projects.

The promotion of switching off electrical items has led to large drop in electricity usage in 2019/20. This is also partially due to 2019/20 being the first full reporting year in Bridgeside House, which is more energy efficient than SPSO's previous office. The Covid-19 pandemic also had a small impact on electricity emissions towards the end of the reporting year as more staff began working remotely.

The SPSO have Green Champions in each team who revisit the recycling procedure with members of their team. As part of the climate working group chaired by the Building Coordinator, they have also taken part in initiatives to increase awareness about climate change and attended a workshop with a representative from Changeworks (SPSO's recycling contractor) with regards to recycling correctly. The SPSO also source reusable courier bags to reduce the recycling volume as well as using more environmentally friendly stationery supplies including pens made from recycled material. The SPSO also recycles items such as toner, batteries and pallets and took part in the BIC Pen Recycling scheme to collect 5kg of used pens, highlighters and pencils from Bridgeside House staff to recycle. Staff have access to filtered mains tap water, which should contribute towards a reduction in the use of plastic bottles. SPSO's recycling procedure and energy efficiency is also included in new staff inductions.

The Building Coordinator ran an interactive session with staff on how to reduce personal carbon footprints as part of our business planning day in February 2020.

The SPSO has a 'follow me' printing system, requiring an ID card to print documents. This contributes towards reducing our volume of paper waste. The SPSO are continuing to encourage paper-lite meetings and started the implementation of an electronic file-sharing platform in 2019/20 which should decrease our reliance on paper going forward.

## PART 4 Adaptation

### Assessing and managing risk

#### 4a Has the body assessed current and future climate-related risks?

If yes, provide a reference or link to any such risk assessment(s).

The SPSO will identify the risks associated with adverse weather and draft a weather climate impact table to reflect how this is being considered by the organisation. A risk assessment will also be carried out. This will be a priority for the SPSO to complete by 2021 as the previous year's priorities changed due to day to day business needs. The SPSO ensured the EPC rating was one of the factors when considering the most suitable office space to reside in (SPSO moved into the new office space in December 2018 and the rating was C+).

#### 4b What arrangements does the body have in place to manage climate-related risks?

Provide details of any climate change adaptation strategies, action plans and risk management procedures, and any climate change adaptation policies which apply across the body.

SPSO Business Continuity Plan details the following:

##### Risk Assessment

1. The SPSO's ability to respond flexibly to a critical climate-related incident and continue to carry out its statutory function due to the following mitigating arrangements ensures the impact to the organisation of a critical incident remains low. Any change to these arrangements may be reflected in a change to this assessment.

1.1. Our voice-over-internet-protocol telephony (VOIP) allows us to divert our phone numbers quickly and easily to any alternative handset as required, as long as there is an internet connection. Should our VOIP system fail, then we will revert to our contractor's business continuity plans.

1.2. Corporate Management Information Systems (CMIS) can be accessed on any network solution through website portals include the Human Resources application, the banking application and SPSO external website.

1.3. Our casework management system (CMS) is located on a secure cloud-based hosting platform that could be accessed from any network solution via VPN. Following a critical incident that affected access via the current network arrangements, individual VPN accounts could be in place within four working hours for the minimum required number of users to access Workpro. Medium-term arrangements could include site-to-site or site-to-cloud secure connections as agreed. If the cloud or other infrastructure that supported the CMS failed, the contractor has given assurance that service could be resumed within eight hours through their own BCP. We are on the standard package for restoration.

Recovery Point Objective - This would be the previous night's backup. Potentially, worst case would be if there were an issue at the end of a working day requiring a restore from the previous night's backup, then that days effort would be lost.

1.4. In 2019/20, SPSO had 29 Scottish Government secure laptops, providing the facility to work on the secure network from an alternative location. Many of these laptops are used on a regular basis by staff for working from home. SPSO aims to move to a laptop workstation environment for all staff by 2021, increasing our ability to work flexibly.

##### Extreme Weather Conditions

1. In the event of an incident, those staff with the facility to work from an alternative location (for example, home), could do so with management approval.

2. The arrangements below would cover severe winter conditions and extreme weather warnings issued by the Scottish Government.

2.1. Red weather warning: If the Met office issues a red weather warning for Edinburgh and the Scottish Government advice is to avoid travel, the office will be automatically closed.

2.2. Amber weather warning: If an amber weather warning is issued for Edinburgh those staff without home-working facilities that could safely make it to the Edinburgh office, or available SCOTS Connect workstations within reasonable distance to their location in the Central Belt, would be expected to do so.

2.3. If the minimum number of staff were available to maintain normal operating conditions, the office would be open for business as usual. If not, the Ombudsman would announce that the office was closed.

2.4. If unexpected extreme weather warnings are issued after staff have undertaken travel to the office and are unable to make it home safely, the Ombudsman would approve the provision of accommodation and essential provisions for those staff members. If an opportunity arose for colleagues to spend the night with a fellow colleague who resides in the Edinburgh area, this would be open as an alternative option.

### Taking action

#### 4c What action has the body taken to adapt to climate change?

Include details of work to increase awareness of the need to adapt to climate change and build the capacity of staff and stakeholders to assess risk and implement action.

As the SPSO has not identified all of our risks relating to climate change, this is not appropriate at this stage. However, the SPSO has a staff induction process in place for new members of staff. This includes information relating to the organisation's recycling systems and energy efficiency. This allows staff to consider their impact on climate change, contribute towards the SPSO's aim in reducing emissions and helps to further embed awareness of climate change in the culture of the organisation.

The SPSO have 'Green Champions' in each team who revisit the recycling procedure with members of their team. As part of the climate working group, they have also taken part in initiatives to increase awareness about climate change and attended a workshop with a representative from Changeworks (the SPSO's recycling contractor) with regards to recycling correctly.

SPSO replaced all desktop computers with laptops to allow staff to work remotely at short notice in April 2020.

**4d Where applicable, what progress has the body made in delivering the policies and proposals referenced N1, N2, N3, B1, B2, B3, S1, S2 and S3 in the Scottish Climate Change Adaptation Programme(a) ("the Programme")?**

If the body is listed in the Programme as a body responsible for the delivery of one or more policies and proposals under the objectives N1, N2, N3, B1, B2, B3, S1, S2 and S3, provide details of the progress made by the body in delivering each policy or proposal in the report year. If it is not responsible for delivering any policy or proposal under a particular objective enter "N/A" in the 'Delivery progress' column for that objective.

(a) This refers to the programme for adaptation to climate change laid before the Scottish Parliament under section 53(2) of the Climate Change (Scotland) Act 2009 (asp 12) which currently has effect. The most recent one is entitled "Climate Ready Scotland: Scottish Climate Change Adaptation Programme" dated May 2014

Objective	Objective reference	Theme	Policy / Proposal reference	Delivery progress made	Comments
Understand the effects of climate change and their impacts on the natural environment.	N1	Natural Environment			
Support a healthy and diverse natural environment with capacity to adapt.	N2	Natural Environment			
Sustain and enhance the benefits, goods and services that the natural environment provides.	N3	Natural Environment			
Understand the effects of climate change and their impacts on buildings and infrastructure networks.	B1	Buildings and infrastructure networks			
Provide the knowledge, skills and tools to manage climate change impacts on buildings and infrastructure.	B2	Buildings and infrastructure networks			
Increase the resilience of buildings and infrastructure networks to sustain and enhance the benefits and services provided.	B3	Buildings and infrastructure networks			
Understand the effects of climate change and their impacts on people, homes and communities.	S1	Society			
Increase the awareness of the impacts of climate change to enable people to adapt to future extreme weather events.	S2	Society			
Support our health services and emergency responders to enable them to respond effectively to the increased pressures associated with a changing climate.	S3	Society			

**Review, monitoring and evaluation**

**4e What arrangements does the body have in place to review current and future climate risks?**

Provide details of arrangements to review current and future climate risks, for example, what timescales are in place to review the climate change risk assessments referred to in Question 4(a) and adaptation strategies, action plans, procedures and policies in Question 4(b).

The SPSO will assess our current and future climate risks through using the Climate Change Assessment Tool in 2020/21. As part of this process, a review timetable will be integrated. This will help the SPSO to determine our response to climate risk and ensures we have strategies, plans and policies in place to assess the responses. This will be a priority for the SPSO to complete by 2021, the previous year's priorities changed due to day to day business needs.

**4f What arrangements does the body have in place to monitor and evaluate the impact of the adaptation actions?**

Please provide details of monitoring and evaluation criteria and adaptation indicators used to assess the effectiveness of actions detailed under Question 4(c) and Question 4(d).

The SPSO does not currently have this in place due to day business needs. The SPSO's monitoring and evaluation of the impact of adaptation actions will be included in our proposal and review timetable for the coming year.

#### Future priorities for adaptation

##### 4g What are the body's top 5 climate change adaptation priorities for the year ahead?

Provide a summary of the areas and activities of focus for the year ahead.

1. The SPSO will continue to implement tools to enhance our flexible working policy that allows staff to work in a variety of locations.
2. Implementing teleconferencing facilities to decrease travel and reduce the impact of severe weather.
3. Further enhance our Business Continuity Plan to ensure the SPSO is safe and able to function during extreme weather.
4. Implement staff training and information to consider the impact of climate change on their working life, through the implementation of the Business Continuity Plan.
5. Consider the impact of climate change on the future workload of the SPSO.

#### Further information

##### 4h Supporting information and best practice

Provide any other relevant supporting information and any examples of best practice by the body in relation to adaptation.

The Building Coordinator chairs the climate working group to champion new initiatives. These include raising awareness among staff about climate change, switching to ecofriendly stationary supplies and improving knowledge of our recycling procedure. The induction plan has been put in place to run alongside this and been running well since implementation. All new staff are advised of the SPSO's recycling systems and are encouraged to be energy efficient, further embedding climate change awareness in the organisation. SPSO have also added 'switch it off' posters to light switches and encourage staff to fully shut down computers when not in use.

As well as the above, SPSO report annually on our energy consumption via our carbon accountancy table which breaks down all scopes so we can look at reducing emissions and contribute towards our plans to introduce proposals in regards to adaptation.

The SPSO has various plans for introducing adaptation into their current processes and, as detailed above, these will be implemented and discussed in the coming year.

### PART 5 Procurement

##### 5a How have procurement policies contributed to compliance with climate change duties?

Provide information relating to how the procurement policies of the body have contributed to its compliance with climate changes duties.

As the SPSO procurement policy states:

Environmental impact

The SPSO will always be prepared to challenge the need as defined. Not purchasing goods or services is the most effective method of reducing environmental impact. Otherwise, the SPSO will re-use existing items wherever possible, consider refurbishment/upgrade etc. and the extent to which goods contain recycled materials or are recyclable at end of life. This should result in a reduction in waste and a reduction in transport emissions from deliveries, thus leading to a decrease in carbon emissions. Responsibility for implementing this policy lies with the Corporate Services team.

##### 5b How has procurement activity contributed to compliance with climate change duties?

Provide information relating to how procurement activity by the body has contributed to its compliance with climate changes duties.

Lower value procurement undertaken by the SPSO is generally carried out online. The SPSO make efforts to ensure that all deliveries are dispatched in one order and make use of suppliers that consider their environmental impact on climate change. For example:

The Caley Office Group's environmental policy states; At The Caley Office Group, we care passionately about the environment and the Directors and Staff are committed to reduce the impact our printing warehousing offices and vehicles have on the environment. We are totally focused on offering environmentally friendly products/processes and actively encourage/promote the use of FSC certified or recycled papers whenever possible. Utilising the best and most up to date technology is not a new principle within Caley, but being disillusioned with the level of wastage and damage that conventional litho print equipment does to the environment and wanting to take a level of responsibility, we are proud to have been one of the first companies within the UK to order and take delivery of a brand new state-of-the-art environmentally friendly printing press. Our business is accredited to ISO 14001 Standards and we meet/regularly exceed the requirements of current UK environmental legislation. The use of chemicals within our printing facility is kept to a bare minimum and we only use vegetable/soya based printing inks.

Changeworks Recycling have systems in place to lower their own emissions by using electric cars detailed on their website, "We already know that in helping businesses reduce their carbon footprint we increase our own through vehicle use. The solution? We've introduced a 'vehicle management system' that effectively took one of our vehicles off the road in terms of emissions, switched to bio-fuel (waste cooking oil) where we can, and now we're investigating whether we can add even more value to our Business Recycling Service by using a zero emissions vehicle."

The SPSO considers the life-cycle of products when undertaking procurement such as potential reuse and disposal of the product. The SPSO also orders stationery and other office supplies in bulk, this results in a reduction in the number of deliveries as well as packaging. The SPSO will continue to use local suppliers for procurement wherever possible. SPSO also uses reusable courier bags and pens and notebooks are made from recyclable material. We also use trodat stamps and ink which are made using 100% renewable energy and recycled materials and do not contain PVC.

Work-related travel for the SPSO's staff is pre-arranged by public transport wherever possible. Staff are also encouraged to consider alternatives to travel e.g. audio and video conferencing, telephone, email. Bicycle mileage can also be claimed by staff for work-related travel. This should contribute towards a reduction in the SPSO's travel emissions.

The SPSO procurement policy states that we use the Procurement Journey in our procurement process for higher value tender contracts and we would also use the Public Contracts Scotland (PCS) portal to advertise procurement.



## Further information

### 5c Supporting information and best practice

Provide any other relevant supporting information and any examples of best practice by the body in relation to procurement.

The SPSO encourage a paper-lite working environment and when moving into our new accommodation ensured we purchased the necessary IT/AV equipment to encourage paper-lite meetings. In 2019/20, SPSO began the implementation of eRDM Connect. This will allow electronic file-sharing and should lead to a substantial reduction in our paper waste.

The climate change working group are also investigating the possibility of purchasing milk in reusable cartons for the SPSO as well as continuing to look for other procurement opportunities where we can reduce waste.

The SPSO use local suppliers for paper deliveries as they are in our area on a specific day every week, reducing transport emissions. SPSO also use a local supplier for stationery items to further reduce related transport emissions. Stationery deliveries are grouped into as few deliveries as possible, thereby saving on packaging.

SPSO's paper shredding suppliers are ISO 14001 certified, regularly upgrade vehicles to ensure they are as efficient as possible and have also implemented a route planning system to ensure all vehicle journeys are completed in a fuel efficient manner. 100% of paper shredded is delivered to paper mills in Scotland where it is recycled into low-grade tissue products e.g. blue roll. The lockable cabinets installed in the office for storing confidential waste are also made using wood residue from the sawmill industry rather than timber.

The SPSO has implemented pens made from recycled plastic, use notebooks made from recycled paper and cardboard and switched the courier bags used from single-use plastic to reusable. The SPSO will continue to look at replacing stationery items with more eco-friendly alternatives.

## PART 6 Validation and Declaration

### 6a Internal validation process

Briefly describe the body's internal validation process, if any, of the data or information contained within this report.

Fiona Paterson, Corporate Services Manager - verification of official figures provided by suppliers, editing, provision of internal corporate policies.

### 6b Peer validation process

Briefly describe the body's peer validation process, if any, of the data or information contained within this report.

N/A

### 6c External validation process

Briefly describe the body's external validation process, if any, of the data or information contained within this report.

An internal audit of the six mandatory areas with reference to the Scottish Government guidance was last undertaken in November 2019, with a result of satisfactory awarded.

### 6d No Validation Process

If any information provided in this report has not been validated, identify the information in question and explain why it has not been validated.

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### 6e Declaration

I confirm that the information in this report is accurate and provides a fair representation of the body's performance in relation to climate change.

Name:	Fiona Paterson
Role in the body:	Corporate Services Manager
Date:	19/11/2020