

**TABLE OF CONTENTS**

**Required**

PART 1: PROFILE OF REPORTING BODY

PART 2: GOVERNANCE, MANAGEMENT AND STRATEGY

PART 3: EMISSIONS, TARGETS AND PROJECTS

PART 4: ADAPTATION

PART 5: PROCUREMENT

PART 6: VALIDATION AND DECLARATION

**Recommended Reporting: Reporting on Wider Influence**

RECOMMENDED – WIDER INFLUENCE

OTHER NOTABLE REPORTABLE ACTIVITY

**PART 1: PROFILE OF REPORTING BODY**

**1(a) Name of reporting body**  
 The Scottish Public Services Ombudsman

**1(b) Type of body**  
 Others

**1(c) Highest number of full-time equivalent staff in the body during the report year**  
 63.87

**1(d) Metrics used by the body**  
 Specify the metrics that the body uses to assess its performance in relation to climate change and sustainability.

Metric	Unit	Value	Comments

**1(e) Overall budget of the body**  
 Specify approximate £/annum for the report year.

Budget	Budget Comments
4304000	

**1(f) Report year**  
 Specify the report year.

Report Year	Report Year Comments
Financial (April to March)	

## Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

### 1(g) 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 (SPSO) has a wide remit, covering a variety of functions and services. Her powers and duties come from the Scottish Public Services Ombudsman Act 2002 which gives her three 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
2. specific powers and responsibilities to publish complaints handling procedures, and 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.

Details of the Ombudsman's team are available at: <http://www.spsa.org.uk/who-we-are>

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

The SPSO recognises that all public sector bodies have a responsibility under the Public Services Reform (Scotland) Act 2010 to commit to publishing climate change declarations to document and account for greenhouse gas emissions. The SPSO has been voluntarily publishing these 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 boundary due to the emissions amount being insignificant (>0) 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 is located in a listed Georgian townhouse building with limited options for modernising. However, SPSO has installed energy saving lights with movement sensors. We also ensure when current light bulbs are replaced they are replaced with LED bulbs. Additionally, the SPSO insulated the roof, upgraded the boiler, and moved from kettles to zip boilers in order to save electricity. Previously, the SPSO shared the building with the Scottish Human Rights Commission (SHRC) from 2011-2016; therefore sharing the emissions output. Due to our increase in staff numbers we could no longer host SHRC in our building. However, this has not impacted on our carbon emissions output.

Our largest source of emissions is Scope 2 due to the nature of our work and being computer based. SPSO will be relocating accommodation at the end of 2018 and we foresee this having an impact on Scope 1 and Scope 2 which are likely to be improved upon with the relocation to a modern office facility.

## **PART 2: GOVERNANCE, MANAGEMENT AND STRATEGY**

### **2(a) 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.

#### Governance framework

The SPSO is a corporate sole, therefore any actions by the SPSO are at the delegated authority of the Ombudsman. In 2017-18 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 audit and advisory committee (AAC) support the LT in providing effective governance and management of risks. The AAC 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 facilities administrator (FA) is responsible for the consideration of climate change and the effects that it has on SPSO. It is the duty of the FA to administer and manage a climate change working group. The climate change working group will further enhance 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 AAC's attention all aspects of climate change in line with their duties under Part 4 of the Climate Change (Scotland) Act.
3. The FA will co-ordinate a climate change working group and will promote the guidance that is provided by the LT. It will also be the responsibility of the FA 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 SPSO. The working group will look to identify processes that can be updated to reduce the impact SPSO has on climate change.

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

On an intermittent basis the FA will conduct a review on power saving, whereby an audit of all electrical equipment will be carried out to ensure that SPSO appliances have been switched off correctly i.e. lights, monitors, PC's, etc.

### **2(b) How is climate change action managed and embedded by 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 (JPEG, PNG, PDF, DOC)

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 change 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, where required.

The SPSO continues to explore opportunities for sharing services with the officeholders supported by the Scottish Parliamentary Corporate Body (SPCB) and is locating to a shared office space at the end of 2018. SPSO will be sharing with Scottish Human Rights Commission (SHRC) and Children and Young Person's Commissioner Scotland (CYPCCS).

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 usage year on year.

Each team within the SPSO is supplied with recycling outlets on their floors and encouraged to use them. There are also 'switch it off' labels on light switches and monitors, along with censored lighting installed where possible within the building.

Along with the above, the SPSO has a climate change working group as detailed in 2a which includes a member of staff from each department. 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.

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

**2(c) 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.

Objective	Doc Name	Doc Link
Strategic objective 5: 5. To be an accountable, best value organisation - by making best use of our resources and demonstrating continuous improvement in our operational efficiency and supporting the professional development of our staff.  Continue to meet obligations and statutory duties.	SPSO Strategic Plan 2016-20 2017-18 Business Objectives and Performance Measures	<a href="https://www.spsso.org.uk/corporate-planning">https://www.spsso.org.uk/corporate-planning</a>

**2(d) 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.

SPSO does not have a discrete climate change plan or strategy. Our Business Objectives and Performance Measures 2017 - 18 document provides guidance on what will be achieved by us come period 2016-2020.

A climate change plan/strategy will be something the climate working group will consider and develop in the future.

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

**2(e) 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 Subsistence & Expenses Policy	<a href="http://www.spso.org.uk/spso-policies">http://www.spso.org.uk/spso-policies</a>		
Staff Travel	Travel Subsistence & Expenses Policy	<a href="http://www.spso.org.uk/spso-policies">http://www.spso.org.uk/spso-policies</a>		
Energy efficiency	2016-20 Strategic Plan	<a href="http://www.spso.org.uk/strategic-plan">http://www.spso.org.uk/strategic-plan</a>	2016-20	
Fleet transport	N/A			
Information and communication technology	Scottish Government ISIS MoU	<a href="http://intranet/InExec/SEAndMe/IT/Services/ISISServiceCatalogue">http://intranet/InExec/SEAndMe/IT/Services/ISISServiceCatalogue</a>	2016-17	
Renewable energy	N/A			
Sustainable/renewable heat	N/A			
Waste management	2016-20 Strategic Plan	<a href="http://www.spso.org.uk/strategic-plan">http://www.spso.org.uk/strategic-plan</a>	2016-20	
Water and sewerage	2016-20 Strategic Plan	<a href="http://www.spso.org.uk/strategic-plan">http://www.spso.org.uk/strategic-plan</a>	2016-20	
Land Use	N/A			
Other (state topic area covered in comments)	N/A			

**2(f) 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. Source an alternative stationery supplier and make changes to currently used stationery items by switching to eco-friendly options.
3. Promote the switch to paper-lite meetings within the office to cut down on the use of paper.
4. Procure environmentally aware facility contractors in our new accomodation, for example, source a cleaning contractor who uses eco friendly products.
5. Involve the organisation in more climate related events such as litter picks, beach cleans etc.

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

**2(g) 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.

SPSO has not used the climate change assessment tool as of yet due to day to day business needs.

**2(h) 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 improve our impact on climate change.

**PART 3: EMISSIONS, TARGETS AND PROJECTS**

**3a Emissions from 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 year which is used as a baseline 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.

Reference Year	Year	Scope1	Scope2	Scope3	Total	Units	Comments
Baseline carbon footprint	2015/16	27	34	11	72	tCO2e	
Year 1 carbon footprint	2016/17	29	32	10	71	tCO2e	
Year 2 carbon footprint	2017/18	23	33	12	68	tCO2e	

**3b Breakdown of emission 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.

Total	Comments – reason for difference between Q3a & 3b.	Emission source	Scope	Consumption data	Units	Emission factor	Units	Emissions (tCO2e)	Comments
64.1	Promotion of turn off initiative in the organisation resulting in a drop in electricity usage. As well as less long haul travel due to different work practices by the Ombudsman.	Natural Gas	Scope 1	138824.3	kWh	0.1841639 89077374	kg CO2e/kWh	25.6	
		Grid Electricity (generation)	Scope 2	67906	kWh	0.35156	kg CO2e/kWh	23.9	
		Grid Electricity (transmission & distribution losses)	Scope 2	67906	kWh	0.03287	kg CO2e/kWh	2.2	
		Paper and Board (Mixed) Manufacture	Scope 3	5.56	tonnes	795.47301 9379845	kg CO2e/tonne	4.4	Actual Figure 5.5638
		Plastics (Average) Recycling	Scope 3	0.14	tonnes	21.76	kg CO2e/tonne	0.0	Actual Figure 0.1365
		Glass Recycling	Scope 3	0.02	tonnes	21.76	kg CO2e/tonne	0.0	Actual Figure 0.015



Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

3b Breakdown of emission 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.									
Total	Comments – reason for difference between Q3a & 3b.	Emission source	Scope	Consumption data	Units	Emission factor	Units	Emissions (tCO2e)	Comments
64.1	Promotion of turn off initiative in the organisation resulting in a drop in electricity usage. As well as less long haul travel due to different work practices by the Ombudsman.	Metal Cans (Mixed) & Metal Scrap Recycling	Scope 3	0.12	tonnes	21.76	kg CO2e/tonne	0.0	Actual Figure 0.1175
		WEEE (Mixed) Recycling	Scope 3	-1.96	tonnes	21.76	kg CO2e/tonne	0.0	Actual Figure 1.9594
		Domestic flight (average passenger)	Scope 3	19838	passenger km	0.26744	kg CO2e/passenger km	5.3	
		Long-haul flights (average passenger)	Scope 3	4386	passenger km	0.19745	kg CO2e/passenger km	0.9	
		Average Car - Unknown Fuel	Scope 3	9293.79	km	0.18242	kg CO2e/km	1.7	
		Water - Supply	Scope 3	183.55	m3	0.344	kg CO2e/m3	0.1	
		Water - Treatment	Scope 3	174.37	m3	0.708	kg CO2e/m3	0.1	

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 organisation (kWh)	Total exported (kWh)	Total consumed by the organisation (kWh)	Total exported (kWh)	
Other					

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

**3d 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	Progress against target	Year used as baseline	Baseline figure	Units of baseline	Target completion year	Comments
Electricity	annual	2	kWh reduction	Energy use in buildings	0	2014/15	34	kWh	2018/19	Continue to drop annual electricity usage through promotion of 'turn off', target of 2kWh detailed to be reduced - managed to reduce by 9kWh in 2017/18. This will be aided by the move to our new modern improved energy efficient building, assisting in reducing our emissions.
Natural Gas	annual	27	kWh reduction	Energy use in buildings	0	2014/15	27	kWh	2018/19	SPSO relocation to a modern improved energy efficient building will assist in reducing our current outgoing gas emissions.
Waste Reduction	annual	2	tonnes reduction	Waste	0	2014/15	11	tonnes	2018/19	Continued 'wash it and squash' initiative. Trialing of paper-lite meetings, stationery supplier switch and further climate working group initiatives should make this an achievable target. Printers set up with pass protected follow me technology to reduce paper waste. Continued paper-lite initiative.
Travel	annual	1000	Kilometres reduction	Staff travel	0	2014/15	11	passenger km	2018/19	Providing tele/video conference facilities in new accommodation to promote travel-lite meetings. Expect other savings due to shared services.

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

3e Estimated total annual carbon savings from all projects implemented by the body in the report year			
Total	Emissions Source	Total estimated annual carbon savings (tCO2e)	Comments
10.62	Electricity	6.9	Promotion of turning off in the organisation has seen a large decrease in electricity usage.
	Natural gas	0	Unknown
	Other heating fuels	0	Unknown
	Waste	0	Unknown
	Water and sewerage	0	Unknown
	Business Travel	3.72	Reduction in business travel, due to Ombudsman traveling less long haul flights in 2017/18.
	Fleet transport	0	Unknown
	Other (specify in comments)	0	Unknown

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

**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 CO2e 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 (tCO2e/annum)	Estimated costs savings (£/annum)	Behaviour Change	Comments
Wash it and Squash It		2016/17	Estimated				WEEE (Mixed) Recycling	0.5		On going encouragement to reduce waste volume. Measured by the number of general waste sacks purchased. Current average number per month is 40.	Actual figure for 2016/2017 33 - massive reduction in spite of a hardware replacement project which resulted in a lot of packaging waste. No bags purchased in 2018/19 as of yet.
Procurement Project		2018/19	Estimated				Paper and Board (Mixed) Manufacture	0.5		On going encouragement to reduce paper where possible in internal meetings, change in stationery supplier and products - encouraging the use of eco-friendly products.	Trialing of paper lite meetings, stationery supplier switch and further climate working group initiatives should make this an achievable target.
Office Accomodation Relocation		2018/19	Estimated				Other	1		On going encouragement to utilise a more energy efficient office space in order to reduce our outgoing emissions.	New office layout and modern facilities will forsee a reduction in our overall outgoing emissions however the areas in which this will affect are yet to be measured, once relocated this data can be gathered.
Removals Procurement		2018/19	Estimated				Refuse Municipal /Commercial /Industrial to Combustion	1		Ensuring the upcycle, recycle and reuse of any unwanted furniture and materials from existing building.	Procure removal contractor to meet these requirements.
Paper-lite Meetings		2018/19	Estimated				Paper & Board (Mixed) Recycling	0.2		Introduction and promotion of paper-lite within meetings.	New office space being equipped with appropriate IT/AV.
Paper-lite Casework		2018/19	Estimated				Paper & Board (Mixed) Recycling	0		Investigating how to move casework to electronic only.	On-going project with established working group.

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

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.				
Total	Emissions source	Total estimated annual emissions (tCO2e)	Increase or decrease in emissions	Comments
0.00	Estate changes			
	Service provision			
	Staff numbers		0 Increase	Increase in staffing levels by 5 persons may see an increase in electric usage and have an effect on recycling with more stationery usage - however we will be hoping with a relocation to an energy efficient building and promotion of initiatives by the working group this does not have an impact.
	Other (specify in comments)			

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

3h Anticipated annual carbon savings from all projects implemented by the body in the year ahead			
Total	Source	Saving	Comments
28.60	Electricity	0.2	Continue to promote turn off initiative to encourage a further decrease in outgoing electric emissions.
	Natural gas	27	Relocation to more efficient accommodation resulting in a decrease in outgoing gas emissions.
	Other heating fuels	0	N/A
	Waste	1.2	Continue to promote reduce, reuse and recycle in order to decrease waste emissions.
	Water and sewerage	0	N/A
	Business Travel	0.20	Save 1000 km of travel in relation to long haul flights.
	Fleet transport	0	N/A
	Other (specify in comments)	0	N/A

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

3i Estimated decrease or increase in the body's emissions attributed to factors (not reported elsewhere in this form) in the year ahead				
If the emissions are likely to increase or decrease due to any such factor in the year ahead, provide an estimate of the amount and direction.				
Total	Emissions source	Total estimated annual emissions (tCO2e)	Increase or decrease in emissions	Comments
0.00	Estate changes			
	Service provision			
	Staff numbers		Increase	Increase in staffing levels by 5 persons may see an increase in electric usage and have an effect on recycling with more stationery usage - however we will be hoping with a relocation to an energy efficient building and promotion of initiatives by the working group this does not have an impact.
	Other (specify in comments)			

3j Total carbon reduction project savings since the start of the year which the body uses 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	Comments
7.89	Overall reduction in emissions from baseline year 2014/15 - 72 2016/17 - 64.11

3k Supporting information and best practice

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

The facilities administrator has been monitoring our electric and gas usage.

Promoting the switching off of electrical items which has seen the organisation have a dramatic drop in electricity useage.

As the country experienced a harsh winter the radiators have been bleed regularly to ensure they work efficiently. As the winter was particularly cold and long it has meant we have had a slight increase in our gas useage which is not significant.

Additionally, we have now spent a full reporting year entering our meter readings accurately with our suppliers.

Unfortunately the SPSO's online system for destroying casework has not been in use, this has meant a back log has built up. Our software support has been able to do a batch destruction meaning we destroyed over 1500 case files in the reporting year. This has meant an increase in our outgoing paper waste. We foresee this may be the case in our next reporting year as well as this system becomes finalised to go live. After this we dont see this impacting our outgoing paper waste in the future. However we will be trialing paper-lite meetings and other initiaives in order to hopefully off set the additional destruction.

#### **PART 4: ADAPTATION**

##### **4(a) 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 provide an indication that it is being considered within the business. A risk assessment will also be carried out. This will be a priority for the SPSO to complete by 2020 as the previous year's priorities changed due to day to day business needs.

The relocation project has taken into account the EPC rating and ensured this has been a factor when considering the most suitable office space for the SPSO to reside in which has now been confirmed.

##### **4(b) 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:

Extreme weather conditions

Before travel to work is undertaken:

If an amber or red extreme weather warning is issued by the Scottish Government, the office is closed and staff are sent home.

If a yellow extreme weather warning is issued by the Scottish Government the following scenario would cover severe winter conditions and extreme weather warnings that may occur before the working day or during the working day.

If an extreme weather warning is issued by the Scottish Government advising citizens to not undertake major travel journeys, the members of the LT would work from home on laptops. Those staff that could safely make it to the Edinburgh office or the Glasgow hot desks would be expected to do so. If the minimum number of staff were available in Edinburgh to maintain normal operating conditions the office would be open for business as usual.

If a minimum number of staff were not able to make it to the office, the Ombudsman would announce that the office was closed to the public and the usual closure announcements would be placed on the ask@ inbox replies and the telephone messaging service. The incoming mail would be acknowledged in the normal expected timeframe by the staff available in the Edinburgh office.

After arriving at work: 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. The use of corporate credit cards will facilitate this.

##### **4(c) 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 we have not identified all of our risks relating to climate change this is not appropriate at this stage however, our FA has a staff induction process for new starts in place. This includes information relating to the organisations recycling systems and energy efficiency. This allows staff to consider their impact on climate change.

We have also taken part in Earth Hour and had Home Energy Scotland on site to discuss electrical vehicles after they had discussed ways to reduce energy use at home. This in turn helps promote changes in behaviours which staff can bring from home into the workplace.

These efforts, along with the introduction of a climate change working group are helping to promote initiatives within the organisation.



Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

4(d) 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 made' 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			

Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

4(d) 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 made' 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
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			

**4(e) 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. As part of this process a review timetable will be integrated. This will help us to review our current and future climate risks in the near future.

**4(f) 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).

SPSO does not have this in place at the moment. Monitoring and evaluation of the impact of adaptation actions will be included in our proposal for the coming year in relation to adaptation.

## Public Sector Climate Change Duties 2017 Summary Report: The Scottish Public Services Ombudsman

### 4(g) What are the body's top 5 priorities for the year ahead in relation to climate change adaptation?

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

1. Working on building awareness of adaptation by putting this task to our climate change working group, to work on as a team and involve members of staff from different areas of the organisation.
2. Screen existing documents for any information that would be relevant to adaptation.
3. Assessing climate risks by allowing the climate change working group to be involved in assisting with this task.
4. Implementing the actions agreed by putting the actions to the leadership team for approval.
5. Ensuring that adaptation is included in the draft of the 2016 - 2020 Climate Change Action Plan.

### 4(h) 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 FA has set up a climate working group to champion new initiatives. We have managed to arrange a few initiatives as detailed above and have a paper with the leadership team for sign off which relates to changes in stationery supplies and supplier.

Along with the new initiatives, the FA continues with the annual energy efficiency audit which reminds current staff to switch off their computer monitors and boxes when they are not in use.

The induction plan has been put in place to run alongside this and been running well since implemented. All new staff are advised of our recycling systems and are encouraged to be energy efficient.

As well as the above, we report annually on our energy consumption via our carbon accountancy table which breaks down all scopes.

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**

**5(a) 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.

**5(b) 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 SPSO is generally carried out online. SPSO make efforts to ensure that all deliveries are despatched 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 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 who 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."

Sourcing of environmentally aware facility contractors who provide eco friendly materials and services in our new accomodation.

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.

**5(c) Supporting information and best practice**

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

An annual energy efficiency audit is carried out, ensuring all employees make efforts to save energy by turning off their computer boxes and monitors. This is followed up on an ad-hoc basis.

As part of the new start induction process all employees are encouraged to be mindful of energy usage.

Strong consideration is always given to the necessity for large batch printing. We encourage a paper-lite working environment. We have a project and working group that is taking forward the removal of working with paper case files and look to use electronic records only in the future.

The FA has managed to continue to reduce our milk packaging significantly by reducing the number of days of deliveries from four to two. SPSO now receives between nine and eleven large jugs per week instead of fourteen various sized cartons per week.

We use local suppliers for our paper deliveries as they are in our area on a specific day every week, reducing transport emissions. Our paper is also recycled. The climate working group has recommendations for the leadership team to consider in July which will be requesting we switch to a local supplier for all stationery items and switch certain items to more eco-friendly options. The impact of this will be reported on in next years report.

Other stationery deliveries are grouped into as few deliveries as possible thereby saving on packaging.

**PART 6: VALIDATION AND DECLARATION**

**6(a) 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.

**6(b) Peer validation process**

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

N/A

**6(c) External validation process**

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

Internal Audit services are provided under a shared services agreement by Scottish Legal Aid Board (SLAB). SLAB have agreed to carry out an audit of this report once per three-year cycle and will test each of the six mandatory sections with reference to the Sustainable Scotland Network guidance. This was undertaken in 2015-16.

**6(d) 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.

N/A

**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	Role in the body	Date
Fiona Paterson	Corporate Services Manager	2018-09-27

**RECOMMENDED – WIDER INFLUENCE**

**Q1 Historic Emissions (Local Authorities only)**

Please indicate emission amounts and unit of measurement (e.g. tCO2e) and years. Please provide information on the following components using data from the links provided below. Please use (1) as the default unless targets and actions relate to (2).

(1) UK local and regional CO2 emissions: **subset dataset** (emissions within the scope of influence of local authorities):

(2) UK local and regional CO2 emissions: **full dataset**:

Select the default target dataset

**Table 1a - Subset**

Sector	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Units	Comments

**Table 1b - Full**

Sector	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Units	Comments

**Q2a – Targets**

Please detail your wider influence targets

Sector	Description	Type of Target (units)	Baseline value	Start year	Target saving	Target / End Year	Saving in latest year measured	Latest Year Measured	Comments

**Q2b) Does the Organisation have an overall mission statement, strategies, plans or policies outlining ambition to influence emissions beyond your corporate boundaries? If so, please detail this in the box below.**

**Q3) Policies and Actions to Reduce Emissions**

Sector	Start year for policy / action implementation	Year that the policy / action will be fully implemented	Annual CO2 saving once fully implemented (tCO2)	Latest Year measured	Saving in latest year measured (tCO2)	Status	Metric / indicators for monitoring progress	Delivery Role	During project / policy design and implementation, has ISM or an equivalent behaviour change tool been used?	Please give further details of this behaviour change activity	Value of Investment (£)	Ongoing Costs (£/year)	Primary Funding Source for Implementation of Policy / Action	Comments



Please provide any detail on data sources or limitations relating to the information provided in Table 3

**Q4) Partnership Working, Communication and Capacity Building.**  
Please detail your Climate Change Partnership, Communication or Capacity Building Initiatives below.

Key Action Type	Description	Action	Organisation's project role	Lead Organisation (if not reporting organisation)	Private Partners	Public Partners	3rd Sector Partners	Outputs	Comments

**OTHER NOTABLE REPORTABLE ACTIVITY**

**Q5) Please detail key actions relating to Food and Drink, Biodiversity, Water, Procurement and Resource Use in the table below.**

Key Action Type	Key Action Description	Organisation's Project Role	Impacts	Comments

**Q6) Please use the text box below to detail further climate change related activity that is not noted elsewhere within this reporting template**