



# **SPSO Scottish Public Sector Sustainability Report 2012-13**

**Issue Date: July 2013**

## **SPSO Scottish Public Sector Sustainability Report**

This statement is published as required under section 32 of the Public Services Reform (Scotland) Act 2010 (the Act). It is for the financial year ended 31 March 2013.

### **A demand-led organisation**

The majority of the SPSO's resources are committed to handling final tier complaints brought to the office under the terms of the Scottish Public Services Ombudsman (2002) Act. The Ombudsman is statutorily obliged to make a decision on each complaint and flexibility in determining the necessary resources is constrained accordingly.

The demands on the office have increased year on year. The volume of complaints received in 2012-13 saw a further 5% rise continuing on from the 12% the previous year. Over the past three years, the budget for the office has reduced, in line with the efficiency drive throughout the public sector.

Notwithstanding this increasing demand on reduced resources, improvements in casework procedures have led to increased efficiency. A further 9% increase in productivity for 2012-13 was recorded following a 12% in the previous year. This continued improvement in performance is a central measure of the office's effectiveness.

### **Improving complaints standards**

Under the Act, the SPSO became statutorily obliged to lead the development of improved complaints handling procedures across the public sector to help public authorities under my jurisdiction "get it right first time" when handling complaints about their service, and thereby reduce the burden on them and on the public purse when dealing with complaints

### **Making further efficiencies**

The SPSO is in the process of updating its case management system. This will be a key factor in bringing about further productivity gains in managing complaints work in 2013-14.

The SPSO continues to participate in the work of the Shared Services Working Group, whose members comprise all of the officeholders supported by the Scottish Parliamentary Corporate Body (SPCB). The Group, working together with SPCB officials, continues to explore opportunities for sharing services.

In 2011, the SPSO began providing office space and facilities management to the Scottish Human Rights Commissioner. This has ensured that the SPSO maximises the office space it has available.

### **Sustainability**

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

The office is pleased to report that despite the long, cold winter in 2012-13, we continued to remain below the 2009 baseline figure for our primary energy carbon emissions.

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

print documents where necessary and to dispose of waste responsibly including recycling where possible. The office recycles toner cartridges and uses Fair Trade tea, coffee and sugar. The office encourages green commuting and has a bike rack for staff use.

**Total carbon emissions from annual primary energy supply:**

Year	Performance	% reductions
2009-10	85.3 CO <sub>2</sub> Tonnes	Baseline
2010-11	84.4 CO <sub>2</sub> Tonnes	1%
2011-12	65.2 CO <sub>2</sub> Tonnes	23%
2012-13	71.6 CO <sub>2</sub> Tonnes	-9%

**Summary of performance: Baseline year 2011-12**

Area	Actual performance	Target performance
Greenhouse gas emissions	77.56 CO <sub>2</sub> metric tonnes	70.87 CO <sub>2</sub> tonnes (2011-12)
CRC-related expenditure	£34,126.31 (Scope 1, 2 & 3) <i>NB: For comparison, Scope 1 &amp; 2 is £22,447.17</i>	£19,602.73 (2011-12) (Scope 1 & 2 only)
Total energy consumption	71.6 CO <sub>2</sub> metric tonnes	85.3 CO <sub>2</sub> tonnes (Baseline) 84.4 CO <sub>2</sub> tonnes (2010-11) 65.3 CO <sub>2</sub> tonnes (2011-12)
Total energy expenditure	£22,447.17	£26,903.51 (2009-10) £26,667.07 (2010-11) £19,602.73 (2011-12)
Total waste	13 tonnes	20.107 tonnes (2011-12)
Reduce office waste to landfill	40% recycling rate	28% recycling rate (2011-12)
Total waste expenditure	£3,082.50	£3,119.00 (2011-12)
Water consumption	171 cubic meters sq.	145 Cm <sup>2</sup> (2011-12)
Water expenditure	£555.95	£517.54 (2011-12)

**Jim Martin**  
**Scottish Public Services Ombudsman**

July 2013

## Core SPSO Sustainability Report 2012-13

Area	Type	Non-Financial Information	Financial Information
Greenhouse Gas Emissions	Scope 1 (Direct GHG Emissions)	Total Gas Consumption kwh: 142273.2 CO2 Produced: 26.30	£7,222.87
	Scope 2 (Energy Indirect) GHG Emissions	Total Electricity Consumption kwh: 78609 CO2 Produced: 42.53	£15,224.30
	Scope 3 Official Business Travel Emissions	8.73 metric tonnes	£11,679.14
<b>Total GHG Emissions (Metric Tonnes CO2)</b>		<b>77.56</b>	
Waste Minimisation and Management	Total Waste arising (Tonnes)	<b>13</b>	£3,082.50
	Waste Sent to Landfill (Residual Office Waste)	7.8	£1,115.00
	Waste Recycled/Reused	5.2	£1,647.50
Finite Resources	Water consumption	<b>171</b>	£555.95
Action on Biodiversity	Not Applicable		Not required
Sustainable Procurement	Fair trade tea, coffee & sugar Toner cartridges recycled "Wash it and Squash it" initiative implemented April 2013 to recycle domestic cardboard, plastics, metals and glass. Data not yet available for reporting		Not required

## Scope 1 & 2 - Direct and Indirect Energy Consumption

Total Energy spend	£22,447.17
Total Energy Consumption kwh	220,882
Total CO <sub>2</sub> Emissions (Tonnes)	72

Gas Consumption	Billing Period	kwh	cost
	31.03.12 - 30.04.12	14057.6	£697.87
	30.04.12 - 31.05.12	10346.4	£513.63
	31.05.12 - 30.06.12	7034.9	£349.25
	30.06.12 - 31.07.12	5615	£278.75
	31.07.12 - 31.08.12	4807.5	£238.67
	31.08.12 - 29.09.12	0	£0.00
	29.09.12 - 31.10.12	10797.4	£536.03
	31.10.12 - 30.11.12	13114.8	£651.07
	30.11.12 - 31.12.12	16204.6	£804.46
	31.12.12 - 31.01.13	17562.4	£871.87
	31.01.13 - 25.02.13	21717.3	£1,078.14
	25.02.13 - 26.03.13	17893.1	£1,022.27
	26.03.13 - 31.03.13	3122.2	£180.86
	<b>TOTAL kwhs</b>	<b>142273.2</b>	<b>£7,222.87</b>
	CO2 Emission (Tonnes)*	29.07	

\*Conversion Factor: Natural Gas Gross CV Basis: 0.20435

Electricity Consumption	Supplied from	Supplied to	Total consumption (kWh)	Emissions (tCO <sub>2</sub> )
Meter 1	01/04/2012	31/03/2013	42,123	22.789
Meter 2	01/04/2012	31/03/2013	36,486	19.739
<b>TOTAL</b>			<b>78,609</b>	<b>42.528</b>
Total Energy Spend		£15,224.30		

## Scope 3: Other Indirect Emissions

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

### Staff Travel in non-company owned vehicles

Journey type	Conversion Factor	Kilometres	CO <sub>2</sub> Emissions (kgs)
Flights	Average Domestic: 0.20124	28,730	5,781.63
Taxis*	Regular taxi: 0.17699	193.9	34.32
Train	National Rail: 0.06715	11,522.40	773.73
Car	Average Car Fuel Unknown: 0.23394	9,154.42	2,141.58
Bus	Local Bus: 0.13552	6.12	0.83
<b>TOTAL</b>		<b>40,292.83</b>	<b>8,732.09</b>

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

## Waste Minimisation & Management

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

Total Tonnes of waste produced	13.2
Total Cost	£1,435.00

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

Date	Number of sacks	Cost
19/04/2012	100	£213.00
12/07/2012	200	£476.00
22/11/2012	200	£426.00
<b>TOTAL</b>	<b>500</b>	<b>£1,115.00</b>
Total ltrs		30000
Conversion vector for Ltrs to kg: 0.26*		7800
<b>Total Tonnes (sent to landfill)</b>		<b>7.8</b>

\*Source: Environmental Agency

### Paper Shredding Services

PSS Do not provide weighted values for uplifts but average volume uplifted based on capacity of units onsite is 200 kg per fortnight.

200\*26 = 5200 kg per year.

**Conversion to Tonnes = 5.2**

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

Date	Cost
26.04.12	£135.00
31.05.12	£202.50
28.06.12	£115.00
26.07.12	£135.00
29.08.12	£135.00
30.09.12	£135.00
31.10.12	£202.50
29.11.12	£135.00
18.12.12	£67.50
24.01.13	£135.00
27.02.13	£115.00
28.03.13	£135.00
<b>Total</b>	<b>£1,647.50</b>

### Change works recycling

Note: Financial information not available. Prepay stickers (£2.00 each) purchased in 2010 are still in use.

Month	Recycling Cardboard Bundles (kgs)
Apr-12	32
May-12	24
Jun-12	0
Jul-12	24
Aug-12	32
Sep-12	0
Oct-12	32
Nov-12	0
Dec-12	0
Jan-13	48
Feb-13	0
Mar-13	40
Total kgs	232
<b>Total Tonnes</b>	<b>0.2</b>

### Greenleaf Hygiene Services

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

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

Total Consumption Cm2	145
Total Cost	£2,559.86

### Water Expenditure

	Cost	Water Consumption (Cubic Meters Sq.)
01.04.12 - 10.04.12	£15.49	5.00
11.04.12 - 08.07.12	£134.21	40.00
09.07.12 - 10.10.12	£143.58	46.00
10.10.12 - 10.01.13	£139.25	42.00
06.01.13 - 31.03.1	£123.42	38.00
<b>TOTAL</b>	<b>£555.95</b>	<b>171.00</b>