



SPSO Scottish Public Sector Sustainability Report 2011-12

This version has been adjusted in line with the 2012 DEFRA Guidelines on GHG Emissions Conversion Factors Guidance to ensure consistency with future reporting.

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 2012.

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 2011-12 saw a 12% rise compared with the previous year, continuing an upward trend. Over the past two 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. The increase in productivity for 2011-12 was also 12%. This significant improvement in performance is a central measure of the office's effectiveness.

Improving complaints standards

Under the Act, the SPSO also became statutorily obliged to lead the development of improved complaints handling procedures across the public sector. To carry out this work, we set up a small team to development of complaints handling procedures for all bodies under jurisdiction and to establish best practice networks and tools. It is hoped that this work will help public authorities "get it right first time" when handling complaints about their service, and so reduce the burden on them and on the public purse when dealing with complaints.

Making further efficiencies

We are in the process of updating our case management system. This will be a key factor in bringing about further productivity gains in managing complaints work in 2012-13.

We continue 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 to provide office space and facilities management to the Scottish Human Rights Commissioner. This has ensured that we maximise use of our available office space.

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.

We are pleased to report a 24% reduction over the two years to 31 March 2012, as shown in the table below. This saving was achieved through considerable improvements to the building including insulating the attic space, replacing the boiler (leading to less use of personal electric heaters), automatic shutdown of computers by 'night watchman', electric water heaters replacing kettles in every kitchen, and motion sensors for lights in less used areas.

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 flying. In order to save resources, we encourage staff to only print documents where necessary and to dispose of waste responsibly including recycling where possible. We recycle toner cartridges and use Fair Trade tea, coffee and sugar. We encourage green commuting and have a bike rack for staff use.

Total carbon emissions from annual primary energy supply:

Year	Performance	% reductions
2009-10	85.3 CO ₂ Tonnes	Baseline
2010-11	84.4 CO ₂ Tonnes	1%
2011-12	65.2 CO ₂ Tonnes	23%

Summary of performance: Baseline year 2011-12

Area	Actual performance	Target performance
Greenhouse gas emissions	70.87 CO ₂ metric tonnes	Baseline
CRC-related expenditure	£19,602.73 (Scope 1&2 only)	Baseline
Total energy consumption	65.23 CO ₂ metric tonnes	85.3 CO ₂ Tonnes (2009-10) 84.4 CO ₂ Tonnes (2010-11)
Total energy expenditure	£19,602.73	£26,903.51 (2009-10) £26,667.07 (2010-11)
Total waste	20.107 tonnes	Baseline
Reduce office waste to landfill	28% recycling rate	Baseline
Total waste expenditure	£3,119.00	Baseline
Water consumption	145 Cubic m ²	Baseline
Water expenditure	£517.54	Baseline

Jim Martin
Scottish Public Services Ombudsman

July 2013

Core SPSO Sustainability Report 2011-12

Area	Type	Non Financial Information	Financial Information
Greenhouse Gas Emissions	Scope 1 Direct GHG Emissions	Total Gas Consumption: 105727.4kwh CO ₂ produced: 21.61 metric tonnes	£5,215.11
	Scope 2 Energy Indirect GHG Emissions	Total Electricity Consumption: 80635 kwh CO ₂ produced: 43.62 metric tonnes	£14,387.62
	Scope 3 Official Business Travel Emissions	CO ₂ produced: 5.64 metric tones	Not available
Total GHG Emissions	CO ₂ produced: 70.87 metric tonnes		
Waste Minimisation and Management	Total Waste arising	20.107 tonnes	£3,119.00
	Waste Sent to Landfill (Residual Office Waste)	14.43 tonnes	£639.00
	Waste Recycled/Reused	5.677 metric tonnes	£2,480.00
Finite Resources	Water consumption: 145 Cubic m ²		£517.54
Action on Biodiversity	Not Applicable		Not required
Sustainable Procurement	Fair trade tea, coffee & sugar Toner cartridges recycled		Not required

Scope 1 & 2 - Direct and Indirect Energy Consumption

Total Energy spend	£19,622.32
Total Energy Consumption kwh	186,362
Total CO ₂ Emissions (Tonnes)	65

Electricity Consumption		kwh	CO ₂ Emissions (Tonnes)	Cost
Meter 1	31/01/2011 - 09/05/2011	5,156	2.790	
	09/05/2011 - 04/08/2011	9,717	5.257	
	04/08/2011 - 24/01/2012	10,893	5.893	
	10/11/2011 - 31/01/2012	9,600	5.194	
	31/01/2012 - 30/04/2012	7,342	3.972	
	Sub Total	42708	23	
Meter 2	31/01/2011 - 09/05/2011	4,697	2.541	
	09/05/2011 - 04/08/2011	8,415	4.553	
	04/08/2011 - 10/11/2011	9,809	5.307	
	10/11/2011 - 02/02/2012	8,781	4.751	
	02/02/2012 - 30/04/2012	6,225	3.368	
	Sub Total	37,927	20.52	
TOTAL kwhs		80,635	43.62	£14,387.62
Information supplied by supplier	CO₂ Emissions (Tonnes)		43.62	

Gas Consumption		kwh	Cost
	31/03/11 - 30/04/11	9950.1	£493.02
	30/04/11 - 31/05/11	9197.9	£455.74
	31/05/11 - 29/09/11	2952.2	£122.76
	29/09/11 - 31/10/11	10925.5	£541.33
	31/10/11 - 30/11/11	13600.5	£673.89
	30/11/11 - 31/12/11	20492.3	£1,015.36
	31/12/11 - 31/01/12	20566.1	£1,019.01
	31/01/12 - 31/03/12	18042.8	£913.59
TOTAL kwhs		105727.4	£5,234.70
Conversion factor 0.20435	CO₂ Emission (Tonnes)	21.605	

Scope 3: Other Indirect Emissions

Staff Travel in non company owned vehicles

Journey type	Conversion Factor	Kilometres	CO ₂ Emissions (kgs)
Flights	Average Domestic: 0.16513	16,591.05	2,739.68
Taxis	Black Cab: 0.2338	229.01	53.54
Train	National Rail: 0.05501	19,545.80	1,075.21
Car	Average Car Fuel Unknown: 0.31141	5,643.00	1,757.29
Bus	Local Bus: 0.12269	147.25	18.07
TOTAL		42,156.11	5,643.79

* 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 2009 and still in use. Volume information unavailable for sanitary waste uplifted by Greenleaf.

Total Tonnes of waste produced	20.107
Total Cost	£3,119.00

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

Date	Number of sacks	Cost
26/05/2011	100	£213.00
21/07/2011	200	£426.00
01/12/2011	132	£281.16
Total	432	£639.00
total ltrs	25920	
Conversion vector for Ltrs to tonnes:	481	
Total Tonnes (Sent to Landfill)	14.43	

Paper Shredding Services

PSS Do not provide weighted values for last year but average volume uplifted based on capacity of units onsite is 200 kg per fortnight. $200 \times 26 = 5200$ kg per year. **Conversion to Tonnes = 5.2**

Date	Cost
28 April 2011	£138.00
25 May 2011	£138.00
30 June 2011	£231.00
28 July 2011	£162.00
31 August 2011	£81.00
29 September 2011	£162.00
27 October 2011	£162.00
30 November 2011	£243.00
21 December 2011	£93.00
26 January 2012	£162.00
28 February 2012	£162.00
29 March 2012	£162.00
Waste Transfer Certificate	£100.00
Total	£1,996.00

Change works recycling

Note: Financial information for 2011-2012 not available. Prepay stickers (£2.00 each) purchased in 2010 are still in use.

Month	Recycling Cardboard Bundles (kgs)
Apr-11	0
May-11	21
Jun-11	0
Jul-11	0
Aug-11	0
Sep-11	128
Oct-11	0
Nov-11	176
Dec-11	0
Jan-12	0
Feb-12	128
Mar-12	24
Total kgs	477
Total Tonnes	0.477

Greenleaf Hygiene Services

Note: Volume information not available from contractor

4 x Mini Sanitary Units x 4 weekly	£384.00
Waste Transfer Certificate	£100.00
Total	£484.00

Finite Resources

Total Consumption Cm2	145
Total Cost	£517.54

Water Expenditure

	Cost	Water Consumption (Cubic Meters Sq.)
01/04/11 - 01/06/11	£74.93	8 m3
02/06/11 - 08/07/11	£52.24	16 m3
08/07/11 - 10/10/11	£137.35	43 m3
10/10/11 - 06/01/12	£127.62	39 m3
06/01/12 - 31/03/12	£125.40	39 m3
TOTAL	£517.54	TOTAL 145