# Appendix - Sustainability report

## Table 1: Greenhouse gas emissions

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2017-18** | **2018-19** | **2019-20** | **2020-21** | **2021-22** |
| **Non-financial Indicators (t CO2e)\*** | | | | | |
| Gross emissions Scope 1\*\* (direct) | 0.3k | 0.4k | 0.3k | 0.4k | 0.5k |
| Gross emissions Scope 2\*\*\* (indirect) | 1.7k | 1.3k | 1.2k | 1.0k | 0.8k |
| Gross emissions Scope 3\*\*\*\* (indirect – business travel) | 0.4k | 0.4k | 0.4k | 0.1k | 0.1k |
| **TOTAL** | **2.4k** | **2.1k** | **2.0k** | **1.5k** | **1.4k** |
| Building CO2e per FTE | 0.86 | 0.67 | 0.64 | 0.49 | 0.37 |
| Business travel CO2e per FTE | 0.11 | 0.16 | 0.14 | 0.03 | 0.03 |
| **Related energy consumption (kWh)** | | | | | |
| Gas | 1.7m | 1.5m | 1.7m | 2.1m | 2.7m |
| Electricity: Grid | 5.0m | 4.7m | 4.8m | 4.3m | 3.8m |
| Gas Oil | N/A | N/A | N/A | N/A | N/A |
| **Self-generated energy (kWh)** | | | | | |
| PV | 53k | 60k | 57k | 53k | 52k |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Financial indicators\*\*\*\*\*** | | | | | |
| Expenditure on energy | £0.7m | £0.7m | £0.8m | £0.8m | £1.0m |
| Expenditure on carbon reduction commitment | £41k | £35k | £31k | N/A | N/A |
| Expenditure on official business travel | £1.2m | £1.0m | £0.8m | £0.2m | £0.1m |
| **TOTAL** | **£1.9m** | **£1.7m** | **£1.6m** | **£1.0m** | **£1.1m** |

Notes: \* emissions accounting includes all Scope 1 and 2 emissions along with separately identified Scope 3 emissions related to official business travel. Government emission conversion factors provided by Department for Business, Energy & Industrial Strategy have been used.

Scope 1\*\* gas used in buildings (Approx. 1% has been estimated where we are a minor tenant in large office blocks, and there is no direct metering), fugitive emissions from air conditioning units in buildings we own and/or control, transport emissions from vehicles we own or lease.

Scope 2\*\*\* electricity used in buildings (approx. 8% has been estimated where we are a tenant in large office blocks, and there is no direct metering).

Scope 3\*\*\*\* transport emissions from hire cars, grey fleet, taxis (some figures are approximated using spend data and assumptions), buses (figures are approximated using number of bus tickets issued), air, and rail.

Financial indicators \*\*\*\*\* NHSBSA was not required to report on financial indicators for 2020-21 and 2021-22.

### Performance commentary including measures

We have increased gas consumption and fleet travel because of our response to COVID-19 which has slightly increased our scope 1 greenhouse gas emissions, however reduced electricity usage from significantly reduced building occupancy has reduced scope 2 emissions. We have also experienced a significant reduction in business travel due to COVID-19 restrictions which has reduced our scope 3 greenhouse gas emissions. We are reviewing the changes in business practices throughout the pandemic and redesigning how we work in the future to ensure we continue to utilise technology infrastructure and a smarter way of working.

### Controllable impacts commentary

Our main impacts are from the operation of our offices (electricity and gas), and to a lesser extent our business travel; having offices, customers, clients and sponsors spread around the UK.

### Overview of influenced impacts

Our key influential impacts are related to our supply chain.

## Table 2: Operational Waste

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2017-18** | **2018-19** | **2019-20** | **2020-21** | **2021-22** |
| **Non-financial Indicators (tonnes)\*** | | | | | |
| Landfilled | 62 | 59 | 1 | 0.2 | 0 |
| Recycled / reused / composted (non- prescription / dental form waste)\*\* | 183 | 314 | 305 | 172 | 81 |
| ICT waste recycled externally | 15 | 15 | 15 | 0 | 24 |
| Recycled / reused / composted (prescription / dental form waste)\*\*\* | 798 | 613 | 544 | 336 | 507 |
| Recycled / reused / composted (prescriptions stored offsite by third party)\*\*\* | 0 | 0 | 0 | 0 | 0 |
| Incinerated / energy from waste | 103 | 115 | 117 | 60 | 62 |
| **TOTAL** | **1161** | **1116** | **982** | **568** | **674** |
| Office waste per FTE | 0.14 | 0.18 | 0.14 | 0.07 | 0.05 |
| **Financial Indicators \*\*\*\*** | | | | | |
| Landfilled | £9.5k | £9.8k | £9.8k | £0.1k | 0 |
| Recycled / reused / composted  (non-prescription / dental form waste) | £31.7k | £40.4k | £40.4k | £61.0k | £87.2k |
| Recycled / reused / composted (prescription / dental form waste)\*\*\* | -£44.8k | -£34.7k | -£47.7k | -£27.5k | -£30.1k |
| ICT waste recycled externally | 0 | 0 | 0 | 0 | 0 |
| Incinerated / energy from waste | £82.1k | £87.5k | £87.5k | £35.6k | £7.5k |
| **TOTAL** | **£79k** | **£103k** | **£90k** | **£69k** | **£63k** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2017-18** | **2018-19** | **2019-20** | **2020-21** | **2021-22** |
| **Non-financial Indicators (tonnes)\*** | | | | | |
| Landfilled | N/A | N/A | N/A | N/A | 394 |
| Waste recycled externally (excl. ICT waste) | N/A | N/A | N/A | N/A | 57 |
| Waste reused externally (excl. ICT waste) | N/A | N/A | N/A | N/A | 57 |
| **TOTAL** | N/A | N/A | N/A | N/A | **508** |
| **Financial Indicators \*\*\*\*** | | | | | |
| Waste to landfill | N/A | N/A | N/A | N/A | £43k |

## Table 3: Construction Waste

\* waste (tonnes): less than 1% has been estimated where we are a minor tenant in large office blocks, and waste is managed through the service agreement.

\*\* Recycled / reused / composted (non-prescription / dental form waste): Confidential paper from offices is an estimated value using an assumed weight per bin.

\*\*\* Recycled prescriptions: Since 2017-18, the NHSBSA started to receive a rebate for prescription waste which is included in the financial indicators. Waste costs have been estimated for 2017-18 as these were not made available by the third-party contractor. Waste from external scanning contracts in 2018-19 has been excluded from the NHSBSA data as this waste is being processed on behalf of a third party and this waste is reported within the third-party waste returns.

\*\*\*\* minor estimates included aligned to non-financial estimates listed here. ICT waste costs are included within managed service contract costs so have not been included here. Waste financials for 2018-19 has been divided between waste incinerated and waste recycled, based on the waste tonnage for each waste category. Waste financials for landfilled, recycled non- prescription and incinerated waste was unavailable and 2018-19 waste costs were used as an estimate. For 2020-21, the NHSBSA were not required to report on waste management financial indicators.

### Performance commentary including measures

As we digitise many of the services we deliver, we continue to make waste savings across the business, despite increasing our service portfolio and number of employees. Operational waste and construction waste have been accounted for separately. The method of disposal and volume of operational waste can be controlled at a higher level. This is unlike construction waste. Displaying this data separately allows for a better representation of the NHSBSA’s waste.

### Controllable impacts commentary

Our key controllable impact is the production of office waste. Our strategy to digitise our services and move away from paper-based processes supports ongoing reduction in office waste produced and we continue to see these improvements in our waste tonnage. We have experienced an increase in the uptake of many of our digital services throughout the pandemic and as a result of our engagement activities. In Q3 2021-22 the hold that had previously been on exemption checking service has resumed, and the end to the paper prescription retention will mean we continue to see an increase in waste. Reduced building occupancy throughout the COVID-19 pandemic has seen reduced office waste. We continue to engage with our colleagues to reduce waste and maximise recycling.

### Overview of influenced impacts

We have influence over the roll-out of EPS and continue to engage with stakeholders to promote the further take-up of EPS and increase the number of services we deliver through our digital portals e.g. Manage Your Service. We are also working with our suppliers to reduce waste in our supply chain.

## Table 4: Finite resource consumption

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2017-18** | **2018-19** | **2019-20** | **2020-21** | **2021-22** |
| **Non-financial Indicators (m**³**)\*** | | | | | |
| Water from office estate | 19.7k | 16.9k | 17.5k | 8.6k | 6.9k |
| Water from non-office estate | 0.2k | 0.3k | 0.3k | 0.2k | 1k |
| **TOTAL** | **19.9k** | **17.2k** | **17.8k** | **8.8k** | **7.9k** |
| Water - m³ per FTE (office estate) | 9.69 | 10.50 | 5.61 | 3 | 1.9 |
| Paper - reams of A4\*\* | 27k | 26k | 21k | 11k | 12k |
| Paper - reams per FTE | 10 | 9 | 6.7 | 3.6 | 3.2 |
| **Financial Indicators \*\*\*** | | | | | |
| Mains water supply and treatment | £89.5k | £79.2k | £65.8k | £75.1k | £47.7k |

\* water (m3): less than. 1% has been estimated where we are a minor tenant in large office blocks, and there is no direct metering.

\*\* paper (reams): reams of A4 reported here refer to office paper purchased by the NHSBSA directly. It does not include paper purchased on our behalf e.g. leaflets, scheme documents etc. linked to our outsourced services. Data for Q4 2017-18 and March 2019 has been estimated due to an issue with the report provided by the third-party supplier. Paper is reported as A4 reams or equivalent, so also includes A5 and A3 paper consumption.

\*\*\* minor estimates have been included for areas without direct billing, for example, where the water bills are part of the service charge for a building. For 2020-21, the NHSBSA were not required to report on waste management financial indicators.

### Performance commentary including measures

We have significantly reduced our water consumption through estate rationalisation and improved controls and fittings across our buildings. Our Estates Team continue to monitor usage site-by-site and look at operational improvements where appropriate. Water consumption is monitored on a regular basis and any unexpected increases in water usage are investigated.

### Controllable impacts commentary

Our key controllable impact is water use in our buildings. We continue to monitor office paper and our strategy to digitise our services should deliver further reductions.

### Overview of influenced impacts

Our key influential impacts are related to our supply chain. We are also working with our suppliers to reduce resource consumption in our supply chain.