

Public Sector Scotland Impact Report 2024-25

As part of the current Public Sector Scotland water and waste water framework, we've developed a programme designed to deliver community benefits, support the Fair Work agenda and generate environmental efficiencies.

This report captures just some of the highlights that we've achieved over the past year, supporting the public sector in Scotland to deliver tangible social value to local communities and society as a whole.



Naturally *different.*

business stream

A SCOTTISH WATER COMPANY



DELIVERING COMMUNITY BENEFITS

Our community benefits programme has been designed to help to prepare young people for the world of work; build a skilled workforce for the future; support individuals from disadvantaged groups; and provide support to help local towns, businesses and charities to prosper.

Key deliverables include:



Supporting eight young people through the Career Ready programme, which includes providing each student with a two-year 121 mentoring partnership and a one-month paid internship in our offices.



Delivering four Career Ready masterclasses to over 150 high school students, covering both communications and networking and preparing for work sessions as part of the Career Ready Skills for Success programme.



Continuing to support Career Ready's wider charitable and strategic aims through our involvement in the Career Ready Edinburgh, Mid Lothian and East Lothian Local Authority Board.



Sponsoring a school in Huntly, Aberdeenshire to deliver green skills training to a group of fifth year students through the Powering Futures programme, earning them an SCQF qualification (equivalent to Higher). The students are tasked, with our coaching support, to develop solutions to current sustainability issues - with the aim of developing a future workforce that is attracted to and have the skills to embrace green jobs.

Being partnered with Business Stream has added significant value to the young people. With The Gordon Schools being so rural, having a business offer advice and expertise with such enthusiasm is a huge encouragement for our students.

Russell Wood
Teacher | The Gordon Schools



Delivering our primary school education programme by teaching young children about the world of work through our Enterprise Challenge days and by running water saving sessions (both in schools and virtually) to raise awareness around the importance of using water wisely in a fun and engaging way.

What a wonderful experience! The pupils thoroughly enjoyed working as a team and learning how to run a business. They showed great enthusiasm and learned to cooperate with their colleagues to meet the desired goal. A super activity!

Gillian Mackay Moen
Teacher | Murrayburn Primary School

To see the growth in confidence in each of the students because of the fantastic experiences they have been involved in at Business Stream is truly wonderful.

Rose King
Regional Manager Edinburgh, Midlothian and East Lothian | Career Ready



Our Career Ready students and their mentors from the 2023/25 cohort



Some of our colleagues at an Enterprise Challenge day at Castleview Primary School

DELIVERING COMMUNITY BENEFITS (CONTINUED)



Supporting the Business in the Community (BiTC) job coaching programme
to provide skilled coaching to individuals seeking employment. Eight of our colleagues signed up and received training and between them they have collectively coached over 10 jobseekers this year.

I signed up to this as I believe we all have a responsibility to give back to the community. We've all been in a position where a helping hand would have been a great asset. Offering a little guidance can have such a positive impact on people and help them achieve their goals.

John Dryburgh
Senior Metering and Billing Adviser | Business Stream



Establishing a formal partnership with our local high school, Forrester High School,
to deliver skills training to their fifth year students. This involved delivering skills sessions in interview techniques, CV writing, communications and running mock interviews. Over 60 students took part in the programme. In pre and post session surveys (63 students) with the students at Forrester High School, confidence levels were increased:

	Pre-session (unconfident)	Post-session (unconfident)
CV writing session	28	2
Interview techniques session	36	5



Partnering with Scotland's Towns Partnership (STP)
to support their strategic goal of advocating for a stronger and more sustainable future. As part of this partnership, we provide funding to drive campaigns and we spoke at a net zero event to share insight in the ways community groups can drive water efficiency, supporting their wider sustainability goals.



Continuing to offer our volunteering time to support local community initiatives.
This included four colleagues volunteering at Ninewells Community Hospital Garden.

Volunteering at the Ninewells community garden was such a rewarding experience. The opportunity to help in some small way to help maintain the garden was an absolute pleasure. It's such a lovely area for patients and staff to visit and enables them to take time out – often a change of scenery or environment can make such a difference to them.

Debbie Malcolm
PSS Framework Manager | Business Stream



Click to watch Julia Russell, one of our BiTC job coaches talk about her experience as a coach.



One of our colleagues and a member of Developing Young Workforce (DYW)



One of our colleagues volunteering at Ninewells Community Hospital.




Colleagues volunteering at Ninewells Community Hospital.

SUPPORTING THE FAIR WORK AGENDA

At Business Stream, our purpose, vision and values fully align with the values and ambitions of the Fair Work Framework. In 2019, we launched our vision to Make a Positive Difference (MAPD) to our customers, our people, the environment and our local communities, creating a culture that puts Fair Work first. This ethos extends to our agency workers, sub-contractors and supply chain and we have embedded practical and measurable initiatives to support the five Fair Work First dimensions - effective voice, opportunity, security, fulfilment and respect.

We're committed to continuing to deliver and evolve our approach to support the Scottish Government's vision to be a leading Fair Work nation by 2025 and to provide an engaged and supported workforce committed to delivering market-leading customer service.

Key deliverables include:

 **Launching our Foundation Apprenticeship programme,** supporting two students to complete the programme through gaining work experience in our offices.

 **Providing Modern Apprenticeship places to five students.**

 **It's incredible how much time and effort Business Stream has put into supporting the MA programme and creating workers who have the knowledge and self-assurance to be the workforce of the future.**

Shirley Manley
Skills Investment Adviser | Skills Development Scotland

 **My experience as a Modern Apprentice at Business Stream has expanded my knowledge about the water market and how it works. I've also learned great values and how to carry out professional business etiquette.**

Millie Reddington
Modern Apprentice | Business Stream

 **Working towards achieving Level 2 of the Disability Confident Employer Scheme.**

 **Becoming the first water retailer to sign up to the Race at Work Charter.**

 **Businesses have a crucial role to play in tackling racial inequality in the workplace and commitments like the Race at Work Charter help drive positive and lasting change. By signing up, Business Stream are taking meaningful steps to embed equity and inclusion into their policies, processes, and culture. We look forward to working with them as they implement their commitments and continue to build a fairer and more inclusive workplace for all.**

Elspeth Hendry
Scotland Lead | Business in the Community

 **Rolling out our mental health wellbeing training to our People Managers,** being delivered by our strategic partner, Scottish Action for Mental Health (SAMH).

 **Delivering over 8,000 training and development hours for our 300 colleagues,** including all of those working on the Public Sector Scotland contract.



Our two Foundation Apprentices - Daniel and Prince.



Three of our Modern Apprentices - Abi, Matthew and Millie.



DRIVING ENVIRONMENTAL EFFICIENCIES

The services provided through the Framework have all been designed to deliver environmental efficiencies and support our customers' wider climate and sustainability goals.

Key deliverables include:



Identifying over £3million of annualised savings and 1.607million m₃ of water reduction opportunities

through our Intelligent Water Management solution and the delivery of on-site interventions including leak detection.



Doubling our annual water efficiency fund from £50,000 to £100,000

to fund water efficiency projects across Scotland. The panel awarded funding to 13 public sector organisations spanning 16 water efficiency projects. This year's beneficiaries include National Museums Scotland, who will use their £12,500 award to conduct water conservation audits across five of their sites. Other organisations benefiting from the fund include NHS Forth Valley, who will use their funding to install water efficient urinals and taps at seven locations and West Lothian Council, who plan to reduce water usage in the region's schools.



We're absolutely delighted to have received funding from Business Stream which will help us better understand our water use so we can identify savings and work towards our sustainability goals.

Mark Drysdale
Building Services and Energy Manager | National Museums Scotland



Launched our Intelligent Water Management (IWM) Power BI Reporting on My Business Stream

to support public sector organisations to understand their water use; the carbon impact of their consumption; and identify water efficiency savings. Other benefits delivered through the functionality include consumption alerts, meter optimisation and benchmarking data.



We're delighted to have invested an additional £50,000 into our annual Water Efficiency Fund. By funding water efficiency projects, we can help public sector bodies across the country to save money and water, while also reducing their environmental impact.

Jo Dow
Chief Executive | Business Stream



Partnering with BiTC to deliver a climate action workshop

in February 2025 for 28 individuals within public sector organisations who are new to net zero. The workshop provided insight into what net zero means, how to measure emissions and some of the practical ways they can reduce their carbon footprint.



Funding the provision of water butts to primary schools across Scotland -
with 120 schools taking up the offer.

OUR ONGOING COMMITMENT TO RESPONSIBLE BUSINESS AND DELIVERING SOCIAL VALUE

As a responsible retailer, you can be assured that we remain committed to delivering community benefits, supporting the Fair Work agenda and driving environmental efficiencies for the public sector in Scotland.

In addition to delivering the activities within this document, we're also continually measuring and tracking our progress alongside international best practice standards. In January 2025, we were awarded a Gold medal from EcoVadis – the world's largest sustainability platform. Our score of 80/100 places us within the top 98th percentile of over 150,000 companies assessed worldwide.



And, in July 2024, we became the first water retailer to join the United Nations Global Compact to measure our contribution to the United Nations Sustainable Development Goals.



Joining the UN Global Compact marks another milestone for us in our commitment to delivering our vision to make a positive difference. This membership is enabling us to better align our activities to supporting the UN Sustainable Development Goals, as well as providing opportunities for us to collaborate with others on key sustainability issues.

Sophia Goring
Head of ESG | Business Stream



We're looking forward to maintaining and growing this programme in the year ahead and keeping you up to date on our progress. If you would like to find out more about any of the partnerships or initiatives outlined above then please contact your Account Manager directly who will be happy to help.