



Glasgow City Council

Net Zero and Climate Progress Monitoring Committee

Report by Executive Director of Financial Services

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FINANCIAL & CORPORATE SERVICES UPDATE

Purpose of Report:

To update Committee on the work undertaken in Financial Services to support Sustainability.

Recommendations:

It is recommended the Committee notes the report.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

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1. Introduction

- 1.1 Catering and Facilities Management (CFM) is part of Financial Services (FS) with a headcount people over 3,000 with the main occupational groups consisting of caterers, cleaners, janitors and school crossing patrollers.
- 1.2 In addition to the above CFM has a hospitality service branded as “Encore” which operate in 21 venues across the city including flagship venues such as Kelvingrove and Riverside Museum, Glasgow Royal Concert Hall and Emirates Arena.

2. Background

- 2.1 Previously the service operated as “Cordia” up until September 2018. Following a Council Family Review all services were delivered from core council with CFM joining Financial Services and has operated from within FS since 2021.

3. Key Deliverables

- 3.1 Over the last few years key deliverables from the Service Plan have been developed to help modernise the service.
- 3.2 One of these areas has been to align with the strategic aim of GCC and to Integrate processes and procedures to reach specific targets.
- 3.3 As a result of the above 3 key workstreams have been developed to contribute to sustainability.

4. Key Workstreams – Food Journey

- 4.1 Since 2021 and as part of a programme to assist with the Glasgow City Food Plan, CFM has been in partnership with Soil Association Scotland to work on a food journey that would enhance its quality of service.
- 4.2 The main principles from this partnership were to develop our food journey that would be beneficial for health, the local economy and the environment.
- 4.3 CFM worked with Soil Association to gain accreditation for the Bronze Award for Food for Life Served Here.
- 4.4 The Bronze Award accreditation has been achieved each year since 2021 In 2022 and in 2024 GCC were successful at the Scottish School Food Awards for Health & Innovation and for campaigns with Soil Association Scotland.

4.5 The key element of the Food for Life Served here involves the following:

- **Fresh Food**

Food for Life Served Here (FFLSH) menus are based around food that meets the threshold of 75% freshly prepared meals on site or at a local hub kitchen from predominantly unprocessed ingredients. They are free from controversial additives, artificial trans-fats and demonstrate seasonality.

- **Sourcing environmentally sustainable and ethical food**

Certified caterers serve food which meets or exceeds UK animal welfare standards. Serving Food for Life menus helps to lower carbon emissions and pollution and, at silver and gold levels of the scheme where organic ingredients are used, increases levels of biodiversity.

- **Making healthy eating easy**

Certified caterers demonstrate compliance with national standards or guidelines on food and nutrition where these apply for their sector. They implement a range of steps to make healthy eating easier for their diners, in line with public health priorities.

- **Championing local food producers**

Certified caterers champion local produce and local producers. This is an investment in the local community and local economy and is a way to reconnect people with where their food comes from and how it is produced.

4.6 In collaboration with the Full of Beans team and Food for Life colleagues we designed and developed tasty compliant recipes for cowboy beans, Singapore noodles, Mexican bean wraps and dhal curry.

4.7 These are now included in our current menus to increase the consumption of pulses within our pupil customer base.

5. Key Workstream – Waste

5.1 CFM set up a working group to tackle food waste across all services with specific focus on schools.

5.2 This involved assessing production waste, scrutinising data and involve pupils, parents and education colleagues in campaigns to reduce production and plate waste.

5.3 Catering Managers follow robust processes one of which involves completing product control sheets which help to manage stock levels and to mitigate risk of over ordering/ producing where possible.

- 5.4 Catering teams within education establishments recycle food production waste which includes kitchen waste and unconsumed meals, the food waste is then collected and processed to create biofuel.
- 5.5 A pre-selection service has been delivered to all parent/carers which provides access to a pre order service up to four weeks in advance to support the delivery of accurate level of meals per school.
- 5.6 CFM piloted a “Food Waste Warrior” campaign for schools. This involved a whole school approach to participate in an interactive initiative spearheaded by pupils volunteering to be part of a team to influence peers to reduce plate waste.

6. Key Workstream – Encore Borrow Cup Scheme

- 6.1 In 2023 Encore alone used 370,000 cups resulting in 5.39 tonnes of waste.
- 6.2 The annual expenditure on single-use cups and lids was just above £50k with 27% of the spend in Kelvingrove Art Gallery and Museum.
- 6.3 A business partner was sought to help deliver a sustainable scheme. Summer of 2024 a meeting took place with HUBBUB environmental charity who work with public sector organisations.
- 6.4 We were then introduced to “Reposit” which facilitated a pilot scheme in Glasgow to provide an alternative option to disposable single use cups.
- 6.5 A pilot scheme took place in late 2024 with participation from 47 locations
Costa Coffee - 11 locations.
Café Nero – 14 locations.
Burger King – 12 locations.
Tinderbox – 5 locations.
Sprigg – 3 locations.
- 6.6 Two locations were selected from Encore which were City Chambers and Kelvingrove Museum.

7. Principles of the scheme.

- 7.1 Venues will take delivery of Cups. An estimated 25% of historic monthly cup usage for the duration of the trial.
- 7.2 Staff are to offer the cup as an alternative to single use for a £1 deposit on top of the price of a coffee/tea. This cup can then be returned to any of the participating venues to have the deposit returned. Alternatively, the customer can swap out their borrow cup for a fresh one or exchange their cup over the counter for a cash refund.

8. Results

- 8.1 In February 2025 Kelvingrove Museum had the highest ration of uptake to sales of 27% for Borrow Cup across the pilot group.
- 8.2 In April 2025 this has grown to 41% of sales and is the leading venue across the pilot group. City Chambers East is in second place with 21% of sales and Café Ure with 11% in third place.
- 8.3 GCC staff have been heavily engaged in the scheme, and this is one of the key reasons for our locations being the most successful
- 8.4 Customer feedback particularly in Kelvingrove is the convenience of the borrow cup and that it does not require an app or any registration process.
- 8.5 As the leading operator of the scheme in June 2025 we will be growing the opportunity for Borrow Cup in Kelvin Hall, Mitchell Library and Riverside Museum.
- 8.6 The pilot so far has resulted in 10,000 cups not going to landfill with 7,000 of these from Encore venues.

9 Policy and Resource Implications

Resource Implications:

Financial: No direct implications

Legal: No legal implications

Personnel: Use of existing resources only

Procurement: No procurement implications

Council Strategic Plan: The initiative supports the grand challenge: Fight Climate Emergency in a Just Transition to Net Zero, empowering local communities to take meaningful action on climate change.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.

Yes, the activities support the Council's equality outcomes.

What are the potential equality impacts as a result of this report?

The report is a high-level update and does not present potential equality impacts.

Please highlight if the policy/proposal will help address socio-economic disadvantage.

The work undertaken seeks to develop projects that help address socio-economic disadvantage through addressing the climate emergency, fuel poverty and green economic development.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

The initiative supports the overall implementation of the city's Climate Plan, particularly its commitments for more meaningful community engagement and participation.

What are the potential climate impacts as a result of this proposal?

The partnership seeks to promote local climate action to address the climate and ecological emergency, and support the city becoming net-zero carbon by 2030

Will the proposal contribute to Glasgow's net zero carbon target?

The initiative looked to educate children and support local action to help reduce city wide carbon emissions and therefore supporting the city's net zero target.

Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report
Y/N

No

10 Recommendations

10.1 It is recommended that the Committee notes the report.