

SPSO Statement of Expenditure 2017-18

In accordance with the duties to provide information on certain expenditure as outlined in the Public Services Reform (Scotland) Act 2010

Payee	Description	Total
Public Relations		
Bright Solid	Website Host Fees	£54
Text Help	Website accessibility	£3,297
Champion Internet Solutions	Web development, consultancy & strategy	£11,743
Copyright Licensing Agency	Support in minimising risk of breaching copyright	£1,283
Emma Quinn Graphic Design	Design of leaflets etc	£2,730
Conferences	Outreach conferences & seminars	£4,827
Language Line and Inclusion Scotland	Translating and Interpreting Services	£1,910
Mailchimp	Email Marketing Software	£460
Pressdata	Media analysis services, press cuttings	£2,465
Rackspace	Website Host Fees	£6,762
Service Point	Printing costs	£4,176
Twenty One Colour	Printing costs	£1,619
Survey Monkey	Survey	£336
Non-UK Travel		
Various	Flights and accommodation	£3,219
Hospitality and Entertainment		
Local Suppliers	Working lunches	£1,227
External Consultancy		
Anderson Strathern	Legal support	£17,703
Audit & Advisory Committee	Directorate Consultancy	£3,573
Audit Scotland	External Audit fees	£17,347
Computer Application Services	IT Maintenance and development	£83,848

Disclosure Scotland	Disclosure notices	£790
ICCS	Independent Customer Complaint Reviewer	£9,750
SPSO Professional Advisers	Various expert advice	£91,293
Scottish Professional Advisers	Various expert advice	£16,664
UK Professional Advisers	Various expert advice	£56,608
Parliamentary Health Services Ombudsman (PHSO)	Case Consultants	£17,593
Julie Murphy CA	Financial support	£4,425
Law at Work	HR support/Health and Safety	£120
Moorepay Ltd	Payroll support	£10,311
Scottish Government	IT Maintenance, hardware and support	£54,710
Scottish Legal Aid Board	Internal Audit Fees	£6,000

Payee	Description		Total
Individual payments in excess of £25,000		Date	
Lambert Smith Hampton	Property Rent	28/05/17	£40,800
Lambert Smith Hampton	Property Rent	28/08/17	£40,800
Melville Development	Property Rent	01/12/17	£40,800
Scottish Government	IT Maintenance	05/12/17	£54,400
Computer Application Services	IT Maintenance	24/01/18	£53,698
Computer Application Services	IT Development	06/03/18	£26,550
Multiple payments			
- cumulative total exceeds £25,000, individual payments not exceeding £25,000			
SPSO Professional Adviser	L&D, General Medical Advice		£41,124
Citibase	Rent and services		£35,643
Melville Development	Rent		£42,760

SPSO Public Relations Costs: 2017-18

The Public Services Reform (Scotland) Act 2010 ("the Act") requires SPSO to publish information on expenditure in relation to our public relations costs.

The statement of expenditure on public relations reports the total amount of expenditure on all external communications during the financial year 2017/18 relating to the services which SPSO provides.

Area of Expense	Description	Total
Website	Website and associated fees	£21,865
Electronic communications	Email Marketing Software	£796
	Electronic surveys	
Copyright	Support in minimising risk of breaching copyright	£1,283
Design fees and printing costs	Design of leaflets and published reports and associated printing costs.	£8,525
Outreach activities	Conferences, seminars and external events	£4,827
Providing an accessible service	Translation and interpretation service	£1,910
Media analysis	Provision of media analysis service	£2,465

The headings in the above table are those provided as guidance by the Scottish Government.

SPSO's public relations costs are largely borne by the Improvement Standards and engagements functions of the business, which includes our communications team. The proportion of time spent on public relations is as follows:

- 10% Head of ISE (1 FTE Band 5)
- 70% Communications and Engagement Manager (1 FTE Band 4)
- 70% Communications and Engagement Officers (1 FTE Band 2)
- 50% Communications Assistant (0.5 FTE Band 1)

We have not include the outreach activities of Complaints Standards Authority, Learning, Improving and Training. These activities are not specifically in respect of public relations, rather they are designed to help external organisations improve their services.