

SPSO Statement of Expenditure 2018-19

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		
Allander	Printing costs	£512
Bright Solid	Domain name registration	£54
Calico	Domain name registration	£96
Champion Internet Solutions	Web development, consultancy and strategy	£3,138
Conferences	Outreach conferences & seminars	£2,449
Copyright Licensing Agency	Support in minimising risk of breaching copyright	£1,315
Douglas Robertson Photography	Photography	£168
Emma Quinn Graphic Design	Design of leaflets etc	£6,864
Hello Pring	Communications	£67
ITV	BSL plan	£960
Language Line	Translating and Interpreting Services	£6,051
Mailchimp	Email Marketing Software	£462
NLA Media Access	Copyright licence	£2,393
Plain English	Crystal mark	£1,260
Pressdata	Media analysis services, press cuttings	£2,497
Rackspace	Website Host Fees	£6,292
Service Point	Printing costs	£10,430
Survey Monkey	Survey	£70
Twenty One Colour	Printing costs	£346



Non-UK Travel

Various	Flights and accommodation	£2,748
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Hospitality and Entertainment

Local Suppliers	Working lunches	£902
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External Consultancy

Anderson Strathern	Legal support	£9,664
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Audit & Advisory Committee	Directorate Consultancy	£124
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Audit Scotland	External Audit fees	£6,000
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CA Compliance	Independent Customer Complaint Reviewer	£11,043
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Computer Application Services	IT Maintenance and development	£11,8279
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Disclosure Scotland	Disclosure notices	£275
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ICCS	Independent Customer Complaint Reviewer	£6,000
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Julie Murphy CA	Financial support	£5,550
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Law at Work	HR support/Health and Safety	£720
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Moorepay Ltd	Payroll support	£6,229
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Scottish Government	IT Maintenance, hardware and support	£96,150
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Scottish Legal Aid Board	Internal Audit Fees	£6,000
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Scottish Professional Advisers	Various expert advice	31575
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SPSO Professional Advisers	Various expert advice	£134,699
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UK Professional Advisers	Various expert advice	£52,772
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Payee	Description	Date	Total
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Individual payments in excess of £25,000

City of Edinburgh Council	Rates	01/04/18	£56,546
City of Edinburgh Council	Rates	16/11/18	£2,6127
City of Edinburgh Council	Rates	16/11/18	£25,207
C&W Assets	Building Service Charge	13/11/18	£65,114
Scottish Government	IT Installation	26/03/19	£26,319
Scottish Government	IT Maintenance	28/03/19	£68,884
Computer Application Services	IT Maintenance	11/03/19	£54,772

Multiple payments

- cumulative total exceeds £25,000, individual payments not exceeding £25,000

Computer Application Services	IT Maintenance (excludes above)		£63,508
Melville Development	Rent		£99,626
SPSO Professional Adviser	L&D, General Medical Advice		£28,427



SPSO Public Relations Costs: 2018-19

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	£9,810
Electronic communications	Email Marketing Software	£531
	Electronic surveys	
Copyright	Support in minimising risk of breaching copyright	£3,708
Design fees and printing costs	Design of leaflets and published reports and associated printing costs	£14,227
Outreach activities	Conferences, seminars and external events	£2,449
Providing an accessible service	Translation and interpretation service	£6,051
Media analysis	Provision of media analysis service	£2,497

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)

This PR expenditure was incurred in the delivery of SPSO's statutory duties to publish an annual report, and to ensure that all SPSO's communications with all service users meet the standards of being clear, accessible and timely. 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.