

## Statement of Expenditure 2014-15

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

Payee	Description	Total	
<b>Public Relations</b>			
Bright Solid	Website Host Fees	£72	
Text Help	Website accessibility	£5,594	
Champion Internet Solutions	Web development, consultancy & strategy	£4,375	
Copyright Licensing Agency	Support in minimising risk of breaching copyright	£510	
Greg McCraw Photography	Photography	£1,300	
Graphic Design	Design of leaflets etc	£4,500	
Holyrood Conferences	Outreach conferences & seminars	£473	
Language Line	Translating and Interpreting Services	£6,501	
Mailchimp	Email Marketing Software	£305	
Pressdata	Media analysis services, press cuttings	£4,121	
Rackspace	Website Host Fees	£3,974	
Service Point	Printing costs	£6,823	
Survey Monkey	Survey	£299	
<b>Non-UK Travel</b>			
Various	Flights and accommodation	£1,105	
<b>Hospitality and Entertainment</b>			
Local Suppliers	Working lunches	£327	
<b>External Consultancy</b>			
Anderson Strathern	Legal support	£29,989	
Audit & Advisory Committee	Directorate Consultancy	£4,183	
Audit Scotland	External Audit Fees	£16,000	
Brodies	Legal support	£842	
Computer Application Services	IT Maintenance	£30,610	
David Thomas	Independent Customer Complaint Reviewer	£5,418	
Disclosure Scotland	Disclosure notices	£175	
Hay Group	HR Support	£660	
ICRS	Independent Customer Complaint Reviewer	£2,700	
Internal Professional Advisers	Various Expert Advice	£127,000	
Julie Murphy	Financial support	£4,059	
Law at Work	HR support	£3,791	
Locheed Martin	IT Support	£750	
Moorepay Ltd	Payroll support	£2,561	
Parliamentary Health Services Ombudsman (PHSO)	Case Consultants	£102,310	
Scott-Moncreiff	Taxation Advice	£900	
Scottish Government	IT Maintenance and support	£52,539	
Scottish Legal Aid Board	Internal Audit Fees	£6,000	
Stewart Black Ltd	Research	£3,765	
Sounding Board	Directorate Consultancy	£253	
<b>Individual payments in excess of £25,000</b>			
		<b>Date</b>	
BTW Shiells	Property Rent	25/05/14	£40,800
BTW Shiells	Property Rent	31/08/14	£40,800
BTW Shiells	Property Rent	28/11/14	£40,800
BTW Shiells	Property Rent	28/02/15	£40,800
Computer Application Services	IT Maintenance	31/03/15	£30,594

PHSO	Case Consultants	08/07/14	£26,818
PHSO	Case Consultants	21/10/14	£27,912
PHSO	Case Consultants	14/01/15	£26,866
Scottish Government	IT Maintenance	25/09/14	£46,974
<b>Multiple payments</b>			
- cumulative total exceeds £25,000, individual payments not exceeding £25,000			
Anderson Strathern	Legal support		£29,989
Internal Professional Adviser	L&D, General Medical Advice		£127,000

### Explanatory note

The Ombudsman's staff includes the Policy and External Communications team consisting of the Head of Communications (Band 5), the Casework Knowledge Manager (Band 5), the Legal and Policy Officer (Band 3) and the Communications Officer (Band 2).

The Policy and External Communications team is responsible for the following activities in the Ombudsman's office:

- External relations: ensuring regular engagement with other organisations, including liaison with Parliament and Government, public representative groups, public authority groups, and other Ombudsman groups;
- Information resources: maintaining accessible information resource materials about SPSO, including the website and guides for the public and public authorities;
- Ensuring that our own organisation is well informed about external policy matters including legislative proposals that impact on SPSO;
- Research: conducting or commissioning user surveys;
- Media strategy: responding to press interest to ensure regular, consistent and accurate reporting of SPSO issues in the media;
- Publicising the work of the Ombudsman through conferences
- Producing an annual report, sectoral reports and monthly compendium reports.