

Statement of Expenditure 2015-16

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	£18	
Text Help	Website accessibility	£2,997	
Champion Internet Solutions	Web development, consultancy & strategy	£7,483	
Copyright Licensing Agency	Support in minimising risk of breaching copyright	£522	
Greg McCraw Photography	Photography	£1,560	
Emma Quinn Graphic Design	Design of leaflets etc	£2,490	
Conferences	Outreach conferences & seminars	£365	
Just So Consulting	Annual Report writing fee	£750	
Language Line and Inclusion Scotland	Translating and Interpreting Services	£3,250	
Mailchimp	Email Marketing Software	£334	
Pressdata	Media analysis services, press cuttings	£3,029	
Rackspace	Website Host Fees	£4,166	
Service Point	Printing costs	£3,525	
Survey Monkey	Survey	£299	
Non-UK Travel			
Various	Flights and accommodation	£558	
Hospitality and Entertainment			
Local Suppliers	Working lunches	£315	
External Consultancy			
Anderson Strathern	Legal support	£27,988	
Audit & Advisory Committee	Directorate Consultancy	£4,394	
Audit Scotland	External Audit Fees	£16,100	
Brodies	Legal support	£234	
Computer Application Services	IT Maintenance	£73,685	
Disclosure Scotland	Disclosure notices	£500	
Hay Group	HR Support	£1,320	
ICCS	Independent Customer Complaint Reviewer	£21,575	
Internal Professional Advisers	Various Expert Advice	£117,568	
Julie Murphy	Financial support	£4,625	
Law at Work	HR support	£3,240	
Moorepay Ltd	Payroll support	£2,268	
Parliamentary Health Services Ombudsman (PHSO)	Case Consultants	£139,452	
Scottish Government	IT Maintenance and support	£53,614	
Scottish Legal Aid Board	Internal Audit Fees	£4,500	
Individual payments in excess of £25,000			
		Date	
Lambert Smith Hampton	Property Rent	28/05/15	£40,800
Lambert Smith Hampton	Property Rent	31/08/15	£40,800
Lambert Smith Hampton	Property Rent	30/11/15	£40,800
Lambert Smith Hampton	Property Rent	29/02/16	£40,800
Computer Application Services	IT Maintenance	17/03/16	£32,394
PHSO	Case Consultants	17/02/16	£2,8116
PHSO	Case Consultants	21/03/16	£9,560
PHSO	Case Consultants	02/09/15	£3,8741
PHSO	Case Consultants	20/11/15	£3,0586
Scottish Government	IT Maintenance	03/12/15	£5,0951

Multiple payments		
- cumulative total exceeds £25,000, individual payments not exceeding £25,000		
Anderson Strathern	Legal support	£2,7988
Computer Application Services	IT Maintenance	£5,1885
Internal Professional Adviser	L&D, General Medical Advice	£11,7568

Explanatory note

The Ombudsman's staff includes the Policy and External Communications team consisting of the Head of Policy and External Communications (Band 5), the Legal and Policy Officer (Band 3) and 1.5 Communications Officers (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.