

Statement of Expenditure 2016-17

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	£18
Text Help	Website accessibility	£2,997	£2,997
Champion Internet Solutions	Web development, consultancy & strategy	£7,483	£6,628
Copyright Licensing Agency	Support in minimising risk of breaching copyright	£522	£1,197
Emma Quinn Graphic Design	Design of leaflets etc	£2,490	£3,360
Conferences	Outreach conferences & seminars	£365	£6,808
Language Line and Inclusion Scotland	Translating and Interpreting Services	£3,250	£4,863
Mailchimp	Email Marketing Software	£334	£542
Pressdata	Media analysis services, press cuttings	£3,029	£2,299
Rackspace	Website Host Fees	£4,166	£6,578
Service Point	Printing costs	£3,525	£4,811
Twenty One Colour	Printing costs		£1,723
Survey Monkey	Survey	£299	£299
Non-UK Travel			
Various	Flights and accommodation	£558	£540
Hospitality and Entertainment			
Local Suppliers	Working lunches	£315	£828
External Consultancy			
Anderson Strathern	Legal support	£27,988	£12,269
Audit & Advisory Committee	Directorate Consultancy	£4,394	£6,067
Audit Scotland	External Audit Fees	£16,100	£14,266
Brodies	Legal support	£234	£1,200
Computer Application Services	IT Maintenance	£73,685	£55,025
Disclosure Scotland	Disclosure notices	£500	£625
ICCS	Independent Customer Complaint Reviewer	£21,575	£4,750
Internal Professional Advisers	Various Expert Advice	£117,568	£118,460
Julie Murphy CA	Financial support	£4,625	£4,875
Law at Work	HR support	£3,240	£5,010
Moorepay Ltd	Payroll support	£2,268	£2,946
Parliamentary Health Services Ombudsman (PHSO)	Case Consultants	£139,452	£104,909
Scottish Government	IT Maintenance, hardware and support	£53,614	£59,691
Scottish Legal Aid Board	Internal Audit Fees	£4,500	£6,000

Individual payments in excess of £25,000		Date	
Lambert Smith Hampton	Property Rent	28/05/16	40,800
Lambert Smith Hampton	Property Rent	28/08/16	40,800
Lambert Smith Hampton	Property Rent	28/11/16	40,800
Lambert Smith Hampton	Property Rent	28/02/17	40,800
PHSO	Case Consultants	28/10/16	36,413
Computer Application Services	IT Maintenance	09/02/17	31,882
Multiple payments			
- cumulative total exceeds £25,000, individual payments not exceeding £25,000			

Anderson Strathern	Legal support	
Computer Application Services	IT Maintenance	55,025
Internal Professional Adviser	L&D, General Medical Advice	34,376
HP Inc	IT hardware	30,610
PHSO	Case consultant	68,496
Lambert Smith Hampton	Rent Insurance	12,150

Explanatory note

The Ombudsman's staff includes the Policy and External Communications team consisting of the Head of Policy and External Communications (0.8 FTE at Band 5), the Legal and Policy Officer (1 FTE at Band 3) and two Communications Officers (2 FTE at 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.