

Public Services Reform (Scotland) Act 2010
Duties to provide information on certain expenditure
Year: 2011/12

Quarter 1

Payee	Description	Expenditure (£)
Public Relations		
Service Point	Printing of publications	4,178
Newspaper Licensing Agency	Copying and Accessing of Newspaper content	175
Graphic Design	Design of leaflets etc	840
Pressdata	Media analysis services, press cuttings	1585
Newsdirect	Monitoring and reporting on parliamentary activities	120
Mackay Hannah	Public policy focussed conferences	404
Language Line	Translating and Interpreting Services	362
Destinet Newzapp Ltd	Email Marketing Software	270
Inigo Media Limited	Website Design and Support	3720
Rackspace	Website Host Fees	979
Overseas Travel		
		0
Hospitality and Entertainment		
Local Suppliers	Working lunches	201
External Consultancy		
Moorepay Ltd	Payroll support	1,109
Investors in People	HR support	102
Audit Scotland	External Audit Fees	7,366
Anderson Strathern	Legal support	1,800
Audit & Advisory Committee	Directorate Consultancy	819
Julie Murphy	Financial support	1,722

Ros Gardner Associates	Service Delivery Reviewer	4,514
Parliamentary Health Services Ombudsman	Case Consultants	2,399
Internal Professional Advisers	Various Expert Advice	12,561

Quarter 2

Payee	Description	Expenditure (£)
Public Relations		
Service Point	Printing of publications	4,432
Graphic Design	Design of leaflets etc	780
Copyright Licence Agency	Support in minimising risk of breaching copyright	498
Pressdata	Media analysis services, press cuttings	760
Radisson	Outreach exhibitions and events	3,465
Mackay Hannah	Public policy focussed conferences	603
Holyrood Conferences	Outreach conferences & seminars	179
Language Line	Translating and Interpreting Services	921
Survey Monkey	Outreach surveys	48
Destinet Newzapp Ltd	Email Marketing Software	624
D N Anderson	Photography for annual report and outreach	300
Inigo Media Limited	Website Design and Support	576
Rackspace	Website Host Fees	979
Overseas Travel		
		0
Hospitality and Entertainment		
Local Suppliers	Working lunches	179
External Consultancy		
Moorepay Ltd	Payroll support	875
Audit Scotland	External Audit Fees	7,234

Anderson Strathern	Legal support	9,831
Computer Applications Services	IT support	1,740
Mouchel	IT services	3,189
Audit & Advisory Committee	Directorate Consultancy	2,459
Julie Murphy	Financial support	945
Ros Gardner Associates	Service Delivery Reviewer	9,000
Parliamentary Health Services Ombudsman	Case Consultants	11,050
Internal Professional Advisers	Various Expert Advice	24,782

Quarter 3

Payee	Description	Expenditure (£)
Public Relations		
Service Point	Printing of Publications	4,604
Graphic Design	Design of leaflets etc	3,480
Pressdata	Media analysis services, press cuttings	940
Holyrood Conferences	Outreach conferences & seminars	755
Mackay Hannah	Public policy focussed conferences	564
Language Line	Translating and Interpreting Services	54
Tenant Participation Advisory Service	Outreach survey	1472
Survey Monkey	Outreach survey	72
Destinet Newzapp Ltd	Email Marketing Software	162
Inigo Media	Website Design and Support	228
Rackspace	Website Host Fees	979
Brightsolid	Website Host Fees	46
Overseas Travel		
		0
Hospitality & Entertainment		
Local Suppliers	Working lunches	224

External Consultancy		
Moorepay Ltd	Payroll support	900
Blythwood	HR support	437
Audit Scotland	External Audit Fees	6,680
Misco	IT support	6,380
Logica	IT support	44,058
Anderson Strathern	Legal support	5,765
Audit & Advisory Committee	Directorate Consultancy	855
Julie Murphy	Financial support	765
Ros Gardner Associates	Service Delivery Reviewer	3,000
Parliamentary Health Service Ombudsman	Case Consultants	14,677
Internal Professional Advisers	Various Expert Advice	16,721

Quarter 4

Payee	Description	Expenditure (£)
Public Relations		
Service Point	Printing of Publications	7,028
Lexis Nexis	Legal Research Services	2,760
Language Line	Translating and Interpreting Services	1,143
Graphic Design	Design of leaflets etc	2,040
Pressdata	Media analysis services, press cuttings	3,155
Holyrood Conferences	Outreach conferences & seminars	1,373
Rackspace	Website Host Fees	979
Overseas Travel		
		0
Hospitality & Entertainment		

Local Suppliers	Working lunches/dinners	430
External Consultancy		
Moorepay Ltd	Payroll support	972
Ali Jarvis Consultancy	Strategic Plan Analysis	940
Anderson Strathern	Legal support	4,874
Mouchel Management Consultancy Limited	IT Consultancy Development	56,749
Audit & Advisory Committee	Directorate Consultancy	2,528
Julie Murphy	Financial support	810
David Thomas	Service Delivery Reviewer	1,008
Parliamentary Health Service Ombudsman	Case Consultants	41,376
Internal Professional Advisers	Various Expert Advice	40,188

Payments with a value in excess of £25,000															
Individual payments in excess of £25,000															
Date	Payee	Subject Matter	Total	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
2011/12	BTW Shiells	Property Rent		40,800				40,800			40,800				
2011/12	Mouchel Management Consultancy Limited	IT Consultancy Development											27,109		29,640
2011/12	Scottish Government	IT Maintenance		747									37,483		
Multiple payments – cumulative total exceeds £25,000; individual payments not exceeding £25,000															
2011/12	Parliamentary Health Service					2,399	11,050			14,677			17,218		5,070 19,088

	Ombudsman													
2011/12	Scottish Government	IT Maintenance											37,483	18,936 20,516
2011/12	Logica	IT										21,874 11,430 10,754		
2011/12	NHS Education for Scotland	Internal Professional Adviser - Clinical Nursing Expert Advice		3,900					8,400		5,100			8,400 7,200

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 Research 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 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 and monthly compendium reports.