

## SPSO Statement of Expenditure 2020-21

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>		
Allander	Printing costs	226.00
Bright Solid	Domain name registration	54.00
Calico	Domain name registration	96.00
Copyright Licencing Agency	Support in minimising risk of breaching copyright	349.68
Global	Translating and interpreting services	1,444.61
Language Line	Translating and interpreting services	651.05
LBD	Design and printing costs - general	2,429.40
LBD	Design and printing costs – annual report	2,152.80
Mailchimp	Email marketing software	683.89
NLA Media Access	Copyright licence	2,040.00
Plain English	Crystal mark	420.00
Pressdata	Media analysis services, press cuttings	2,008.80
Rosedean Group	Web development, consultancy and strategy and web hosting	16,030.80
Service Graphics	Printing costs - general	469.20
Service Graphics	Printing costs – Training Unit materials	12.00
Survey Monkey	Survey	420.00



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## Non-UK Travel

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Various	Flights and accommodation	0
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## Hospitality and Entertainment

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Local Suppliers	Working lunches	0
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## External Consultancy

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Anderson Strathern	Legal support	10,220.40
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Audit Scotland	External Audit fees	18,256.00
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CA Compliance	Independent Customer Complaint Reviewer	13,151.25
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Computer Application Services	IT maintenance and development	131,712.61
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Disclosure Scotland	Disclosure notices	275.00
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Julie Murphy CA	Financial support	6,812.00
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Law at Work	Health and Safety support	756.00
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Moorepay Ltd	Payroll support	8,520.35
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Scottish Government	IT maintenance, hardware and support	86,420.97
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Wylie + Bisset	Internal audit Fees	9,600.00
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Scottish Professional Advisers	Various expert advice	26,596.45
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SPSO Professional Advisers	Various expert advice	80,245.78
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UK Professional Advisers	Various expert advice	31,489.21
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Payee	Description	Date	Total
<b>Individual payments in excess of £25,000</b>			
C&W Assets	Rent		69,585.60
C&W Assets	Rent		64,533.49
C&W Assets	Rent		46,390.40
C&W Assets	Rent		34,742.80
City of Edinburgh Council	Rates 1 <sup>st</sup> floor		41,131.00
City of Edinburgh Council	Rates 2 <sup>nd</sup> floor		39,924.23
M Pact	Building Works		46,358.40
Scottish Government	IT maintenance		71,598.20
Computer Application Services	IT maintenance		100,904.33

### Multiple payments

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

C&W Assets	Service charge		88,364.40
Computer Application Services	IT development		30,808.28
City of Edinburgh Council	Rates ground floor and car park		27,784.81
HP Inc	IT hardware		32,384.02
SPSO Casework	Professional caseworker		38,045.00
SPSO Professional Adviser	Learning and development, general professional medical advice		37,459.24



## SPSO Public Relations Costs: 2020-21

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 2019/20 relating to the services which SPSO provides.

Area of Expense	Description	Total
Website	Website and associated fees	15,044.00
Electronic communications	Email Marketing Software	1,103.89
	Electronic surveys	
Copyright	Support in minimising risk of breaching copyright	2,936.88
Design fees and printing costs	Design of leaflets and published reports and associated printing costs	6,945.40
Outreach activities	Conferences, seminars and external events	228.00
Providing an accessible service	Translation and interpretation service	2,095.66
Media analysis	Provision of media analysis service	2,008.80

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.