

## SPSO Statement of Expenditure 2023-24

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 and design costs	£2,667.60
Copyright Licencing Agency	Support in minimising risk of breaching copyright	£548.69
Global Connects	Translating and interpreting services	£1,087.84
Global Language	Translating and interpreting services	£3,091.82
LBD Creative	Design and printing costs - general	£540.00
LBD Creative	Design and printing costs – annual report	£3,578.40
Mailchimp	Email marketing software	£1,256.28
NLA Media Access	Copyright licence	£2,740.92
Rosedean Group	Web development, consultancy and strategy, web hosting and domain name registration	£22,890.24
Service Graphics	Printing costs - general	£312.00
Survey Monkey	Survey	£1,688.12
<b>Non-UK Travel</b>		
Various	Flights and accommodation	£340.29
<b>Hospitality and Entertainment</b>		
Local Suppliers	Working lunches	£2,355.93
<b>External Consultancy</b>		
Burness Paull	Legal support	£28,300.00
Audit Scotland	External Audit fees	£25,072.00
Computer Application Services	IT maintenance and development	£147,928.90
Cosmo Graham	Independent Customer Complaint Reviewer	£9671.00
Disclosure Scotland	Disclosure notices	£1,120.00



Julie Murphy CA	Financial support	£15,063.75
FD People	Health and Safety support	£2,119.92
Moorepay Ltd	Payroll support	£11,204.54
Scottish Government	IT maintenance, hardware and support	£141,340.71
Casework Professional Advisers	Various expert advice	£264,076.88
Wylie + Bissett	External Audit fees	£11,520.00

### **Individual payments in excess of £25,000**

Burness Paull	Legal Advice	
C&W Assets	Rent	£69,585.60
C&W Assets	Rent	£69,585.60
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City of Edinburgh Council	Rates 1 <sup>st</sup> floor	£50180.20
City of Edinburgh Council	Rates 2 <sup>nd</sup> floor	£48,647.20
Computer Application Services	IT maintenance and development	£140,642.50
Scottish Government	IT maintenance	£32,433.58
Scottish Government	IT maintenance	£32,843.04
Scottish Government	IT maintenance	£32,466.78
Scottish Government	IT maintenance	£31,154.27

### **Multiple payments**

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

Audit Scotland	External audit fees	£25,072.00
Burness Paull	Legal advice	£28,300.00
C&W Assets	Service charge	£75,569.40
City of Edinburgh Council	Rates ground floor and car park	£33,017.40
GB Technologies	Telephony maintenance and calls	£29,028.94
Mitie	Office cleaning	£32,418.82
SPSO Casework	Contract caseworker	£28,438.20



## SPSO Public Relations Costs: 2023-24

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 2022/23 relating to the services which SPSO provides.

Area of Expense	Description	Total
Website	Website and associated fees	£21,450.24
Electronic communications	Email Marketing Software	£2,944.40
	Electronic surveys	
Copyright	Support in minimising risk of breaching copyright	£3,289.61
Design fees and printing costs	Design of leaflets and published reports and associated printing costs	£8,667.90
Outreach activities	Conferences, seminars and external events	£3,971.47
Providing an accessible service	Translation and interpretation service	£4,179.66
Media analysis	Provision of media analysis service	£2,010.96

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 6)
- 70% ISE Team Manager (1 FTE Band 5)
- 70% Communications and Engagement Officers (1 FTE Band 3)
- 50% Team Assistant (0.5 FTE Band 2)

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.