

SPSO Statement of Expenditure 2019-20

In accordance with the duties to provide information on certain expenditure as outlined in the Public Services Reform (Scotland) Act 2010

| Payee | Description | Total |
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| Public Relations | | |
| Allander | Printing costs | £1,557.80 |
| Bright Solid | Domain name registration | £54.00 |
| Calico | Domain name registration | £96.00 |
| Caley Office | Conference stationery | £468.00 |
| Copyright Licensing Agency | Support in minimising risk of breaching copyright | £344.52 |
| Emma Quinn Graphic Design | Design of leaflets, etc. | £120.00 |
| Language Line | Translating and interpreting services | £3,486.21 |
| LBD | Design and printing costs - general | £7,306.80 |
| LBD | Design and printing costs – annual report | £3,308.60 |
| Mailchimp | Email marketing software | £542.87 |
| NLA Media Access | Copyright licence | £2,206.80 |
| Plain English | Crystal mark | £2,400.00 |
| Pressdata | Media analysis services, press cuttings | £2,197.20 |
| Rackspace | Website host fees | £4,257.16 |
| Rosedean Group | Web development, consultancy and strategy and web hosting | £17,647.20 |
| Service Graphics | Printing costs - general | £1,760.26 |
| Service Graphics | Printing costs – Training Unit materials | £12,395.82 |
| Spirit Media | Twitter campaign | £360.30 |
| Survey Monkey | Survey | £420.00 |



Non-UK Travel

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| Various | Flights and accommodation | £4,805.49 |
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Hospitality and Entertainment

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| Local Suppliers | Working lunches | £1,208.59 |
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External Consultancy

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| Anderson Strathern | Legal support | £17,526.40 |
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| Audit Scotland | External Audit fees | £1,7950.00 |
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| CA Compliance | Independent Customer Complaint Reviewer | £17,484.50 |
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| Computer Application Services | IT maintenance and development | £12,880.18 |
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| Disclosure Scotland | Disclosure notices | £275.00 |
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| Julie Murphy CA | Financial support | £6480.00 |
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| Law at Work | Health and Safety support | £3,876.00 |
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| Moorepay Ltd | Payroll support | £7,143.07 |
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| Scottish Government | IT maintenance, hardware and support | £103,167.78 |
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| Scottish Legal Aid Board | Internal audit Fees | £6,000.00 |
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| Scottish Professional Advisers | Various expert advice | £113,469.76 |
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| SPSO Professional Advisers | Various expert advice | £35,319.00 |
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| UK Professional Advisers | Various expert advice | £47,780.98 |
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| Payee | Description | Date | Total |
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Individual payments in excess of £25,000

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| C&W Assets | Rent | | £29,740.69 |
| C&W Assets | Rent | | £34,972.80 |
| C&W Assets | Rent | | £34,972.80 |
| City of Edinburgh Council | Rates 1 st floor | | £42,466.80 |
| City of Edinburgh Council | Rates 2 nd floor | | £40,970.40 |
| Scottish Government | IT maintenance | | £78,883.20 |
| Computer Application Services | IT maintenance | | £88,004.18 |

Multiple payments

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

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| C&W Assets | Service charge | | £58,969.80 |
| City of Edinburgh Council | Rates ground floor and car park | | £29,645.00 |
| Computer Application Services | IT development | | £40,800.00 |
| Mitie Cleaning & Environment | Office cleaning and consumables | | £25,954.61 |
| SPSO Professional Adviser | Learning and development, general professional medical advice | | £30,469.14 |



SPSO Public Relations Costs: 2019-20

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 | £22,054.36 |
| Electronic communications | Email Marketing Software | £962.87 |
| | Electronic surveys | |
| Copyright | Support in minimising risk of breaching copyright | £344.52 |
| Design fees and printing costs | Design of leaflets and published reports and associated printing costs | £4,951.20 |
| Outreach activities | Conferences, seminars and external events | £2,032.79 |
| Providing an accessible service | Translation and interpretation service | £3,486.21 |
| Media analysis | Provision of media analysis service | £2,023.20 |

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.