

Care Inspectorate PSR Bill Reporting 2014/15

Publication code FIN-0616-097

CARE INSPECTORATE

PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010

DUTIES ON PUBLIC BODIES TO PROVIDE INFORMATION

1. Public Relations Expenditure 2014/15

Category	£
In-House Staff Costs	145,258
Consultants	0
Other PR Expenditure	213,561
Total	358,819

Analysis of "Other PR Expenditure"

Expenditure Heading	Amount £	Description of Expenditure
Advertising	4,053	Entries in communications guides
Publications & Printing	103,513	Design & Print of materials
External Events	47,195	Attendance at events, exhibition stands at events
Media Relations	58,800	Including Press releases & dealing with media queries
Total	213,561	

2. Overseas Travel Expenditure 2014/15

Post Title	Country	Event	Amount £
Chief Executive	Italy	European Social Services Conference	1,929.87
Head of Quality & Improvement	Spain	European Social Network	487.53
Head of Quality & Improvement	Italy	European Social Services Conference	670.47
Inspector	Spain	European Social Network	445.15
Director of Strategic Development	Austria	ESN Seminar - Social Planning	353.31
AHP Rehabilitation Consultant	USA	Professional Development Qualification	4,978.44
Total			8,864.77

3. Hospitality Expenditure 2014/15

Category	£
Catering for Training and Development Events	92,782
Catering for Meetings with External Attendees	18,597
Catering for Internal Meetings	1,200
Total	112,579

Assumptions:

When there is a day delegate rate which cannot be separated into room hire and food etc this has all been included in catering at training and development events.

4. Consultancy Expenditure 2014/15

The expenditure detailed below satisfied the three part test that determines whether a service is defined as consultancy as per the Scottish Governments Scottish Procurement Directorate.

Details	IT £	Financial £	General Business Management £	Total £
Beamans Limited – Job Evaluation			12,094	12,094
BMG Research – Employee Survey			12,270	12,270
Enable Safety – Health and Safety Consultancy			6,025	6,025
SHL Talent Measurement – one to one assessment delivery			65,898	65,898
Taylor Clark – Redesign of assessment centres			17,400	17,400
WJB Chiltern Plc (part of BDO Stoy Hayward LLP) – Tax Advice		7,346		7,346
Total	0	7,346	113,687	121,033

5. Single Invoices over £25,000

There were 36 single invoices exceeding £25,000 in value totalling £2,423,254.55.

Invoice Date	Supplier	Subject Matter	Payment Amount (£)
09/04/2014	Aberdeen City Council	Non Domestic Rates	98,328.00
15/04/2014	Aberdeen City Council	Secondment	51,034.80
09/10/2014	Aberdeen City Council	Secondment	43,477.12
30/03/2015	Aberdeen City Council	Secondment	44,377.97
08/06/2014	BT UK Business Accounts	Telephony Services	112,743.97
08/09/2014	BT UK Business Accounts	Telephony Services	83,974.42

08/12/2014	BT UK Business Accounts	Telephony Services	95,341.21
08/03/2015	BT UK Business Accounts	Telephony Services	88,485.86
15/01/2015	Capita Travel and Events Limited	Accommodation & Venues	25,920.47
28/02/2015	Capita Travel and Events Limited	Accommodation & Venues	50,340.88
26/03/2015	Capita Travel and Events Limited	Accommodation & Venues	27,412.94
01/04/2014	Dundee City Council	Non Domestic Rates	127,826.40
01/04/2014	Dundee City Council	Non Domestic Rates	168,796.40
16/03/2015	East Lothian Council	Non Domestic Rates	57,434.50
17/04/2014	Electrical & Data Systems Ltd	Lighting works	209,888.40
30/03/2015	Electrical & Data Systems Ltd	Lighting works	90,909.30
01/08/2014	Expotel	Accommodation & Business Travel	31,131.97
01/10/2014	Expotel	Accommodation & Business Travel	28,296.17
08/04/2014	Highland Council, The	Non Domestic Rates	29,884.00
25/03/2015	Hugvit hf	ICT Systems Maintenance	50,873.00
30/03/2015	Insight Direct UK Limited	ICT hardware/software etc	66,313.88
09/09/2014	Marcos Leisure Limited (Edinburgh Corn Exchange)	Venue Hire & Event Expenses	33,792.24
24/04/2014	Misco UK Limited	ICT hardware/software etc	51,887.70
20/03/2015	Misco UK Limited	ICT hardware/software etc	28,955.40
19/10/2014	nuVideo Limited	Telecomms & data networks	42,870.00
22/04/2014	Phoenix Software Limited	ICT hardware/software etc	154,557.11
30/04/2014	Provista UK Limited	ICT hardware/software etc	38,033.63

01/04/2014	Renfrewshire Council	Non Domestic Rates	67,480.00
18/11/2014	Scottish Government	Pensions	26,224.78
25/02/2015	SHL Talent Measurement	Professional Fees	65,898.00
15/04/2014	South Lanarkshire Council	Non Domestic Rates	73,264.00
22/04/2014	Vodafone Limited (Corporate)	Mobile Telephony	42,990.12
22/07/2014	Vodafone Limited (Corporate)	Mobile Telephony	51,528.56
23/10/2014	Vodafone Limited (Corporate)	Mobile Telephony	51,487.31
23/01/2015	Vodafone Limited (Corporate)	Mobile Telephony	52,385.90
24/03/2015	Zurich Municipal	Insurance	59,108.14

6. Cumulative Payment over £25,000

There were 76 payees where cumulative payments exceeded £25k. Thirty of these suppliers (denoted by an *) also appear on the single payment list above. The total expenditure figure for these suppliers includes the single payments exceeding £25k listed above.

Number of Payments	Supplier	Subject Matter	Payment Amount (£)
12*	Aberdeen City Council	Non Domestic Rates/Secondment	194,879.92
17	ADT Fire and Security plc	Security Services	26,043.83
26	Allander Print Limited	Printing	47,918.40
8	APS Group (Scotland) Limited	Printing	80,834.15
37	Arnold Clark Finance Limited	Car Leasing	217,614.56
3	Audit Scotland	External Audit	31,001.00
1	Aviva	Rent	84,000.00
3	Beamans Limited	Consultancy	29,586.69
1	BT Global Services - Receipting Department	Payroll & HR Managed Service	63,439.08
5*	BT UK Business Accounts	Telephony Services	382,726.37

6	C & W Assets Limited	Rent & Service Charges	51,718.80
39	Canon UK Limited	Business Equipment	92,310.17
13*	Capita Travel and Events Limited	Accommodation, Travel and Conference services	242,212.30
15	Certes Computing Limited	Agency Staff	95,868.25
23	Ceteris (Scotland) Ltd	Rent, service charges & associated costs	64,996.44
14	Childcare Vouchers Limited	Childcare voucher provision	41,674.22
3	Civic Computing Limited	Internet Development	27,756.00
12	Colliers International	Rent, service charges & associated costs	35,062.68
13*	Dundee City Council	Non domestic rates/pensions/waste removals	303,378.02
10*	East Lothian Council	Non Domestic Rates	56,327.00
13	EDF Energy	Utility Services	127,863.97
1*	Electrical & Data Systems Ltd	Lighting Works	209,888.40
4	Eskmills	Rent	192,000.00
28*	Expotel	Accommodation, Travel and Conference services	320,427.68
36	F & J Mathers Ltd t/a Driver Hire Dundee & Perth	Agency Staff	41,477.61
14	Facilities Management (Aberdeen) Limited	Property Management	45,475.89
1	Forth Valley NHS Board	Secondment	35,931.18
4	Fulton Realty	Rent & Service Charges	74,054.40
22	Global Connections Scotland Limited	Translation Services	38,483.45
10	Graham & Sibbald	Rent & Service Charges	262,203.37
5	GVA Grimley	Professional Services	29,938.34
12	Harvey Nash Consulting (Scotland) Limited	Agency Staff	103,332.24
11	Hays Specialist	Agency Staff	71,104.50

	Recruitment		
10*	Highland Council	Non Domestic Rates	29,884.00
4	HM Revenue & Customs (HMRC)	VAT	61,733.02
7*	Insight Direct UK Limited	ICT hardware/software etc	55,073.98
5	Isertal Limited	Rent	58,894.84
13	JP Morgan Europe Limited	Government Purchasing Cards	166,456.96
4	Knight Frank	Rent	228,000.00
11	Louis-Lane Solutions	Contractor	33,975.00
42	Lusona	Agency Staff	52,276.64
2*	Marcos Leisure Limited (Edinburgh Corn Exchange)	Venue Hire & Event Expenses	52,830.24
12*	Misco UK Limited	IT peripherals/software/hardware	121,408.06
18	MITIE Cleaning & Environmental Services Limited (MCES)	Cleaning and environmental services	164,302.04
81	Neopost Limited	Postages	68,442.29
3*	nuVideo Limited	Telecomms & data networks	54,384.00
13	Osprey IT Consultancy Ltd	Contractor	62,581.20
15	Panda Print	Printing	34,595.60
13	Parity Resources Limited	Agency Staff	117,914.61
47	Pertemps Investments Limited	Agency Staff	149,820.20
8*	Phoenix Software Limited	ICT hardware/software etc	215,775.56
5*	Provista UK Limited	ICT hardware/software etc	52,695.92
30	Pulsant (Scotland) UK	Dedicated ICT servers + ADSL charges	262,946.10
5	Quality Scotland Foundation	Training	34,562.88
3*	Renfrewshire Council	Non Domestic Rates	68,005.00
62	Royal Mail	Postages	48,990.99
11	Ryden LLP	Rent	128,389.85

11	Scottish Children's Reporter Administration	Rent, service charges & associated costs	82,021.30
3	Scottish Enterprise	Rent	21,701.70
19*	Scottish Government	Rent, Related Service Costs & Court Charges	112,812.41
1	Scottish Ministers	Rent	27,884.10
6	Scott-Moncrieff	Internal Audit Services	50,479.80
15	Securitay Limited	Security Services	103,619.92
1*	SHL Talent Measurement	Professional Services	65,898.00
11*	South Lanarkshire Council	Non domestic Rates	75,806.54
10	Specialist Computer Centres plc (SCC)	IT Services	30,536.05
22	Storage 4 U Limited	Storage	55,943.23
4	Tayside NHS Board	Secondment	113,015.63
13	Total Gas & Power Limited	Utility Services	37,531.84
15	Twenty One Colour	Printing	28,467.62
2	Ulster Estates	Rent	168,000.00
6*	Vodafone Limited (Corporate)	Mobile Telephony	201,554.83
17	Workman LLP	Rent & related property costs	248,218.79
5	XMA Limited	ICT Equipment	58,870.20
6	Zumtobel Staff Lighting Ltd	Lighting Maintenance & Repairs	25,509.82
1*	Zurich Municipal	Motor Insurance	56,662.20

The “*” in the first column denotes lines where suppliers appear in both the single payment and cumulative payment list.

7. Government Procurement Card (GPC) Payments over £500

There were 99 payments in excess of £500 to suppliers for purchases made using GPC.

Payment Date	Supplier	Subject Matter	Payment Amount (£)
21/04/2014	AERLING	Air Travel	716.15

22/09/2014	AERLING	Air Travel	598.27
01/05/2014	Amazon Mktplce EU-UK	IT peripherals	777.85
27/02/2015	Amazon Svcs Europe,SAR	Publications	577.2
13/03/2015	Amazon Svcs Europe,SAR	IT peripherals	879.92
23/03/2015	Amazon Svcs Europe,SAR	ICT Software/Hardware	729.50
27/03/2015	Amazon Svcs Europe,SAR	ICT Software/Hardware	948.92
30/03/2015	Amazon Svcs Europe,SAR	Equipment	767.95
29/08/2014	BOOKDEPOSITORY.COM	Publications	822.08
11/12/2014	BRIGHTKIDZ.CO.UK	Healthy Living	840.00
22/05/2014	BRITISH RED CROSS	Training	624.00
07/07/2014	CADPOINTLIM	Subscription	702.07
26/09/2014	CIVIL SERVICE COLLEGE	Training	780.00
02/05/2014	FLYING EAGLES LTD	Air Travel	717.28
29/05/2014	FOG CREEK SOFTWARE	IT Software	558.34
17/09/2014	GLASDON U K LTD	Recycling Bins	667.54
17/10/2014	GLASDON U K LTD	Recycling Bins	656.71
19/05/2014	IBM PARTS NP	IT peripherals	519.91
18/09/2014	KINGFISHER DIRECT LIMITED	Recycling Bins	791.50
27/03/2015	M MCLAUGHLAN GLAZIERS	Property Repairs	782.40
04/09/2014	MARYCULTER HOUSE HOTEL	Accommodation	525.60
10/11/2014	MARYCULTER HOUSE HOTEL	Accommodation	660.00
10/11/2014	MARYCULTER HOUSE HOTEL	Accommodation	660.00
21/04/2014	MISCO	IT peripherals	807.00
28/04/2014	MISCO	IT peripherals	965.99
09/05/2014	MISCO	IT peripherals	556.96
10/07/2014	MISCO	IT peripherals	559.46
06/08/2014	MISCO	IT peripherals	863.97
27/10/2014	MISCO	IT peripherals	912.06
28/10/2014	MISCO	IT peripherals	910.91
20/11/2014	MISCO	IT peripherals	618.00
02/01/2015	MISCO	IT peripherals	819.30
22/01/2015	NETWORKS UNLIMITED	IT Software	833.06
08/04/2014	OFFICE DEPOT	Stationery	657.90
11/04/2014	OFFICE DEPOT	Stationery	555.41
11/06/2014	OFFICE DEPOT	Stationery	564.86
04/06/2014	OFFICE DEPOT	Stationery	562.58
10/10/2014	OFFICE DEPOT	Stationery	638.15
18/03/2015	OFFICE DEPOT	Stationery	525.20
09/05/2014	OPP LIMITED	Publications	900.00
01/09/2014	OPP LIMITED	Publications	990.00
04/12/2014	PAYPAL LAPTOPBATT	ICT Equipment	683.40
19/05/2014	POSTURITE (UK) LTD	Furniture	753.08
01/08/2014	POSTURITE (UK) LTD	Furniture	579.48
06/08/2014	POSTURITE (UK) LTD	Furniture	753.73
11/08/2014	POSTURITE (UK) LTD	Furniture	874.74
17/09/2014	QUEENS HOTEL	Venue Hire & Hospitality	991.70
25/03/2015	SETON	Equipment	769.68
10/03/2015	SHETLAND OFFICE SUPPLI	Furniture	919.30
30/09/2014	THE FITNESS EDUCATION	Training	600.00

02/02/2015	WWW.APCC.COM	IT peripherals	739.98
13/03/2015	WWW.BLACKBOX.CO.UK	ICT Software/Hardware	578.87
07/07/2014	WWW.CLEVERBRIDGE.NET	Subscription	666.45
03/11/2014	www.Flybe C0DJFP	Air Travel	841.57
14/11/2014	www.Flybe E5WC9K	Air Travel	837.20
19/01/2015	WWW.GLASDON.COM	Recycling Bins	513.50
03/02/2015	WWW.ICO.GOV.UK	Subscription	500
16/03/2015	WWW.MISCO.CO.UK	IT peripherals	630.00
30/03/2015	WWW.MISCO.CO.UK	IT peripherals	500.76
20/05/2014	WWW.NEOPOST.CO.UK	Postages	978.50
3/010/2014	WWW.PMGLTD.CO.UK	Training	714
8/012/2014	WWW.PROMOTIONAL- PRODUC	Healthy Living	856.80
20/08/2014	WWW.THEHUBEVENTS.COM	Training	576.00

8. Remuneration in Excess of £150k

No Board Member or employees received remuneration in excess of £150k. Details of the remuneration of Board Members and senior management are published in the Remuneration Report section of the Annual Report and Accounts. The Annual Report and Accounts of the Care Inspectorate are also available on this website.

9. Statement on Sustainable Economic Growth

The Care Inspectorate is the official body responsible for inspecting standards of social work and social care in Scotland. That means we regulate and inspect care services to make sure they meet the right standards. We also carry out joint inspections with other bodies to check how well different organisations in local areas are working to support adults and children. We help ensure social work, including criminal justice social work, meets high standards.

It is our responsibility to provide assurance and protection for people who use services, their families and carers and the wider public. We play a key part in improving services for adults and children across Scotland, acting as a catalyst for change and innovation and promoting good practice.

We regulate some 14,000 care services. The bulk of these are childminders, care homes, care at home, daycare of children, and housing support. In addition, we also regulate adoption and fostering services, secure care, school accommodation, nurse agencies, and offender accommodation.

Our regulatory work includes registering and inspecting care services, dealing with complaints and carrying out enforcement action, where necessary, to make services improve.

Our joint inspections for children's services and adults' services examine how well services are provided in community planning partnership areas, and how well those services are working together to improve the outcomes for children, young people and adults.

We also provide scrutiny of social work services in Scotland's 32 local authorities and partners, including criminal justice social work. In 2014-15 we operated with a

team of link inspectors, who work with each social work department. We help them evaluate their own practice, and promote constructive challenge to help improvement. If things go seriously wrong in criminal justice social work, we help make sure the right lessons are learned by providing scrutiny of serious incident reviews. Local authorities must also notify us about the death of a looked after child, and where necessary we review the circumstances surrounding the death.

The Care Inspectorate's work touched the lives of most people in Scotland. People who use care services are of all ages and backgrounds and from urban, suburban and rural communities. Regulating care therefore is a major social and community issue.

The Care Inspectorate worked with care services, the Scottish Government and other public bodies to improve the quality of all care services across Scotland.

The majority of care services we regulate are employers, and the majority operate in the private sector. Because it is unlawful for a care service to operate without being registered with the Care Inspectorate, we act as gatekeeper to the market. Our registration process are designed to ensure that care services and providers are fit for purpose and will offer safe, high-quality and compassionate care. In our registration work, we seek to balance the need for rigour and public protection with support for services wishing to register. We have improved our registration processes to being about high-quality decisions more quickly. During the year, we ran an open day for potential applicants to discuss how to register care services, working with partners to do so. We have spent significant time during the year developing a system for online registration, to streamline the application processes further. Whilst our registration categories are fixed in statute, we seek to support innovate models of service delivery which respond to a changing policy landscape and people's needs.

We have also sought to ensure that our scrutiny work is remains rigorous, but is also proportionate. During the year, we developed new approaches to making requirements and re-grading services, which focus on outcomes for people using services rather than a simple compliance model. Our Review of Scrutiny and Improvement is making changes to ensure that our methodology for inspection reduces the perceived burden of regulation on providers whilst maintaining rigour. For example, we have made some changes to our annual return to make this easier for providers to complete.

Our Involving People Group allows people who use services, and their carers, to discuss issues relating to care and support services, and the Care Inspectorate's approach. People who use services and their carers have influenced the style of our inspection reports, contributed to inspector training, informed the development of questionnaires used at inspections, and supported our complaints procedures.

Inspection volunteers – who have experience of care services – accompany our inspectors in a proportion of regulated care services. They talk to people who use the service, and their carers, and make observations based on their own personal experience. We launched a recruitment programme for inspection volunteers in order to support a desired increase in the number of inspections involving an inspection volunteer.

With regard to environmental sustainability, the Climate Change (Scotland) Act 2009 sets high targets for Scotland to reduce carbon emissions by 80% by 2050. Public bodies are tasked to support this initiative by reducing their carbon emissions. During 2014-15, the Care Inspectorate worked towards implementing its Carbon Management Plan which incorporates specific targets that have been approved by the Carbon Trust. This includes areas such as energy consumption, business travel, sustainable procurement and our working environment.

All of our core functions involve travel, and whilst we continue to explore the most environmentally effective mode of travel, it is anticipated that travel will remain our biggest challenge to meeting the target reduction. We continue to make it clear to our staff that they must consider the environmental impact when deciding how to travel. We have continued to invest in technology which can reduce the need for travel to meetings.

We have developed a Youth Employment Strategy to help tackle youth unemployment, and offered internships in different areas of the organisation. We maintain offices across a wide variety of urban, rural and island communities, supporting employment in those areas.

We are committed to continuing improvements in sustainable procurement. This means taking into account social, economic and environmental considerations as part of the procurement process. When preparing and evaluating tenders, we consider sustainability in a way which is relevant and proportionate to the procurement process.

During the course of the year, we have paid cognisance to the Strategic Code of Conduct for Regulators.

10. Statement on Efficiency

As stewards of public resources, the Care Inspectorate recognised its responsibility to deliver increased value through improvement in the economy, efficiency and effectiveness of its functions. One of our key priorities outlined in our Corporate Plan is to develop efficiency savings regimes and, continually identify, with partner bodies, ways of reducing duplication and deploying flexible, innovative approaches to evidence public value and meaningful contributions to outcomes focused quality of care practices.

In the Spending Review 2011, the Cabinet Secretary for Finance, Employment and Sustainable Growth presented Scotland's spending plans, including public bodies' budgets, for 2012-13 to 2014-15. He confirmed that responding to ongoing financial pressure is a challenge shared by the whole Scottish public sector, as it works to maintain and improve outcomes for the people of Scotland.

Whilst the Scottish Government did not set specific, formal efficiency targets for 2012-13 to 2014-15, the Cabinet Secretary has stated there should be a routine expectation that each public sector body aims to deliver annual operational efficiency savings of at least 3%. This equates to approximately £1m for the Care Inspectorate. Our 2014-15 Budget was developed alongside the approach to Inspection and Strategic Planning which was considered by the Strategy and Performance Committee in November 2013 and the full Board in December 2013.

Budget Efficiency Savings – staff costs

The budget included the impact of the re-directing resources to strategic priorities from Inspections of Day Care of Children (-3.89FTE) to Care Homes, Offender Accommodation Services and Secure Accommodation. The budgeted efficiency was c. £179k

In addition, an additional 2 Inspector FTE's were to be allocated to Inspection to provide development time for the embedding of dementia standards at an estimated cost of £92k.

There were a number of costs that had to be absorbed as part of the budget process.

For 2014-15 these included absorbing the cost of the staff pay remit (c £300k) and absorbing the impact of general inflation (c. £130k). In addition in-year costs pressures of £81k were funded mainly through recruitment slippage.

The budget included a revised staff slippage assumption for Inspectors of 2.75%. This was reduced from 3% in 2013-14 and generated a budget saving of £50k.

Budget Efficiency Savings – running costs

The combined use of the PULSE Payroll/HR System and wider use of on-line advertising have enabled a budget saving of £30k on the recruitment advertising budget. A further £50k saving has been made from the budget for telephone costs due to more advantageous contract terms and the wider implementation of Voice Over Internet Protocol (VOIP) technology.

The introduction of PULSE has reduced the need for admin validation and recording of travel claims. This efficiency estimate is currently for 3.2FTE (£65k) but as the full functionality is rolled out, this is estimated to increase to 4.5FTE (£92k). This release of staff resource has allowed the admin function to undertake additional work for inspectors, team managers and heads of inspection.

In addition to PULSE related efficiencies, admin staff have contributed to efficiencies in the following ways :

Process Efficiency Savings

1) Enforcement

A new process for recording and uploading enforcement notices has been adopted and involves the use of National Enquiry Line staff. This work was previously done by Inspectors and Team Managers, releasing them for other tasks and duties. In addition to this, a small admin team was set up to track 660 enforcement cases on PMS to assist in speedier progression of these. No inspector input was required.

2) Inspection

The process for Care Service Questionnaire analysis was reviewed and data is now analysed by admin staff. In addition to this, the Intelligence Team now have a network of 11 admin staff who have been trained in data production. These staff provide reports to Team Managers on a monthly basis and provide required reports for Contact Managers and Link Inspectors.

Since the implementation of the business support structure, Admin Officers who are linked to Team Managers are responsible for providing them with performance management information, including up to date statistics on inspection targets. In addition, the pre-inspection process has been reviewed to ensure that admin assist inspectors with preparation for inspection.

In relation to quality assurance, Admin Officers are now involved in the quality assurance process for inspection reports, thus reducing the need for inspector input.

3) Registration

We now have dedicated trained admin staff who are Protecting Vulnerable Groups (PVG) Scheme “champions” across the organisation. This initiative has removed inspector input to this process, releasing time for other tasks and duties. In addition, the PVG staff are counter signatories for the Care Inspectorate. This was previously included in the role of Team Manager.

Budget Efficiency Savings – estates

The Care Inspectorate further rationalised its use of the HQ building in Dundee – this resulted in an additional £73k recharge income from the SSSC who now exclusively occupy the ground floor meeting rooms. In addition there were savings identified of £5k by continuing to co-locate with Scottish Enterprise under a Memorandum of Terms of Occupation (MOTO) agreement and reduced space in Stornoway saved £6k through a MOTO agreement with the Scottish Children’s Reports Administration.

Efficiencies in income collection

Through changes to our structure, we have delivered significant improvements in consistency of registration practice and standardisation of billing. This has resulted in a reduction in the number of fee waiver requests releasing staff for other duties.

Procurement Efficiency Savings

The Care Inspectorate partnered with the Central Government Procurement Shared Service (CGPSS) to benefit from both operational and strategic support in all aspects of procurement to ensure the Care Inspectorate maximises value and performance from its third party expenditure, manages risk and remains compliant with changing legislation and policy. It is expected this shared service will provide both corporate and cashable benefits in further improving our procurement capability. The shared service has been in place for a full year now and continues to develop. Our shared service partner provided support in the following areas in 2014/15:

- Staff training (specification writing, evaluation & contract management)
- Assistance with development of specifications
- Preparation of options paper for regularising non-compliant spend
- Review of tender documentation
- Chairing tender evaluation meeting
- Provision of specialist advice

Our policy directs people to use a contract where one exists before sourcing a new supplier for the delivery of goods and services. Savings from our own contracts and from Scottish Government collaborative contracts totalled £440k in 2014-15.

Our percentage of contracted spend for 2014/15 is 84% (2013/14: 76%) of procurement spend being purchased from contracts.

Payment performance continues to be maintained at a high level with 99.83% (2013/14: 99.82%) of suppliers being paid within 30 days of the invoice received date, and 96.19% (2013/14: 97.35%) paid within the Scottish Government's target of 10 days.

We aim to ensure that business opportunities are available to all Small and Medium sized Enterprises (SMEs) by advertising all full tenders on the PCS portal. For 2014/15, 22% of procurement spend was with SMEs.

Procurement is a significant element of the Scottish Government's Efficient Government Agenda. In 2014-15, our procurement capability improved and we have plans in place to support further improvement.

Headquarters

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Other languages and formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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