

14 December 2023

[REDACTED]

Please find below our response to your Freedom of Information request.

The Promise Scotland

You may find further information about The Promise Scotland helpful in placing the information that we are providing in context. The Promise Scotland is a non-statutory company established in March 2021 by Scottish Ministers to support the change required by the [Independent Care Review](#), published in 2020.

The organisation is committed to its own obsolescence and will not exist past 2030 at the latest.

The Promise Scotland exists to support people and organisations as they act to keep the promise made to Scotland's care experienced community, children and families in the Independent Care Review. In doing so, it seeks to honour the more than 5,500 stories that the Care Review heard. The Promise Scotland also provides secretariat support to the [Oversight Board](#), as it monitors and evaluates progress towards keeping the promise across Scotland.

The Promise Scotland works with the many organisations that have responsibility for Scotland's 'care system', by leading specific change projects such as the Hearing Systems Working Group and the Promise Design School, and by supporting organisations to make the changes they need to. It does not seek to involve itself in all areas where change is happening, or could happen, but only in specific activity where it can be a catalyst for change that may not happen otherwise. The Promise Scotland's [Strategic Work Programme for 2023/24](#) summarises the organisation's priorities for the year ahead.

The Promise Scotland will continue to drive the change demanded by the Independent Care Review as it coordinates and supports, collaborates and connects, challenges and communicates - and supports The Oversight Board to oversee and scrutinise. Further information about The Promise Scotland, including specific project activity, can be found on its [website](#).

Your Request

You asked for:

Information about the costs of staffing of the Promise as well as of external agencies employed by the Promise since its inception. This includes:

1. Details of the overall cost of salaries of the Promise senior management team broken down by role including the Chair/Independent Strategic Adviser for the Promise Scotland.
2. Details of the external contractors, including public affairs agencies and consultants, who have provided services to the Promise Scotland. These contracts should be broken down by name of the organisation, by the time period for the contract and for the cost.

Our responses to each of these requests are set out in the enclosed Annex.

Your right to a review of this response

If you are unhappy with how we have handled your request you are entitled to request that we conduct an internal review. Such a request must be made to use in writing within 40 working days of this letter and specify the matter which you are unhappy with.

If you remain unhappy with the outcome of the review you have the right to appeal to the Scottish Information Commissioner about our decision within six months of receiving our response to your review request. You can contact the Commissioner at:

The Scottish information Commissioner
Kinburn Castle, Doubledykes Road
St Andrews
Fife
KY16 9DS

Email: enquiries@itspublicknowledge.info

Telephone: 01334 464610

You may also wish to note that the Scottish Information Commissioner now has an online appeals service, which you can access at www.itspublicknowledge.info/Appeal

Should you then wish to appeal against the Commissioner's decision, there is a right of appeal to the Court of Session on a point of law only.

Yours sincerely

Morag Burnett
Head of Governance and Operations
The Promise Scotland

Annex: Freedom of Information Request
Received 13 October 2023, 17:12

Details of the overall cost of salaries of the Promise senior management team broken down by role including the Chair/Independent Strategic Adviser for the Promise Scotland.

Senior management team salaries are as follows:

Chief Executive	£100,000
Head of Support* (seconded - salary paid at seconding organisation's rates)	£ 93,417
Head of Insights	£ 69,912
Head of Public Affairs (reduced hours)	£ 59,925
Head of Governance & Operations (reduced hours)	£ 59,925

* Head of Support seconded from substantive post as Head of Service for Children, Families and Justice Services with North Ayrshire Council, on the Council salary band.

The Head of Support and Head of Public Affairs will be leaving for new jobs early in 2024 and the two posts are being reviewed.

The cost of the Chair / Independent Strategic Adviser is a matter of contract directly between Fiona Duncan and the Scottish Government. Pursuant to Section 17 of FOISA, The Promise Scotland does not hold information on the total cost of this role, as it is not paid for by The Promise Scotland. The day rate for the role is £700.

Details of the external contractors, including public affairs agencies and consultants, who have provided services to the Promise Scotland. These contracts should be broken down by name of the organisation, by the time period for the contract and for the cost.

A list of contractors, the work they delivered, the time period (from company incorporation in March 2021) and the cost follows. As an organisation that started during Covid with a small number of staff, significant costs were incurred during the startup phase on external consultancy support. These costs will not be incurred on a regular basis moving forward.

Our procurement process is governed by our Budgeting & Finance policy, which is provided to you in response to your request for policies and procedures made on 16 November 2023.

Contact Name	Work delivered	Date	Gross
123-Reg Ltd	Website domain provider	From Oct 22	£103.18
1Password	password manager	from Aug 22	£574.93
Ab Brightman	Promise Design School Associate	from July 23	£2,249.55
Action Learning Associates Ltd	Facilitator training	Feb 22 - Nov 22	£1,614.00
ADT	Alarm and security provision for office	from July 22	£3,399.08
AIG Life	Life Insurance providers	From May 2021	£7,760.62
Andrew Macaulay	promise Design School Associate	Sept 22 Concluded	£292.00
Animate	Facilitation of Development Days in March 2023	Mar 23 Concluded	£2,177.76
Argyle Consulting Limited	New pension scheme advice	From May 2021	£6,000.00
Aviva	Pension provider	From May 2021	£452,929.13
Azets	Analysis and costing options for Hearing System Working Group redesign work	July 23 Concluded	£16,800.00
Bellwether Green	Legal Services	Sep 23 Concluded	£720.00
Brodies LLP	Legal Services	From April 2021	£52,809.00
BTO Solicitors LLP	Legal Services	March 2022 - Concluded	£600.00
Business stream	Waste water & drainage charges, fixed waste water charge, property drainage	23 May 2023 - 31 Mar 2024	£2,732.06
Caitlin Logan	Copy writer	June - Aug 21 Concluded	£3,039.00
Calum Maxwell	Staff coaching	from Aug 23	£3,300.00
CBRE	Rent and building Management Services	From July 2022	£165,340.94

Changeworks	Recycling & Waste	From July 22	£1,845.12
Charlotte St Partners	Strategic Communications Advice during set up of The Promise Scotland. Contract reduced in September 2022 then Concluded in December 2023	Sept 2021 - Dec 2022 - Concluded	£105,510.00
Children in Scotland	Management Accounting Services	From May 2021	£39,276.04
Christina McMellon	Independent Analysis of the National Care Service consultation responses	April 22 - May 22 Concluded	£6,770.00
City of Edinburgh Council	Non-Domestic Rates & BID Levy	From June 22	£70,942.52
Cleverbridge (MAXQDA)	Annual Subscription Research and technical consultancy	From Mar 23	£208.15
Coaching Direct Limited t/a Think EQ	Promise Design School Associate	March 23 Concluded	£4,560.00
Corra	Invoice management during transition from Scottish Government to the Promise Scotland Limited	May 2021 - Concluded	£2,737.96
Croner	Employee Assistance Programme	From May 2022	£6,868.00
Croner-i Limited t/a HR Inform	HR inform subscription	June - November 2022 - Concluded	£1,920.00
CuthbertWhite Ltd	Commercial Property Agents - One off office search	June 2021 - Concluded	£3,240.00
Deaf Action	BSL Translation for the Promise Scotland materials	Aug - November 2022 - Concluded	£720.00
Disclosure Scotland	Annual subscription for Protecting Vulnerable Groups (PVG) checks	From October 2021	£1,002.00
Duncan Wallace Associates	Promise Design School - Learning Calendar development	June 23 Concluded	£700.00

EBOR POLITICAL CONSULTANTS LIMITED	Oversight Board Report TWO writer	April - June23 Concluded	£6,000.00
Edinburgh Innovations Ltd	Independent analysis of the National Care Service Consultation responses	May 2022 - Concluded	£5,460.00
Emily Whyte	Promise Design School Associate	From Mar 23	£3,450.00
FACULTY SERVICES LIMITED	Provision of legal advice from Alistair Duncan KC on key issues in respect of Redesign Report for Hearings System Working Group	April 23 Concluded	£6,000.00
Forth Fire Protection	Fire Assessment provider	from July 23	£700.80
Frank HR	Outsourced HR Adviser	October & December 2022	£4,560.00
Fraser McKinlay Consulting Limited	Using the Money Differently / Human & Economic Cost Modelling	April 2021 - July 2022 - Concluded	£57,600.00
Fraser McKinlay Consulting Limited	Senior Leadership team management support	January -August 2022 Concluded	£26,400.00
Future Learn	Staff Training in Microcredential: Cisco: Python Programming (OpenEDG)	Dec 22 Concluded	£250.00
Galbraith	Building Consultancy Fee - Building Consultancy fee in connection with reviewing the tenants proposals, undertaking site visits to check off the works and reviewing the as-built drawings for inclusion into the Licence for Work.	June 23 Concluded	£1,470.00
Gallone & Co	Preparation and submission of annual accounts for 2021-22	November 2022 - Concluded	£3,420.00
Gateway Insurance	Annual Professional Indemnity Insurance	From April 2021	£5,102.00
Gravitate atwork Limited	HR Policy & Procedures Development	From June 2022 Concluded	£10,650.00

Greater Good Comms Ltd	Communications Support	February- June 2022 - Concluded	£8,575.00
Harper Macleod	Legal Services	April 23 Concluded	£600.00
Health in Mind	Counselling Support	November & December 2022	£1,100.00
Heath assured	Health support	November 2022 - Concluded	£522.00
Heather Belmonte Virtual Assistant	Diary & Executive support to the Chair	From April 2021 to April 2023 - Concluded	£26,245.00
HEFESTIS	GDPR & DPO services	From Feb 23	£6,232.84
Helen Chambers Consulting Ltd	Strategic Risk Review	November 2022 Concluded	£2,000.00
Henri Stevenson Ltd	Staff Coaching	May 23 Concluded	£2,500.00
Hiper Limited	IT supplies & support	From April 2021	£81,872.45
ICO.ORG.UK	Annual Registration Fee - with Information Commissioner's Office	from Aug 21	£70.00
ICO.ORG.UK	Annual Registration Fee - with Information Commissioner's Office	From August 2021	£619.72
Ivan Torres	Videographer for Promise website	June 22 Concluded	£777.60
J&E Shepherd	One off Surveyor Advice	December 2021 - Concluded	£1,620.00
Jess Gildener	Promise Design School Associate	from Oct 22	£21,995.00

Jessica Cleary	Evidence Briefings Project - Research and technical consultancy	Feb 23 - April 23 Concluded	£1,300.00
JHL Communications Ltd	Mobile phone SIM broker	from June 21	£10,701.06
Joseph White Graphic Designer	Graphic Design & materials	April 21 Concluded	£875.00
Keira Oliver	Promise Design School Associate	from March 23	£7,425.00
Kirsten Adamson	Promise Design School Associate	Mar 23 Concluded	£262.50
Laura Reid	Evidence Framework Project - Research and technical consultancy	March 22 - March 23 Concluded	£7,000.00
Loop Mindfulness / Stella Robertson	Promise Design School Associate	from June 23	£1,350.00
Lucy Richards	Promise Design School Associate	from Mar 23	£4,465.20
Maggie Tierney	Business planning services	Aug 21 - Feb 22 Concluded	£8,800.00
Mary Ann Powell	Independent Analysis of the National Care Service Responses	Feb - May 22 Concluded	£20,300.00
Matchware	MindView Suite Subscription	oct 21 Concluded	£216.00
Matter of Focus	Outcomes and reporting support	from Jan 23 - Concluded	£10,074.00
Maverick Photo Agency	Photographer for HSWG report launch	July 23 Concluded	£316.74
Melanie Jane Barbour	Legal Framework Report for Hearings System Working Group -	Dec 22 - April 23 Concluded	£16,200.00
Meltwater UK Ltd	Annual Media monitoring subscription	From October 2021 Concluded	£21,000.00

Minster	Office Cleaning Services	From October 2022	£12,730.20
Morag Burnett	Accountability and governance consultancy	April - May 2021 Concluded	£2,646.00
Muckle Media	Public Relations support for the launch of Plan 21-24	March 2021 - Concluded	£6,120.00
Newsdirect	Parliamentary Monitoring subscription	from Mar 23	£14,760.00
One Parent Families Scotland	Commission to research, analyse and report on the benefits system and families on the edge of care.	From April 2022 - Concluded	£134,030.15
PHS Group	Sanitary waste collection from office	From September 2022	£1,220.84
ProjectChange	Promise Design School Associate	from April 23	£3,450.00
PuzzleFit	Training and coaching	October 2021 - September 2023 - Concluded	£16,620.00
QSR International	Nvivo Data Analysis software subscription	From November 2022	£3,381.60
Quantum	Oversight Board Report One writer	May 2022 - Concluded	£4,914.00
Raeburn Coaching	Staff Coaching	Feb 23 Concluded	£480.00
Raindrop	Annual subscription	from Nov 22	£60.32
Dr Ruth Friskney	Independent Analysis of the National Care Service Responses	May 2022 - Concluded	£3,580.00

Sarah Maclean Photography	Headshots for website	June & September 2022	£1,812.50
Scottish Labour Party	Conference	Feb-23	£1,200.00
Scottish Liberal Democrats	Conference	May-23	£240.00
Scottish National Party	Conference	Aug - Oct 22	£2,142.46
Scotwood Interiors Ltd	Office Fit out	Jan - April 23 Concluded	£57,105.72
SCVO	Outsourced payroll administration & job advertising	From April 2021	£10,820.55
Social Research Association (SRA)	Staff training in technical research	From Aug 22	2313
SLG Recruitment	Recruitment consultancy	April - Sept 23 Concluded	£13,914.18
Studio LR	One-off Branding work	May 2022 - Concluded	£900
Susanne Mueller	Promise Design School Associate	from Mar 23	£5,625.00
Talitha Brown	Research and technical consultancy	Mar 22 - Mar 23 Concluded	£8,920.00
Talking Shop Media	Podcast production	March 23 Concluded	£3,720.00
Tamsyn Hyatt-Frameworks UK	Promise Design School Development Training	Jan 23 Concluded	£389.42
The Lane Agency	Design and printing services for reports and materials	From April 2021	£67,201.32
The Lens	Promise Design School Development Training	Mar 23 Concluded	£11,250.00

The University of Edinburgh	Data Collaborative for Children - commissioning partner for Phase One of Data Map	From January 2022	£149,467.50
Thomson Cooper	Auditor 2022-23	from Sept 23	£9,000.00
Tractivity Limited	CRM software system	From May 2021	64,648.80
UK Visas & Immigration	Certificate of Sponsorship and sponsor license	May - July 2021	£10,274.00
Wallscope	Phase Two Data Map Tech Development and Roll Out	from Sep 23	£60,000.00
Who Cares? Scotland	Corporate Parenting training	June 2022 - Concluded	£842.00
Xeretec	Printer provider & Management	from Feb 23	619.72
Xerox	Printer provider & Management	from Mar 23	£3,548.18
Zotero	Reference management software subscription	Purchased October 2022	£821.29

Fraser McKinlay Consulting Limited provided services to the Scottish Government on the set-up of the Whole Family Wellbeing Fund. This work was paid for by The Promise Scotland. A total of £67,200 was paid for this work, which concluded in July 2022.