

20 May 2024

## Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank you for your request for information, which was received by VisitScotland on 19 and 25 April 2024, requesting the following information:

*“At this point it is of importance to understand the prevalent running costs for the Lerwick iCentre,”*

and

*““Would you please kindly indicate how we could have a dialogue with you to understand the present situation of costing with the iCentre in Lerwick.  
Our specific concern is to have a grasp of your utility cost for the iCentre, which are paid for by VisitScotland.”*

### VisitScotland’s response

Please see a table of running costs for the Lerwick iCentre and office.

	FY20	FY21	FY22	FY23	FY24 *
<b>Expenses</b>					
Distribution	131	11	130	183	314
Finance Costs	70	-	(18)	51	12
Office Costs	1,170	977	4,851	5,935	5,375
Property Costs	22,877	16,708	15,592	17,600	20,438
Travel and Subsistence	2,004	-	146	414	60
Recharged Central iCentre Expenses	7,567	4,449	4,071	4,135	4,943
<b>Expenses Total</b>	<b>33,818</b>	<b>22,145</b>	<b>24,772</b>	<b>28,318</b>	<b>31,143</b>
<b>Staff</b>					
Staff Costs	72,880	51,077	50,802	64,482	77,207
Recharged Central iCentre Expenses	44,333	37,880	39,702	40,513	49,364
<b>Staff Total</b>	<b>117,213</b>	<b>88,958</b>	<b>90,505</b>	<b>104,995</b>	<b>126,571</b>
<b>Total Running Costs</b>	<b>151,031</b>	<b>111,102</b>	<b>115,277</b>	<b>133,312</b>	<b>157,715</b>

\*Please note that year end adjustments are still in progress, therefore final numbers may be subject to change.

### Your right to request a review

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording) to:

Mr Malcolm Roughead Chief Executive VisitScotland Waverley Court  
4 East Market Street Edinburgh  
EH8 8BG

Telephone: 0131 472 2201

E-mail: [malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com)

The request for a review should be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application. If you are not satisfied with the result of the review, then you have the right to appeal to the Scottish Information Commissioner.

You can contact the Scottish Information Commissioner at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Telephone: 01334 464610

Fax: 01334 464611

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.

19 June 2024

## Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank you for your request for information, which was received by VisitScotland on 21 May 2024, requesting the following information in relation to the Lerwick iCentre:

- “1. Do the staff costs include the Development Manager, in other words not only the staff running the iCentre/shop?”*
- 2. Are costs like utilities for the 3 floors of the building included in the “property costs”?*
- 3. I was told that the local media have a while ago mentioned that the iCentre shop has a turnover (or perhaps profit - this is not clear) of around £150,000 per annum. Is it possible to clarify whether that figure is turnover or profit; whether the iCentre figures you have given include the net profit; and if so, under which heading?*
- 4. Given the clear end point of March 2026 for closing all iCentres, could you please indicate whether the lease with Shetland Islands Council is ending prior that date, and if yes, what the date is.*
- 5. I assume that the recharged central expenses cover items such as accounting, legal, national promotion and administration costs and that they do not include any costs related to local staff, but I should be grateful if you could confirm that.”*

### VisitScotland’s response

Please see answers to your queries, using the numbering above:-

1. No. Head office roles not specific to a single iCentre location are apportioned across the iCentre as part of the “Recharged Central iCentre Expenses.”
2. Utilities are split between the areaoffice and the iCentre, therefore in the cost we’ve provided we have only included the costs apportioned to the iCentre, not the Area Office floors.
3. In terms of section 17 of the Act, we do not hold information regarding this. Neither the turnover nor the profit for the Lerwick iCentre is £150,000 per annum. Accordingly we do not hold information about this figure. For your information, financial data pertaining to the iCentres is published online here: [Visitor Information - iCentres | VisitScotland.org](https://www.visitScotland.org/Visitor-Information-iCentres)
4. The Lerwick iCentre will close on 18 November 2024, and our lease has an end date of 14 January 2025.
5. Yes – this is correct.

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Mr Malcolm Roughead  
Chief Executive  
VisitScotland  
Waverley Court  
4 East Market Street  
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