

5th May 2025

Your Freedom of Information (Scotland) Act 2002 (“the Act”) request

Thank you for your email on behalf of Shetland Tourism Association which was received by VisitScotland on 15th April 2025 at 4.29pm requesting information about:

“ a detailed breakdown (censored for data protection if needed) of the specific operating costs of the Lerwick iCentre? We have access to the public records, but they only break costs into "Staff" and "Expenses". How much was the running cost of electricity, heating, wifi/phone, staff salaries, etc?”

VisitScotland’s Response

Please find attached the PDF detailing the operating costs of Lerwick iCentre covering the years 2020 – 2024 which I hope is helpful and provides the information you require.

Your right to seek a review

If you wish to request a review of your application under either the Act 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:

Ms Vicki Miller
Chief Executive
VisitScotland
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG
Telephone: 0131 473 3603
E-mail: vicki.miller@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

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

Lerwick iCENTRE PNL					
iCentre PnL	FY20 GBP	FY21 GBP	FY22 GBP	FY23 GBP	FY24 GBP
Total Expenses	151,031	111,102	115,277	133,312	157,715
Expenses	33,818	22,145	24,772	28,318	31,143
Distribution	131	11	130	183	314
Postages	131	11	130	183	314
Finance Costs	70		(18)	51	12
Cash Sales U/O	70		(18)	51	12
Office Costs	1,170	977	4,851	5,935	5,375
Audio Visual					1,257
Cleaning	752	873	3,756	4,583	2,884
Equip R&M					233
Fire Prevent	50		263		
Health & Safety			124		
Insurance				644	225
Office Costs		5	59		103
Staff uniforms			96		195
Stationery	368	99	554	708	478
Property Costs	22,877	16,708	15,592	17,600	20,438
Environment mgt			60		
Green Tourism	55	55			55
Heat Lgt&power	29	476	771	1,411	3,540
Property Costs	1,498		105		
Property maint	6,212	528		625	725
Rates	4,498	3,798	4,498	4,560	5,042
Rent	10,584	11,851	10,158	11,005	11,005
Water rates					72
Travel and Subsistance	2,004		146	414	60
Travel & Subs	2,004		146	414	60
Recharged Central Costs	7,567	4,449	4,071	4,135	4,943
Staff	117,213	88,958	90,505	104,995	126,571
Staff Costs	72,880	51,077	50,802	64,482	77,207
Salaries	63,735	43,046	43,369	54,708	63,624
Salaries NI	3,220	2,851	1,783	3,460	4,502
Er Pension	5,926	5,181	5,650	6,313	7,742
Overtime					1,338
Recharged Central Costs	44,333	37,880	39,702	40,513	49,364
Total (Profit)/Loss	151,031	111,102	115,277	133,312	157,715