

6 March 2025

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 6 February 2025 at 6.50pm, requesting information regarding the Ullapool iCentre:

1) *Staffing. Can you tell me how many people were employed and for how long? For example, 1 person full time 52 weeks a year, 1 person full time for 26 weeks a year and 1 person half-time for 26 weeks a year, or whatever. I don't care about salaries, I just want to figure out the time commitments, so if you can only give me Full-Time Equivalents that still would be helpful, but I would like more info if possible.*

2) *Revenue of £23,000. Can you give me a breakdown of this. The three categories I can think of are: Sales of Merchandise, Booking fees and Donations, but perhaps there are others. For Sales of merchandise would the figure be net of the associated COGS (cost of goods sold) or would the latter figure be included in the £24,000 of Expenses?*

3) *Expenses of £24,000. Can you give me a breakdown of this. The four categories I can think of are Facility costs (Rent, heat, electricity), Other operational expenses (office supplies, travel, computer supplies, training etc.), Communications (phone and internet) and Allocated Overhead from head office. The fifth category might be the COGS (see request #2 above).*

4) *Is any part of the salary cost related to oversight, e.g. if it includes a portion of the salary of a district supervisor or equivalent position?*

VisitScotland's response

Please see VisitScotland's response using the numbering above (please note that profit figures are denoted in brackets: (Profit)/Loss) :

1. Overall, the average Full Time Equivalent (FTE) for the 2023-2024 financial year financial year was 2.89.

The breakdown of this FTE figure is as follows:

- 1 staff member for 28 hours for 52 weeks
- 2 staff members for 35 hours for 30 weeks (April – October)
- 1 staff member for 35 hours for 21 weeks (May – October)
- 1 staff member for 14 hours for 8 weeks (May – June)
- 1 staff member for 14 hours for 24 weeks (May – October)
- 1 staff member for 28 hours for 22 weeks (November – March)

2. Income for financial year 2023-24

Net Income (£)	(23,289)
Revenue	(47,500)
• Retail sales	(46,584)
• Ticket Commission	(915)
Cost of sales	24,210

3. Expenses breakdown for financial year 2023-24

Total Expenses (£)	130,475
Expenses	24,360
Distribution	83
Finance Costs	21
Office Costs	1,586
Property Costs	18,803
• Environment mgt	320
• Green Tourism	110
• Heat Light & Power	3,056
• Property maint	245
• Rent	15,000
• Water rates	72
Recharged Central Costs	3,866
Staff	106,115
Staff Costs	64,729
Recharged Central Costs	41,386

4. Yes. The recharged central cost for staff includes apportionment of the salaries of colleagues involved in the management of the iCentres.

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:

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.