

8th July 2025

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

Thank you for your email which was received by VisitScotland on 30th June 2025 at 9.36am requesting :-

- 1. The total amount of money spent by your organisation on overtime payments in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 2. The total amount of money spent fixing/replacing broken equipment in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 3. The total financial loss to your organisation on written off inventory and IT equipment in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 4. The total amount of money spent on consultants by your organisation in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 5. The total amount of money spent on agency staff by your organisation in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 6. The total amount of money spent on recruitment agencies by your organisation in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 7. The total amount of money spent on social media advertising by your organisation in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 8. The total amount of losses and special payments recorded by your organisation in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 9. The total amount of compensation payments made by your organisation in 2021-22, 2022-23, 2023-24 and 2024-25.*
- 10. The total amount of money spent on equality, diversity, and inclusion staff by your organisation in 2021-22, 2022-23, 2023-24 and 2024-25.*

VisitScotland’s response

Please find our response in the table below:-

Question	Category	FY 21/22	FY 22/23	FY 23/24	FY 24/25
1	Overtime payments	16,916.23	17,545.48	27,180.38	14,969.52
2	fixing/ replacing broken equipment	12,644.97	16,670.76	6,563.81	15,670.55
3	Inventory and IT write off	p96(£nil)	p105	p110	not yet available *
4	Consultancy spend	P70	P76	P82	not yet

					available *
5	Agency staff spend	220,227.20	205,854.43	101,608.96	71,522.35
6	Recruitment Agency spend	20,235.62	4,999.63	13,311.48	17,439.33
7	Social Media Advertising	0.00	18,690.65	38,094.18	50,432.72
8	Losses and special payments	P71	P71	P83	not yet available *
9	Compensation payments	P67	P72	P78	not yet available *
10	Spend on equality, diversity and inclusion staff	<i>Less than 5 members of staff so not provided **</i>			

Explanatory notes

Much of the information you have requested is already publicly available and can be found in VisitScotland's annual reports here: <https://www.visitscotland.org/what-we-do/reports/annual>. We have also attached the 21/22, 22/23 and 23/24 reports to the covering email. Where this is the case, we have signposted you to the relevant page number of the report by way of assistance.

*Some of the information you have asked for is not yet available and therefore in terms of the act is classed as "not held". Section 17 of the Act states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information. This letter provides you with that notice.

** We have not included the spend on equality, diversity and inclusion staff and this relates to less than 5 positions and could identify staff and their salaries. It is VisitScotland's policy not to share personal information of colleagues below senior management level.

We consider that it would be unfair to release personal information on staff members below this level as these colleagues would have a greater expectation of privacy and would not expect their personal data to be processed in this manner. Disclosing their personal data would contravene the data protection principles in Article 5(1) of the UK General Data Protection Regulation and accordingly this information is considered by us to be exempt under Section 38 (1) (b) of the Act.

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.