

9 February 2023

Mr Richard Leonard MSP  
Convener  
Public Audit Committee  
Scottish Parliament  
Edinburgh  
EH99 1SP

Dear Convener

On 2 February 2023 I provided evidence to the Committee on my report [The 2021/22 audit of the Crofting Commission](#). As part of this, Committee members requested further information, which I have responded to below.

### **The Commission's community engagement activity**

The Commission's [Annual Report and Accounts 2021/22](#) includes information on engagement with crofting communities. The Commission uses a range of communication approaches, including social media, print media and newsletters. It also has a complaint handling process in place, through which it can monitor customer satisfaction and gather feedback. The Commission also carries out an annual census of crofters, as required under the Crofting Reform (Scotland) Act 2010. Information gathered through the census supports the Commission to establish an informed understanding of current crofters and adherence to crofting duties, and to identify potential issues facing the future of crofting.

The Commission has a dedicated development team, who provide support and guidance to both existing and prospective crofters. To enhance this provision, the Commission launched a [development section](#) of its website in January 2022, bringing together a range of information and resources for crofters.

In advance of the Commission elections in March 2022, a series of five online roadshow events were held by the Commission aimed at prospective candidates.

In April 2022 the Commission's development team piloted a landlord event in the Western Isles. The event provided an in-person and online opportunity for landlords to meet staff from across the Commission, hear about the role of the development team, ask questions, and discuss crofting matters. The Commission reported in its annual report that there was a good level of engagement and plans to run similar events across the other regions. A further session was held in the East Highland region in November 2022.

Outcome four of the Commission's [Corporate Plan](#) is '*the future of active crofting is supported by well-informed engagement with stakeholders*'. There are no key performance indicators aligned to this outcome.

### **Timescale for review of the Commission's Framework Agreement**

The Commission's current [Framework Document](#) was agreed in December 2021. It states that it will be reviewed at least every two to three years, resulting in a revised agreement requiring to

be established no later than November 2024. The Commission and its Scottish Government sponsor division should continue to consider the effectiveness of the Framework Document as part of routine reviews of governance and accountability arrangements.

I hope the committee finds this helpful.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stephen Boyle', with a long horizontal flourish extending to the right.

Stephen Boyle  
Auditor General for Scotland