



The Scottish Parliament
Pàrlamaid na h-Alba

Public Audit Committee

Fiona Duncan
Independent Strategic Adviser to the Promise

12 November 2025

Dear Ms Duncan

Improving care experience: Delivering The Promise

As you may be aware, the Public Audit Committee took evidence from the Auditor General for Scotland and the Accounts Commission [on the above joint report](#) at its meeting on 5 November 2025.

Following the evidence session, the Committee agreed to write to you to seek a response on the recommendations made in the report that engage you in your role as Independent Strategic Adviser to The Promise.

The Committee also agreed to take oral evidence from the Scottish Government, COSLA, The Promise Scotland and the Chair of the Oversight Board at a future meeting. Your response will be considered by the Committee at this meeting. The Official Report of the meeting on 5 November 2025 is available on the [Scottish Parliament's website](#). You can also watch the evidence session on the [Parliament TV Archive](#).

If you would also like to provide a response to any other issues raised in the report or during the evidence session on 5 November 2025, you are welcome to do so.

The Committee would be grateful for a response by **Monday 1 December 2025**. I apologise for the shorter than usual deadline, this is due to the matters out with our control.

Yours sincerely,

Richard Leonard MSP

Convener

Contact: Public Audit Committee, The Scottish Parliament, Edinburgh, EH99 1SP.
Email publicaudit.committee@parliament.scot. We welcome calls through Relay UK and in BSL through Contact Scotland BSL.