



**CROFTING COMMISSION
COIMISEAN NA CROITEARACHD**

CROFTING COMMISSION'S PUBLICATION SCHEME

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OUTLINE

The Freedom of Information (Scotland) Act 2002 (FOISA) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available; and
- tell the public how to access the information and whether information is available free of charge or if a payment is due what charges will be applied.

The Crofting Commission adopted the Model Publication Scheme produced by the Scottish Information Commissioner (SIC) and received approval on 05 May 2015.

You can find information about the Model Publication scheme on the SIC's website at: www.itspublicknowledge.info/PublicationSchemeGuidance

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not), in relation to each class;
- state what charges may be applied;
- explain how to find the information easily;
- provide contact details for enquiries and getting help with accessing the information;
- explain how to request the information we hold where this has not been published.

AVAILABILITY AND FORMATS

The information we publish under the Model Publication Scheme arrangement is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information from our website or by inspection at our premises, on request. For example, we can arrange for the information to be sent as a paper copy. However, there may be a charge for this.

EXEMPT INFORMATION

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication, but we will explain why.

If the information you want is not in our publication scheme, you have the right to request it from us. FOISA gives you a right of access to the information we hold (whether we publish it or not), subject to certain exemptions. Find out more about how to make an information request to the [Crofting Commission](#).

COPYRIGHT

Where we hold the copyright in our published information, the information may be copied or reproduced without formal permission, provided that:

- it is copied or reproduced accurately
- it is not used in a misleading context, and
- the source of the material is identified

Where the we do not hold the copyright in information we publish, we will make this clear.

CHARGES

This section explains when we may make a charge for our publications and how any charge will be calculated.

There is no charge to view information on our website or at our premises and the Commission does not pass on any other costs to you in relation to our published information. For more detailed information can be found at [Appendix 1](#).

CONTACT US

You can contact us for assistance with any aspect of this publication scheme.

Write to: Compliance Hub
Crofting Commission
Great Glen House
Leachkin Road
Inverness, IV3 8NW

E-mail: compliancehub@crofting.gov.scot

Call: 01463 663 439

We will also advise you how to ask for information that we do not publish routinely or how to complain if you are dissatisfied with any aspect of this publication scheme.

CLASSIFICATION OF INFORMATION PUBLISHED

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years (where possible). Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you are welcome to make a request to us for that information.

Class 1: About us

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

CLASS 1: ABOUT US

Information about the Commission, who we are, where to find us, how to contact us, how we are managed and our external relations

General Information about the Commission

The Crofting Commission regulates and promotes the interests of crofting in Scotland to [secure the future of crofting](#).

Address:	Crofting Commission Great Glen House Leachkin Road Inverness, IV3 8NW
Phone:	01463 663 439
E-mail:	info@crofting.gov.scot
Website:	www.crofting.scotland.gov.uk
Office Opening Hours:	08:30 to 17:00 Monday to Thursday 08:30 to 16:30 Friday

Please note that any Public Holidays are highlighted on our website Home page and social media during the days the office is closed.

Who We Are

The Commission comprises of six Crofting Commissioners elected from geographic areas in the crofting counties, and three Commissioners appointed by the Scottish Government. The Convener was appointed by Scottish Minister. The Commission is supported by a staff of over 55, led by a Chief Executive.

Senior Management Team

Details about the Commission's Senior Management Team can be found at www.crofting.scotland.gov.uk/meet-the-team.

Privacy Notice

The Crofting Commission takes the protection of your privacy seriously. To safeguard your personal data and make sure that it is accurate, we only collect and/or store the data necessary to carry out our functions as a regulatory body. You can find a copy of our Privacy Notice at www.crofting.scotland.gov.uk/privacy-policy.

Customer Care – Standards of Service

We believe our customers should always receive the highest standards of service in an efficient, open and accountable way. Details of the standards of service you can expect from us can be found at www.crofting.scotland.gov.uk/customer-care.

Complaints

The Crofting Commission is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.

Detailed guidance notes describe our complaints procedure, how to make a complaint and what a complaint is are available from the links below.

- [Complaints Handling Procedure](#)
- [Complaint: For when things go wrong \(leaflet\)](#)
- [What is a Complaint \(guidance\)](#)

If you are dissatisfied with our services, please tell us by completing and returning our Complaints Form to complaints@crofting.gov.scot or by mail using the details at [Contact Us](#).

www.crofting.scotland.gov.uk/complaints

Requests for Information

For details on requesting information please see the Commission's website page on Openness: www.crofting.scotland.gov.uk/openness-and-customer-care

- Freedom of Information Requests:
www.crofting.scotland.gov.uk/foi
- Environmental Requests:
www.crofting.scotland.gov.uk/environmental-information-request
- Personal Data Requests:
www.crofting.scotland.gov.uk/data-protection-act

You will find our guidance on vexatious or repeated requests at: www.crofting.scotland.gov.uk/userfiles/file/Openness/Vexatious-Repeated-Requests.pdf

How the Commission is Run

Crofting Election Results 2017

The results of the Crofting Elections 2017 can be found at: www.crofting.scotland.gov.uk/election-results-2017

Board of Commissioners

Nine Commissioners sit as a Board to set policies and decide complex applications. Commissioners also participate on a number of internal policy working groups with senior Commission staff. These groups develop policy thinking and responses to partner organisations on consultations affecting the future of crofting.

www.crofting.scotland.gov.uk/meet-the-commissioners

Register of Interests

The Registers of Interests can be found by viewing each of the Crofting Commissioner's Profiles at: www.crofting.scotland.gov.uk/meet-the-commissioners

Senior Management Team

Details about the Commission's Senior Management Team can be found at www.crofting.scotland.gov.uk/meet-the-team.

Code of Conduct

The Crofting Commission's Code of Conduct can be found at: www.crofting.scotland.gov.uk/userfiles/file/board_meetings/Crofting-Commission-Code-of-Conduct-180515.pdf.

Policy Plan

www.crofting.scotland.gov.uk/userfiles/file/Act_and_Policy/Policy-Plan-October-2017.pdf

Corporate Planning

- You will find details of the Crofting Commission's Mission Statement at: www.crofting.scotland.gov.uk/about-us
- The Commission's Business Plan can be found at: www.crofting.scotland.gov.uk/userfiles/file/Commission_Corporate_Documents/Business-Plan-2018-19.pdf
- The Commission's Corporate Plan can be found at: www.crofting.scotland.gov.uk/userfiles/file/Commission_Corporate_Documents/LOW-RES-2915-CC-Corporate-Plan.pdf

External Relations

Accountability

The Crofting Commission is accountable to the Scottish Government (SG). The Framework document which has been drawn up by the SG in consultation with the Commission, sets out the broad framework within which the Commission will operate and defines key roles and responsibilities which underpin the relationship between the Crofting Commission and the SG. A copy of the Framework document can be found at www.crofting.scotland.gov.uk/the-act-and-policy.

Internal and External Audit

Our **internal** auditors are Scott-Moncrieff and our **external** auditors are Deloitte LLP.

Anti-Fraud Policy

It is the Crofting Commission's policy to conduct all business in an honest and ethical manner. The Commission has a zero-tolerance approach to fraud, bribery and corruption in any form, recognising that these are contrary to its fundamental values. Details of the Crofting Commission's Anti-Fraud Policy can be found at www.crofting.scotland.gov.uk/userfiles/file/Commission_Corporate_Documents/Anti-Fraud-Policy-190219.pdf.

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

Our Enabling Legislation

The constitution, powers and duties of the Crofting Commission are set out in The Crofters (Scotland) Act 1993 as amended by the Crofting Reform (Scotland) Act 2007, the Crofting Reform (Scotland) Act 2010 and the Crofting (Amendment) (Scotland) Act 2013. The Commission produced a document which combines all the aforementioned Acts and highlights each through different colours, a copy can be found by [clicking here](#).

Hard copies are available from Her Majesty's Stationary Office (HMSO) www.legislation.gov.uk/all?title=Crofting%20Scotland%20Act

Law, Policy and Rules of Procedure

The Commission under Section 2C of the Crofting Reform (Scotland) Act 2010 submitted a Policy Plan in September 2017 to the Scottish Ministers setting out its policy on how it proposes to exercise its functions. A copy of the Policy Plan 2017 can be found at www.crofting.scotland.gov.uk/userfiles/file/Act_and_Policy/Policy-Plan-October-2017.pdf.

For details on the Commission's **Corporate Plan** and **Business Plan** see section '[Corporate Planning](#)'.

Application Forms & Guidance

Details of the Crofting Commission's application forms, guidance notes and factsheets can be found through the following links:

- www.crofting.scotland.gov.uk/forms-and-guidance
- www.crofting.scotland.gov.uk/election-of-grazings-committees
- www.crofting.scotland.gov.uk/crofter-forestry
- www.crofting.scotland.gov.uk/use-of-common-grazings-for-other-purposes

Register of Crofts (RoC)

The Register of Crofts is a public list of crofts which contains basic information about the croft and the people associated with it. Please note that some crofts are simply grazings shares that do not have in-by croft land associated with them. There are just over 20,500 crofts entered on the Commission's RoC of which around 72% are tenanted and the remainder are owned. The RoC can be viewed at www.crofting.scotland.gov.uk/register-of-crofts-roc.

Gaelic Language Plan

The Crofting Commission has a commitment to the National Gaelic Language Plan and the Gaelic Language (Scotland) Act 2005.

The Commission's plan sets out a formal structure for our support of the Gaelic language, with new initiatives and clear targets and there is a strong commitment throughout the Commission to see Gaelic thrive. A copy of our plan can be found at www.crofting.scotland.gov.uk/gaelic-language-plan.

Requesting Information

For details on requesting information from the Commission go to section '[Requests for Information](#)'.

Complaints

Statistics on the number of complaints received and the outcome of these can be found at www.crofting.scotland.gov.uk/complaints.

Freedom of Information / Environment Information

- Information on requests made to the Commission and the responses issued can be found at www.crofting.scotland.gov.uk/foi.
- Statistics on the number of requests and their outcomes are uploaded to the FOI Commissioners website on quarterly basis <https://stats.itpublicknowledge.info>.

Annual Report

Details of the Crofting Commission's Annual Reports can be found at www.crofting.scotland.gov.uk/annual-report-and-accounts.

Assessors

Assessors are appointed by the Crofting Commission. They have a knowledge of crofting and assist the Commission on matters related to crofting in that area. Assessors pass on information locally and are available to signpost crofters to the Commission's and other services. Details about the Assessors and their role with the Commission can be found at www.crofting.scotland.gov.uk/assessors.

Press Releases

Information on the Commission's press releases can be found at www.crofting.scotland.gov.uk/news.

Crofting Register

The [Crofting Register](#) is map based and provides a definitive record of the extent of, and interest in, land within crofting tenure in Scotland. In addition to showing the boundaries of land, the register also contains information on the crofter, owner-occupier crofter and/or the landlord of the registered croft. The Crofting Register is maintained by the [Keeper of the Registers of Scotland](#), although the application for registration is made in the first instance to the Crofting Commission who will check the information contained in or accompanying the registration application against the information contained in the Commission's [Register of Crofts \(RoC\)](#).

CLASS 3: HOW THE WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

Information about the decisions we take, how we make decisions and how we involve others.

- Details on '**Our Enabling Legislation**' can be found by [clicking here](#).
- Details on '**Law, Policy and Rules of Procedure**' can be found by [clicking here](#).

Decisions

Decisions taken by the Commission on applications processed can be found at www.crofting.scotland.gov.uk/received-and-decisions.

Scheme of Delegation

Details of the Commission's Scheme of Delegation can be found at http://www.crofting.scotland.gov.uk/userfiles/file/Act_and_Policy/Scheme-of-Delegation-190226.pdf.

Board Meetings

These are held in public and the minutes of the Board Meetings can be found at www.crofting.scotland.gov.uk/board-meetings.

Consultations

The Crofting Commission has a responsibility to keep under general review all matters relating to crofts and crofting conditions. To this end the Commission responds to consultations relevant to crofting and land use matters; these can include planning, environmental and housing issues. Details can be found at www.crofting.scotland.gov.uk/consultations-and-publications.

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

Annual Accounts

This information is incorporated into the Crofting Commission Annual Report, which can be found at www.crofting.scotland.gov.uk/annual-report-and-accounts.

Finance Guidance

Information on the Scottish Public Finance Manual is available via the Scottish Government – *no paper copies, extracts from the manual are provided in paper format on request from Scottish Government.*

Financial Roles and Responsibilities

Details on the financial roles and responsibilities between the Crofting Commission and the Scottish Government can be found at:

www.crofting.scotland.gov.uk/userfiles/file/Act_and_Policy/Crofting-Commission-Framework-Document-2018-2021.pdf

Expenditure

Information on the Commission's expenditure on Public Relations, Overseas Travel, Hospitality & Entertainment and External Consultancy can be found at:

- www.crofting.scotland.gov.uk/userfiles/file/openness/financial_management/Individual-Payments-to-Suppliers-180511.pdf
- www.crofting.scotland.gov.uk/userfiles/file/Openness/financial_management/Transparency-Data-Purchasing-Cards.pdf

Commissioners Remuneration

Details about Commissioners remuneration can be found at www.crofting.scotland.gov.uk/meet-the-commissioners.

CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

Information about how we manage the human, physical and information resources of the authority.

Human Resources

Anti-Fraud Policy

Details on the Commission's Anti-Fraud Policy can be found by [clicking here](#).

HR Strategy

Information on the Scottish Government's HR Strategy; Diversity in the Scottish Government and Dignity at Work Policy and Managing Attendance Guide is accessible by contacting the Scottish Government on ceu@gov.scot or by mail to Scottish Government, St. Andrew's House, Regent Road, Edinburgh, EH1 3DG.

Trade Union Facility Time

Crofting Commission staff are civil servants directly employed by the Scottish Government and seconded to the Crofting Commission. Crofting Commission trade union representative(s) facility time is therefore contained within the Scottish Government disclosure which can be viewed at www.gov.scot/publications/facility-time-by-scottish-government-trade-union-representatives-transparency-data.

Health & Safety Policy

The Crofting Commission Offices are located within Great Glen House, Inverness and are subject to the Health and Safety Policy which SNH operate for that location on behalf of all occupants.

Remote and Lone Working

A copy of the Commission's policy is available on request.

Information Resources

Records Management Plan

A copy of the Commission's Records Management Plan is available on request.

Freedom of Information / Environmental Information

A copy of the Commission's procedure/guidance is available on request.

Data Protection

The Data Protection law gives you the right to know what information is held about you and sets out rules to make sure the information is handled properly. A copy of the Crofting Commission's Data Protection Policy can be found at www.crofting.scotland.gov.uk/userfiles/file/Openness/Data_Protection/CC-Data-Protection-Policy-190219.pdf.

Register of Crofts (RoC)

Information on the Register of Crofts can be found by [clicking here](#).

Fact and Figures

Details of our Crofting Statistics can be found at www.crofting.scotland.gov.uk/facts-and-figures.

CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS

Information about how we procure works, goods, and services, and our contracts with external providers.

Procurement Policy

The Crofting Commission has adopted policy guidelines that apply to core Government Departments. These can be accessed through via the Scottish Government at www.gov.scot/publications/scottish-procurement-policy-notes.

Register of Contracts Awarded

Information on contracts awarded by the Commission can be found at www.crofting.scotland.gov.uk/financial-management.

Financial Management

Information on the Financial Management of the Commission can be found at:

- www.crofting.scotland.gov.uk/financial-management
- www.crofting.scotland.gov.uk/userfiles/file/Act_and_Policy/Crofting-Commission-Framework-Document-2018-2021.pdf

Audit and Finance Committee

A copy of the Audit and Finance Committees Terms of Reference can be found at www.crofting.scotland.gov.uk/financial-management.

CLASS 7: HOW WE ARE PERFORMING

Information about how we perform as an organisation, and how well we deliver our functions and services.

Annual Report

Details of the Crofting Commission's Annual Reports can be found at www.crofting.scotland.gov.uk/annual-report-and-accounts.

Key Performance Indicators

Details on the Crofting Commission's Performance Indicators are available on request.

Equality and Diversity Plan

Details on the Commission's Equality and Diversity Plan can be found by [clicking here](#).

CLASS 8: OUR COMMERCIAL PUBLICATIONS

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

- *Please note that the Crofting Commission does not hold or publish any information under this class.*

CLASS 9: OUR OPEN DATA

The open data we make available as described by the [Scottish Government's Open Data Strategy](#) and [Resource Pack](#), is available under an open license.

In line with this strategy, the Commission will seek to make data available in formats which allow it to be easily re-used and shared. The full data set for our Register of Crofts, which is a public list of crofts and the people associated with them, is available to download via the links below.

- List of Parishes [CSV](#)
- List of Holdings (Crofts) [CSV](#)
- List of Grazings [CSV](#)
- List of Individuals [CSV](#)

If you wish to access data/information on an individual croft you may find the information more readily accessible [ROC Online](#).

SCHEDULE OF CHARGES

There are 3 types of requests that the Commission receives and deals with:

- **Straightforward requests** which take less than a day to process (these will be processed free of charge);
- **Larger or more complex requests**, where we will give you an estimate of the cost that you will have to pay before we provide the information;
- **Very large requests** which we may not be able to process.

This schedule covers the current rates used by the Commission for providing information under specific request:

- Photocopying/Printing:
 - A4 (b&w) 10p per printed side
 - A3 (b&w) 20p per printed side
 - A4 (colour) 30p per printed side
 - A3 (colour) 60p per printed side
- CD/DVD – £1.50 per Disc
- £15 – as the hourly rate for calculating the value of staff time.
- The following are activities which the Commission may include under the value of staff time which will form the basis for any estimate of charging:
 - Reviewing e-mails
 - File checks within network and file storage
 - Historic Files (prior to 2010):
the first 50 pages at £40, with £1 per page following
 - In the case of smaller Historic files:
20 pages and under at £10
30 pages at £20
40 pages at £30
 - Other document checks, hard copies etc.
 - Third Party Consultation: discussions/consultations with any affected third party
 - Liaison with Officers
 - Corporate & Customer Services Team log and allocate to an officer
 - Final approval for accuracy of the information / 'sign off'

- Time taken to determine whether the Commission holds the information (if not covered above)
- Time taken to locate the information (if not covered above)
- Time taken to retrieve the information (e.g. from storage) (if not covered above)
- Time taken to extract the relevant information from larger documents (not including editing/redaction) (if not covered above).

We are pleased to provide advice and assistance to help requesters frame their requests to reduce the possibility of charges for information.

The Crofting Commission's Policy on Charging for Information can be found at: www.crofting.scotland.gov.uk/userfiles/file/Openness/Policy-on-Charging-for-Information-190425.pdf