

Participation Request s Reporting Template 2021/22 for Public Service Authorities

Section 32 of the Community Empowerment (Scotland) Act 2015 requires public service authorities to produce an annual . T

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Section 2: Participation Request Data for 2021/22

Please complete following overview table:

| Total new applications received in 2021/22 | Total applications received prior to 1 April 2020 which were still to be determined at 1 April 2021 | Number of accepted applications in 2021/22 | Number of applications agreed in 2021/22 | Number of applications refused in 2021/22 |
|--|---|--|--|---|
| 2  | 0   | 1  | 1  | 1   |

2.1 Please provide details of Participation Requests received using the legislation and outwith the legislation in 2021/22 which resulted in changes to public services provided by or on behalf of your public service authority and tell us about those changes:

| Name of Community Participation Body | Was the Participation Request successful? (Y/N) | Previous way of working  | Way of working following changes   | What difference did those changes make for the users of the service? Did they improve service user experiences or outcomes? | Details of any participation requests considered outwith the formal process e.g. agreements reached that resulted in changes to services. |
|--------------------------------------|---|--|--|---|---|
| Isle of Kerrera Development Trust    | N   |  |  |   |   |
| Garelochhead Community Council       | Y   | Difficulties experienced with engagement around speeding, traffic and parking issues | Improved communication channels and consideration of alternative solutions | The Outcome Improvement Process is ongoing  | N/A   |

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|--|--|--|--|--|--|

2.2 Please use this space to provide any further comments relating to the above data, such as describing the outcome improvement process (whether or not it resulted from a formal participation request) and how the community participation body was involved in it, or details of any wider benefits, such as improved community engagement and ongoing participation.

Isle of Kerrera Development Trust – Participation Request Rejected

The request submitted related to the off-street car parking arrangements around the ferry terminal area. The C

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This bulletin is issued to over 400 community group representatives across Argyll and Bute, including many which support those with protected characteristics.

The support offered to date has primarily been digital, consideration will be given to promoting the process through other means to ensure access for those who are not digitally engaged.

3.4 Please outline any plans you have to continue involving local people and local groups in outcome improvement processes as a result of your Participation Request policies (and also outwith formal participation requests).

The upcoming review of the Argyll and Bute Outcome Improvement Plan will provide an opportunity for communities to participate in shaping local priorities. Engagement for the development of the plan will support the delivery of existing outcome improvement processes as well as wider community empowerment.

3.5 Please provide details about any work undertaken to consider wider reviews of participation practice, and any such methods used to engage with communities.

The Council have used the debate function within the online participation platform CONSUL for engagement relating to Covid-19 recovery. This platform offers the option for online participation in decision making and service delivery, and is currently supported by COSLA primarily to deliver Participatory Budgeting.

The Council are considering the lessons learned from the use of this platform to support future engagement and participation.

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The Council intends to increase awareness of the Participation Request process within communities and will look to best practice in other local authorities, for example the development of animations, to consider how best to improve promotion.

### ***Have you identified any needs for guidance or support that would support the process?***

The national online events facilitated by SCDC have provided excellent networking and knowledge sharing opportunities. Future events would help to support ongoing development of processes.

### ***If you have developed any case study material or published new information about Participation Requests please share links to those with us here.***

The Council will review the case studies within the SCDC Participation Request resource pack and consider the development of local examples.

*Any other information:*

## Section Five – Community Empowerment Act Review

*The following questions relate to the Scottish Government review of the Community Empowerment (Scotland) Act 2015. We would value your feedback as a public service authority concerned with part 3 (participation requests) of the Community Empowerment (Scotland) Act 2015.*

5.1 Has the legislation made things easier or more difficult to access? Please provide some comments on your experiences as a public service authority engaging with this legislation.

Overall, the legislation has strengthened community voice in decision making and encouraged partnership working between the Council and communities. Despite limited Participation Requests being received, it has been a useful tool to support engagement.

5.2 Where can things be further improved, and what needs to change?

Increased dedicated resources for local authorities are needed to support awareness raising and engagement.

It would be useful to consider further monitoring of the Outcome Improvement Process once agreed, to help ensure that it is delivered within a reasonable timescale.

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5.3 Are you aware of what support is available to you when engaging with this legislation, and how you can access this? Please provide comments where possible.

Support from the Scottish Government Community Empowerment Team has been accessed when required.

5.4 What would you like to see now, to further empower Scotland's communities?

Improved knowledge and understanding of the legislation within communities.

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Please email the completed template by 30 June 2022 to [community.empowerment@gov.scot](mailto:community.empowerment@gov.scot)

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