

Participation Requests Reporting Template 2023/24 for Public Service Authorities

Section 32 of the Community Empowerment (Scotland) Act 2015 requires public service authorities to produce an annual report on Participation Request activity and publish this no later than 30 June each year. This template has been created to gather participation request data for the period 1 April 2023 to 31 March 2024. Information provided will help inform policy and practice at local and national level as the data will be collated and shared by the Scottish Government's Community Empowerment Team. However, it is for each public service authority to make their own annual report publicly available by 30 June each year, whether using this template or not.

Please provide information in the sections below and email the completed template by 30 June 2024 to community.empowerment@gov.scot.

Section One – Public Service Authority Information

Organisation: Loch Lomond and The Trossachs National Park Authority

Address: Carrochan, 20 Carrochan Road, Balloch G83 8EG

Completed by: Fiona Jackson

Role: Sustainable Development Advisor

Email: fiona.jackson@lochlomond-trossachs.org

Telephone: 01389 722 612

Date of completion: 30 June 2024

Are you the Participation Request Lead Contact for the organisation: ~~Yes~~/No

If not please provide the name, job title and email address for the lead contact for any queries:

Sandra Dalziel, Legal Manager - sandra.dalziel@lochlomond-trossachs.org

Section 2: Participation Request Data for 2023/24

Please complete following overview table:

Total new applications received in 2023/24	Total applications received prior to 1 April 2022 which were still to be determined at 31 March 2024	Number of accepted applications in 2023/24	Number of applications agreed in 2023/24	Number of applications refused in 2023/24
0	0	0	0	0
<p>Where you were unable to accept a participation request, was an alternative process put in place to discuss the group's issue and work with them or support offered to help them consider how to address their identified need? Please provide details:</p> <p>N/A</p>				

2.1 Please provide details of Participation Requests received using the legislation and outwith the legislation in the reporting year which resulted in changes to public services provided by or on behalf of your public service authority and tell us about those changes. Please also include details of requests received prior to 2023/24, which resulted in changes to the way of working being implemented in 2023/24.

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.

0	0	0	0	0	0
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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)**
- **how the community participation body was involved in designing the outcome improvement process**
- **how the community participation body participated in the outcome improvement process including taking part in decisions and delivering actions**
- **details of any wider benefits, such as improved community engagement and ongoing participation.**

N/A

Section Three – Partnership Working & Promotion of Participation Requests

3.1a Please provide details of any engagement with support organisations such as local Third Sector Interfaces and public sector Community Learning and Development staff or national organisations such as the Scottish Community Development Centre.

For example has any new practices to support Participation Requests been developed from working with other bodies, or any learning gained?

We are aware of the valuable SCDC [PR Resource Pack](#) available to communities, and encourage communities to use it and contact SCDC if they are considering a PR.

3.1b Please tell us about any challenges you have had in accessing support.

In addition to the SCDC Resource Pack it would be helpful if there was free and independent in-person support for communities to submit PRs in a similar way to how COSS is funded to provide Asset Transfer support.

3.2 Please provide details of action taken to promote the use of Participation Requests or support Community Participation Bodies in making a Participation Request.

For example this could include: Support before making a request, such as to determine whether a participation request is the most appropriate route; Support to make the request such as assist groups to complete forms, or identify appropriate outcomes; and/or Support to take part effectively in outcome improvement processes (whether or not they resulted from a formal participation request).

Our Participation Request information and core internal procedures aim to equip staff to be able to provide early support if a community body is thinking about a Participation Request. This support would be bespoke to the context to enable discussion around outcome improvement, the processes and criteria for submitting a valid Participation Request and to signpost to where further independent support can be sourced.

3.3 Please let us know what actions you have been taking to ensure that your processes are inclusive.

For example, this could include accessible information and other support, which enable wider use of participation requests by all population groups including those with protected characteristics. We are particularly interested in any ways you have targeted those with protected characteristics to raise awareness of the PR process or support request submissions.

Our communications team manages the website, which provides information like this, and aims to make it accessible to all. A new website for the Park Authority is currently being commissioned with inclusivity as a fundamental standard. Our Park For All programme informs inclusive policy and practice.

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).

We continue to aspire to involve communities in our services – specifically through our planning role and the Local Development Plan and Local Place Plan programme, which has spanned 2019-present and has been a positive mechanism in this regard. Our support for LPP preparation provides funding and expertise to enable communities to control the engagement process and identify their own priorities – not just about spatial planning, but on all public services, however we know improvements can be made.

We have a strong collaborative co-design approach in the delivery of our Strathard Framework, and engagement with communities takes place regularly by attending community-led partnerships, engaging with community councils/trusts/bodies, and supporting ongoing place-based visitor management forums. Our Communities Team engages with communities and signposts to other community development support services and our locally-elected Board Members' role is to provide a two-way engagement mechanism between the Board and Community Councils.

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.

Our new strategic plan ([National Park Partnership Plan 2024-29](#)) aspires to empower communities and engage with communities meaningfully in service planning. There are many good examples such as the development of our Youth Committee and our Local Place Plan Programme, however we have yet to develop a strategic approach that can monitor and report on how we support and achieve community empowerment and community participation.

To strengthen public sector practice in delivering community participation, it would be helpful if there were nationally-driven standards, protocols, case studies and other resources available to public bodies in order to encourage strategic and corporate approaches to systems, staff skills, monitoring, reporting and improving co-production and participation. We are also acutely aware that participation relies on communities with high capacity levels, so we continue to work with community development partners (councils, TSIs, DTAS, others) to enable targeted support particularly for community councils and development trusts operating in the National Park's small, rural populations.

Section Four – Additional Information

4.1 Please use this space to provide any further feedback not covered in the above sections.

For example, we are interested in your reflections about what has gone well and what has gone less well in relation to Participation Requests over the past year?

Is there any aspect of the process that you intend to adapt or change in the year ahead?

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

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

We believe PRs are a mechanism that should be retained to empower communities to influence service provision if necessary. The PR legislation has raised the profile of what good practice is in relation to community participation in decision-making within the Park Authority and highlighted opportunities to monitor and improve participatory and co-production activities with communities, which also support community empowerment.

Any other information:

Completed by: Fiona Jackson

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If you have any queries please contact Malcolm Cowie, Participation Request Policy Manager at Malcolm.cowie@gov.scot

Community Empowerment Team, Scottish Government