

## Participation Requests Reporting Template 2019/20 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. Following feedback from stakeholders and in response to one of the recommendations of the [Participation Request Evaluation Report](#) published on 8 April 2020, this template has been created to gather participation request data for the period 1 April 2019 to 31 March 2020. 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 2020, whether using this template or not.

Please provide information in the four sections below and email the completed template by 30 June 2020 to [community.empowerment@gov.scot](mailto:community.empowerment@gov.scot).

### Section One – Public Service Authority Information

**Organisation:** Loch Lomond and The Trossachs National Park Authority

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

**Completed by:** Fiona Jackson

**Role:** Sustainable Development Advisor

**Email:** [Fiona.jackson@lochlomond-trossachs.org](mailto:Fiona.jackson@lochlomond-trossachs.org)

**Telephone:** 01389 722612

**Date of completion:** 30 June 2020

**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, Governance and Legal Manager, [sandra.dalziel@lochlomond-trossachs.org](mailto:sandra.dalziel@lochlomond-trossachs.org)

### Section 2: Participation Request Data in 2019/20

Please complete following overview table:

Total Applications Received in 2019/20	Number of validated applications in 2019/20	Number of applications agreed in 2019/20	Number of applications refused in 2019/20	Number received in 2019/20 and yet to be determined	Number received prior to 2019/20 and yet to be determined
0	n/a	n/a	n/a	n/a	n/a

2.1 Please provide details of Participation Requests received in 2019/20 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
n/a			

2.2 Please use this space to provide any further comments relating to the above data, such as describing the **outcome improvement process** and how the community participation body was involved in it, or details of any wider benefits, such as improved community engagement and ongoing participation.

n/a

### **Section Three – Partnership Working & Promotion of Participation Requests**

3.1 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?*

**A review of Community Empowerment Act policy and procedures is underway (postponed by the COVID-19 crisis) with the aim of improving the capacity of the organisation to support Participation Requests.**

**Governance and Communities Teams' staff attended SCDC workshops on Participation Requests facilitated by Argyll & Bute Council staff until Covid-19 suspended further events. Staff have attended additional webinars delivered by Scottish Land Commission and Community Land Scotland, which provided insights into the value of early involvement of land owners in decisions relating to land and the value of communities participating in decisions relating to service provision, such as co-production/design of services.**

**Staff training opportunities with organisations such as the Scottish Community Development Centre have been identified with the aim of delivering these when some normality returns after COVID-19.**

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.*

**Our Participation Request information and internal procedures ensure staff can provide early support if a community body is thinking about a Participation Request. This support would be bespoke to the context and enables discussion around outcome improvement, the processes and criteria for submitting a valid Participation Request and where further independent support can be accessed.**

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.*

**Park Authority engagement mechanisms include providing information and support in a variety of forms including via video, blogs, images, interactive mapping, story maps, website, social media etc. Alternative languages and formats or large print information can be provided on request.**

**Our corporate work on equality and diversity supports systems and actions that enable use of Participation Requests. This includes our Park for All group aiming to inspire the organisation to deliver against our equality duties by constructively challenging prejudices, raising awareness of the economic and social benefits of inclusion and identity and to facilitate actions that support equality and diversity; progress is reported in the [Equalities Mainstreaming Report & Equality Outcomes Progress Report 2019](#).**

Also, our youth engagement programme has established a Youth Committee to support youth involvement/engagement, and the Ranger education and outreach engagement programme continues to support people experiencing disadvantage to be able to visit, learn and benefit from the positive experiences spending time in the National Park provides. A range of techniques are used, such as providing specialist support from Backbone to involve black/minority ethnic people in environmental activities; Junior Ranger and Rural Skills programmes; (previous) work with DeafBlind Scotland; educational learning packs; Education Travel Grants for schools; John Muir Award.

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.

The Park Authority has a number of ongoing systems in place to facilitate early involvement in decision-making across all areas of Park Authority activities, ranging from: our Board Members being a conduit for information; public access to planning and access committees; statutory; informal consultations/engagement; varied information-provision techniques; supporting place making through the Local Development Plan; stakeholder events; facilitating and attending community forums; co-designing services. We aim to maintain and improve on a culture that welcomes and supports the views of community bodies.

Our community development activities, which aim to support communities to develop capacity to lead on their own actions, is delivered through a range of means, such as: our National Park Grant Scheme; volunteering, skills development and youth engagement programme; community place planning; core funding the Community Partnership charity to support community networking/information flows; match funding specialist community support projects; facilitating place-based understanding among communities/landowners/business; working closely with our four Third Sector Interface and Local Authority community development staff.

#### **Section Four – Additional Information**

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

n/a

**Completed by:** Fiona Jackson

**Role:** Sustainable Development Advisor

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**Date of completion:** 30 June 2020

**Subject to the pressures of responding to the Covid-19 emergency situation and recovery – if possible please email the completed template by 30 June 2020 to [community.empowerment@gov.scot](mailto:community.empowerment@gov.scot)**

If you have any queries please contact Malcolm Cowie, Participation Request Policy Manager at [Malcolm.cowie@gov.scot](mailto:Malcolm.cowie@gov.scot)

Thank you!  
Community Empowerment Team, Scottish Government