

Participation Requests Reporting Template 2020/21 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 2020 to 31 March 2021. 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 2021, whether using this template or not.

Please provide information in the four sections below and email the completed template by 30 June 2021 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 2021

Are you the Asset Transfer 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

Section 2: Participation Request Data for 2020/21

Please complete following overview table:

Total new applications received in 2020/21	Total applications received prior to 1 April 2020 which were still to be determined at 1 April 2020	Number of accepted applications in 2020/21	Number of applications agreed in 2020/21	Number of applications refused in 2020/21
0 (3 PRs submitted to Stirling Council in 2020/21 are currently	n/a	n/a	n/a	n/a

being progressed; the Park Authority is named as the secondary authority in these, and was informed of them in early 2021/22 so they will be recorded in our 2021/22 Annual Report.				
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2.1 Please provide details of Participation Requests received using the legislation and outwith the legislation in 2020/21 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.
Kilmarnock Community Council (KCC)	It didn't evolve into a PR	Adhoc meetings with CCs and attendance of NPA locally-elected Board members at adhoc CC meetings	These are still evolving but we are in dialogue with KCC and an evolving CC Forum to consider the most effective mechanisms to engage with and support CCs across the National Park and to support NPA Board members to do the same.		See below

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.

The approach (above) by KCC did not turn into a PR, however its ripple effect has added to the debate about CC engagement with the Park Authority and informed the pre-existing review of stakeholder engagement. It also helped highlight the value of the Park-wide CC meetings that took place throughout summer 2020 on Visitor Management (VM) issues. These activities subsequently led to a community-led research project on VM engagement and VM community-data-collection, informing the type of data the NPA collects and prompting a number of community-led VM projects, which are being delivered in some villages this summer, such as community warden services to mitigate antisocial behaviour, littering and traffic problems etc.

A PR was not required when we co-designed a procurement process with a Community Council (CC) to ensure locally-identified community benefits were incorporated into a tender specification to procure a tenant for a Park-Authority-owned vacant property. The CC was also represented on the procurement assessment panel. Significant skills, joint commitment and effort from both Park Authority staff and CC reps. evolved this process, and learning will be shared across our organisation. The outcome of the procurement process is still to be confirmed, and we will evolve, with the CC, a monitoring schedule to enable the subsequent contract and community-benefit outcomes to be evaluated.

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 continues (postponed by the COVID-19 crisis) with the aim of improving the capacity of the organisation to support PRs.

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 crisis.

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 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 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.

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 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 Deaf-Blind Scotland; educational learning packs; Education Travel Grants for schools; John Muir Award.

Our Place Planning programme is evolving in response to the Planning (Scotland) Act 2019 and Local Place Plans (LPP) – this comprises robust and inclusive engagement with all aspects of a local community. Engagement by young and older people in these activities has been evidenced. We intend working with local groups to develop a Framework for LPPs, which will include standards of engagement.

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).

n/a

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.

A review of stakeholder engagement is underway and a place-based approach to ongoing community engagement, with the potential for the development of co-production, is evolving particularly in relation to Visitor Management issues. There is also discussion with a number of Community Councils on the most mutually-appropriate engagement mechanisms that can be developed.

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.

Any other information:

Next year we hope to have more insights to offer once our first 3 PRs are completed.

Completed by: Fiona Jackson

Role: Sustainable Development Advisor

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Tel: 01389 722 612

Date of completion: 30 June 2021

Subject to the pressures of responding to the Covid-19 emergency situation and recovery – if possible please email the completed template by 30 June 2021 to community.empowerment@gov.scot

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

Thank you!

Community Empowerment Team, Scottish Government