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Participation Requests 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 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 2021 to 31 March 2022. 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 2022, whether using this template or not.

Please provide information in the sections below and email the completed template by 30 June 2022 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

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Date of completion: 21st July 2022

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

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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
3 (PR submitted to Stirling Council with Loch Lomond and The Trossachs National Park Authority as a Named Secondary Authority)	0	3	3	0

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.
East Loch Lomond Community Trust	Partly	Unclear engagement on placemaking and joint service planning and delivery – especially in relation to transport, carparking and negative visitor impacts.	Visitor Management Forum developed for the local area to discuss visitor management issues with all stakeholders.	Improved visitor management planning, with the community more engaged in future planning activities. However community continues to feel some public sector	N.A.

				partners are not involved enough. Community also believes engagement with them could be greatly improved still, through more and better quality co-production activities.	
Croftamie Community Council	Ongoing	Community wants to work with public agencies to improve safe and useable pavements within Croftamie and between Croftamie and Drymen.	A meeting took place with the community, Stirling Council and Park Authority staff to agree an outcome improvement process. The Park Authority awaits further communication from Stirling Council on progress.	Awaiting update from Stirling Council.	
Croftamie Community Council	Ongoing	Community wants to work with public agencies to tackle excessive speeding in the village and reduce danger of crossing the road within the village.	A meeting took place with the community, Stirling Council and Park Authority staff to agree an outcome improvement process. The Park Authority awaits further communication from Stirling Council on progress.	Awaiting update from Stirling Council.	

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.

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?

The PR legislation has raised the profile within the Park Authority and highlighted opportunities to improve co-production and collaborative activities with communities and to support community empowerment. This is evidenced in current discussions on priorities for the new National Park Plan which will include Community Empowerment issues.

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).

The Park Authority continues to support early opportunities to engage with and involve communities, however we know improvements can be made, hence a focus on community empowerment in our next National Park Plan. We are acutely aware that participation relies on communities with high levels of capacity, so we continue to support community capacity and community development through grant funding, signposting and direct advice.

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 to enable 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 continues to support and develop our 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; educational learning packs; Education Travel Grants for schools; John Muir Award. A Backbone representative has been shadowing our Board Members in anticipation of future Board input.

Our support for community-led place planning through Local Place Plans (LPP) – will comprise robust and inclusive engagement with all aspects of a local community. Engagement by young and older people in these activities has been evidenced. We are working with a LPP Community Advisory Group to deliver further support to LPP preparation by communities. We see this as a key mechanism to support community influence in the Park.

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).

See above.

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.

It's anticipated that all aspects of 'community empowerment', including influence and participation (as well as increased community ownership and community-led service/project delivery, which are possibly easier to measure), in the National Park will be defined, prioritised, delivered and then monitored as part of the next National Park Plan. We hope a strategic approach to Community Empowerment will evolve.

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: n/a

<u>Section Five – Community Empowerment Act Review</u>

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.

As we have not yet led on a PR, we don't have the knowledge or experience to answer this with much relevance.

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

Independent, free support for communities to identify outcomes would be helpful.

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.

Yes, the Scottish Government Community Empowerment Team is very accessible. Also, SCDC can provide advice.

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

Community development and capacity-building support and funding is the key to empowered communities. We welcome the SG Empowering Communities programme. In our rural area, we would welcome increased, free, outreach, development and capacity-building/governance support to small community groups and development trusts (as opposed to current focus on third sector deliverers) by the TSIs, Social Enterprise Scotland and DTAS, and CLLD Local Action Groups; though we appreciate these intermediaries also have limited funding/resources to offer. Longer term, less risk-averse funding policies for small community organisations would also be welcome.

Completed by:- Fiona Jackson   Role: Sustainable Development Advisor

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Date of completion: 21 July 2021

Please email the completed template by 30 June 2022 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