Appendix 1

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 <ins>community.empowerment@gov.scot</ins> .

<u>**Section One – Public Service Authority Information**</u>

Organisation: Argyll and Bute Council, Kilmory, Lochgilphead, Argyll PA31 8RT

Completed by: Iain Jackson   Role: Governance, Risk and Safety Manager

Email: <ins>iain.jackson@argyll-bute.gov.uk</ins>   Telephone: 01546 604188

Date of completion:

Are you the Participation Request Lead Contact for the organisation: Yes

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

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

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 Council was unable to progress the request as the outcome improvement was not within the capacity of the Council to deliver. The areas of land referenced in the request are privately owned, the organisation was offered support to engage with land owners and have continued to receive support from Highlands and Islands Enterprise.

Garelochhead Community Council – Participation Request Accepted

The request was submitted to 'improve road safety and traffic management in Garelochhead'. It was agreed that the Council and Police Scotland were to meet with representatives from Garelochhead Community Council to agree locations for traffic surveys, review the crash picture within the village and review the collated data against the policy and guidance documents. The delivery of the Outcome Improvement Process is ongoing.

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 Council has attended and participated in national events facilitated by the Scottish Community Development Centre (SCDC) including the recent event held to explore the development of an appeals process. These events have provided invaluable opportunities to hear from the Scottish Government's Community Empowerment Team, learn from best practice examples, and feed in experiences from an Argyll and Bute perspective.

The Council received a Participation Request which noted a secondary public service authority. This provided the opportunity to work in conjunction with Police Scotland to take forward the Outcome Improvement Process. The formal identification of Police Scotland as part of process, has helped the council to build on existing relationships and support consistent partnership working throughout.

The Council's Community Development Team continue to lead with the delivery of support to Community Participation Bodies and engage with other Community Learning and Development partners as required.

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 Council offer support to those interested in submitting a request and offer guidance to Community Participation Bodies during the process. The two requests received were submitted by attendees at the awareness raising workshops held in March 2021. Following interest raised at these sessions, follow up meetings were arranged to discuss the process, this resulted in submission of the requests.

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.

The Council has promoted the Summary Guidance for Community Participation Bodies to ensure that information is available in an accessible format. Information about the Participation Request process and the SCDC resource pack has been further shared through the Community Development bulletin.

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.

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?

Throughout 2021-2022 Covid-19 remained an ongoing challenge for communities across Argyll and Bute. As a result, community engagement and activity has been predominantly online. This has prevented non-digital promotion of Participation Requests and highlighted the need to consider adapting the approach taken to support those who are not digitally engaged.

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

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.

> 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.

Completed by: Iain Jackson   Role: Governance, Risk and Safety Manager

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Date of completion: 16 June 2022

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