

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: Clackmannanshire Council

Completed by: Lesley Baillie Role: Strategy & Performance Adviser

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Date of completion: 24/06/2022

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
1	0	1	1	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.
Tillicoultry Coalsnaughton & Devonside Community Council	Y	Engaging with the public and with the community council via the statutory planning process	Engaging with the community council to support them in their role informing their community of matters that affect them and representing them	The community council engaged more actively with residents to ensure they have the information they need to understand their role as citizens in responding to planning applications affecting them	-

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 community participation body was already in dialogue with the Council on the planning application in question, and continues to be, and the purpose of the PR was initially not clear to officers. The community participation body's request to be actively involved in decisions the wider ramifications of the proposed development and its future impact on the whole community was noted and the outcome of that much longer process is not yet known.

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?

Clackmannanshire Council discussed the process for PR with community councils at the Joint Community Council Forum, along with other provisions of the Act most affecting community groups.

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).

Clackmannanshire Council drew up a quick guide to the provisions of the Community Empowerment Act as they relate to community groups in practice, in an effort to explain why the PR process works as it does and to explain community group disappointment in the reality.

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.

Clackmannanshire Council accepts feedback from community bodies and from the voluntary organisations who represent marginalised groups on the process and their experiences of it and uses it to review its publicity material and processes. We have noted the learning from the PR recorded above.

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).

Clackmannanshire Council's corporate plan 'Be The Future' sets out our commitment to work with communities to develop and co-produce local solutions that meet the needs of our communities. Services continue to engage with service users on service delivery and design, where relevant and through PB exercises.

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.

Clackmannanshire Council's Transformation Programme is actively examining options for both digital and traditional engagement approaches which can be applied corporately and as appropriate within individual Services areas to improve corporate participation practice and engagement methods.

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?

Our experience is that community groups expect much more from PRs than PRs are able to deliver, expecting the specific and sometimes immediate action they requested to be implemented.

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

On the basis of recent experiences, we will continue where possible to speak in person to the participation body as soon as the PR is received a) to get clarity on its real purpose and then b) to clarify the process and scope.

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

Yes, as above and we welcome the recent Scotland-wide exercise which is in the process of identifying guidance and support needs with the aim of addressing them.

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: