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

<u>**Section One – Public Service Authority Information**</u> Organisation: Highlands and Islands Enterprise Address: An Lòchran, 10 Inverness Campus, Inverness, IV2 5NA   Completed by: Sandra Holmes   Role: Head of Community Assets   Email: sandra.holmes@hient.co.uk   Telephone: 01463 383309   Date of completion: 30 June 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
0	0	0	0	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.
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.

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?

None

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).

Details of our participation request process can be found on our website:

https://www.hie.co.uk/support/browse-all-support-services/community-empowerment-act/

We have not received any enquiries or applications regarding participation requests since the legislation come into force.

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.

We have not had a single approach regarding participation requests to date. However, we proactively consider equality and diversity when delivering our functions. Details of our approach and commitment to equality and diversity can be found here: https://www.hie.co.uk/about-us/policies-and-publications/equalityanddiversity/

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.

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?

n/a

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

No

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

No

If you have developed any case study material or published new information about Participation Requests please share links to those with us here.

None

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.

As we have not received any requests we have not engaged with the legislation other than setting up our processes to promote and respond to a request.

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

Unable to comment as we have not had experience of responding to a request.

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.

We know who to engage with in Scottish Government if additional support is required.

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

We will be submitting a response to the review of the Community Empowerment Act 2015.

Completed by: Sandra Holmes   Role: Head of Community Assets

Email: sandra.holmes@hient.co.uk   Tel: 01463 383309

Date of completion: 30 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