

**Participation Requests Reporting Template 2023/24 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 2023 to 31 March 2024. 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 each year, whether using this template or not.

**Please provide information in the sections below and email the completed template by 30 June 2024 to** **community.empowerment@gov.scot** **.**

**Section One – Public Service Authority Information**

Organisation: Moray Council

Completed by: Dawn Brodie Role: Community Learning and Engagement Manager

Email: csu@moray.gov.uk Telephone: 07976 494877

Date of completion: 31/5/24

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 2023/24**

**Please complete following overview table:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Total new applications received in 2023/24** | **Total applications received prior to 1 April 2022 which were still to be determined at 31 March 2024** | **Number of accepted applications in 2023/24** | **Number of applications agreed in 2023/24** | **Number of applications refused in 2023/24** |
| 0 | 0 | 0 | 0 | 0 |
| Where you were unable to accept a participation request, was an alternative process put in place to discuss the group’s issue and work with them or support offered to help them consider how to address their identified need? Please provide details:  |

2.1 Please provide details of Participation Requests received using the legislation and outwith the legislation in the reporting year which resulted in changes to public services provided by or on behalf of your public service authority and tell us about those changes. Please also include details of requests received prior to 2023/24, which resulted in changes to the way of working being implemented in 2023/24.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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. |
|  |  |  |  |  |  |

**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)**
* **how the community participation body was involved in designing the outcome improvement process**
* **how the community participation body participated in the outcome improvement process including taking part in decisions and delivering actions**
* **details of any wider benefits, such as improved community engagement and ongoing participation.**

No formal participation requests (expressions of interest or enquiries) were received between 1 April 2023 and 31st March 2024

**Section Three – Partnership Working & Promotion of Participation Requests**

**3.1a 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?*

Information on Participation Requests is available on Moray Council’s website:- <http://www.moray.gov.uk/moray_standard/page_127003.html>

This includes links to the SCDC Participation Request Guide. In addition leaflets are available in our public libraries.

Our Community Support Officers are able to support with anyone interested in submitting a Participation Request.

**3.1b Please tell us about any challenges you have had in accessing support.**

**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 Community Support Unit is one of the key interfaces between communities and Moray Council, we have positive established working links with community groups across Moray and we deal with requests for information and capacity building support on a daily basis.

Our Community Support Officers and Community Council Liaison Officer attend community forums and have a good awareness of issues in the localities they work in and are well placed to advise and support groups on the PR process where relevant. We also disseminate relevant information to communities via our email mailing list and also on our CLD Communities Facebook page

**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 are particularly interested in any ways you have targeted those with protected characteristics to raise awareness of the PR process or support request submissions.*

Guidance has been published on our Council website and we state there that the CSU will provide support at all stages of the PR process.

**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).**

Through our Community Support Unit, we have strong links with local communities and we work to ensure that communities are involved in the decision making processes that impact them. Moray Council welcomes and values the work that communities and volunteers do. Many arrangements can take place without any formal agreements but are supported and guided by officers eg we facilitated and supported the reestablishment of the Community Transport Forum which is now operating under the auspices of our Joint Community Councils Forum. Individuals and community groups can bring transport issues to this forum which has close links with our own Public Transport Unit and external providers. Through this issues can be raised, the Forum can lobby for changes in provision and any queries can be answered.

**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.**

During 2023/24 we began a comprehensive programme of engagement as part of the review of our Learning Estate. A combination of methods have been used to ensure the public have the opportunity to participate in the process of review. We have developed a comprehensive information resource for each Associated Schools Area which is available in paper form and online. We have also organised and delivered an online questionnaire, drop in public sessions, specific sessions for key stakeholders and focus groups to look at the feedback from the engagement and to explore potential solutions to developing a sustainable learning estate for the future.

We also designed and delivered sessions as part of the review of our Leisure and Library Services. Our approach included information sharing on every facility, looking at income, expenditure and services and activities delivered at each facility. This accompanied an online and paper questionnaire, pop up engagement in libraries and leisure facilities and a focus session with key stakeholders. Our focus session took key ideas coming from the questionnaires and looking at these through the lens of several persona.

**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?*

To date we have no experience of engaging with this legislation

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

This will depend on the outcome of the current ongoing review of community empowerment legislation and within this the review of Participation Requests legislation.

*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:*

Completed by: Dawn Brodie Role: Community Learning and Engagement Manager

Email: dawn.brodie@moray.gov.uk Tel: 07976 494877

Date of completion: 31st May 2024

**Please email the completed template by 30 June 2024 to** **community.empowerment@gov.scot**

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

Community Empowerment Team, Scottish Government