Participation Requests Reporting Template 2022/23 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 2023 to community.empowerment@gov.scot .

Section One – Public Service Authority Information

Organisation: NHS Highland

Completed by: Ruth Daly   Role: Board Secretary

Email: ruth.daly2@nhs.scot   Telephone:

Date of completion: May 2023

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

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Section 2: Participation Request Data for 2022/23

Please complete following overview table:

Total new applications received in 2022-23	Total applications received prior to 1 April 2022 which were still to be determined at 1 April 2023	Number of accepted applications in 2022-23	Number of applications agreed in 2022-23	Number of applications refused in 2022-23
None	None	None	None	None

2.1 Please provide details of Participation Requests received using the legislation and outwith the legislation in 2022/23 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.
NA	NA	NA	NA	NA	NA

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.

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?

NHS Highland's services engage with third sector and other partners relevant to the topic they wish to engage on. We are not aware of any services having engaged with external organisations about participation requests.

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).

NHS Highland has a web page specifically dedicated to Community Empowerment. Information on this web page provides a clear definition of what constitutes a Participation Request, clarity on who can make one, how to do so, contact details of local District/Locality Managers and contact details for a single point of contact. The website confirms that the Board Secretary has been designated the first point of contact for Participation Requests.

The website details the process which would be followed, together with the associated timeframes. It also provides access to Scottish Government guidance.

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.

Prompted by the launch of our new website, NHS Highland will endeavour to make the application process more accessible, such as:

- offering the option of phoning (including textphone) and/or having someone complete the form for people unable to complete the form themselves

- Offering to provide the form in large print, braille, or other languages on request

- Check that the form makes sense through 'read aloud' software

- make the form truly online so applicants fill it in and submit on screen, to cut out the need to download and email – explore the use of an MSForms form

It is also possible to use existing networks to share information through newsletters, noticeboards and on social media channels and we will consider this for the future.

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 Board's Engagement Framework was approved in 2022. This sets out how services should engage with communities, both around service change and more general ongoing engagement to inform service improvement. The Framework was developed in partnership with patients, carers and communities, who were members of a working group which drafted the Framework. We are now developing training, guidance and templates to support services to engage well, and are building a network of groups and individuals with whom services can engage on different topics. We also aim to set up a panel of service users.

Work is ongoing to promote Care Opinion as a way for patients to share their stories and contribute to improvement.

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.

Please see above.

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?

We aim to promote participation requests in the coming year by building this into our comms and engagement workplan. We intend to ask communities what they think of the current process and guidance and if they would recommend any changes.

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.

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.

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

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.

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

Completed by: Ruth Daly   Role: Board Secretary

Email: ruth.daly2@nhs.scot   Tel:

Date of completion: May 2023

Please email the completed template by 30 June 2023 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