

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: Glasgow Clyde College

Completed by: Sheila White

Role: CLD Manager

Email: swhite@glasgowclyde.ac.uk

Telephone: 0141 272 9000

Date of completion: 28/5//2024

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:

N/A

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.
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)**
- **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 participation requests have been received during this period.

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?

Staff training opportunities with organisations such as the Scottish Community Development Centre were identified as possible CPD opportunities for staff.

Annual review and refresh of the College Participation Guide.

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

N/A

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 College currently promotes the opportunity to make participation requests through its website. A single point of contact has been established for all requests to be considered. Details of how to make a participation request is outlined on the college website. [Participation Requests \(glasgowclyde.ac.uk\)](http://glasgowclyde.ac.uk)

Participation Request information and internal procedures ensure CLD staff can provide support if a community body is thinking about a Participation Request. This support facilitates discussion around outcome improvement, the processes and criteria for submitting a valid Participation Request and where further independent support can be accessed if required.

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.

Accessible audio clips and easy read versions of the participation request information is available. A FAQs information sheet is also available. [Participation Requests \(glasgowclyde.ac.uk\)](http://glasgowclyde.ac.uk)

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 CLD team continues to work with a range of community organisations and stakeholders to make them aware of this process.

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.

N/A

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?

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.

We are annually review the Participation Policy and guidance and look to learn from experiences and change and adapt processes to make improvements.

Any other information:

Completed by: [Sheila White](#)

Role: CLD Manager

Email: swhite@glasgowclyde.ac.uk

Tel: 0141 272 9000

Date of completion: 28/5/24

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