

## Participation Requests Report 2024/25 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 2024 to 31 March 2025. 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](mailto:community.empowerment@gov.scot).

### **Section One – Public Service Authority Information**

Organisation: [Highlands and Islands Enterprise](#)

Completed by: [Sandra Holmes](#)

Role: [Head of Community Assets](#)

Email: [sandra.holmes@hient.co.uk](mailto:sandra.holmes@hient.co.uk)

Telephone: [01463 383309](#)

Date of completion: [24 June 2025](#)

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: [N/a](#)

## **Section 2: Participation Request Data for 2024/25**

Please complete following overview table:

<b>Total new applications received in 2024/25</b>	<b>Total applications received prior to 1 April 2023 which were still to be determined at 31 March 2025</b>	<b>Number of accepted applications in 2024/25</b>	<b>Number of applications agreed in 2024/25</b>	<b>Number of applications refused in 2024/25</b>
0	0	0	0	0
<p>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:</p> <p>We have not received any enquiries regarding a participation request to date.</p>				

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 2024/25, which resulted in changes to the way of working being implemented in 2024/25.

<b>Name of Community Participation Body</b>	<b>Was the Participation Request successful? (Y/N)</b>	<b>Previous way of working</b>	<b>Way of working following changes</b>	<b>What difference did those changes make for the users of the service? Did they improve service user experiences or outcomes?</b>	<b>Details of any participation requests considered outwith the formal process e.g. agreements reached that resulted in changes to services.</b>

N/a					
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**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.**

N/a

### **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?*

Participated in the following workshop on 23 November 2023:

**Participation Requests: Review of Part 3 of the Community Empowerment (Scotland) Act 2015**

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

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

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: [www.hie.co.uk/about-us/policies-and-publications/equalityanddiversity/](http://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).**

None. Our services are discretionary and our work with communities is in response to requests for support and advice. We consult with stakeholder organisations when developing new products and services, and as we develop our Strategic Plan.

**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.**

None

**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.*

N/a

*Any other information:*

No

Completed by: Sandra Holmes

Role: Head of Community Assets

Email: [sandra.holmes@hient.co.uk](mailto:sandra.holmes@hient.co.uk)

Tel: 01463 383309

Date of completion: 24 June 2025

**Please email the completed template by 30 June 2025 to [community.empowerment@gov.scot](mailto:community.empowerment@gov.scot)**

If you have any queries please contact Malcolm Cowie, Participation Request Policy Manager at [Malcolm.cowie@gov.scot](mailto:Malcolm.cowie@gov.scot)

Community Empowerment Team, Scottish Government