NAC Participation Requests: <u>The process for services</u>

1. Initial Assessment
(Community Planning Team)

When we get a request, the Community Planning Team check if:

1. The group qualify as a community participation body
2. There is any information missing
3. The request is like any we have already received
4. There are other processes the group could participate in to achieve the outcome
5. Any other public service authorities are mentioned

➢ Once the request has been initially assessed, **the CP team pass it to the appropriate service. An assigned officer should then be selected by the service to take the request forward.**

➢ **What if the request is not eligible?** The group should be given advice on any other approaches or processes they can use.

2. Processing the request
(The service)

➢ The assigned officer should get in touch with the group to discuss the request and work with them to explore the best approach to take.

➢ If other public service authorities have been identified, the officer should also get in touch with them and ask if they can contribute.

➢ **The service needs to tell the group within 30 working days if the outcome they have requested can be delivered or not.** This increases to 45 working days if there are other public service authorities involved.

➢ If the request is approved, the service then has a further 90 working days to identify the correct process to take forward the improvement.

3. Request approval
(The service)

➢ If there are no established processes already available to use, the service will provide the group with a proposal on how to deliver the improvement or outcome. **There is a template that should be used to let the group know the proposed outcome improvement process.** The group has 28 days to consider the proposal and make written recommendations.

➢ Once the plan is agreed, having considered all the outcomes, the service can begin delivering the agreed plan with the group.

➢ **All letters and proposed outcome improvement processes should also be sent to the Community Planning Team so we can keep track of each request.**

For further info or support please contact communityplanning@north-ayrshire.gov.uk