

One piece of the puzzle.

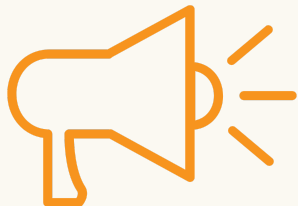
A summary of our learning around participation requests.

7 Key findings.

#1

Awareness

More needs to be done to raise awareness of participation requests (PR).



#2

Support

When people know about PRs they need support in order to make them.



#3

Inequalities

Disadvantaged and marginalised groups, such as people experiencing poverty, disabled people and black and minority ethnic groups, need targeted support in order to make PRs.



#4

Process

A need for stronger legislation and/or guidance around the outcome improvement process which is set up when a PR is agreed to.



#5

More 'teeth'

PRs may need to have independent oversight and an appeals mechanism – people regularly described the legislation as “lacking teeth”.



#6

Piece of the puzzle

PRs may not be the ‘silver bullet’ to increasing participation in public service design, but they could be an important piece of the puzzle.



#7

Scope

Many people we have spoken to feel that they should be able to make PRs to more public bodies than those already listed in the legislation.

