

Participation, Accessibility, and Accountability

Ensuring robust governance, transparency, and equitable access to council services

- Promote transparent governance
- Strengthen community participation in local democracy
- Deliver equitable access to services

What we will do:

- Communications and Engagement Service delivery
- Democratic Services meeting administration
- Fulfilment of statutory Information Governance obligations
- Delivery of council consultations
- Deliver Communications and Engagement Strategy
- Completion of Equalities Impact Screenings/Assessments
- Enable the Culture Forum

How we'll go about this

We will take a multifaceted approach based on direct action, working in partnership, and exerting influence.



How we will do it



Direct Action

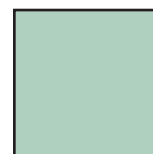


Working in Partnership

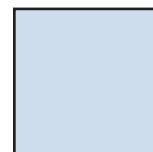


Exerting Influence

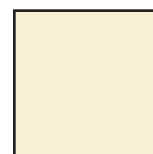
When we will do it












Within the period of the Annual Delivery Plan 2025/26






Beyond the period of the Annual Delivery Plan 2025/26 (i.e. 2026/27 or later)



Ongoing/business as usual

Outcomes	How we will do it:	How we will measure progress	How we will report it	Reporting
Keep residents and communities informed of our work		<ul style="list-style-type: none"> Improve accessibility of websites run by the council 	<ul style="list-style-type: none"> Compliance with WCAG 2.2 AA Standard Upward trend in Site Improve Accessibility Score (this includes targeting Site Improve's Industry Benchmark of 87.7% by the end of 2026/27 and targeting Site Improve's Site Target of 89.5% by the end of 2028/29) 	Annual Quarterly
		<ul style="list-style-type: none"> External newsletter sign-up and open rate (Comms and other teams) 	<ul style="list-style-type: none"> Number of subscribers for residents' newsletters (increase) – target of 25% increase in subscribers for 2025/26, followed by an increase of 10% from the existing baseline in subsequent years Upward trend in open rates for Town and Parish Newsletters and 'In Focus' 	Quarterly Quarterly
Ensure transparency and accountability in council processes		<ul style="list-style-type: none"> All digitally enabled council meetings are livestreamed 	<ul style="list-style-type: none"> 100% 	Monthly
		<ul style="list-style-type: none"> Publication of all formal democratic papers within five clear working days 	<ul style="list-style-type: none"> 100% 	Monthly
		<ul style="list-style-type: none"> Response rate to Freedom of Information (FOI) requests 	<ul style="list-style-type: none"> 100% within statutory timeframe 	Annual
		<ul style="list-style-type: none"> Response rate to Environmental Information Regulations (EIR) requests 	<ul style="list-style-type: none"> 100% within statutory timeframe 	Annual
Enable and increase active participation in decision-making		<ul style="list-style-type: none"> Embrace the opportunities that social and digital media channels/platforms bring – publicising the 'you said, we did' articles on the council's 'Join the Conversation' platform, publicising when decisions are made based on public feedback, and promoting participation in committee meetings ahead of time 	<ul style="list-style-type: none"> Number of social posts (target of 5 social posts per quarter on 'you said, we did') 100% public accessibility to committee meetings 	Quarterly Quarterly
		<ul style="list-style-type: none"> Number of 'you said, we did' articles published on the council's 'Join the Conversation' platform 	<ul style="list-style-type: none"> Number (retrospective) 	Quarterly
		<ul style="list-style-type: none"> Number of consultation reports included in decision-making reports (e.g. Cabinet reports, Individual Cabinet Member Decisions) – demonstrating feedback is included when decisions are made 	<ul style="list-style-type: none"> Number (retrospective) 	Quarterly

Outcomes	How we will do it:	How we will measure progress	How we will report it	Reporting
Enable and increase active participation in decision-making		<ul style="list-style-type: none">Responses to council consultations – diversity/representation data and any narrative around engaging specific marginalised groups	<ul style="list-style-type: none">N/A (narrative only)	Annual
Ensure all residents have equitable and inclusive access to council services		<ul style="list-style-type: none">Equality Impact Screening/Assessment (EqIA) undertaken for all new formal decision-making processes¹; public-facing policies, strategies, and consultations; and projects delivering community benefit	<ul style="list-style-type: none">100% & narrative	Quarterly
		<ul style="list-style-type: none">Enable delivery of the Culture Forum	<ul style="list-style-type: none">N/A (narrative only) – target of 3 Culture Forums per year	Annual

¹Formal decision-making processes for the purposes of this measure are defined as the following reports: S106, Delegated Authority, Individual Cabinet Member Decision, Cabinet, SMT