

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

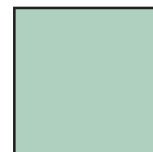


Working in Partnership

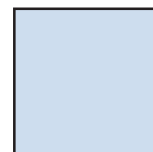


Exerting Influence

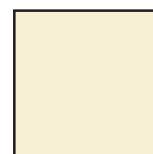
When we will do it



Within the period of the Annual Delivery Plan 2026/27



Beyond the period of the Annual Delivery Plan 2026/27 (i.e. 2027/28 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		Improve accessibility of websites run by the council	- 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
		External newsletter sign-up and open rate (Comms and other teams)	- 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		All digitally enabled council meetings are livestreamed or published the next working day	100%	Monthly
		Response rate to Freedom of Information (FOI) requests	95% within ICO standard	Annual
		Response rate to Environmental Information Regulations (EIR) requests	95% within ICO standard	Annual
Enable and increase active participation in decision-making		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	- Number of social posts (target of 5 social posts per quarter on ‘you said, we did’) 100% public accessibility to committee meetings	Quarterly Quarterly
		Number of ‘you said, we did’ articles published on the council’s ‘Join the Conversation’ platform	Number (retrospective)	Quarterly
		Consultation reports included in decision-making reports (e.g. Cabinet reports, Individual Cabinet Member Decisions) – demonstrating feedback is included when decisions are made	Narrative	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		Responses to council consultations – diversity/representation data and any narrative around engaging specific marginalised groups	Narrative	Annual
Ensure all residents have equitable and inclusive access to council services		Equality Impact Screening/Assessment (EqIA) undertaken for all new formal decision-making processes¹; public-facing policies, strategies, and consultations; and projects delivering community benefit	100% & narrative	Quarterly
		Enable delivery of the Culture Forum	Narrative – 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, where EqIAs are shared with People and Culture team.