

# Openness and transparency

Send us your feedback at [democracy@lewisham.gov.uk](mailto:democracy@lewisham.gov.uk) or learn more at <https://lewisham.gov.uk/mayorandcouncil/local-democracy-review>.

## What are the key changes?

- A new Communications Strategy to improve internal and external engagement
- A new [report template](#) and [detailed guidance](#) for staff, ensuring we produce more accessible, higher-quality reports
- An [online form](#) for residents to provide direct feedback on all Council reports and publications
- Developing an 'open data' approach for the Council – publishing data that anyone can access, use and share

## What can I do to help?

- Familiarise yourself with the different ways that residents can access information
- Review the information that your service provides to residents and councillors – is it easy to understand?
- Use the new template and guidance for all reports
- Offer to 'sense-check' reports for accessibility and work with colleagues to create a Plain English glossary for your service or directorate
- Encourage residents to use the online accessibility feedback form
- Tell us what types of data or information are frequently requested from your service by residents



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# Public involvement in decisions

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## What are the key changes?

- Redesigning our strategic approach to engagement (e.g. 'early and often', seldom-heard voices, better use of existing mechanisms)
- Improving feedback to residents who take part in consultations and introducing new place-based community engagement tools e.g. [Commonplace](#) and the [Place Standard Tool](#)
- Improving how we communicate with young people, particularly online, and developing new ways to increase their understanding of local decision-making

## What can I do to help?

- Think about how your service engages with residents (including young people), councillors and the wider public – is there more you could do to involve them?
- Familiarise yourself with the different ways that residents can get involved in decision-making
- Routinely visit the Council's [online consultation hub](#) to see what consultations are currently active and signpost residents to them
- Familiarise yourself with the Council's [engagement guidance](#) and [Equalities Analysis Assessment template](#) and always complete the consultation feedback form after you have undertaken a public consultation
- Routinely send any informal feedback or insights you gather from residents to [consultation@lewisham.gov.uk](mailto:consultation@lewisham.gov.uk)

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# Effective decision-making

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## What are the key changes?

- Reviewing the Overview & Scrutiny function (the way in which the Mayor and Cabinet, officers and external organisations are held to account for the decisions that they make) to improve its impact and effectiveness
- Developing a set of 'member role profiles' to ensure the different roles that councillors can undertake and the responsibilities involved are better understood
- Making Full Council meetings more accessible for residents e.g. introducing public viewing in other areas of the Civic Suite

## What can I do to help?

- Familiarise yourself with the Council's [governance and decision-making processes](#)
- Ensure you understand the [role of councillors](#), including when and how to involve them and how to contact them
- Familiarise yourself with the [Corporate Strategy](#) and other key strategies/policies for your service area



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