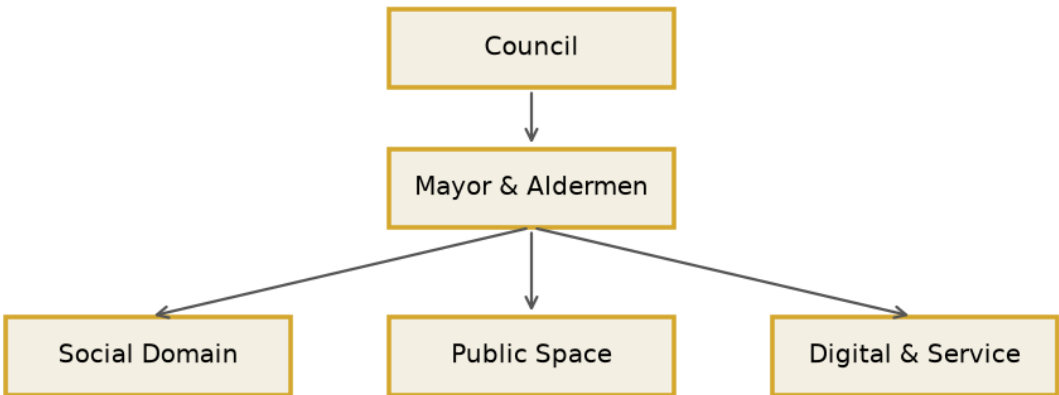


Annual Report on Digital Accessibility 2025

How we made our public documents usable for every resident — results, budget, and the plan for 2026.

How the municipality is organised



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Foreword

Foreword — part 1

The procurement unit audited every public notice after residents told us they could not find the deadline in the old version. The housing service simplified the annual budget documents and asked the residents' panel to check the outcome. Our accessibility programme replaced the most-used forms before the end of the second quarter. The housing service reduced the planning application guidance before the end of the second quarter.

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- Audited letters sent to residents
- Published the annual budget documents
- Published the council meeting minutes
- Tested the planning application guidance

What residents told us

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More information: [WCAG overview \(W3C\)](#)

Results in 2025

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- Rebuilt letters sent to residents
- Published the council meeting minutes
- Reduced the annual budget documents
- Simplified the most-used forms

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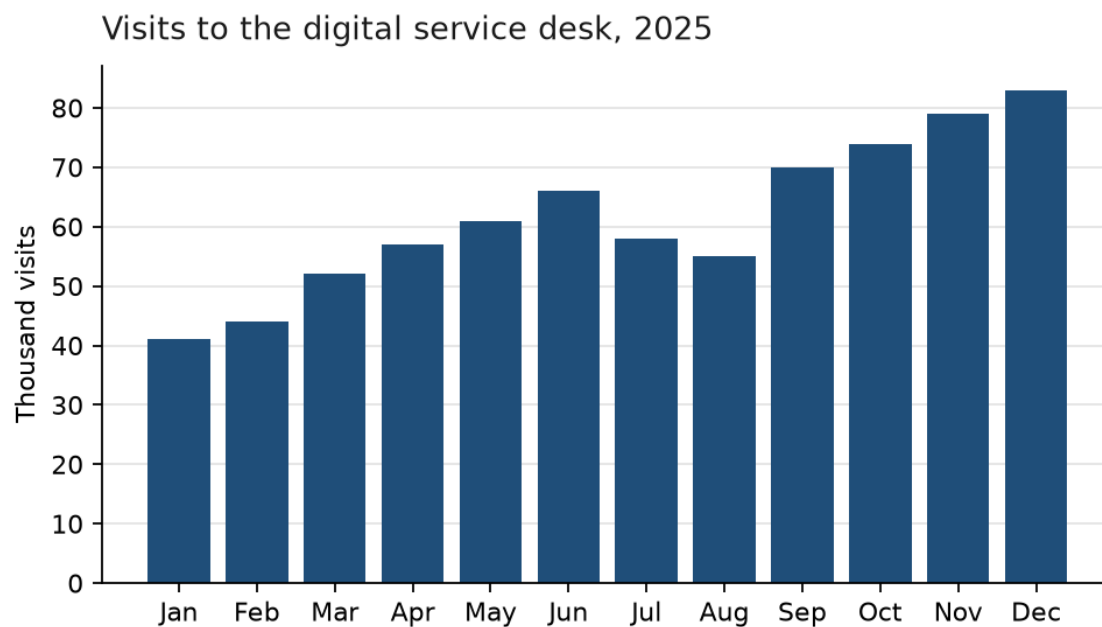


Figure: results in 2025.

Measure	2024	2025	Change
Letters sent to residents	161	38	52%
Every public notice	117	113	73%
The council meeting minutes	390	51	18%
The parking permit pages	10	287	81%
The waste collection calendar	123	294	64%
The waste collection calendar	241	57	89%
The council meeting minutes	314	42	85%
The planning application guidance	202	196	24%
The planning application guidance	201	272	94%

More information: [WCAG overview \(W3C\)](#)

Our documents

Our documents — part 1

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- Replaced the parking permit pages
- Reviewed the waste collection calendar
- Reduced every public notice
- Replaced the planning application guidance

What residents told us

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Our documents — part 2

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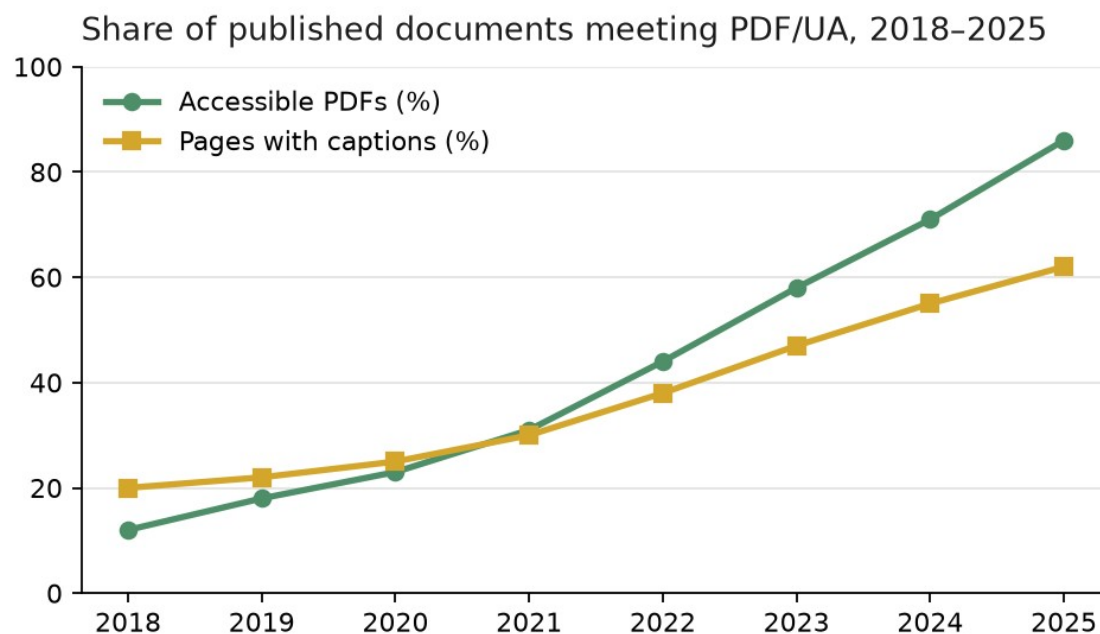


Figure: our documents.

Document type	Published	Accessible	Share
The most-used forms	38	248	98%
The waste collection calendar	86	154	37%
Letters sent to residents	83	7	12%
Every public notice	212	86	26%
The planning application guidance	93	218	31%
The planning application guidance	269	163	87%
Every public notice	163	247	76%
The parking permit pages	111	173	60%

More information: [WCAG overview \(W3C\)](#)

Budget

Budget — part 1

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- Simplified the planning application guidance
- Reduced letters sent to residents
- Audited the most-used forms
- Simplified every public notice

What residents told us

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Where the 2025 budget went

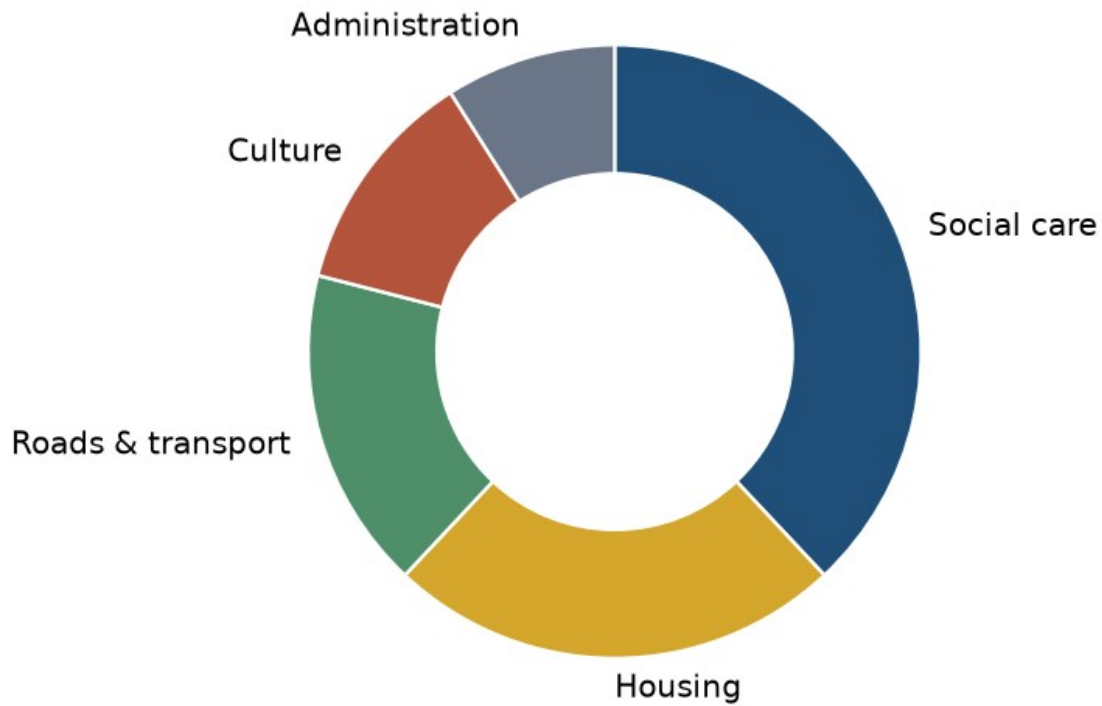


Figure: budget.

Programme	Budget (k€)	Spent (k€)	Remaining
Sport	1761	1508	253
Housing	2115	1868	247
Culture	865	755	110
Culture	3995	3900	95
Social care	1255	1146	109
Youth	480	420	60
Roads	453	399	54

More information: [WCAG overview \(W3C\)](#)

Residents' experience

Residents' experience — part 1

The permit team reduced the most-used forms in line with the European Accessibility Act and EN 301 549. The digital service desk reduced letters sent to residents while keeping every document on our own systems. Our accessibility programme reviewed the planning application guidance so that residents using a screen reader can complete them without help. The communications department replaced the most-used forms in line with the European Accessibility Act and EN 301 549. The document team replaced the most-used forms before the end of the second quarter.

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- Replaced the annual budget documents
- Simplified the parking permit pages
- Published the annual budget documents
- Reviewed the most-used forms

What residents told us

Our accessibility programme simplified the planning application guidance and asked the residents' panel to check the outcome. The document team published the annual budget documents so that residents using a screen reader can complete them without help. Every district office reviewed every public notice while keeping every document on our own systems.

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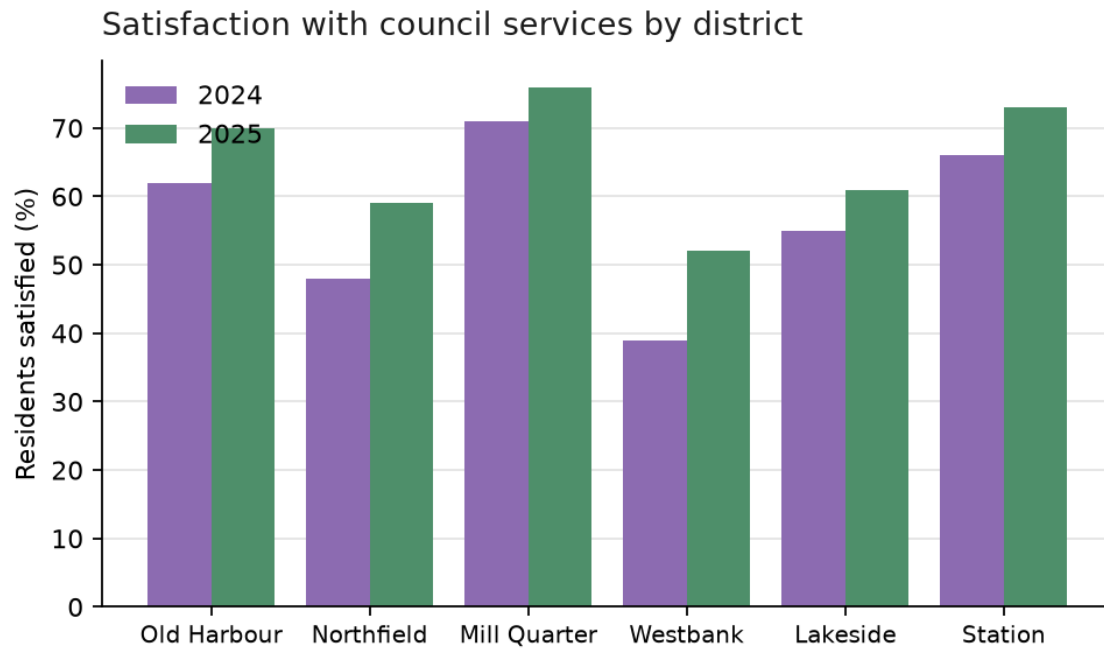


Figure: residents' experience.

District	Residents	Satisfied 2024	Satisfied 2025
Old Harbour	20996	69%	69%
Northfield	8737	61%	60%
Mill Quarter	16445	41%	71%
Westbank	5392	46%	77%
Lakeside	8619	63%	56%
Station	13172	45%	63%
Dunes	13275	62%	54%

More information: [WCAG overview \(W3C\)](#)

Service points

Service points — part 1

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- Simplified the annual budget documents
- Audited the planning application guidance
- Rebuilt the parking permit pages
- Tested the council meeting minutes

What residents told us

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Districts and the three new service points (triangles)

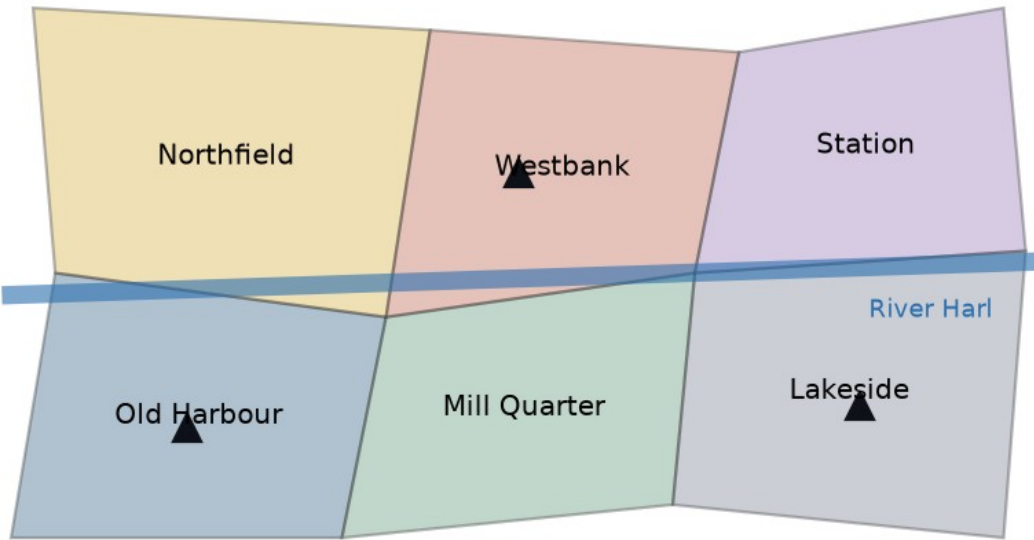


Figure: service points.

Service point	District	Opened	Visits / week
The most-used forms	171	227	87%
The parking permit pages	41	122	14%
The waste collection calendar	300	178	67%
The most-used forms	381	228	52%
The parking permit pages	276	247	47%
The annual budget documents	166	245	46%

More information: [WCAG overview \(W3C\)](#)

Plan for 2026

Plan for 2026 — part 1

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- Reduced the parking permit pages
- Reduced the annual budget documents
- Reduced the planning application guidance
- Replaced letters sent to residents

What residents told us

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Every district office audited the most-used forms while keeping every document on our own systems. Our accessibility programme published the parking permit pages which cut the number of phone calls to the help desk noticeably. The housing service audited the planning application guidance and asked the residents' panel to check the outcome. The procurement unit audited the planning application guidance and asked the residents' panel to check the outcome. The document team rebuilt the most-used forms so that residents using a screen reader can complete them without help.

Our accessibility programme reduced letters sent to residents and asked the residents' panel to check the outcome. The housing service tested the waste collection calendar and measured the result with an independent validator. The digital service desk reviewed the most-used forms in line with the European Accessibility Act and EN 301 549. The document team rebuilt the annual budget documents in line with the European Accessibility Act and EN 301 549.

What residents told us

The document team tested the annual budget documents which cut the number of phone calls to the help desk noticeably. The housing service tested letters sent to residents before the end of the second quarter. The housing service tested the annual budget documents so that residents using a screen reader can complete them without help. The digital service desk replaced the parking permit pages and asked the residents' panel to check the outcome.

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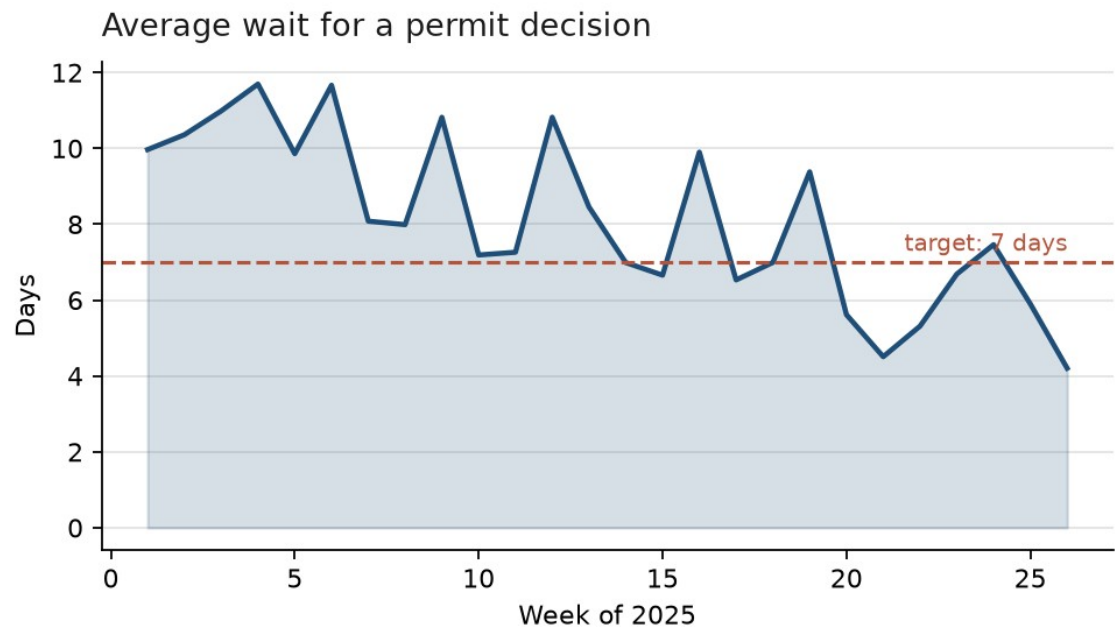


Figure: plan for 2026.

Action	Owner	Deadline	Status
The waste collection calendar	70	291	44%
The annual budget documents	74	17	32%
The planning application guidance	196	253	11%
The waste collection calendar	31	31	77%
The planning application guidance	220	237	84%
The most-used forms	237	260	33%

More information: [WCAG overview \(W3C\)](#)

Appendix: notes and sources

9. [1] Every district office published the annual budget documents in line with the European Accessibility Act and EN 301 549. The digital service desk published the annual budget documents before the end of the second quarter. The housing service reduced every public notice before the end of the second quarter. Our accessibility programme audited the council meeting minutes and asked the residents' panel to check the outcome. Every district office rebuilt the most-used forms while keeping every document on our own systems.
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