



## **accessibility statement**

This website is run by Clevedon Town Council, we want as many people as possible to be able to use this website. This means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
- There is no time based media or time limits used on the web site

We've also made the website text as simple as possible to understand. [AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability – go to <https://mcmw.abilitynet.org.uk/>

### **How accessible this website is**

We know some parts of this website are not fully accessible. The text will not reflow in a single column when you change the size of your browser window

- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to the screen reader software
- you cannot skip to the main content when using a screen reader
- there's a limit to how far you can magnify the map on our contact page

What to do if you cannot access parts of this website. If you need the information on this website in a different format, like accessible PDF, large print, easy read, audio recording or braille:

- Email [Office@clevedon.gov.uk](mailto:Office@clevedon.gov.uk)
  - Call **01275877815** 10 – 2pm or leave details on answer phone
- We will consider your request and get back to you in 5 working days

### **Reporting accessibility problems with this website**

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: Ms Paula Heath Town Clerk – 01275877815 or email [townclerk@clevedon.gov.uk](mailto:townclerk@clevedon.gov.uk)

### **Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

### **Contacting us by phone or visiting us in person**

Find out how to contact us: <https://www.clevedon.gov.uk/contact-us/>

### **Technical information about this website's accessibility**



Clevedon Town Council

Clevedon Town Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard, due to the non-compliances listed below.

- most older PDF documents are not fully accessible to the screen reader software

### **Non-compliance with the accessibility regulations - Disproportionate burden**

Minutes and agendas older than Sept 2018 are not compliant due to reason above. It is not intended to change those documents due to the time and cost needed. Copies of specific documents can be requested in compliant format from the Town Clerk.

#### **- Navigation and accessing information**

The web site is compliant to WCAG2.1 Navigation requirements

#### **- PDFs and other documents**

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 Minutes,

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services. For example, we do not plan to fix Minutes, Agendas, Financial Statements, Annual returns on formats outside of the Council's control, documents provided by a third party where no originals are held to adapt,

Any new PDFs or Word documents we publish will meet accessibility standards.

### **How we tested this website**

This website was last tested on 14<sup>th</sup> October 2020. The test was carried out by [Free Range Web](#)

- All the Web site was tested before launch
- The web site was tested on – iPad, Android Tablet, Android phone, iPhone

You can read the full accessibility test report here:

<https://www.clevedon.gov.uk/wp-content/uploads/2020/11/WCAG-Compliance-Checklist-Clevedon-Town-Council-Criteria.pdf>

### **What we're doing to improve accessibility**

The Town Council's policy that all future documents are tested before being added to the site. That the web site will be spot tested on a regular basis, dependant on new content being added.



Clevedon Town Council

This statement was prepared on 26<sup>th</sup> October 2020. It was last updated on 26<sup>th</sup> October 2020