



Accessibility Statement for www.crediton.gov.uk

This website is run by Credition Town Council (CTC). We want as many people as possible to be able to use this website. For example, that means you should be able to:

- 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 (Browser Plugin: Text to Speech)
- navigate most of the website using headings (Browser Plugin: Headings Map)
- change colours and contrast levels (Browser Plugin: High Contrast)
- listen to most of the website using a screen reader (including the most recent version of JAWS)
- follow clear page titles
- images have alt tags
- skip to main content when using a screen reader
- most hyperlinks are determinable by the text alone

We've also made the website text as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- some PDF documents are not fully accessible to screen reader software

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email deputy@crediton.gov.uk
- call 01363 773717
- Emma Anderson, Deputy Clerk
Council Offices, 8 North Street, Credition, EX17 2BT

We'll consider your request and get back to you in 10 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, please use the following contact details:

- email deputy@crediton.gov.uk
- call 01363 773717
- Emma Anderson, Deputy Clerk
Council Offices, 8 North Street, Crediton, EX17 2BT

Please note, CTC is continuously working to comply with WCAG 2.1 and this statement will be updated.

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

Our office has audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us <http://www.crediton.gov.uk/Contacts>

Technical Information About This Website's Accessibility

CTC 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.

Non Accessible Content

The content listed below is non-accessible for the following reasons.

Non compliance with the accessibility regulations

Contrast

Some elements of the website have poor colour contrast, so will be less accessible to some users. This fails WCAG 2.1 success criterion 1.4.3 (Contrast minimum). Contrast plugins such as High Contrast have been used to improve this.

Content that's not within the scope of the accessibility regulations

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 (name, role value).

Some of our PDFs and Word documents are essential to providing our services. The majority of these were fixed by September 2020, however some PDF's are scanned documents and cannot be amended therefore these may not be fully accessible. Users that need accessible versions of these documents, or any historical documents, can contact the council via the details provided at the top of this statement.

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 agendas and minutes dated prior to 23 September 2018.

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

How We Tested This Website

This website was last tested on 16 May 2023, where 86% compliance was achieved. The test was carried out by the Town Clerk.

We are testing:

- our main website platform, available at www.crediton.gov.uk, including the following pages
 - Homepage - as this is the first page accessed by website visitors
 - Meetings page - ensuring agendas and minutes are accessible to users
 - Councillor page - ensuring all councillor contact details are accessible, which also includes navigating through a table format with images and links
 - Contact page - ensuring visitors can use interactive contact form

What We're Doing To Improve Accessibility

CTC will regularly check its website and action any areas of accessibility, where possible.

This statement was updated on 16 May 2023