



Accessibility Statement for www.credition.gov.uk

This website is run by Credition Town Council. 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 areas of the website have poor colour contrast
- most PDFs 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 assistant@credition.gov.uk
- call 01363 773717
- Emma Anderson, Assistant Clerk
Council Offices, 8a 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, contact the Assistant Clerk Emma Anderson

- email assistant@crediton.gov.uk
- call 01363 773717
- Council Offices, 8a North Street, Crediton, EX17 2BT

Please note, Crediton Town Council is still in the process of testing the accessibility of www.crediton.gov.uk and therefore this statement will be updated as the test process continues.

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

Crediton 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.

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 may be less accessible to some users. This fails WCAG 2.1 success criterion 1.4.3 (Contrast minimum). Contrast plugins such as High Contrast can be used to improve this.

We plan to amend the colours used on the website to improve the colour contrast by September 2020.

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. By September 2020, we plan to fix these 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 18th August 2020. The test was carried out by Crediton Town Council Assistant 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

The full accessibility test report is attached as Appendix One.

What We're Doing To Improve Accessibility

Crediton Town Council is compiling an accessibility action plan (Attached as Appendix Two) showing how and when we plan to improve accessibility on this website.

This statement was prepared on 18th August 2020. It was last updated on 18th August 2020.

Test Report

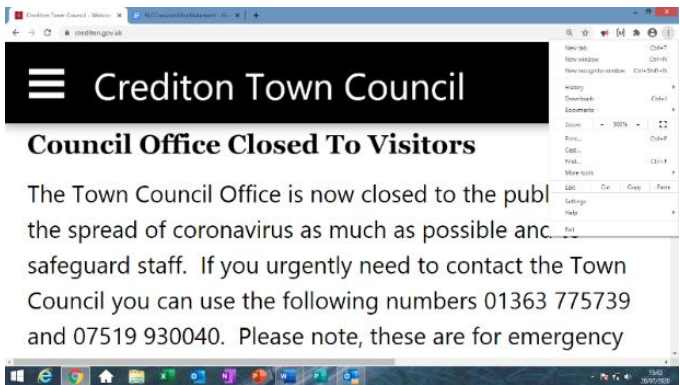

Website Accessibility

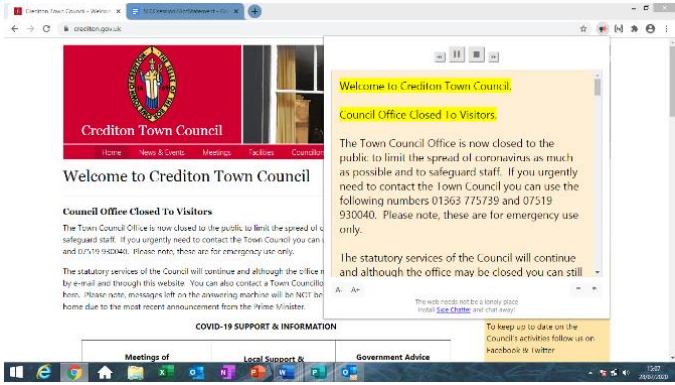

Produced 18th August 2020


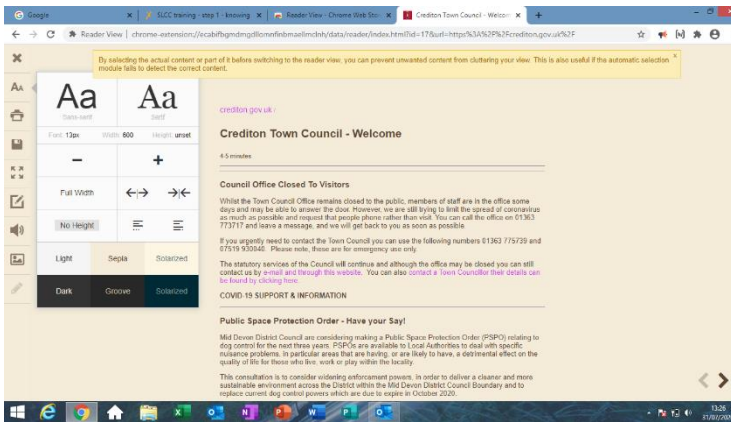
Website Accessibility Test



Test 1 – Main homepage



Date tested: 28th July 2020

Test	Result	Evidence
300% zoom	Page fully functioning when Zoom increased to 300%	 <p>The screenshot shows the Crediton Town Council website at 300% zoom. The main heading is 'Crediton Town Council' with a hamburger menu icon to the left. Below it is a sub-heading 'Council Office Closed To Visitors'. The text states: 'The Town Council Office is now closed to the public due to the spread of coronavirus as much as possible and to safeguard staff. If you urgently need to contact the Town Council you can use the following numbers 01363 775739 and 07519 930040. Please note, these are for emergency only.' The browser's zoom level is set to 300%.</p>
Tab navigation	Menu and links are all navigable using keyboard only (tab and enter keys used).	 <p>The screenshot shows the Crediton Town Council website with the main navigation menu open. The menu includes links for Home, News & Events, Meetings, Policies, Committees, Plans, Policies & Procedures, Grants, Finance Info, and Contacts. The 'Meetings' link is highlighted, showing a list of meetings including Annual Town Meetings, Old Landowner School Sub-Committee, and various sub-committee meetings. The page also features a 'Welcome to Crediton Town Council' message and a 'Council Office Closed' notice.</p>

Speech software	Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)	
Headings	Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)	

<p>Contrast</p>	<p>Colours and contrast levels can be changed. (Plugin used: High Contrast)</p> <p>Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)</p>	 
<p>Screen reader</p>	<p>JAWS downloaded and test 18th August 2020 – page successfully read</p>	

Skip to context	Option to skip to main context functioning.	 <p>The screenshot shows the Crediton Town Council website. At the top left, there is a link that says "Skip to main content". The website header includes the council's logo and a navigation menu with links like Home, News & Events, Meetings, Facilities, Councilors, Plans, Policies & Procedures, Grants, Financial Info, and Contacts. The main content area has a "Welcome to Crediton Town Council" message and a "Council Office Closed To Visitors" notice. On the right side, there are links to the "Summer Newsletter" and "Floral Crediton Competition 2020".</p>
Hyperlinks	Meaningful hyperlinks used (clear description of link provided i.e. Summer Newsletter rather than 'click here')	 <p>This screenshot is similar to the one above but includes a black arrow pointing to the "Summer Newsletter" link in the right-hand sidebar. The link text is "View the Town Council's Summer Newsletter". The rest of the website layout is identical to the previous screenshot.</p>

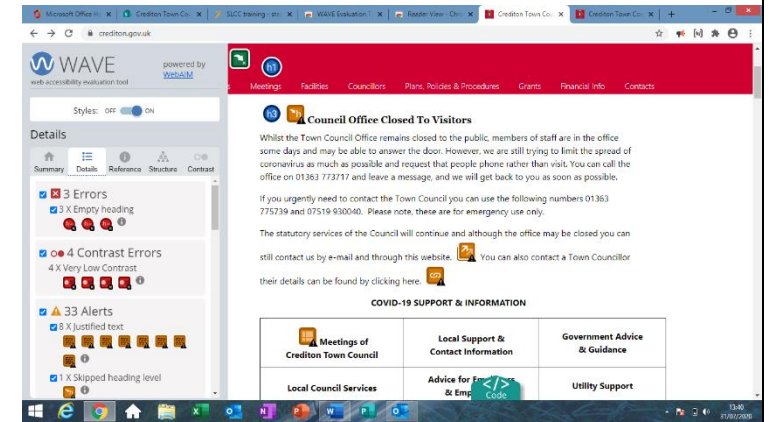
<p>Alt tags</p>	<p>Image tags give clear informative information on content of image used.</p>	
<p>Word or PDF documents</p>	<p>PDF's used on homepage are not compliant</p> <p>ACTION: PDF documents to be amended and uploaded</p>	

WAVE
Evaluation Tool

ACTION: Empty headings to be removed

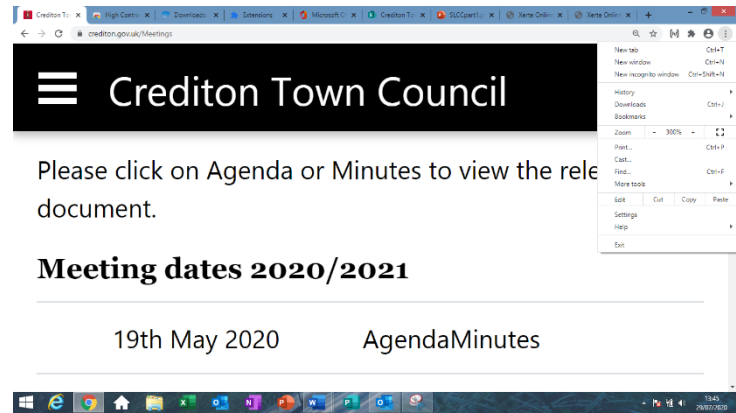
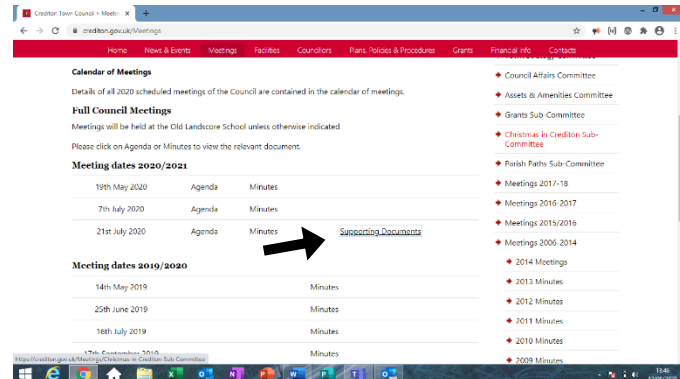
ACTION: Footer colours to be amended to improve contrast

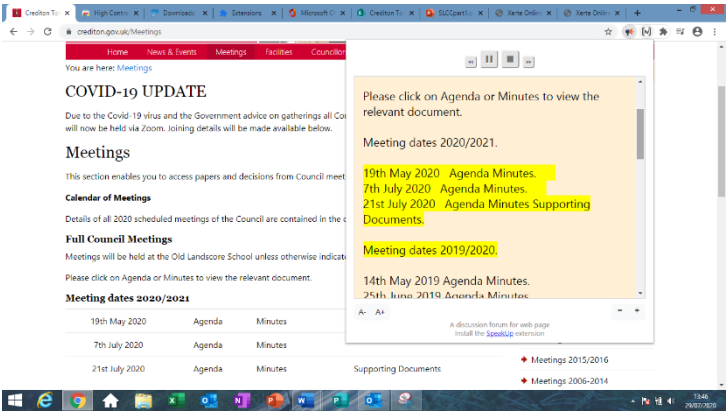

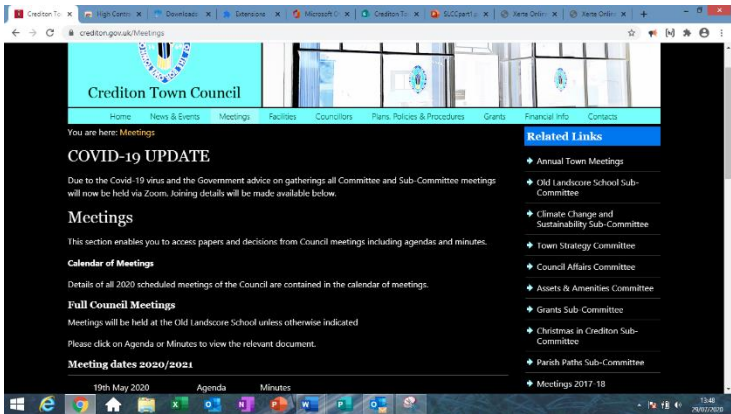
ACTION: Text alignment to be amended – left not justified.

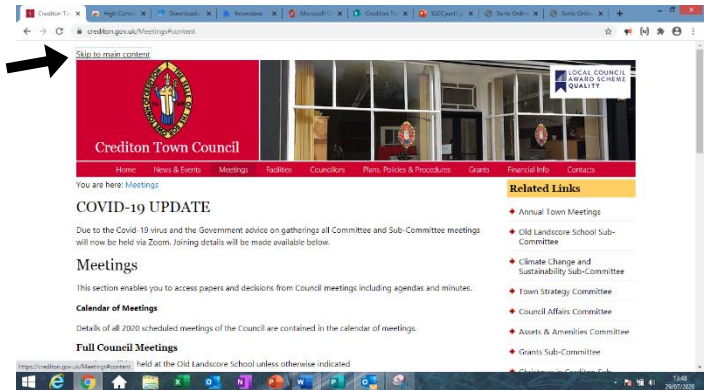
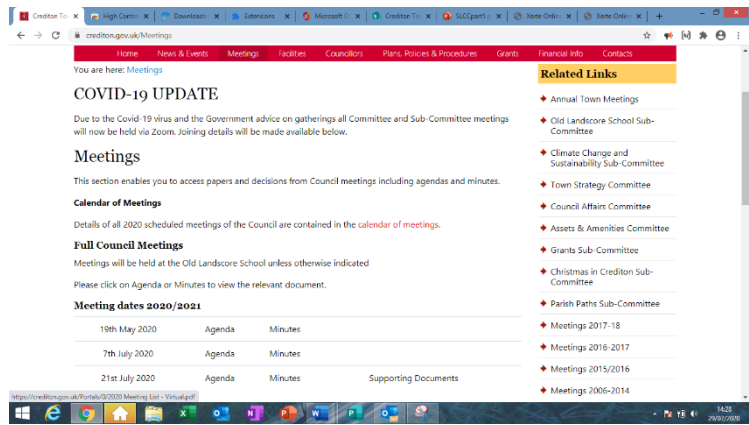


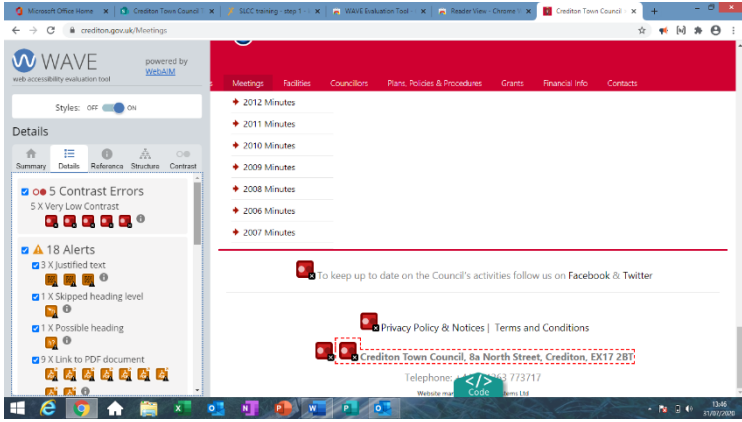
Test 2 – Meetings page

Date tested: 29th July 2020

Test	Result	Evidence
300% zoom	Page fully functioning when Zoom increased to 300%	 <p>The screenshot shows the CREDITON Town Council Meetings page. The page is displayed at 300% zoom, as indicated by the zoom menu in the top right corner. The page content includes the council name, a navigation menu, and a list of meeting dates for 2020/2021. The text "Please click on Agenda or Minutes to view the relevant document." is visible. The meeting dates listed are 19th May 2020 and AgendaMinutes.</p>
Tab navigation	Menu and links are all navigable using keyboard only (tab and enter keys used).	 <p>The screenshot shows the CREDITON Town Council Meetings page. The page is displayed at 100% zoom. The page content includes the council name, a navigation menu, and a list of meeting dates for 2020/2021. A black arrow points to the 'Supporting Documents' link, indicating it is navigable using keyboard only.</p>

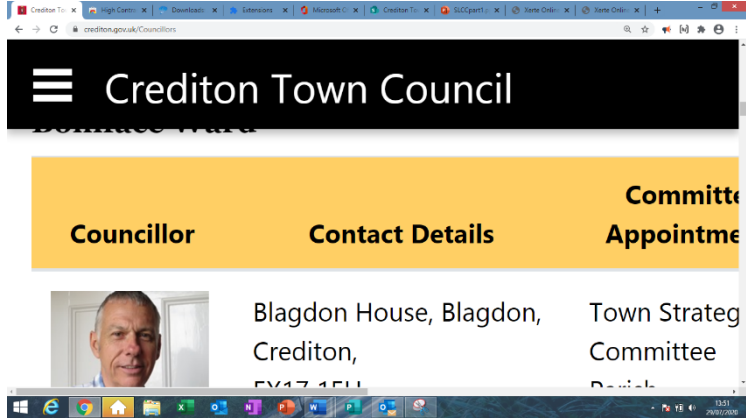
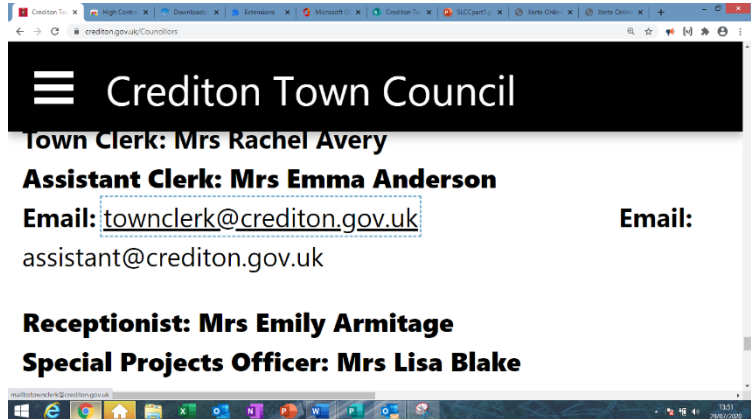
Speech software	Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)	 <p>This screenshot shows the Crediton Town Council website with a text-to-speech overlay. The overlay is a yellow box with black text that reads: "Please click on Agenda or Minutes to view the relevant document. Meeting dates 2020/2021. 19th May 2020 Agenda Minutes. 7th July 2020 Agenda Minutes. 21st July 2020 Agenda Minutes Supporting Documents. Meeting dates 2019/2020. 14th May 2019 Agenda Minutes. 25th June 2019 Agenda Minutes." The background shows the website's navigation menu and the main content area with a "COVID-19 UPDATE" section.</p>
Headings	Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)	 <p>This screenshot shows the Crediton Town Council website with a "HeadingsMap" overlay. The overlay is a dark grey box with white text that lists the page's headings and subheadings, including "COVID-19 UPDATE", "Meetings", "Calendar of Meetings", and "Full Council Meetings". The background shows the website's navigation menu and the main content area.</p>
Contrast	<p>Colours and contrast levels can be changed. (Plugin used: High Contrast)</p> <p>Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)</p> <p>All content following the heading "Meeting dates 2020/2021" is excluded in Reader View.</p>	 <p>This screenshot shows the Crediton Town Council website in high contrast mode. The background is black, and the text is white. The website's navigation menu and the main content area are visible. The "Meeting dates 2020/2021" section is highlighted, and the content following it is excluded in Reader View.</p>

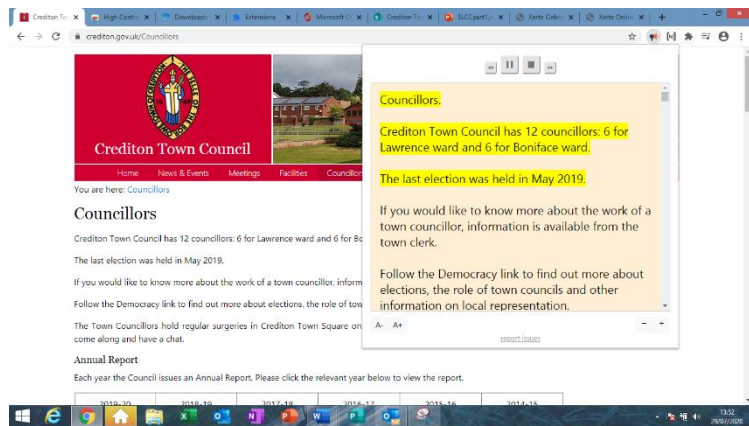
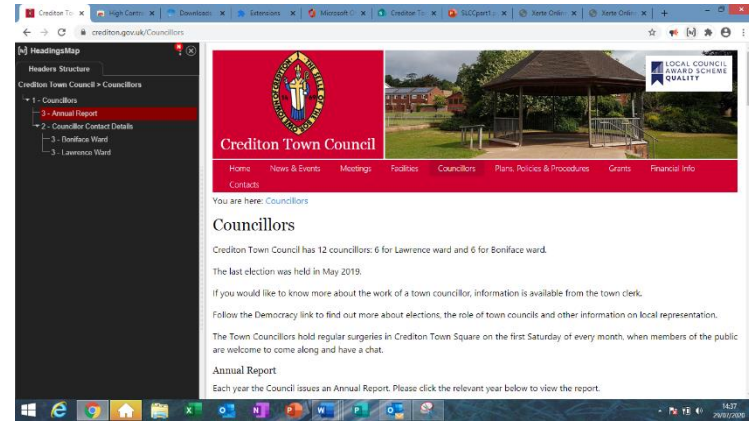
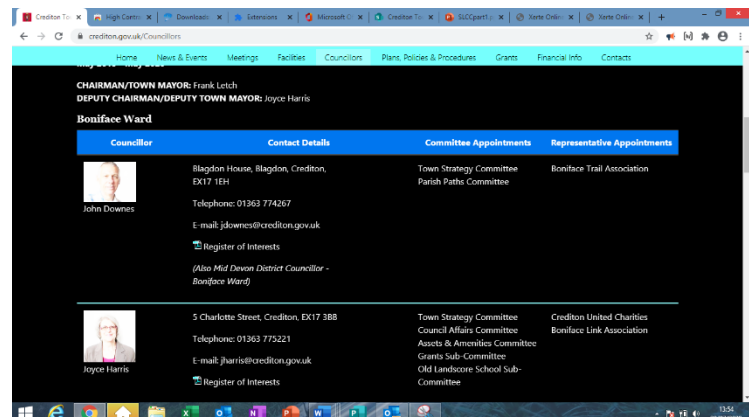
	ACTION: Contact website designers for reason.	
Screen reader	JAWS downloaded and test 18 th August 2020 – page successfully read	
Skip to context	Option to skip to main context functioning.	 <p>The screenshot shows the Crediton Town Council website. A black arrow points to a link that says "Skip to main content" located at the top of the page, just below the navigation bar.</p>
Hyperlinks	Meaningful hyperlinks used (clear description of link provided i.e. calendar of meetings rather than 'click here')	 <p>The screenshot shows the Crediton Town Council website with various hyperlinks. The "Related Links" section on the right includes links to "Annual Town Meetings", "Old Landscore School Sub-Committee", "Climate Change and Sustainability Sub-Committee", "Town Strategy Committee", "Council Affairs Committee", "Assets & Amenities Committee", "Grants Sub-Committee", "Christmas in Crediton Sub-Committee", "Parish Paths Sub-Committee", "Meetings 2017-18", "Meetings 2016-2017", "Meetings 2015/2016", and "Meetings 2006-2014". The "Calendar of Meetings" section includes a link to "calendar of meetings". The "Full Council Meetings" section includes a link to "Meeting dates 2020/2021".</p>
Alt tags	No images used.	

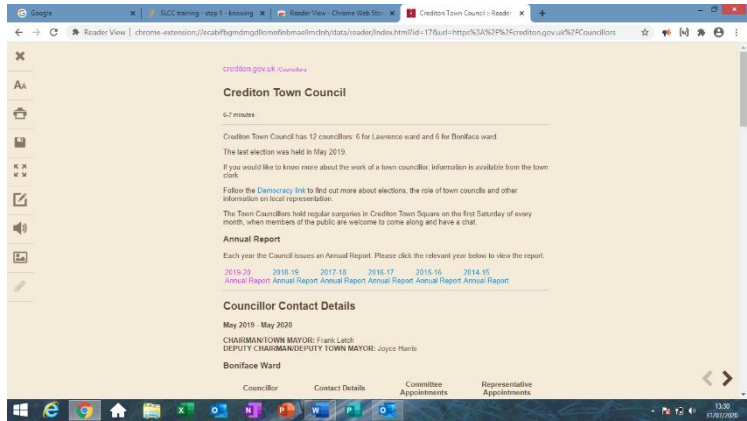
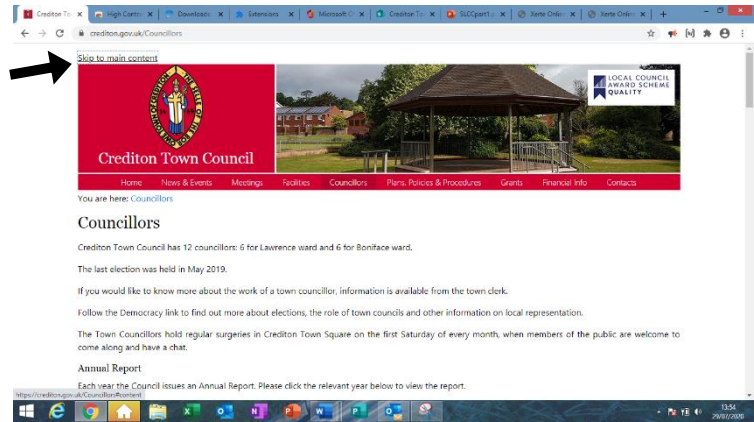
<p>WAVE Evaluation Tool</p>	<p>ACTION: Footer colours to be amended to improve contrast</p> <p>ACTION: Text alignment to be amended – left not justified.</p>	 <p>The screenshot displays the WAVE Evaluation Tool interface. On the left, a sidebar shows the 'Details' tab with a list of accessibility errors: 5 Contrast Errors (5 X Very Low Contrast), 18 Alerts (3 X Justified text, 1 X Skipped heading level, 1 X Possible heading, 9 X Link to PDF document), and a list of meeting minutes on the right. The main content area shows the website being evaluated, which is the Crediton Town Council website. The footer of the website is visible, showing contact information for Crediton Town Council, including the address, telephone number, and website URL. The footer text is: 'Crediton Town Council, 8a North Street, Crediton, EX17 2BT', 'Telephone: 01392 773717', and 'Website: www.crediton.gov.uk'. The footer background is red, and the text is white, which is highlighted by the WAVE tool as a contrast error.</p>
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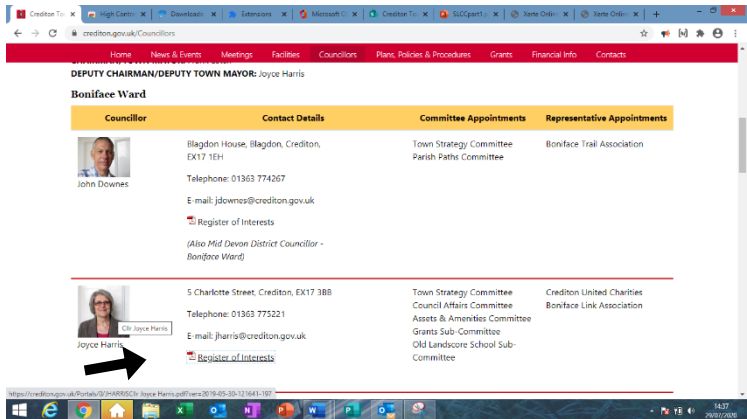
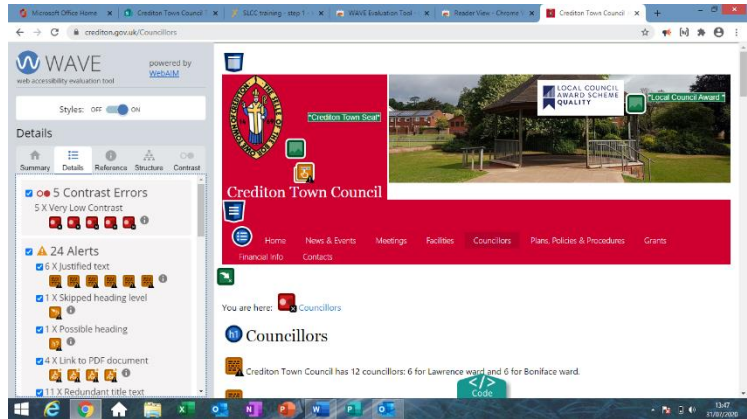
Test 3 – Councillors page

Date tested: 29th July 2020

Test	Result	Evidence
300% zoom	Page and plain text functioning when Zoom increased to 300% ACTION: Table contents does not fit to page	
Tab navigation	Menu and links are all navigable using keyboard only (tab and enter keys used). ACTION: when zoomed, the order of staff contact details is incorrect	

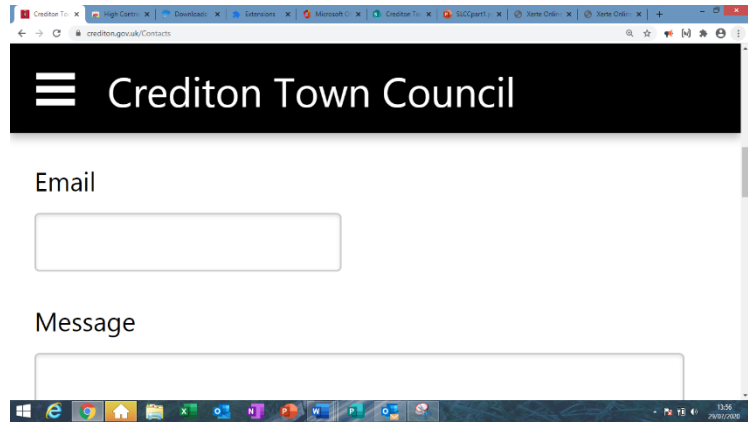
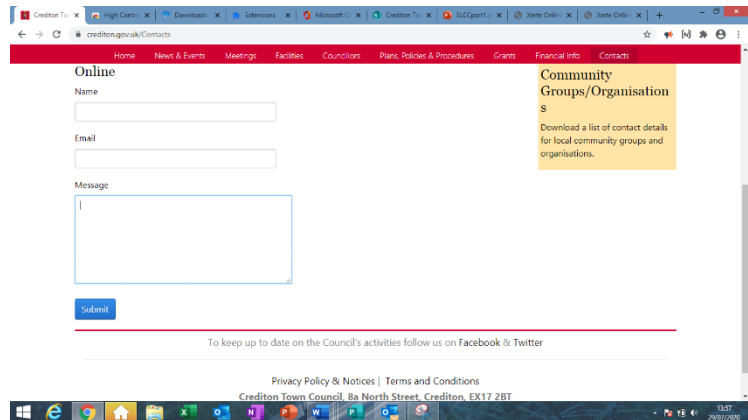
Speech software	Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)	
Headings	Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)	
Contrast	Colours and contrast levels can be changed. (Plugin used: High Contrast) Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)	

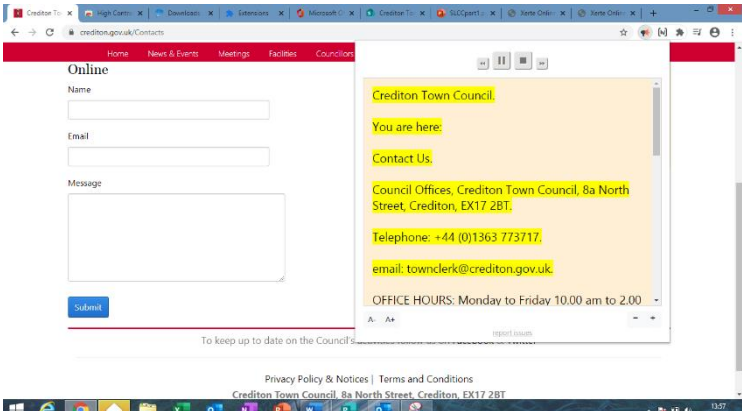
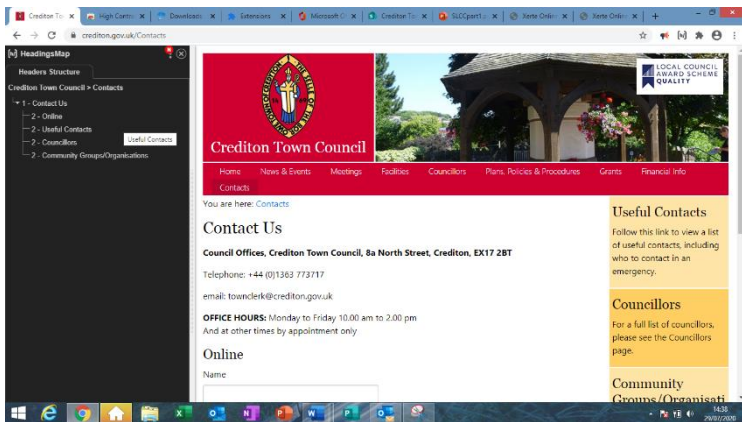
		
Screen reader	JAWS downloaded and test 18 th August 2020 – page successfully read	
Skip to context	Option to skip to main context functioning.	

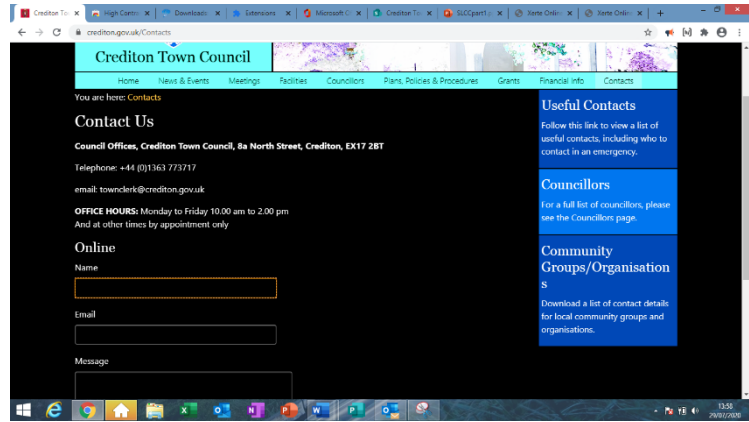
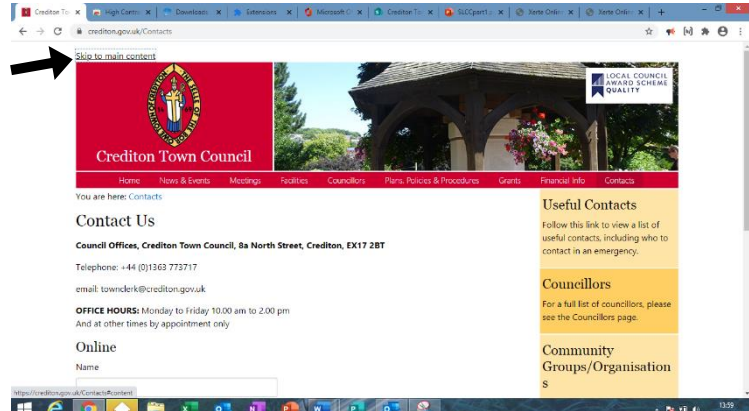
Hyperlinks	<p>Meaningful hyperlinks used (clear description of link provided i.e. Register of Interests rather than 'click here')</p>	
Alt tags	<p>Images given clear alt tags for description.</p>	<p>See photo above.</p>
WAVE Evaluation Tool	<p>ACTION: Footer colours to be amended to improve contrast</p> <p>ACTION: Text alignment to be amended – left not justified.</p>	
Word or PDF documents	<p>PDF's of Annual Report and Register of Interest (ROI) Forms are not compliant. As scanned documents, ROI Forms are not editable and this is acknowledged within Accessibility Statement.</p> <p>ACTION: PDF documents to be amended and uploaded</p>	

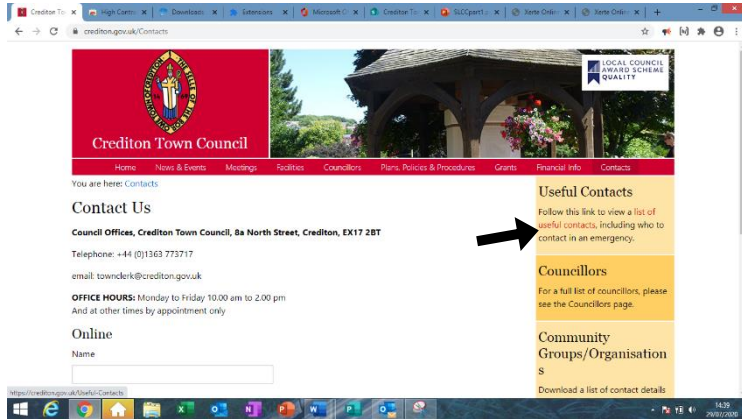
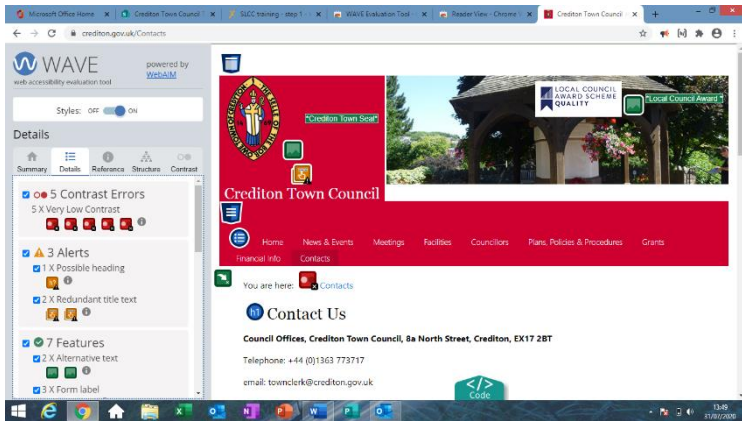
Test 4 – Contact page

Date tested: 29th July 2020

Test	Result	Evidence
300% zoom	Page and plain functioning when Zoom increased to 300%	 A screenshot of a web browser displaying the Crediton Town Council contact page at 300% zoom. The browser's address bar shows 'crediton.gov.uk/Contacts'. The page has a dark header with the council's name and a hamburger menu icon. Below the header, there are input fields for 'Email' and 'Message'. The Windows taskbar is visible at the bottom of the browser window.
Tab navigation	Menu and links are all navigable using keyboard only (tab and enter keys used).	 A screenshot of the same web browser showing the Crediton Town Council contact page with the navigation menu open. The menu items include Home, News & Events, Meetings, Facilities, Councilors, Plans, Policies & Procedures, Grants, Financial Info, and Contacts. The 'Online' section contains input fields for Name, Email, and Message, followed by a 'Submit' button. A 'Community Groups/Organisations' sidebar is visible on the right. The footer contains links for Privacy Policy & Notices and Terms and Conditions, and the council's address: Crediton Town Council, 8a North Street, Crediton, EX17 2BT. The Windows taskbar is also visible.

Speech software	Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)	
Headings	Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)	

<p>Contrast</p>	<p>Colours and contrast levels can be changed. (Plugin used: High Contrast)</p> <p>Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)</p> <p>Interactive form is excluded in Reader View.</p>	
<p>Screen reader</p>	<p>JAWS downloaded and test 18th August 2020 – page successfully read</p>	
<p>Skip to context</p>	<p>Option to skip to main context functioning.</p>	

Hyperlinks	Meaningful hyperlinks used (clear description of link provided i.e. list of useful contacts rather than 'click here')	
Alt tags	No images used.	
WAVE Evaluation Tool	<p>ACTION: Footer colours to be amended to improve contrast</p> <p>ACTION: Text alignment to be amended – left not justified.</p>	



Website Accessibility – Action Plan

PDF documents

Although all new PDF's have been published in a user-friendly format, all PDF documents published after September 2018 need reviewing and amending to make them compliant.

Documents such as the Town Council newsletter to be published in plain text format also.

COMPLETED: by Emma Anderson 17th August 2020

Headings

WAVE Evaluation Tool identified empty headings – this need removing.

COMPLETED: by Emma Anderson 4th August 2020

Text

WAVE Evaluation Tool identified low colour contrast in website Footer. Footer text needs changing to black to improve contrast levels.

COMPLETED: by Pure Systems 14th August 2020

WAVE Evaluation Tool indemnified all blocks of text are justified. Text must be amended to left alignment.

COMPLETED: by Emily Armitage 3rd August 2020

When zooming in, staff contact details do not stay in correct order. The formatting needs to change to allow zoom and reflow.

COMPLETED: by Emily Armitage 3rd August 2020

Tables

When using Google Chrome Reader View – the tables on the Meetings page are not included. The website designers need to be contacted to obtain a reason for this.

COMPLETED & AMENDED: by Pure Systems 14th August 2020

When zooming in, the table on page 'Councillors' does not reflow, you must scroll right to view. Website designers to be contacted to find out how this can be amended

COMPLETED & AMENDED: by Pure Systems 14th August 2020

Action Plan created 31st July 2020 – last updated 18th August 2020