



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

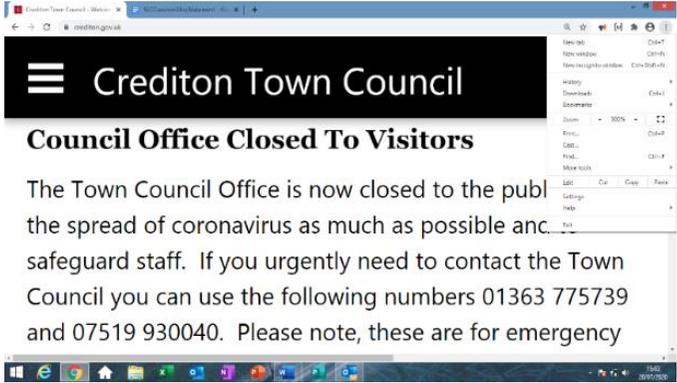
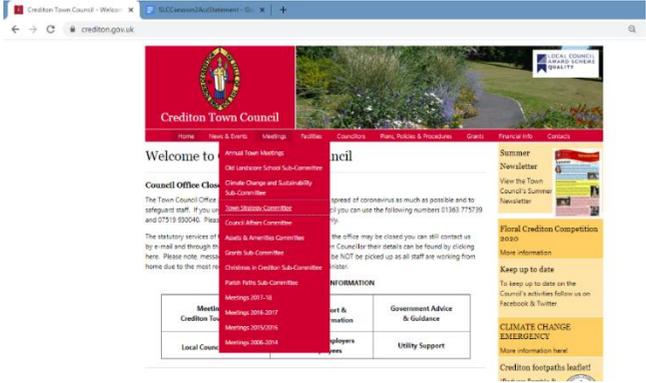
Website Accessibility

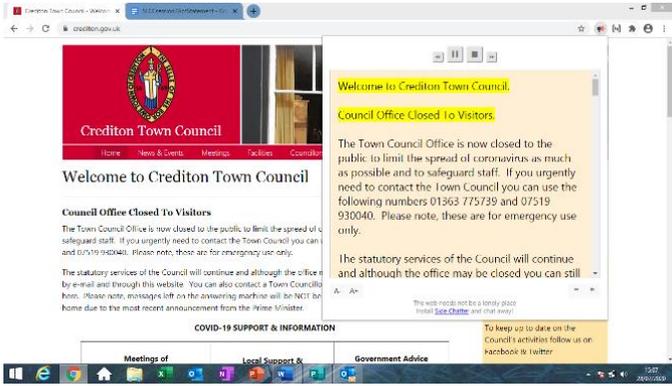
Produced 18th August 2020

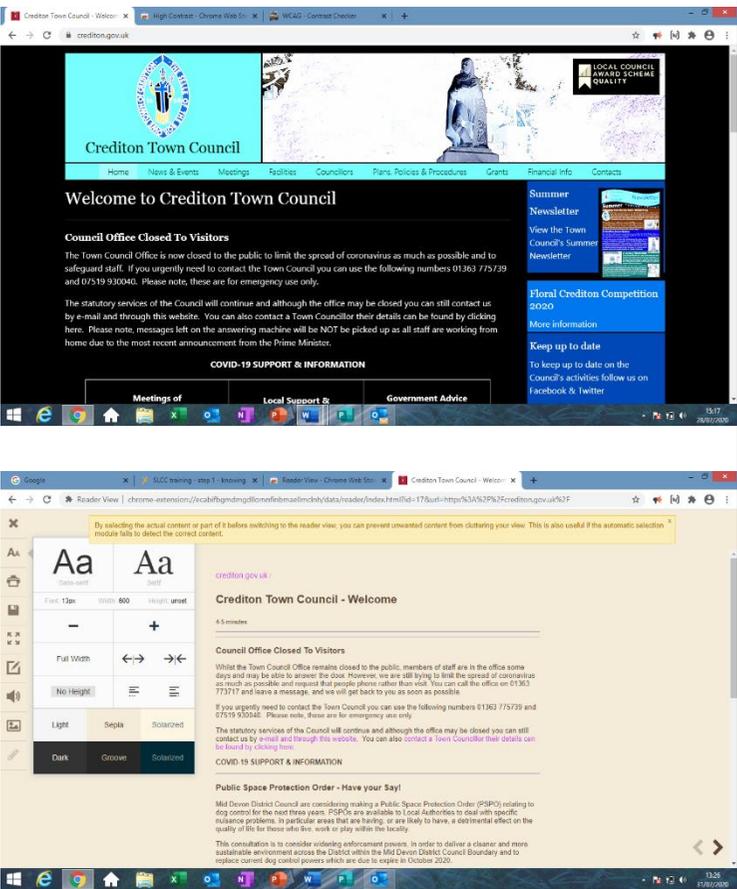
Website Accessibility Test

Test 1 – Main homepage

Date tested: 28th July 2020

| Test | Result | Evidence |
|----------------|---|--|
| 300% zoom | Page fully functioning when Zoom increased to 300% |  |
| Tab navigation | Menu and links are all navigable using keyboard only (tab and enter keys used). |  |

| | | |
|------------------------|--|---|
| <p>Speech software</p> | <p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p> |  <p>The screenshot shows the Crediton Town Council website with a prominent yellow banner at the top right that reads 'Welcome to Crediton Town Council' and 'Council Office Closed To Visitors'. Below this, a text block explains that the office is closed to the public to limit the spread of coronavirus, but statutory services will continue. It provides emergency contact numbers: 01363 775739 and 07519 930040. A 'COVID-19 SUPPORT & INFORMATION' section is visible at the bottom of the page.</p> |
| <p>Headings</p> | <p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p> |  <p>This screenshot shows the same website as above, but with a 'HeadingsMap' overlay on the left side. The overlay displays a tree structure of the page's content, including sections like 'Welcome to Crediton Town Council', 'Council Office Closed To Visitors', 'Public Space Protection Order - Home year', 'Town Councils Wasted', 'District and County Council Links', 'Summer/Festival Council Page', 'Newsletter', 'Keep up to date', 'CLIMATE CHANGE EMERGENCY', 'Crediton Benefits Business Topography/Hub', 'Christmas in Crediton 2020', 'FREE dog poo bags available', 'Crediton Emergency Plan', 'Traffic & Street Closures Today', 'Crediton Neighbourhood Plan', 'Crediton Areas: Gable/Crediton & District A', 'Office Links', and 'Home'. The main content area remains visible behind the overlay.</p> |

| | | |
|----------------------|--|--|
| <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>The top screenshot shows the Crediton Town Council website with high contrast applied, making the text and navigation elements stand out against a dark background. The bottom screenshot shows the same website with the Reader View plugin active, which simplifies the layout and adjusts the font size and spacing for better readability.</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> |  <p>The screenshot shows the Crediton Town Council website. At the top left, there is a link that says "Skip to main content". The page includes a navigation menu, a welcome message, and a section titled "Council Office Closed To Visitors" with details about COVID-19 safety measures. There are also links for a "Summer Newsletter" and "Floral Crediton Competition 2020".</p> |
| <p>Hyperlinks</p> | <p>Meaningful hyperlinks used (clear description of link provided i.e. Summer Newsletter rather than 'click here')</p> |  <p>This screenshot is similar to the one above but highlights the "Summer Newsletter" link in the right-hand sidebar with a black arrow. The link text is "View the Town Council's Summer Newsletter", providing a clear description of the content.</p> |

Alt tags

Image tags give clear informative information on content of image used.



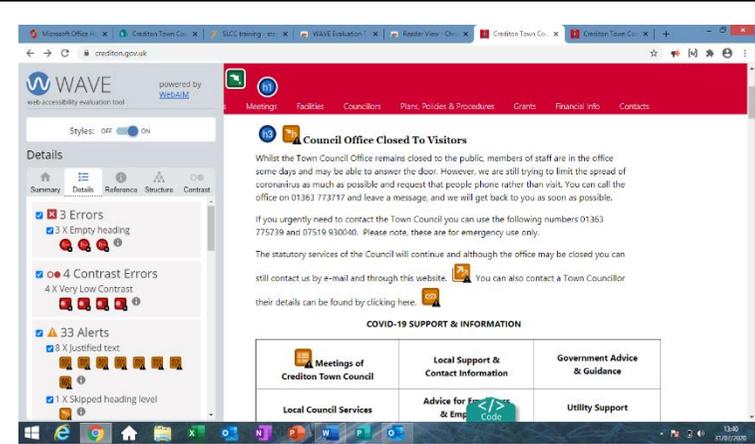
Word or PDF documents

PDF's used on homepage are not compliant
ACTION: PDF documents to be amended and uploaded



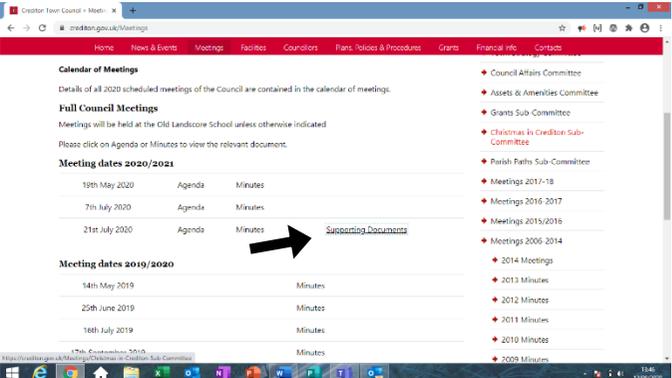
WAVE
Evaluation Tool

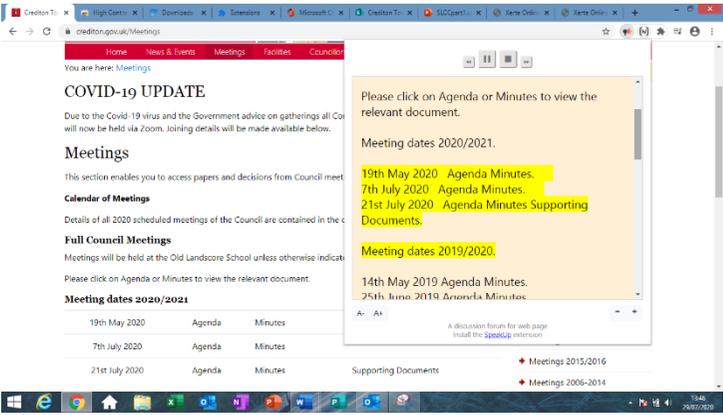
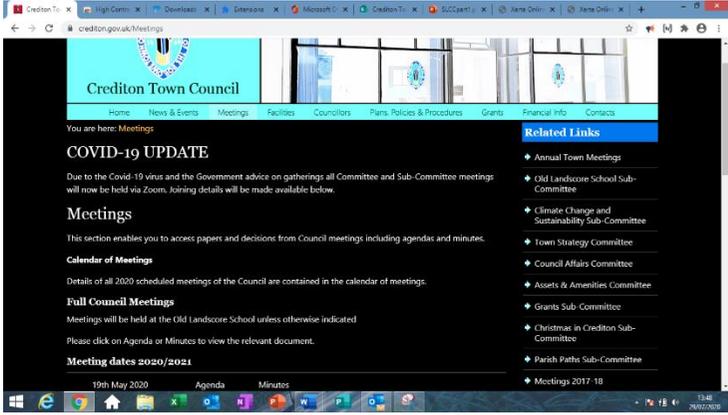
- ACTION: Empty headings to be removed**
- ACTION: Footer colours to be amended to improve contrast**
- ACTION: Text alignment to be amended – left not justified.**

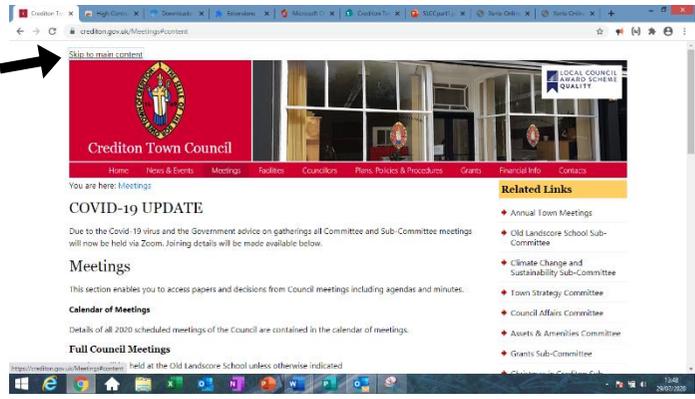
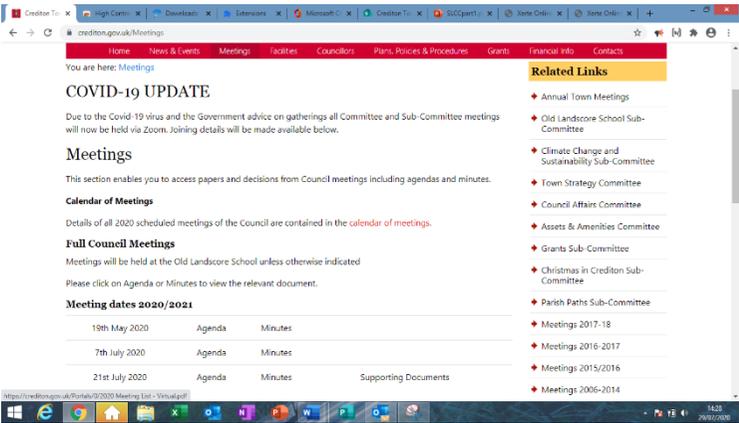


Test 2 – Meetings page

Date tested: 29th July 2020

| Test | Result | Evidence |
|----------------|---|--|
| 300% zoom | Page fully functioning when Zoom increased to 300% |  |
| Tab navigation | Menu and links are all navigable using keyboard only (tab and enter keys used). |  |

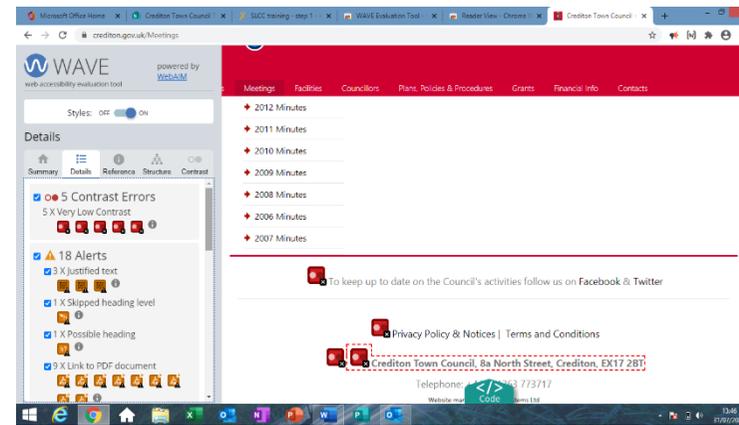
| | | |
|------------------------|---|--|
| <p>Speech software</p> | <p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p> |  <p>The screenshot shows the Crediton Town Council website with a yellow highlight box over the 'Meeting dates 2020/2021' section. The highlighted text includes: '19th May 2020 Agenda Minutes', '7th July 2020 Agenda Minutes', '21st July 2020 Agenda Minutes Supporting Documents', and 'Meeting dates 2019/2020'. Below this, '14th May 2019 Agenda Minutes' is also visible.</p> |
| <p>Headings</p> | <p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p> |  <p>The screenshot shows the Crediton Town Council website with a 'HeadingsMap' sidebar open on the left. The sidebar lists the page structure: 'Crediton Town Council > Meetings', '1 - COVID-19 UPDATE', '1 - Meetings', '1 - Full Council Meetings', '2 - Meeting dates 2020/2021', '3 - Meeting dates 2019/2020', and '3 - Related Links'. The main content area shows the 'COVID-19 UPDATE' and 'Meetings' sections.</p> |
| <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>All content following the heading "Meeting dates 2020/2021" is excluded in Reader View.</p> |  <p>The screenshot shows the Crediton Town Council website in high contrast mode. The background is black, and the text is white. The 'Meeting dates 2020/2021' section is visible, but the content following it is excluded in Reader View.</p> |

| | | |
|------------------------|---|---|
| | <p>ACTION: Contact website designers for reason.</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> |  <p>The screenshot shows a web browser window displaying the Crediton Town Council website. At the top of the page, there is a red navigation bar with the council's logo and name. Below the navigation bar, there is a main content area. A link labeled "Skip to main content" is visible at the top of the main content area, with a black arrow pointing to it from the left. The page content includes sections for "COVID-19 UPDATE", "Meetings", "Calendar of Meetings", and "Full Council Meetings". A "Related Links" sidebar is also present on the right side of the page.</p> |
| <p>Hyperlinks</p> | <p>Meaningful hyperlinks used (clear description of link provided i.e. calendar of meetings rather than 'click here')</p> |  <p>The screenshot shows a web browser window displaying the Crediton Town Council website. The page content includes sections for "COVID-19 UPDATE", "Meetings", "Calendar of Meetings", and "Full Council Meetings". The "Calendar of Meetings" section contains a table with columns for date, agenda, and minutes. The "Full Council Meetings" section contains a table with columns for date, agenda, minutes, and supporting documents. A "Related Links" sidebar is also present on the right side of the page.</p> |
| <p>Alt tags</p> | <p>No images used.</p> | |

WAVE
Evaluation Tool

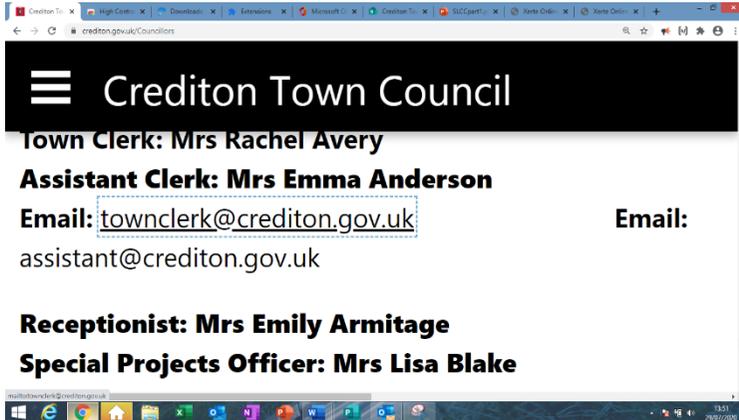
ACTION: Footer colours to be amended to improve contrast

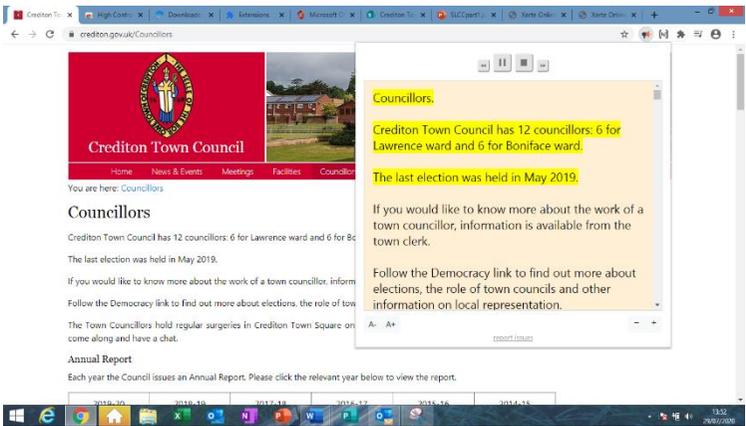
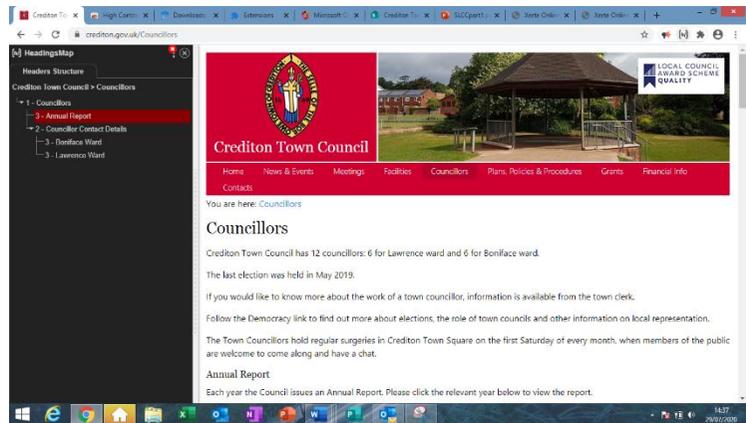
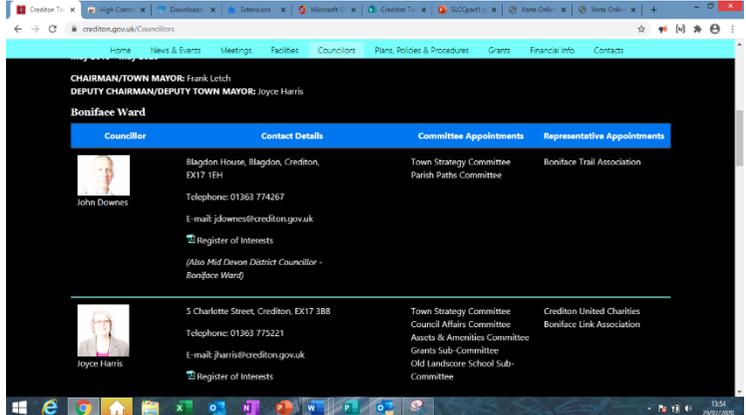
ACTION: Text alignment to be amended – left not justified.

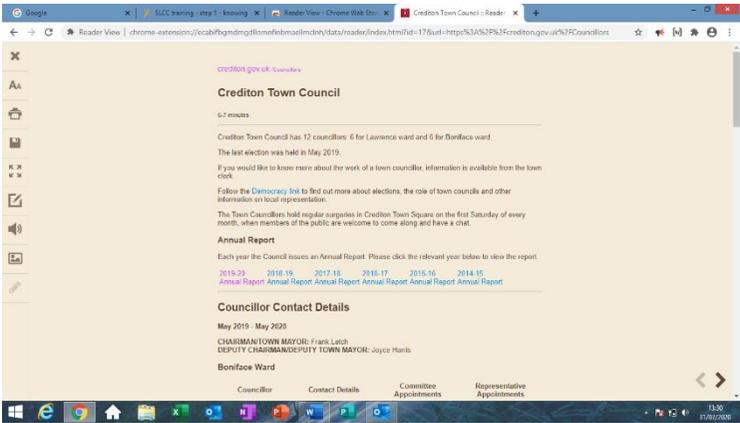
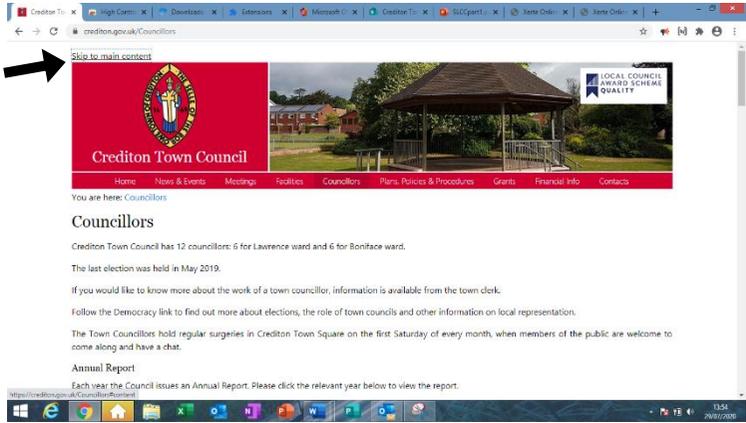


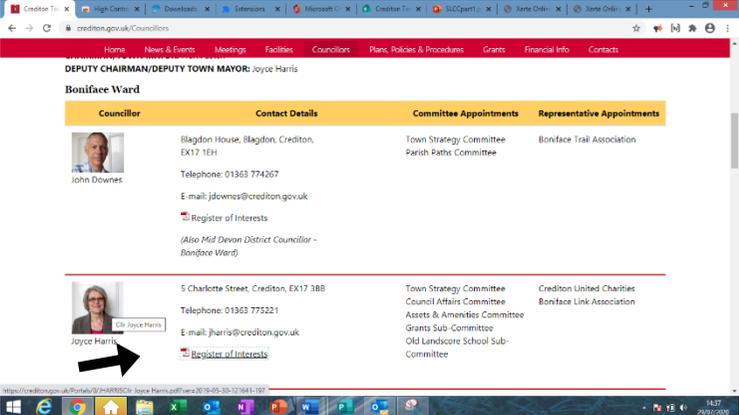
Test 3 – Councillors page

Date tested: 29th July 2020

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

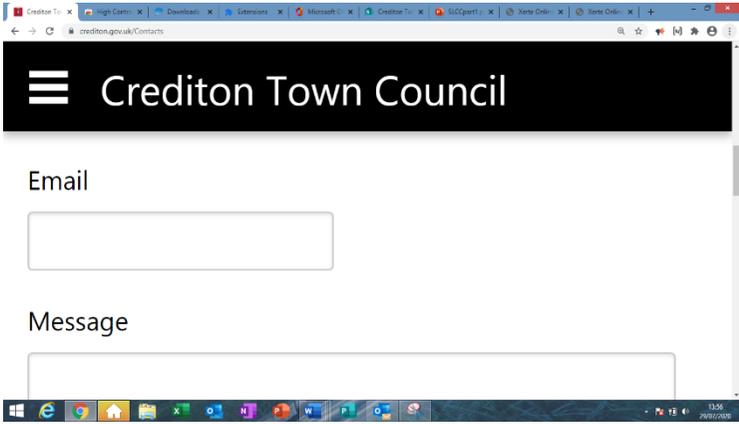
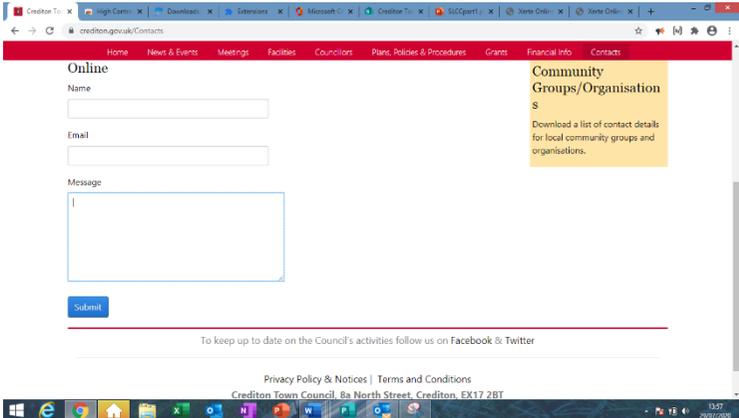
| | | |
|------------------------|--|---|
| <p>Speech software</p> | <p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p> |  <p>The screenshot shows the Crediton Town Council website. A yellow text-to-speech overlay box is positioned over the 'Councillors' section. The text in the box reads: 'Councillors. Crediton Town Council has 12 councillors: 6 for Lawrence ward and 6 for Boniface ward. The last election was held in May 2019. If you would like to know more about the work of a town councillor, information is available from the town clerk. Follow the Democracy link to find out more about elections, the role of town councils and other information on local representation.' The background website content is partially obscured by the overlay.</p> |
| <p>Headings</p> | <p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p> |  <p>The screenshot shows the Crediton Town Council website with a 'HeadingsMap' sidebar overlay on the left. The sidebar lists the page structure: 'Crediton Town Council > Councillors', '1 - Councillors', '2 - Annual Report', '2 - Councillor Contact Details', '3 - Boniface Ward', and '3 - Lawrence Ward'. The main content area shows the 'Councillors' page with the heading 'Councillors' and subheadings like 'Annual Report'.</p> |
| <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>The screenshot shows the Crediton Town Council website with high contrast and large font applied. The page title is 'Boniface Ward'. The content is organized into a table with columns: 'Councillor', 'Contact Details', 'Committee Appointments', and 'Representative Appointments'. Two councillors are listed: John Downes and Joyce Harris. The text is significantly larger and the colors are more vibrant due to the high contrast setting.</p> |

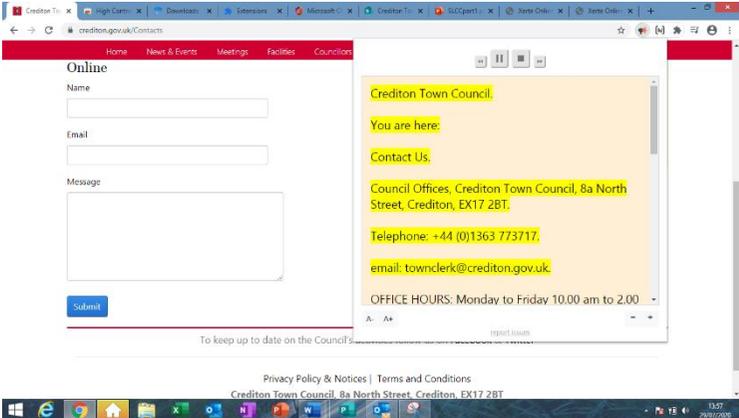
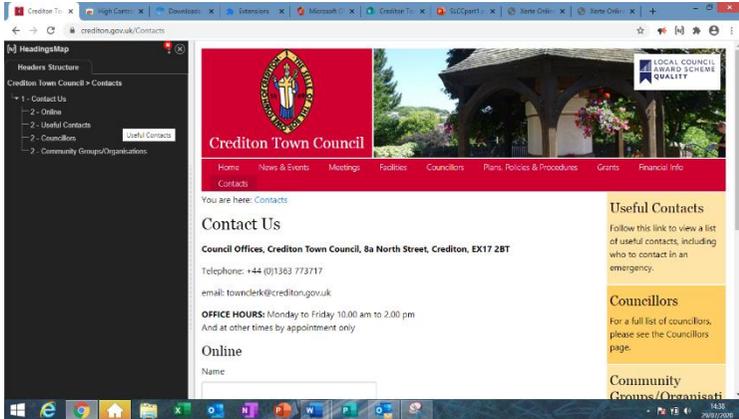
| | | |
|-----------------|--|--|
| | |  |
| Screen reader | JAWS downloaded and test 18 th August 2020 – page successfully read | |
| Skip to context | Option to skip to main context functioning. |  |

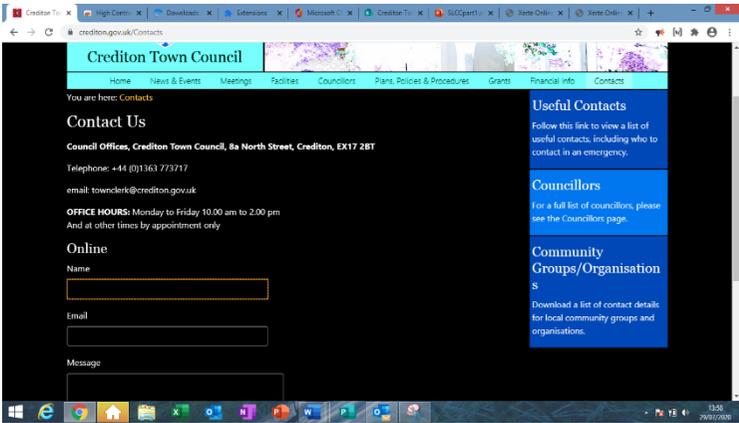
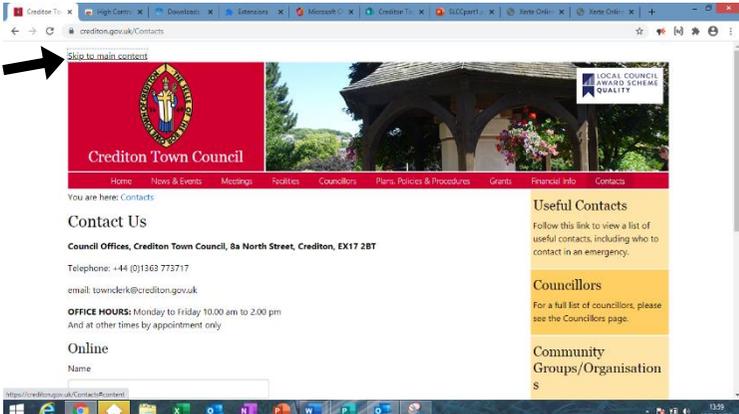
| | | |
|------------------------------|--|--|
| <p>Hyperlinks</p> | <p>Meaningful hyperlinks used (clear description of link provided i.e. Register of Interests rather than 'click here')</p> |  |
| <p>Alt tags</p> | <p>Images given clear alt tags for description.</p> | <p>See photo above.</p> |
| <p>WAVE 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>Word or PDF documents</p> | <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> | |

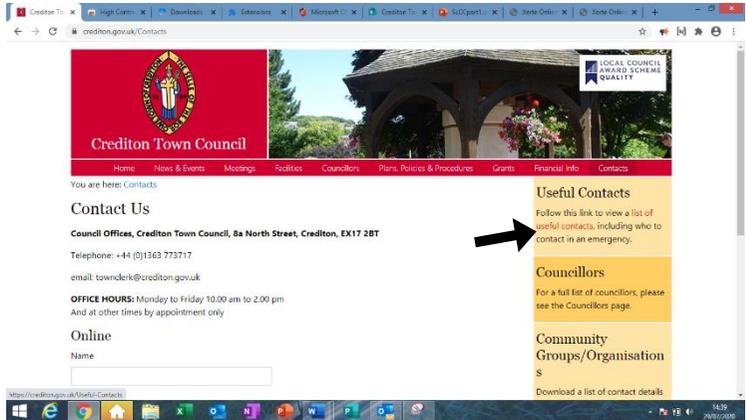
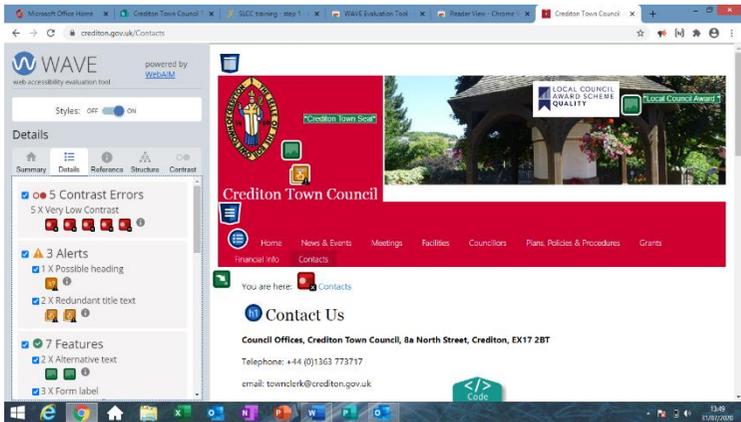
Test 4 – Contact page

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 features a black header with a white hamburger menu icon and the text 'CREDITON Town Council'. Below the header, there are two input sections: 'Email' with a single-line text box, and 'Message' with a multi-line text area. 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 displaying the CREDITON Town Council contact page. The browser's address bar shows 'crediton.gov.uk/Contacts'. The page has a red navigation bar with links: Home, News & Events, Meetings, Facilities, Councillors, Plans, Policies & Procedures, Grants, Financial Info, and Contacts. The 'Contacts' link is highlighted. Below the navigation bar, there is an 'Online' section with input fields for 'Name', 'Email', and 'Message', followed by a 'Submit' button. A yellow callout box on the right side of the page reads 'Community Groups/Organisations' and 'Download a list of contact details for local community groups and organisations.' At the bottom of the page, there is a footer with the text 'To keep up to date on the Council's activities follow us on Facebook & Twitter' and 'Privacy Policy & Notices Terms and Conditions CREDITON Town Council, 8a North Street, CREDITON, EX17 2BT'. The Windows taskbar is visible at the bottom of the browser window. |

| | | |
|------------------------|--|--|
| <p>Speech software</p> | <p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p> |  <p>The screenshot shows a web browser window displaying the 'Contacts' page of the Crediton Town Council website. The page features a contact form on the left with fields for Name, Email, and Message, and a 'Submit' button. On the right, there is a yellow box containing contact details: 'Crediton Town Council', 'You are here: Contact Us', 'Council Offices, Crediton Town Council, 8a North Street, Crediton, EX17 2BT', 'Telephone: +44 (0)1363 773717', 'email: townclerk@crediton.gov.uk', and 'OFFICE HOURS: Monday to Friday 10.00 am to 2.00 pm'. The browser's address bar shows 'crediton.gov.uk/Contacts'.</p> |
| <p>Headings</p> | <p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p> |  <p>The screenshot shows the same Crediton Town Council website, but with a 'HeadingsMap' overlay on the left side of the browser window. The overlay displays a tree structure of the page's headings and subheadings, including 'Crediton Town Council', 'Contact Us', 'Online', 'Useful Contacts', 'Councils', and 'Community Groups/Organisations'. The main content area of the website is visible behind the overlay, showing the 'Contact Us' section with the council's name, address, telephone number, email, and office hours. The browser's address bar shows 'crediton.gov.uk/Contacts'.</p> |

| | | |
|-------------------------------|--|--|
| <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> |  |

| | | |
|-----------------------------|---|--|
| <p>Hyperlinks</p> | <p>Meaningful hyperlinks used (clear description of link provided i.e. list of useful contacts rather than 'click here')</p> |  |
| <p>Alt tags</p> | <p>No images used.</p> | |
| <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> |  |



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