



**DULVERTON**

GATEWAY TO EXMOOR

[www.dulvertontowncouncil.co.uk](http://www.dulvertontowncouncil.co.uk)

**The Clerk**

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## Accessibility statement

This accessibility statement is in reference to the website

[www.dulverton.towncouncil.co.uk](http://www.dulverton.towncouncil.co.uk)

provided by the Dulverton Town Council.

Dulverton Town Council (DTC) intends to make the contents of this website accessible to everyone and to this end we are developing the site to be compatible with assistive technologies and to meet the accessibility standards outlined in this statement.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in without the text spilling off the screen
- navigate using just a keyboard
- navigate using speech recognition software
- listen to most of the website using a screen reader

[www.abilitynet.org.uk](http://www.abilitynet.org.uk) provides support and advice aimed at making your device easier to use if you have a disability.

### **Supporting accessibility.**

DTC conducts regular reviews of the website to identify and where possible correct any shortfalls in accessibility.

## **Compliance status**

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. The Council website is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

## **Current accessibility limitations**

We know that some parts of our website aren't fully accessible:

- you cannot modify the line height or spacing of text
- most older PDFs aren't fully accessible to screen reader software
- some of our online services are hosted by third-party suppliers and you may find navigating these services difficult depending on their level of web accessibility
- Not all pictures have text descriptions

## **What to do if you can't access parts of this website**

If you need information on this website in a different format.

- Call 01398 324561
- Contact us via e-mail
- Visit our offices during opening hours

We'll consider your request and get back to you in 10 working days. Please note: we aim to provide information in alternative formats within this timescale, but there may be a delay in receiving other formats as these are ordered on request and not held in stock.

If you can't view the map on our contact page, please call us for directions.

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

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, please contact us:

- Call 01398 324561
- Contact us via e-mail
- Visit our offices during opening hours

### **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).

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

Many of our older PDFs and Word documents don't meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This doesn't meet WCAG success criterion 2.4.3 focus order, ensuring correct tab and reading order in PDF documents.

Some of our PDFs and Word documents are essential to providing our services. By September 2021, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations don't require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

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

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

To improve the accessibility of our website we are:

- regularly monitoring the accessibility of our website
- making our PDF documents (created after 22 September 2018) as accessible as possible

- where possible, creating HTML pages rather than PDF documents
- replacing or upgrading third-party applications or systems to include WCAG 2.1 AA compliance

### **Preparation of this accessibility statement**

This statement was prepared on 1<sup>st</sup> May 2021.