

Accessibility statement for the website of Elmswell Parish Council

This website is run by Elmswell Parish Council.

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 up to 200% without the text spilling off the screen
- Navigate the website using just a keyboard
- Navigate the website using speech recognition software
- Listen to the website using a screen reader
- The text and pictures will reflow when you change the size of the browser window

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:

- Most older PDF documents are not fully accessible to screen reader software.
- Live video streams do not have captions.

What to do if you can't 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: clerk@elmswellpc.co.uk
- Call: 01359 244134

We'll consider your request and get back to you in 14 days.

If you cannot view the map on our 'contact us' page, call or email us using the contact details above for directions.

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, email: clerk@elmswellpc.co.uk Please include:

- 'Website accessibility' in the subject line
- the web address (URL) of the page with the issue
- details of the issue.

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 \(EASS\)](#).

Contact us by phone or visiting us in person

Appointments can be made to visit Elmswell Parish Council.

- Email: clerk@elmswellpc.co.uk
- Call: 01359 244134

Technical information about this website's accessibility

Elmswell Parish 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 fully compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard.

Non accessible content

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

PDFs and other documents

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 2.1 success criterion 4.1.2 (name, role value).

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.

Live video

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).