

Accessibility statement for Crowle & Ealand Town Council (C&ETC)

This accessibility statement applies to C&ETC website; www.cfrowleandealandcouncil.org

This website is run by C&ETC. 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 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
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

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 is this website?

We know some parts of this website are not fully accessible and where this is prevalent, it has been annotated:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions
- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader
- there's a limit to how far you can magnify the map on our 'contact us' page

Feedback and contact information.

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

- email: clerk@crowleandealandcouncil.org
- call: 01724 710020
- address: 52-54 High Street, Crowle, North Lincolnshire, DN17 4LR

We'll consider your request and get back to you in 3 working days.

If you cannot view the map on our 'contact us' page, call or email us at clerk@crowleanddealandcouncil.org 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, contact: [provide both details of how to report these issues to your organisation and contact details for the unit or person responsible for dealing with these reports].

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 \(EASS\)](#).

[Note: if your organisation is based in Northern Ireland, refer users who want to complain to the Equalities Commission for Northern Ireland (ECNI) instead of the EASS and EHRC.]

Technical information about this website's accessibility

C&ETC is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

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

Some documents prior to 2018 are set in unreadable tables, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

Non-compliance with the accessibility regulations

We plan to resolve these issues by September 2021. When we publish new content and will make sure our use of images meets accessibility standards.

Disproportionate burden

Navigation and accessing information

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some of the content overlapping.

Interactive tools and transactions

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

Our forms are built and hosted through third party software and 'skinned' to look like our website.

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment when the supplier contract is up for renewal, likely to be in [rough timing].

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

PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2021, we plan to either fix these or replace them with accessible HTML pages.

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.

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

What we're doing to improve accessibility

The website is under frequent review to highlight areas of improvement.

Preparation of this accessibility statement

This statement was prepared on 16 September 2020. It was last reviewed on 17 February 2021.

This website was last tested on 10 February 2021. The test was carried out by C&ETC Town Clerk.

The full accessibility test report requests can be submitted to the Town Clerk.