



Accessibility statement for Thaxted-pc.gov.uk

This website is run by Thaxted 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
- 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/font as simple as possible to understand and read. 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:

- you cannot modify the line height or spacing of text
- some older PDF documents are not fully accessible to screen reader software
- you may find 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 'Location' page

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 – clerk@Thaxted-pc.gov.uk**
- **call – 01371 831952**
- **Text or WhatsApp: 07938 587867**
- **write to the Clerk at Community Information Centre & Library, 7 Town Street, Thaxted, Essex, CM6 2LD**

We'll consider your request and get back to you as soon as possible. If you cannot view the map on our Location page, call or email us for directions.

Reporting accessibility problems with this website

Where possible we are 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 us by email, telephone or post.

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

We do not currently provide a text relay service for people who are deaf, hearing impaired or have a speech impediment.

We have a public office, all face-to-face meetings can be accommodated here, this is fully accessible for wheelchair access including toilet facilities.

We don't have audio induction loops; if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Please telephone 01371 831952 or email clerk@Thaxted-pc.gov.uk

Text or WhatsApp: 07938 587867

Technical information about this website's accessibility Thaxted 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 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:

Some content when viewed on a mobile device does not always display properly, so people using a screen reader cannot always access the information. This fails WCAG 2.1 success criterion 1.1.1.

Disproportionate burden

Navigation and accessing information:

It is not possible to ensure the site is always accessible by all known and future screen reader technologies but we do endeavour to resolve issues to the best of our capabilities if made known to the council and resources allow.

Interactive tools and transactions

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 updates their product, the current timing is unknown.

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. Some of our PDFs and Word documents are necessary to provide our services. For example, we have PDFs with historical information.

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 historical Agenda, Minutes or Finance related documents that are not accessible under the WCAG standards. The intention is for any new PDFs or Word documents we publish will meet accessibility standards.

How we tested this website

This website was last tested on 31-03-2024. The test was carried out by ourselves and our web designer <https://www.suffolk.cloud/> We tested: Our main website platform pages, available at <https://www.thaxted-pc.gov.uk>

What we're doing to improve accessibility –

When accessibility issues are identified we aim to work within a reasonable timeframe to resolve those issues where possible. This statement was prepared on 31-01-2020. It was last updated on 27-08-2024

Review date August 2026