



# Accessibility Statement

Adopted 07/09/2020

Reviewed 18/08/2023

| Version: | Date Approved: | Review Date: |
|----------|----------------|--------------|
| 1.0      | 07/09/2020     | 01/07/2023   |
| 2.0      | 18/08/2023     | 31/07/2027   |

## Introduction

This website is run by Pembury Parish Council. We want as many people as possible to be able to use this service. 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 the service using a screen reader
- the text and pictures will reflow when you change the size of the browser window.

We've also made the text in the service 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 aren't fully accessible:

- At one point we display location information on a map - however, there is also a postcode link that's accessible to visually impaired users using assistive technology.
- Most older PDF documents are not fully accessible to screen reader software
- There is no site map

## What to do if you cannot access parts of this website

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

- Email: [clerk@pemburyparishcouncil.gov.uk](mailto:clerk@pemburyparishcouncil.gov.uk)
- Call: 01892-823193

We will consider your request and get back to you within 10 working days.

If you cannot view the map on our home page, call or email us for directions.

## Reporting accessibility problems with this website

We're always looking to improve the accessibility of this service. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, contact: The Clerk, Pembury Parish Council giving the page title and the nature of the problem to:

- By post: Parish Office, Lower Green Recreation Ground, Pembury TN2 4DZ
- By phone: 01892 823193
- Or by email: [clerk@pemburyparishcouncil.gov.uk](mailto:clerk@pemburyparishcouncil.gov.uk)

## **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 \(EASS\)](#).

## **Technical information about this service's accessibility**

Pembury 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.

The non-accessible parts are listed below.

## **Non accessible content**

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

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).

New PDFs or Word documents we publish will meet accessibility standards.

Content should be structured logically and accessed by a screen reader. Some events have images of posters which are not accessible by screen readers. New events will include alternative text with full details so they're accessible to a screen reader.

Alternative text is missing on content published on Facebook showing on the Facebook feed on the website. We plan to put alternative text on future content by the end of September 2023.

## **How we tested this service**

The service was last tested on 1 August 2023 and was checked for compliance with WCAG 2.1 AA. The test was carried out by Pembury Parish Council. This page was prepared on 18 August 2023.