



ACCESSIBILITY DOCUMENT

Using this website

This website is run by Cranbrook Town 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 400% without the text spilling off the screen
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We have 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:

- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- some of our online forms are difficult to navigate using just a keyboard
- not all pictures are screen reader accessible
- you cannot effectively navigate using only a keyboard
- some of the hyperlinks are not clear in their meaning
- there is no skip to main content option
- the colour contrast of certain areas is not high enough

What to do if you cannot access parts of this website

If you need information on this website in a different format like PDF, large print, brail:

- email office@cranbrooktowncouncil.gov.uk
- call 01404 514552

We will consider your request and get back to you in 5 working days.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems which are not listed on this page or think we are not meeting the requirements of the accessibility regulations contact us at

email office@cranbrooktowncouncil.gov.uk

or call 01404 514552.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you are 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

Find out how to contact us by visiting our contact us page:

<https://www.cranbrooktowncouncil.gov.uk/contact-us/>

Technical information about this website's accessibility

Cranbrook Town 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.

Issues with technology

Issues with text

Some link text does not make sense when read on its own (for example, 'click here'). We plan to fix the existing links by September 2020. When we publish new content, we will make sure link text meets accessibility standards.

It is not possible for users to modify text spacing or line height.

We have assessed the cost of fixing these issues and believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment when we next do a major redevelopment of the website.

Issues with PDFs and other documents

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be marked up, so they are accessible to a screen reader. 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 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [don not require us to fix PDFs or other documents published before 23 September 2018](#) if they are not essential to providing our services. For example, we do not plan to fix 2018-19 Year-End Budget Monitoring Report or any other previous Budget reports.

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

Issues with images, video and audio

Images on the home page do not have alternative text.

We plan to add alt text to images on the home page by September 2020. We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

Issues with interactive tools and transactions

Some of our interactive forms are difficult to navigate using a keyboard.

We have assessed the cost of fixing the issues with navigating the forms using a keyboard and believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment after September 2020.

Other accessibility issues

The colour contrast on error messages is too low. We plan to alter these by September 2020.

How we tested this website

This website was last tested on 14/06/2019. The test was carried out by Tracy Simmons, Cranbrook Town Council Deputy Clerk.

We sampled the most viewed pages and then a random selection of 3 additional pages to test.

We tested:

our main website platform, available at <https://www.cranbrooktowncouncil.gov.uk/>
a copy of the audit can be found at <https://www.cranbrooktowncouncil.gov.uk/governance/>

What we are doing to improve accessibility

Our accessibility roadmap <https://www.cranbrooktowncouncil.gov.uk/governance/> shows how and when we plan to improve accessibility on this website.

This statement was prepared on 15 July 2019. It was last updated on 15 July 2019.

Date of Approval: 15 July 2019

Date of Review: May 2020

By law, this document has to be reviewed annually for the first five years.

