



## Accessibility Statement for [www.crediton.gov.uk](http://www.crediton.gov.uk)

This website is run by Credition Town Council (CTC). We want as many people as possible to be able to use this website. For example, that means you should be able to:

- 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 (Browser Plugin: Text to Speech)
- navigate most of the website using headings (Browser Plugin: Headings Map)
- change colours and contrast levels (Browser Plugin: High Contrast)
- listen to most of the website using a screen reader (including the most recent version of JAWS)
- follow clear page titles
- images have alt tags
- skip to main content when using a screen reader
- most hyperlinks are determinable by the text alone

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:

- some PDF documents are not fully accessible to screen reader software

### **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 [deputy@crediton.gov.uk](mailto:deputy@crediton.gov.uk)
- call 01363 773717
- Emma Anderson, Deputy Clerk  
Council Offices, 8 North Street, Credition, EX17 2BT

We'll consider your request and get back to you in 10 working days.

## 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, please use the following contact details:

- email [deputy@crediton.gov.uk](mailto:deputy@crediton.gov.uk)
- call 01363 773717
- Emma Anderson, Deputy Clerk  
Council Offices, 8 North Street, Crediton, EX17 2BT

Please note, CTC is continuously working to comply with WCAG 2.1 and this statement will be updated.

## 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

Our office has audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us <http://www.crediton.gov.uk/Contacts>

## Technical Information About This Website's Accessibility

CTC 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

*Contrast*

Some elements of the website have poor colour contrast, so will be less accessible to some users. This fails WCAG 2.1 success criterion 1.4.3 (Contrast minimum). Contrast plugins such as High Contrast have been used to improve this.

## **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 (name, role value).

Some of our PDFs and Word documents are essential to providing our services. The majority of these were fixed by September 2020, however some PDF's are scanned documents and cannot be amended therefore these may not be fully accessible. Users that need accessible versions of these documents, or any historical documents, can contact the council via the details provided at the top of this statement.

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 agendas and minutes dated prior to 23 September 2018.

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

## **How We Tested This Website**

This website was last tested on 09 May 2024, where 85% compliance was achieved. The test was carried out by the Town Clerk.

We are testing:

- our main website platform, available at [www.crediton.gov.uk](http://www.crediton.gov.uk), including the following pages
  - Homepage - as this is the first page accessed by website visitors
  - Meetings page - ensuring agendas and minutes are accessible to users
  - Councillor page - ensuring all Member contact details are accessible, which also includes navigating through a table format with images and links
  - Contact page - ensuring visitors can use interactive contact form

## **What We're Doing To Improve Accessibility**

CTC will regularly check its website and action any areas of accessibility, where possible.

This statement was updated on 09 May 2024.

# Test Report

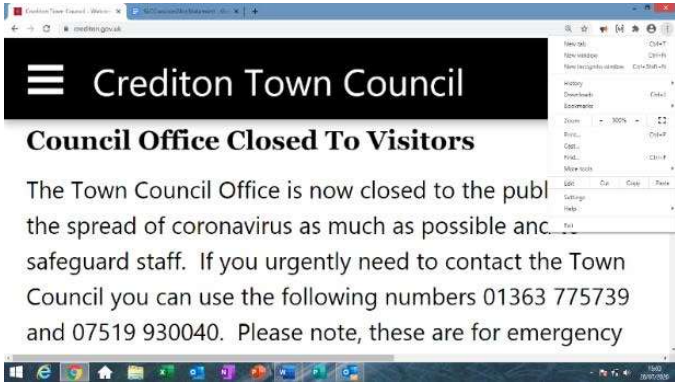
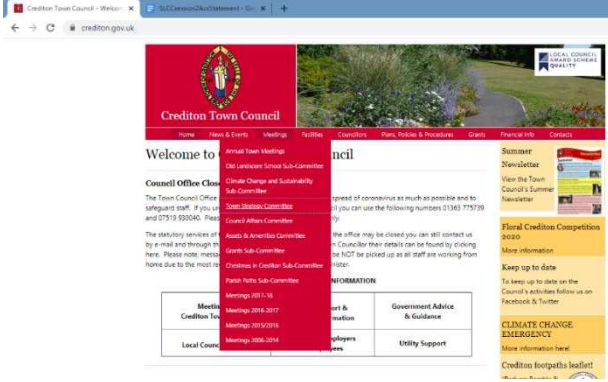
Website Accessibility



Produced 18<sup>th</sup> August 2020

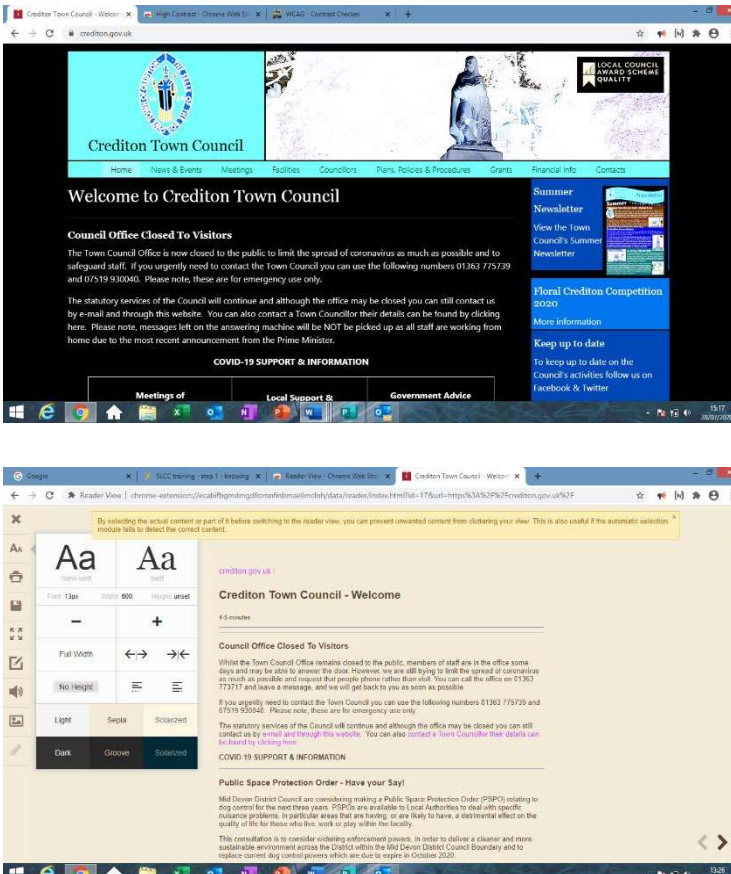
# Website Accessibility Test



## Test 1 – Main homepage

Date tested: 28<sup>th</sup> July 2020

Test	Result	Evidence
300% zoom	Page fully functioning when Zoom increased to 300%	
Tab navigation	Menu and links are all navigable using keyboard only (tab and enter keys used).	

<p>Speech software</p>	<p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p>	 <p>The screenshot shows the Crediton Town Council website. At the top, there is a navigation menu with links for Home, News &amp; Events, Meetings, Facilities, and Councillors. The main heading is 'Welcome to Crediton Town Council'. Below this, there is a section titled 'Council Office Closed To Visitors' with a yellow background. The text in this section states: 'The Town Council Office is now closed to the public to limit the spread of coronavirus as much as possible and to safeguard staff. If you urgently need to contact the Town Council you can use the following numbers 01363 775739 and 07519 930040. Please note, these are for emergency use only.' It also mentions that statutory services will continue and provides contact information for councillors and the Town Clerk. A 'COVID-19 SUPPORT &amp; INFORMATION' section is visible at the bottom of the page.</p>
<p>Headings</p>	<p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p>	 <p>The screenshot shows the same Crediton Town Council website as above, but with a 'HeadingsMap' overlay on the left side. This overlay lists the following headings and subheadings: <ul style="list-style-type: none"> <li>Crediton Town Council - Welcome</li> <li>1 - Welcome to Crediton Town Council</li> <li>1 - Council Office Closed To Visitors</li> <li>1 - Public Space Protection Order - 11 year year</li> <li>1 - Town Councillors Elected</li> <li>2 - District and County Council Links</li> <li>2 - Business/Residential Council Page</li> <li>2 - Newsletter</li> <li>2 - Floral Competition 2020</li> <li>2 - Keep up to date</li> <li>2 - CLIMATE CHANGE EMERGENCY</li> <li>2 - Crediton Hospital Modern Programme</li> <li>2 - Christmas in Crediton 2020</li> <li>2 - FIRE: dry pots being available</li> <li>2 - Crediton Emergency Plan</li> <li>2 - Traffic &amp; Urban Design Study</li> <li>2 - Crediton Neighbourhood Plan</li> <li>2 - Crediton Areas: Public/Crediton &amp; District A</li> <li>3 - Official Links</li> <li>3 - News</li> </ul> </p>

<p>Contrast</p>	<p>Colours and contrast levels can be changed. (Plugin used: High Contrast)</p> <p>Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)</p>	
<p>Screen reader</p>	<p>JAWS downloaded and test 18<sup>th</sup> August 2020 – page successfully read</p>	

<p>Skip to context</p>	<p>Option to skip to main context functioning.</p>	 <p>The screenshot shows the Crediton Town Council website with a red navigation bar. At the top left, there is a link that says "Skip to main content". The main content area includes a welcome message, a notice about the council office being closed to visitors, and a section for COVID-19 support and information. On the right side, there are links for the Summer Newsletter, Floral Competition 2020, and social media updates.</p>
<p>Hyperlinks</p>	<p>Meaningful hyperlinks used (clear description of link provided i.e. Summer Newsletter rather than 'click here')</p>	 <p>This screenshot is identical to the one above but includes a black arrow pointing to the "Summer Newsletter" link in the right-hand sidebar. The link text is "View the Town Council's Summer Newsletter", which is a clear and descriptive label for the link.</p>



Alt tags

Image tags give clear informative information on content of image used.



Word or PDF documents

PDF's used on homepage are not compliant  
**ACTION: PDF documents to be amended and uploaded**



WAVE  
Evaluation Tool

**ACTION: Empty headings to be removed**

**ACTION: Footer colours to be amended to improve contrast**

**ACTION: Text alignment to be amended – left not justified.**

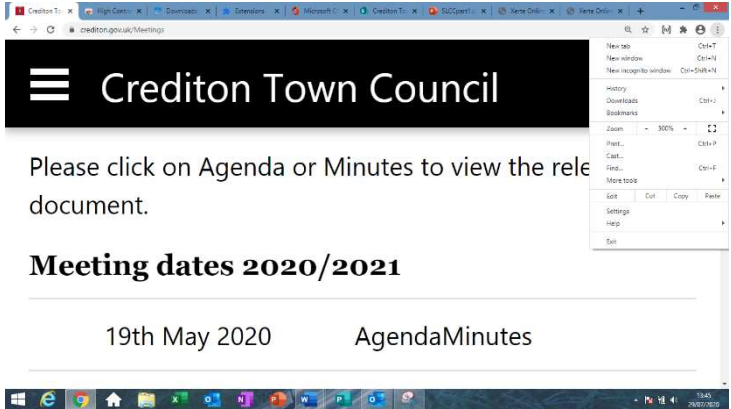
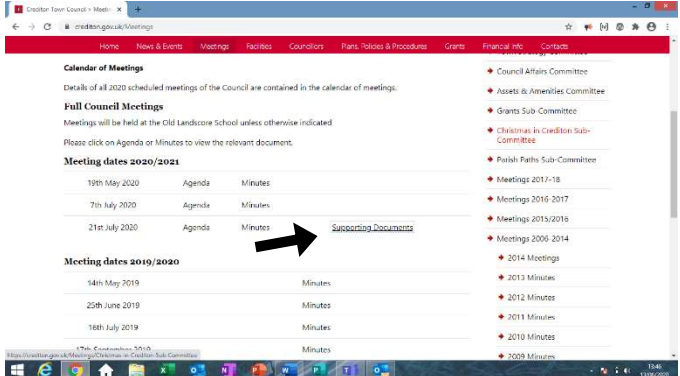
The screenshot shows the WAVE accessibility evaluation tool interface overlaid on a web browser displaying the Crediton Town Council website. The WAVE tool's 'Details' panel on the left lists the following issues:

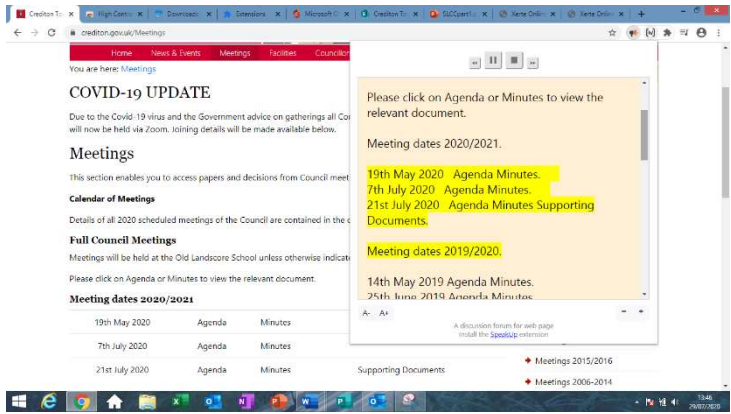

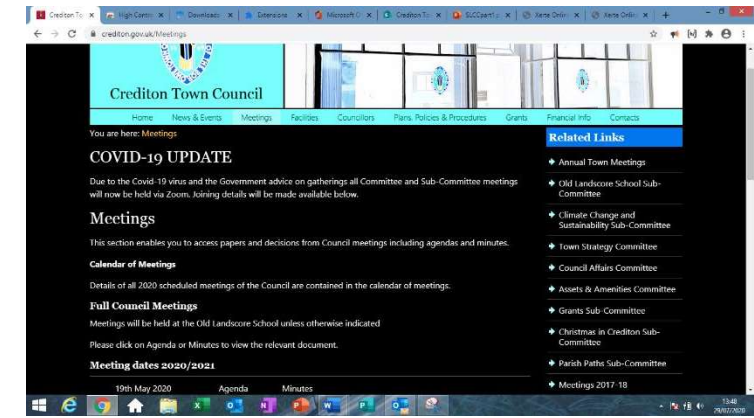
- 3 Errors
- 3 X Empty heading
- 4 Contrast Errors
- 4 X Very Low Contrast
- 33 Alerts
- 8 X Justified text
- 1 X Skipped heading level

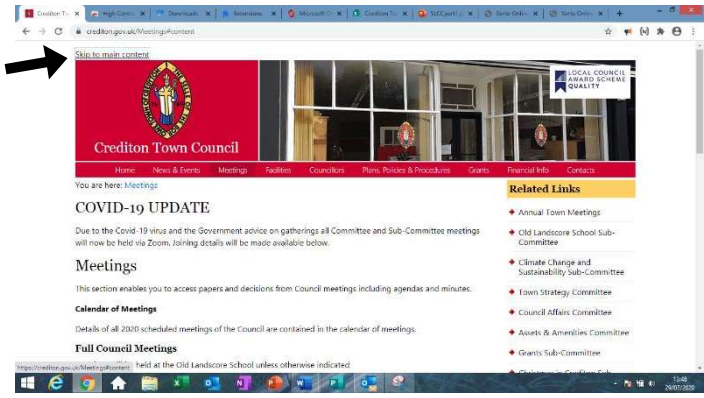
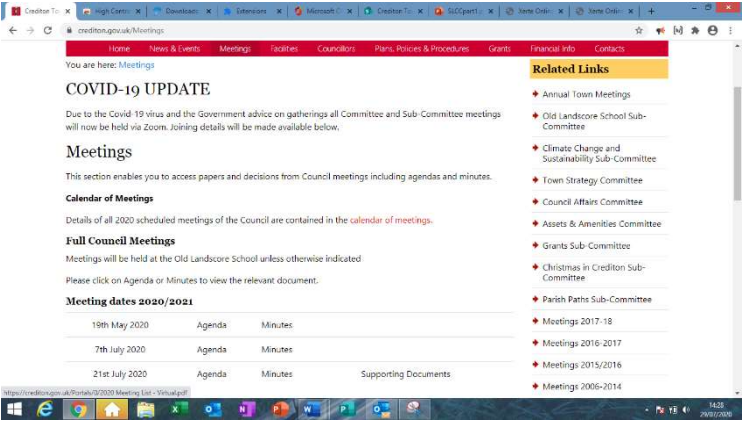
The background website content includes a navigation menu with links for Meetings, Facilities, Councillors, Plans, Policies & Procedures, Grants, Financial Info, and Contacts. The main heading is 'Council Office Closed To Visitors'. The text below states: 'Whilst the Town Council Office remains closed to the public, members of staff are in the office some days and may be able to answer the door. However, we are still trying to limit the spread of coronavirus as much as possible and request that people phone rather than visit. You can call the office on 01363 773717 and leave a message, and we will get back to you as soon as possible. If you urgently need to contact the Town Council you can use the following numbers 01363 775739 and 07519 930040. Please note, these are for emergency use only. The statutory services of the Council will continue and although the office may be closed you can still contact us by e-mail and through this website. You can also contact a Town Councillor their details can be found by clicking here.' Below this text is a 'COVID-19 SUPPORT & INFORMATION' section with a grid of links: Meetings of Crediton Town Council, Local Support & Contact Information, Government Advice & Guidance, Local Council Services, Advice for Residents & Employees, and Utility Support.

# Test 2 – Meetings page

Date tested: 29<sup>th</sup> July 2020

Test	Result	Evidence
300% zoom	Page fully functioning when Zoom increased to 300%	
Tab navigation	Menu and links are all navigable using keyboard only (tab and enter keys used).	

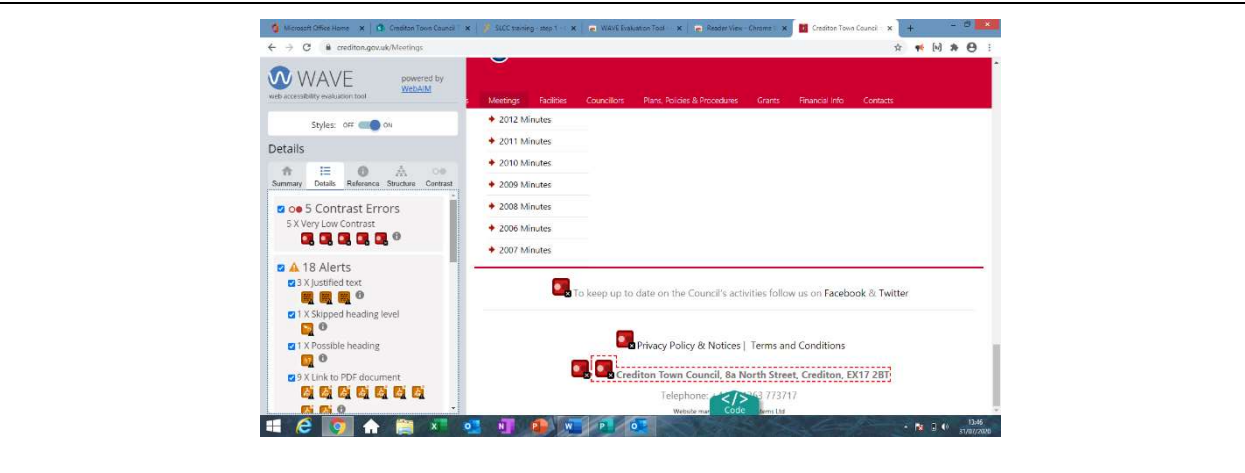
<p>Speech software</p>	<p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p>	
<p>Headings</p>	<p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p>	
<p>Contrast</p>	<p>Colours and contrast levels can be changed. (Plugin used: High Contrast)</p> <p>Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)</p> <p>All content following the heading "Meeting dates 2020/2021" is excluded in Reader View.</p>	

	<b>ACTION: Contact website designers for reason.</b>																	
Screen reader	JAWS downloaded and test 18 <sup>th</sup> August 2020 – page successfully read																	
Skip to context	Option to skip to main context functioning.	 <p>The screenshot shows the Crediton Town Council website. At the top, there is a navigation menu with links for Home, News &amp; Events, Meetings, Facilities, Councillors, Plans, Policies &amp; Procedures, Grants, Financial Info, and Contacts. Below the navigation, there is a 'Skip to main content' link with an arrow pointing to it. The main content area includes a 'COVID-19 UPDATE' section, a 'Meetings' section, and a 'Full Council Meetings' section. A 'Related Links' sidebar is visible on the right side of the page.</p>																
Hyperlinks	Meaningful hyperlinks used (clear description of link provided i.e. calendar of meetings rather than 'click here')	 <p>The screenshot shows the Crediton Town Council website. The 'Meetings' section contains a link to the 'calendar of meetings'. The 'Full Council Meetings' section contains a link to the 'calendar of meetings'. The 'Meeting dates 2020/2021' section contains a table with links to 'Agenda' and 'Minutes' for various dates.</p> <table border="1" data-bbox="1108 1157 1500 1220"> <thead> <tr> <th>Meeting Date</th> <th>Agenda</th> <th>Minutes</th> <th>Supporting Documents</th> </tr> </thead> <tbody> <tr> <td>19th May 2020</td> <td><a href="#">Agenda</a></td> <td><a href="#">Minutes</a></td> <td></td> </tr> <tr> <td>7th July 2020</td> <td><a href="#">Agenda</a></td> <td><a href="#">Minutes</a></td> <td></td> </tr> <tr> <td>21st July 2020</td> <td><a href="#">Agenda</a></td> <td><a href="#">Minutes</a></td> <td><a href="#">Supporting Documents</a></td> </tr> </tbody> </table>	Meeting Date	Agenda	Minutes	Supporting Documents	19th May 2020	<a href="#">Agenda</a>	<a href="#">Minutes</a>		7th July 2020	<a href="#">Agenda</a>	<a href="#">Minutes</a>		21st July 2020	<a href="#">Agenda</a>	<a href="#">Minutes</a>	<a href="#">Supporting Documents</a>
Meeting Date	Agenda	Minutes	Supporting Documents															
19th May 2020	<a href="#">Agenda</a>	<a href="#">Minutes</a>																
7th July 2020	<a href="#">Agenda</a>	<a href="#">Minutes</a>																
21st July 2020	<a href="#">Agenda</a>	<a href="#">Minutes</a>	<a href="#">Supporting Documents</a>															
Alt tags	No images used.																	

WAVE  
Evaluation Tool


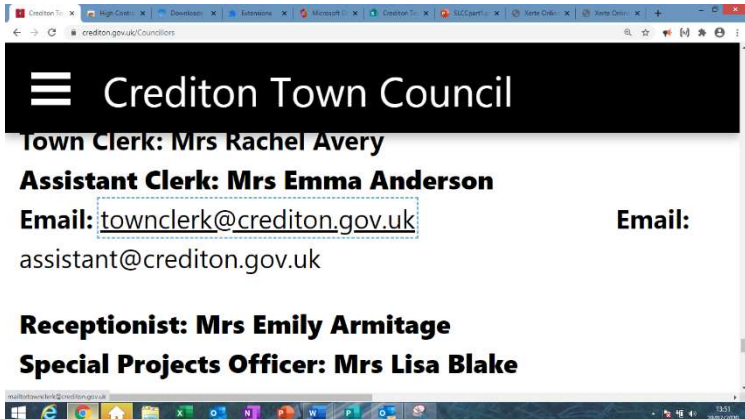
**ACTION: Footer colours to be amended to improve contrast**

**ACTION: Text alignment to be amended – left not justified.**

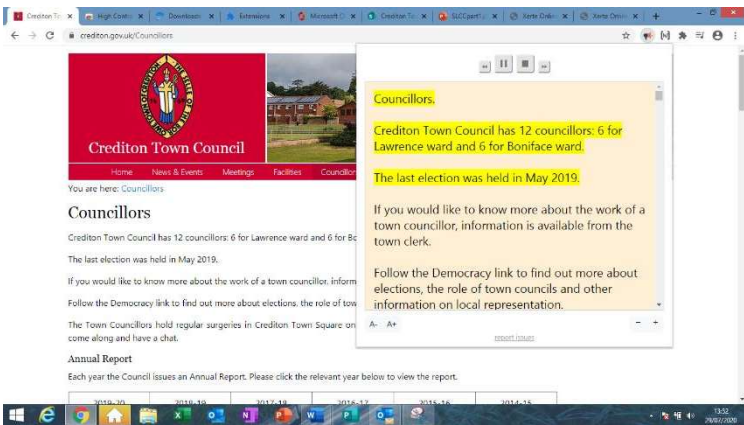
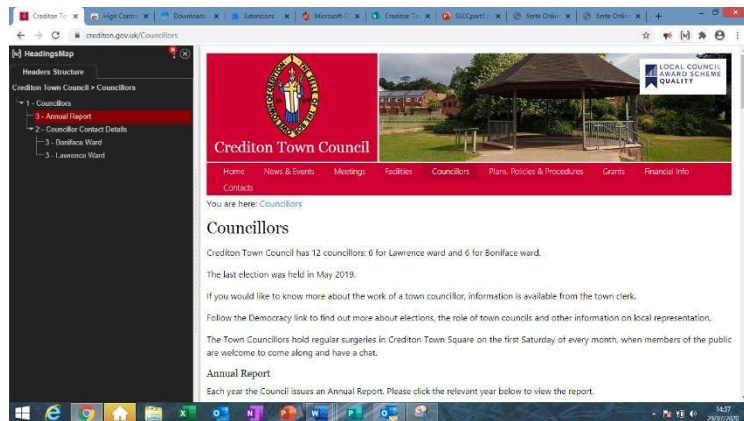
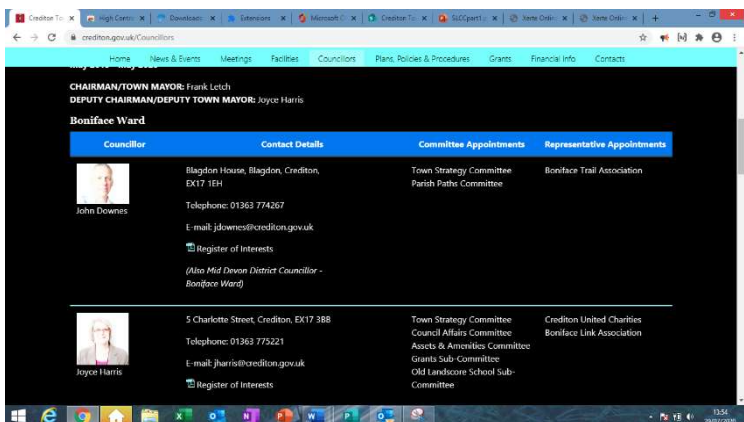


## Test 3 – Councillors page

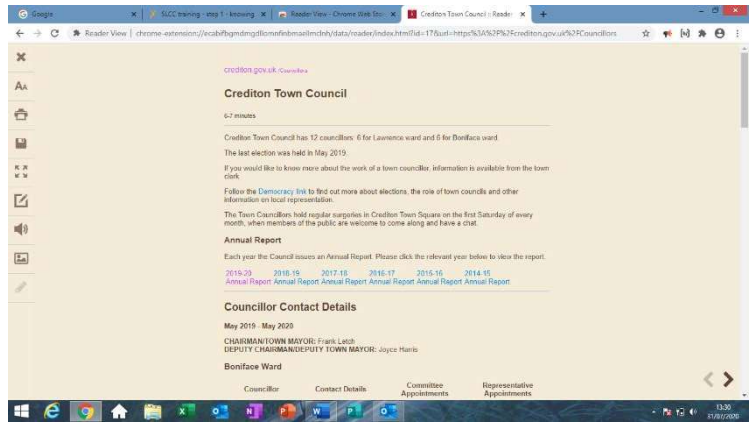
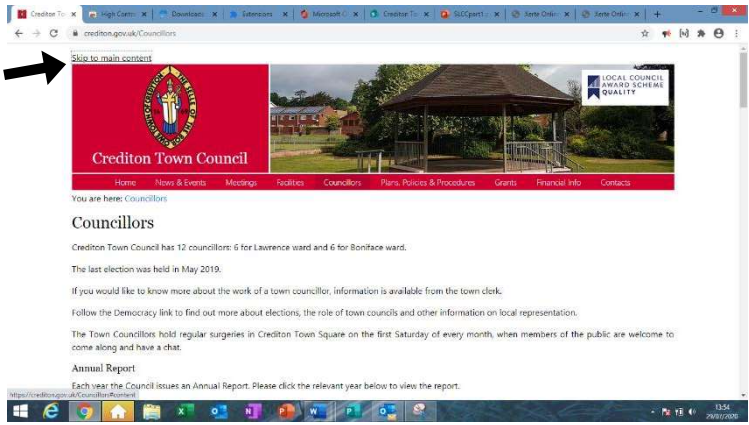
Date tested: 29<sup>th</sup> July 2020

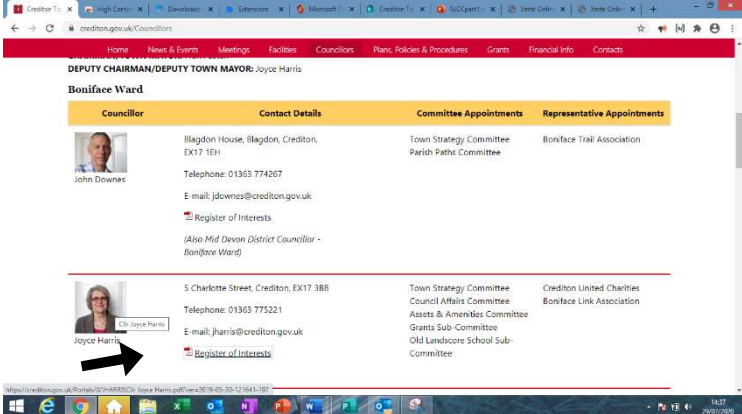
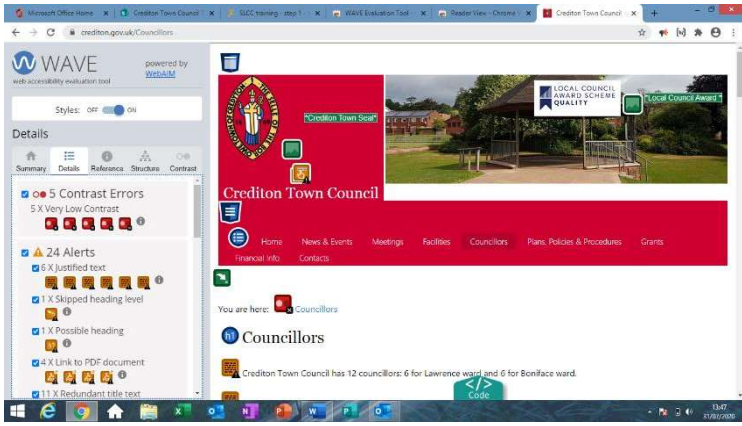
Test	Result	Evidence
300% zoom	<p>Page and plain text functioning when Zoom increased to 300%</p> <p><b>ACTION: Table contents does not fit to page</b></p>	
Tab navigation	<p>Menu and links are all navigable using keyboard only (tab and enter keys used).</p> <p><b>ACTION: when zoomed, the order of staff contact details is incorrect</b></p>	



<p>Speech software</p>	<p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p>	 <p>The screenshot shows the Crediton Town Council website. A yellow text-to-speech overlay box is positioned over the main content area. The text in the box reads: "Councillors. Crediton Town Council has 12 councillors: 6 for Lawrence ward and 6 for Boniface ward. The last election was held in May 2019. If you would like to know more about the work of a town councillor, information is available from the town clerk. Follow the Democracy link to find out more about elections, the role of town councils and other information on local representation." The background website content is partially obscured by the overlay.</p>
<p>Headings</p>	<p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p>	 <p>The screenshot shows the Crediton Town Council website with a 'HeadingsMap' sidebar overlay on the left. The sidebar lists the page structure: 'Crediton Town Council &gt; Councillors', '1 - Councillors', '2 - Annual Report', '2 - Councillor Contact Details', '3 - Boniface Ward', and '3 - Lawrence Ward'. The main content area shows the 'Councillors' page with the heading 'Councillors' and subheadings for 'Annual Report' and 'Annual Report'.</p>
<p>Contrast</p>	<p>Colours and contrast levels can be changed. (Plugin used: High Contrast)</p> <p>Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)</p>	 <p>The screenshot shows the Crediton Town Council website with high contrast and large font applied. The page is titled 'Councillors' and lists the 'CHAIRMAN/TOWN MAYOR: Frank Letch' and 'DEPUTY CHAIRMAN/DEPUTY TOWN MAYOR: Joyce Harris'. Below this, the 'Boniface Ward' section is displayed with a table of councillors. The table has columns for 'Councillor', 'Contact Details', 'Committee Appointments', and 'Representative Appointments'. The text is large and clear, and the background is dark with light text.</p>

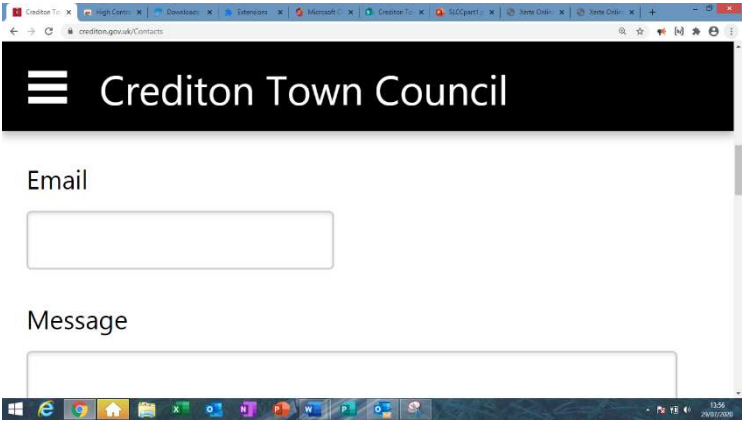
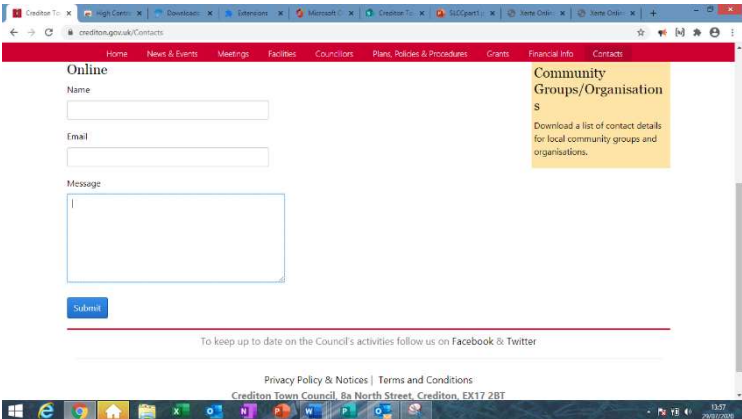


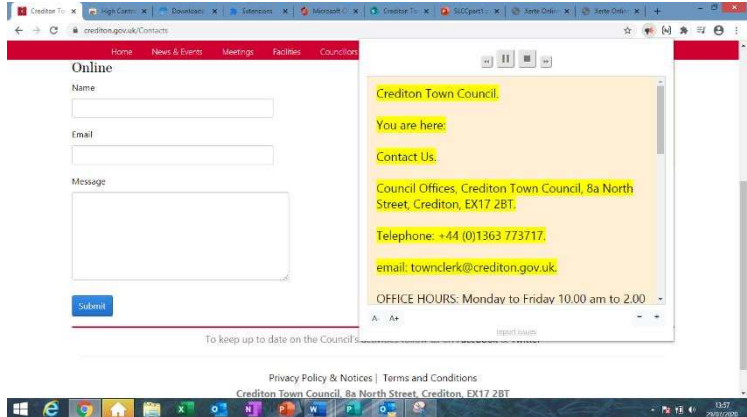
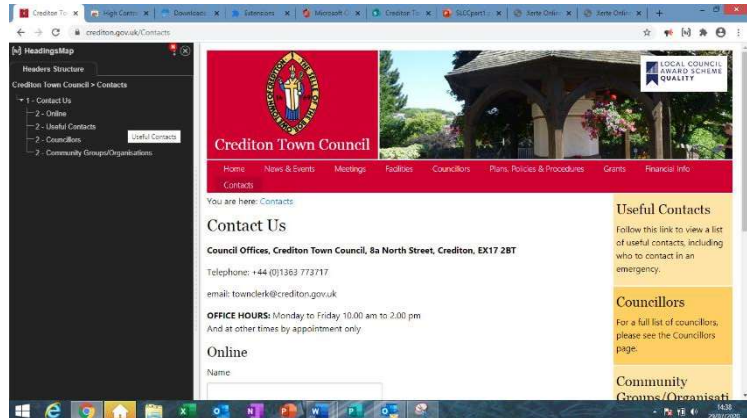
		
Screen reader	JAWS downloaded and test 18 <sup>th</sup> August 2020 – page successfully read	
Skip to context	Option to skip to main context functioning.	

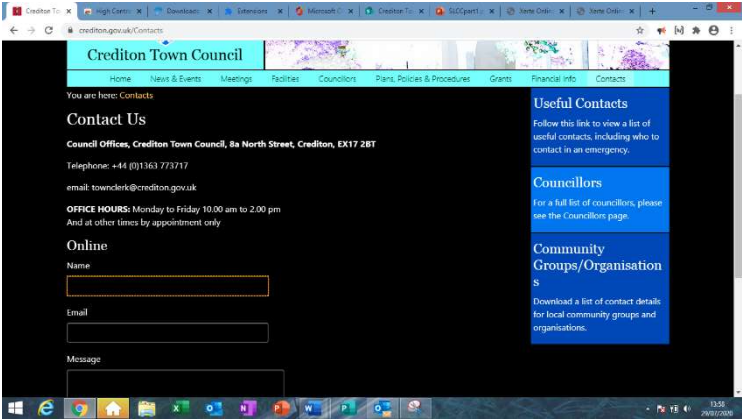
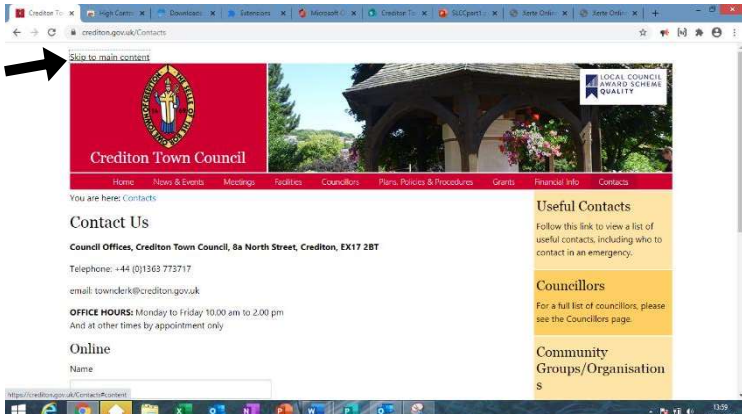
<p>Hyperlinks</p>	<p>Meaningful hyperlinks used (clear description of link provided i.e. Register of Interests rather than 'click here')</p>	
<p>Alt tags</p>	<p>Images given clear alt tags for description.</p>	<p>See photo above.</p>
<p>WAVE Evaluation Tool</p>	<p><b>ACTION: Footer colours to be amended to improve contrast</b></p> <p><b>ACTION: Text alignment to be amended – left not justified.</b></p>	
<p>Word or PDF documents</p>	<p>PDF's of Annual Report and Register of Interest (ROI) Forms are not compliant. As scanned documents, ROI Forms are not editable and this is acknowledged within Accessibility Statement.</p> <p><b>ACTION: PDF documents to be amended and uploaded</b></p>	

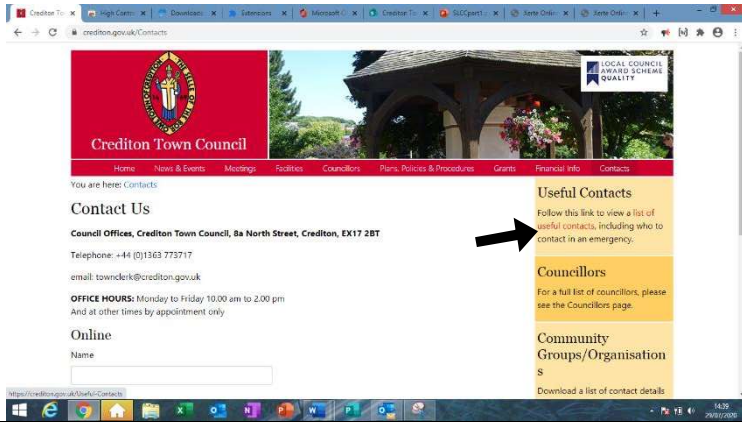
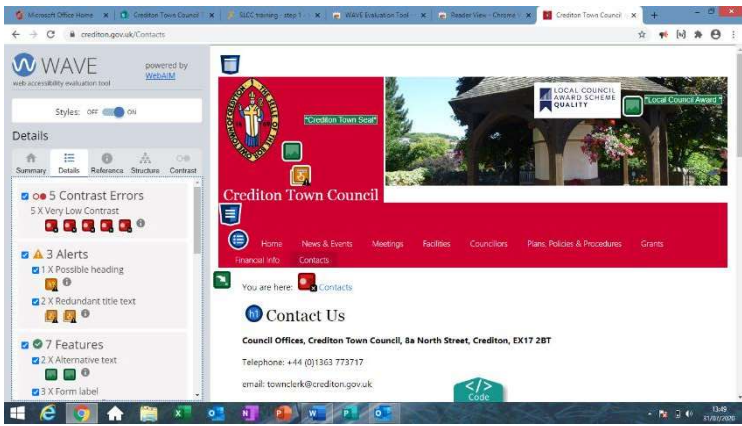
# Test 4 – Contact page

Date tested: 29<sup>th</sup> July 2020

Test	Result	Evidence
300% zoom	Page and plain functioning when Zoom increased to 300%	 A screenshot of a web browser displaying the CREDITON Town Council contact page at 300% zoom. The browser's address bar shows 'crediton.gov.uk/Contacts'. The page features a dark header with the council's name and a hamburger menu icon. Below the header, there are two input sections: 'Email' with a single-line text box, and 'Message' with a larger multi-line text box. The Windows taskbar is visible at the bottom of the browser window.
Tab navigation	Menu and links are all navigable using keyboard only (tab and enter keys used).	 A screenshot of the CREDITON Town Council contact page showing the 'Online' form. The form includes fields for 'Name', 'Email', and 'Message', along with a 'Submit' button. A red navigation bar is visible at the top of the page content area. A yellow callout box on the right side of the page contains the text 'Community Groups/Organisations' and 'Download a list of contact details for local community groups and organisations.' The footer of the page includes links for 'Privacy Policy & Notices' and 'Terms and Conditions', and the council's address: 'CREDITON Town Council, 8a North Street, CREDITON, EX17 2BT'. The Windows taskbar is visible at the bottom.

<p>Speech software</p>	<p>Page can be navigated using speech recognition software. (Plugin used: Text to Speech on Google Chrome)</p>	 <p>The screenshot shows a web browser window displaying the 'Contacts' page of the Crediton Town Council website. On the left, there is a form with fields for 'Name', 'Email', and 'Message', and a 'Submit' button. On the right, a yellow sidebar contains the following text: 'Crediton Town Council.', 'You are here:', 'Contact Us.', 'Council Offices: Crediton Town Council, 8a North Street, Crediton, EX17 2BT.', 'Telephone: +44 (0)1363 773717.', 'email: townclerk@crediton.gov.uk.', and 'OFFICE HOURS: Monday to Friday 10.00 am to 2.00'. The browser's address bar shows 'crediton.gov.uk/Contacts'.</p>
<p>Headings</p>	<p>Headings and subheadings can be clearly identified and used to navigate the page. (Plugin used: Headings Map)</p>	 <p>The screenshot shows the 'Contact Us' page of the Crediton Town Council website. A 'HeadingsMap' overlay is visible on the left side of the browser window, showing a tree structure of the page's headings. The main content area includes the 'Contact Us' heading, the council's name and logo, and contact details: 'Council Offices, Crediton Town Council, 8a North Street, Crediton, EX17 2BT', 'Telephone: +44 (0)1363 773717', and 'email: townclerk@crediton.gov.uk'. There is also a section for 'OFFICE HOURS: Monday to Friday 10.00 am to 2.00 pm'. On the right, a sidebar titled 'Useful Contacts' contains links for 'Useful Contacts', 'Councillors', and 'Community Groups/Organisations'. The browser's address bar shows 'crediton.gov.uk/Contacts'.</p>

<p><b>Contrast</b></p>	<p>Colours and contrast levels can be changed. (Plugin used: High Contrast)</p> <p>Font size, spacing etc. can be changed. (Plugin used: Reader View on Google Chrome)</p> <p>Interactive form is excluded in Reader View.</p>	
<p><b>Screen reader</b></p>	<p>JAWS downloaded and test 18<sup>th</sup> August 2020 – page successfully read</p>	
<p><b>Skip to context</b></p>	<p>Option to skip to main context functioning.</p>	

<p>Hyperlinks</p>	<p>Meaningful hyperlinks used (clear description of link provided i.e. list of useful contacts rather than 'click here')</p>	 <p>The screenshot shows the Crediton Town Council website. On the right side, there is a sidebar with a yellow background. The top section is titled 'Useful Contacts' and contains the text: 'Follow this link to view a list of useful contacts, including who to contact in an emergency.' Below this are three other sections: 'Councillors' (with text 'For a full list of councillors, please see the Councillors page.'), 'Community Groups/Organisations' (with text 'Download a list of contact details'), and a 'Code' icon at the bottom. A black arrow points from the right towards the 'Useful Contacts' text.</p>
<p>Alt tags</p>	<p>No images used.</p>	
<p>WAVE Evaluation Tool</p>	<p><b>ACTION: Footer colours to be amended to improve contrast</b></p> <p><b>ACTION: Text alignment to be amended – left not justified.</b></p>	 <p>The screenshot shows the same Crediton Town Council website as above, but with the WAVE Evaluation Tool overlay on the left. The tool is titled 'WAVE powered by WebAIM web accessibility evaluation tool'. It shows a 'Details' panel with the following information: <ul style="list-style-type: none"> <li>5 Contrast Errors (5 X Very Low Contrast)</li> <li>3 Alerts (1 X Possible heading, 2 X Redundant title text)</li> <li>7 Features (2 X Alternative text, 3 X Form label)</li> </ul> The website content is partially obscured by the tool's interface.</p>



## Website Accessibility – Action Plan

### PDF documents

Although all new PDF's have been published in a user-friendly format, all PDF documents published after September 2018 need reviewing and amending to make them compliant.

Documents such as the Town Council newsletter to be published in plain text format also.

**COMPLETED: by Emma Anderson 17<sup>th</sup> August 2020**

### Headings

WAVE Evaluation Tool identified empty headings – this need removing.

**COMPLETED: by Emma Anderson 4<sup>th</sup> August 2020**

### Text

WAVE Evaluation Tool identified low colour contrast in website Footer. Footer text needs changing to black to improve contrast levels.

**COMPLETED: by Pure Systems 14<sup>th</sup> August 2020**

WAVE Evaluation Tool indemnified all blocks of text are justified. Text must be amended to left alignment.

**COMPLETED: by Emily Armitage 3<sup>rd</sup> August 2020**

When zooming in, staff contact details do not stay in correct order. The formatting needs to change to allow zoom and reflow.

**COMPLETED: by Emily Armitage 3<sup>rd</sup> August 2020**

### Tables

When using Google Chrome Reader View – the tables on the Meetings page are not included. The website designers need to be contacted to obtain a reason for this.

**COMPLETED & AMENDED: by Pure Systems 14<sup>th</sup> August 2020**

When zooming in, the table on page 'Councillors' does not reflow, you must scroll right to view. Website designers to be contacted to find out how this can be amended

**COMPLETED & AMENDED: by Pure Systems 14<sup>th</sup> August 2020**

**Action Plan created 31<sup>st</sup> July 2020 – last updated 18<sup>th</sup> August 2020**