



Accessibility Statement

Accessibility Statement for Sudbury Town Council

This accessibility statement applies to Sudbury Town Council (known as “the Council”)

This website is run by Sudbury Town Council. We want as many people as possible 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 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

We’ve also made the website text as simple as possible to understand.

How accessible this website is

We know some parts of this website are not fully accessible

- most older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions
- you may not be able to skip to the main content when using a screen reader
- documents supplied by third parties that the Council has no control over

Accessibility of the Council website relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used and we cannot guarantee that the site will work fully on older versions of assistive technology

Feedback and contact information

We welcome your feedback on the accessibility of the Council website. Please let us know if you encounter accessibility barriers on the Council website:

- Phone: 01787 372331
- E-mail via form <https://www.sudburytowncouncil.co.uk/contact>
- Postal address: The Town Hall, Sudbury, Suffolk, CO10 1TL

We try to respond to feedback within 7 business 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, contact the Council Clerk via the contact form

<https://www.sudburytowncouncil.co.uk/contact> or phone – 01787 372331

Enforcement procedure-

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (websites and Mobile Applications) (No2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you are not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS), (<https://www.equalityadvisoryservice.com/>).

Technical Information about this website's accessibility

Sudbury 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.

Compliance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. The Council website is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard (detailed below).

Non Accessible Content

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

Despite our best efforts to ensure accessibility of the Council website, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Non-compliance with the accessibility regulations

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

- Uploaded images may not have text alternatives because we cannot ensure the quality of contributions.
- Some older PDFs may not comply.
- Some of our online forms might be difficult to navigate using just a keyboard

Disproportionate burden

At the present time, we have not identified any specific issues that would be of disproportionate burden.

Navigation and accessing information

We believe most tools should work with this site, but this maybe dependant on the version you are using.

Content not within the Scope of the accessibility regulations

The following is exempt from the Accessibility regulations

- pre-recorded audio and video published before 23 September 2020
- live audio and video
- heritage collections such as scanned manuscripts
- PDFs or other documents published before 23 September 2018 – unless needed to use a service.
- maps – information maybe available in address format
- third party content under someone else's control (such Annual Audit information)
- content on intranets or extranets published before 23 September 2019
- archived websites if not needed for services and they are not updated
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Documents, including PDF's, relating to the Annual Governance and Accountability Return (AGAR) are provided by an external source and are outside the control of the Council. These documents are not covered by the regulations ([Part 1 – Section 4\(2\)\(e\)](#)). These items may contain interactive forms and scanned images and may not work with screen readers. We will continue to request that these documents are made accessible, even though they are from a third party.