

This accessibility statement applies to www.poltimoreparishcouncil.org

This website is run by [it'seeze](#).

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
- 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 as simple as possible to understand. AbilityNet has advice on making your device easier to use if you have a disability.

We know some parts of this website are not fully accessible:

- the text will not reflow in a single column when you change the size of the browser window
- 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
- 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 'contact us' page

Feedback and contact information

If you need information on this website in a different format like accessible PDF, email: clerk@poltimoreparishcouncil.org. We'll consider your request and get back to you in 30 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: clerk@poltimoreparishcouncil.org.

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 website's accessibility

Poltimore 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 and exemptions'] listed below.

Word documents and PDFs of the Town Councils documentation. Although the following statement has now been added to those pages where the downloads are available.

If you find that you are having difficulty reading or accessing any of the resources in the formats they are currently in, you can order copies that are more accessible by emailing clerk@poltimoreparishcouncil.org. Please make sure you state your preferred accessible format and which resource it is you would like to receive and we'll get back to you as soon as possible.

If you are unsure of your preferred accessible format, please add details of what you need to do with the document in your correspondence.

Non-accessible content

New documents we publish and documents you need to download or fill in to access one of the services we provide should be accessible.

We know that some of our older documents (published before 23 September 2020) are not accessible. For example, some of them:

- are not tagged properly - for example, they do not contain heading structure
- are not written in plain English
- are online forms that are difficult to navigate using just a keyboard
- contain images without a textual description
- include complex tables
- are forms which have guidance in a separate PDF to help completion

This mostly applies to these document types:

- consultations and their supporting documents
- statutory guidance
- forms
- statistics

Non-compliance with the accessibility regulations

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

Content that's not within the scope of the accessibility regulations

PDFs and other documents

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.

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.

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

What we're doing to improve accessibility

We will ensure that the Word document is natively accessible. Additionally, inform the user that the link will open a Word document. Because Word documents have limitations in accessibility and require a separate program, HTML content should usually be used in place of or in addition to the Word document.

Preparation of this accessibility statement

This statement was prepared on 13th March 2025. It was last reviewed in December 2019.

This website was last tested on 13th March 2025. The test was carried out by ourselves using <https://userway.org/accessibility-checker>