

APPENDIX D – DRAFT Accessibility Statement

Accessibility Statement for Saltash Town Council website

This accessibility statement applies to the Saltash Town Council website at <https://www.saltash.gov.uk>.

This website is run by Saltash Town Council. ~~We want as many people as possible to be able to use this website.~~ **who are committed to providing a website that is accessible to the widest possible audience, regardless of circumstance and ability.**

While Saltash Town Council is not yet able to meet all accessibility requirements for its website, compliance will be achieved from 2026. In the meantime, where an accessible version of a document is required, members of the public are asked to contact the Council office so that an accessible format can be provided.

Commented [DJ1]: Added for clarity

~~We've also~~ **The Town Council have made the website text as simple as possible to understand.**

Commented [DJ2]: Updated to align with Communications Policy.

~~How accessible this website is~~ **is the Town Council website?**

~~We know~~ It is recognised that ~~some~~ **parts of this** the Town Council website may not be fully accessible:

- Some PDF documents may not be fully accessible to screen reader software

~~This~~ **The Town Council website is available in three versions:**

- large screen/desktop site, includes graphics and photos. Some pages may require horizontal scrolling at high zoom.
- small screen/mobile site, formatted to display on small screens in portrait or landscape format.
- text only site, (except as otherwise stated) no graphics, photos or text formatting. Text font, size and background contrast may be adjusted by means of user browser controls.

Feedback on the Town Council Website, Accessibility, and Contact Information

If you need information on this website in a different format, or if you have suggestions for improving the website please contact ~~the Town Clerk~~

- by email: enquiries@saltash.gov.uk
- by phone: 01752 844846
- by post: The Guildhall, Lower Fore Street, Saltash, Cornwall PL12 6JX

~~We will~~ The Town Council will consider your request and get back to you as soon as possible.

Commented [DJ3]: Remove as not required

Commented [DJ4]: To align with the Communications Policy

Reporting Accessibility Problems

~~We~~ The Town Council is committed to maintaining and improving the accessibility of this website. ~~If you find any problems or think we're not meeting accessibility requirements, please contact the Town Clerk Council office — contact details above.~~

If you have any comments and or suggestions relating to accessibility improvements, please don't hesitate to contact the office using the details above.

Commented [DJ5]: Amended to improve clarity and readability

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~~ the Town Council respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Commented [DJ6]: To align with Communication Policy

Technical information about this website's accessibility

Saltash 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.

The Town Council carries out an annual audit of its website to ensure it continues to meet accessibility requirements.

Commented [DJ7]: To action annually to ensure the website remains accessible.

Compliance status

The Town Council aim to adhere as closely as possible to the Web Content Accessibility Guidelines (WCAG 2.2, Level AA), published by the World Wide Web Consortium (W3C).

Whilst Saltash Town Council strives to meet all accessibility guidelines and standards, it is not always possible across every area of the website. Work is ongoing to improve accessibility and achieve full compliance.

The website is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standards, due to the non-compliances and exemptions listed below:

Non-accessible content

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

- **Non-compliance with the accessibility regulations**
Some PDF documents, especially those containing graphics and images, may not be fully accessible to screen readers.
- **PDFs and other documents**
Some of our PDFs documents are essential to providing our Town Council services. For example, we have there are PDFs with information on how users can access our Town Council services.

The Town Council website provider has identified several improvements needed to enhance PDF accessibility, including tagging structures, improving alt text, and ensuring documents are produced in accessible formats. These improvements are planned as part of our ongoing accessibility work.

The accessibility regulations do not require us to fixing PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Any new PDFs we published following the 2026 audit will aim to meet accessibility standards, except where these are supplied by other organisations over which we the Town Council have no control. Be aware that due to the dynamic nature of the website, minor issues may occasionally occur as it is updated regularly.

The Town Council ensures its website remains accessible by carrying out annual accessibility audits, providing appropriate staff training, and regularly reviewing and updating its online services.

Commented [DJ8]: Changed text to align with communications policy

Commented [DJ9]: Added to ensure credibility n statement and transparency

Commented [DJ10]: Amended some wording to align with Communications Policy and added additional text to provide clarity

Commented [DJ11]: Added for clarity on how the Town Council aims to maintain accessibility on it's website.

Documents in alternative formats

Documents on this web site are available in alternative formats on request to the Town Clerk-Council.

Preparation of this accessibility statement

This statement was prepared on 22nd September 2020. It was last updated on 5th March 2026. This website was last tested on 5th March 2026. The test was carried out by WesternWeb Ltd.

All pages on the public facing web site, excluding PDF documents, were tested.