

Dullingham Parish Council

Accessibility Statement

1.0 Purpose of this statement

1.1 Dullingham Parish Council is committed to making its website and digital information accessible to as many people as possible, including residents, visitors and other users with disabilities or access needs.

1.2 This statement explains how accessible the Council's website and online documents are, what the Council is doing to improve accessibility, how users can request information in alternative formats, and how accessibility concerns can be reported.

2.0 Scope

2.1 This accessibility statement applies to the Council's public website and to documents published by the Council online, including agendas, minutes, notices, forms, policies and other information made available to the public.

2.2 It does not replace the Council's wider obligations under equality, data protection, freedom of information, publication scheme or governance requirements.

3.0 Accessibility standard

3.1 The Council aims to meet the Web Content Accessibility Guidelines version 2.2 AA standard, where reasonably practicable and proportionate for a parish council website.

3.2 The Council recognises the requirements of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 and will take reasonable steps to keep its website and published information accessible.

4.0 How accessible the website is

4.1 The Council wants as many people as possible to be able to use its website. Users should be able to change colours, contrast levels and fonts, zoom in without text becoming unreadable, navigate most content using a keyboard, and use

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assistive technologies such as screen readers where supported by their device and browser.

4.2 The Council aims to write website content in clear language and to structure information so that residents can find and understand key information about Council business, meetings, services and decisions.

5.0 Known accessibility limitations

5.1 Some older documents, scanned documents, third-party content or historic PDFs may not be fully accessible to screen reader software or other assistive technologies.

5.2 Where possible, the Council will aim to improve the accessibility of new documents before publication and will avoid relying solely on scanned images of text.

5.3 Some content may be outside the Council's direct control, including documents supplied by third parties or links to external websites. The Council will consider accessibility when publishing or signposting such material.

6.0 Alternative formats

6.1 If you need information from Dullingham Parish Council in a different format, such as accessible PDF, large print, easy read, audio recording or another reasonable format, please contact @Clerk.

6.2 The Council will consider each request and respond within a reasonable timescale, taking into account the nature of the information requested and the resources available to the Council.

7.0 Reporting accessibility problems

7.1 Dullingham Parish Council is always looking to improve the accessibility of its website and published information. If you find any accessibility problems or believe the Council is not meeting accessibility requirements, please contact @Clerk and explain the issue.

7.2 Please include details of the page, document or information affected and the nature of the accessibility problem, so that the Council can investigate and respond appropriately.

8.0 Contact information

8.1 Accessibility requests and reports should be sent to @Clerk at Dullingham Parish Council.

8.2 Contact details for @Clerk should be published on the Council's website and kept up to date. The Council's website is www.dullingham-pc.org.uk. The Council

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should include an email address, postal address and, where available, a telephone number.

9.0 Enforcement procedure

9.1 The Equality and Human Rights Commission is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

9.2 If you are not satisfied with how the Council responds to an accessibility complaint, you may contact the Equality Advisory and Support Service for further advice.

10.0 Review and maintenance

10.1 This statement should be reviewed regularly, and at least when significant changes are made to the Council's website or digital publishing arrangements.

10.2 The Council should record when this statement was prepared, when it was last reviewed, and when it is next due for review.

Formal Approval of this Accessibility Statement

This is approved by Dullingham Parish Council.

ADOPTED 5 November 2020

REVIEWED and updated 3 July 2026