

Accessibility Statement

This accessibility statement applies to teignmouth-devon.gov.uk, run by Teignmouth Town Council.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours and contrast levels
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard

[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:

- Most documents are not fully accessible and we are working to change this so that documents from September 2018 are fully accessible
- Not all hyperlink names have meaningful text and we are checking through pages
- There is insufficient alt text and we are checking through pages

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

Email townclerk@teignmouth-devon.gov.uk

Call 01626 775030

Visit our office at Bitton House, Teignmouth, TQ14 9DF

We will consider your request and get back to you in 15 days.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements, contact: townclerk@teignmouth-devon.gov.uk or phone 01626 775030.

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 are not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Technical information about this website's accessibility

Teignmouth 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

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

We have tested the accessibility that represent the breadth of content across our website. Some parts of the website may not work for everyone.

If you find something that does not work that we have missed, remember to email townclerk@teignmouth-devon.gov.uk or phone 01626 775030.

Below are known issues that we are working on to fix.

Inaccessible documents

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they are accessible to a screen reader. [See WCAG 2.1 success criterion 4.1.2 \(name, role value\)](#)

We will correct documents from September 2018 as we review each page.

Insufficient alt text

Some images contain text which cannot be read by assistive technology, such as screen readers.

Any relevant text is included in the image's alt-text, which is visible to assistive technology.

Branded text such as logos, slogans or other marketing messages, may not be included in the alt-text if they are not relevant to what the image is conveying.

Images that do not contain sufficiently descriptive alt-text are not compliant with [WCAG guideline 1.1.1](#), and [WCAG guideline 1.3.3](#).

We will correct insufficient alt-text over time as we review each page.

Unclear hyperlinks

There may be pages with read more / click here links. [See WCAG 2.4 Success Criterion 4.4 \(Link Purpose \(In Context\)\)](#)

We will correct the names of hyperlinks as we review each page.

Headings

There may be pages with insufficient heading structure. [See WCAG Success Criterion 2.4.6 Headings and Labels](#)

We will correct headings as we review each page.

Content that is 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. By September 2020, we plan to fix these documents so that they are accessible.

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they are not essential to providing our services.

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

Preparation of this accessibility statement

This statement was prepared on 21 July 2020. It will be reviewed annually.

This website was last tested on 13 July 2020. The test was carried out by Teignmouth Town Council.