



EMERSONS GREEN

TOWN COUNCIL

Website Accessibility statement for Emersons Green Town Council

This website is run by Emersons Green Town Council. We want as many people as possible to be able to use this website. Our website includes an accessibility toolbar, shown as a small icon in the bottom corner of each page. This tool is designed to make the site easier to use for as many people as possible.

The accessibility menu allows visitors to adjust the website to suit their individual needs. Features typically include:

- Text size adjustments – increase or decrease font size for easier reading
- Contrast and colour options – switch to high-contrast, dark mode, or light mode
- Readable fonts – choose clearer, more accessible font styles
- Highlighting links or headings – improve visibility and navigation
- Spacing controls – adjust line and letter spacing
- Cursor and focus tools – enlarge the cursor or highlight the section being read
- Screen reader support – improve compatibility with assistive technologies

These tools are provided to help ensure that everyone can access our information and services comfortably.

We are also in the process of making the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

Conformance status

We aim to ensure our website is accessible to as many people as possible. In developing and maintaining this website, we follow the Web Content Accessibility Guidelines (WCAG), which set internationally recognised standards for digital accessibility.

We are currently working towards compliance with **WCAG 2.2 Level AA**, which defines requirements for designers and developers to improve accessibility for

people with disabilities. The guidelines outline three levels of conformance: Level A, Level AA, and Level AAA.

At present, Emersons Green Town Council is **partially compliant with WCAG 2.1 Level AA**. “Partially compliant” means that some areas of the website do not yet fully meet the accessibility standards. We are actively reviewing and improving these areas as part of our ongoing commitment to accessibility.

Measures to support accessibility

Emersons Green Town Council will take the following measures to ensure accessibility of Emersons Green Town Council

- To Include accessibility as part of our future mission statement.

Compatibility with Browsers and Assistive Technology

The Emersons Green Town Council website is designed to be compatible with commonly used modern devices, browsers, and assistive technologies.

This includes compatibility with:

- Desktop computers (PC and Mac)
- Mobile phones
- Tablet devices
- Modern web browsers such as Chrome, Edge, Firefox and Safari
- Screen readers and other commonly used assistive technologies

We aim to ensure the website functions effectively across different platforms and adapts to varying screen sizes and accessibility tools.

Technical Specifications

The accessibility of the Emersons Green Town Council website relies on the following technologies to work with the combination of web browser and any assistive technologies or plugins installed on your device:

- HTML
- CSS
- JavaScript

These technologies are relied upon to ensure conformance with the Web Content Accessibility Guidelines (WCAG) standards.

Reporting Accessibility Problems

We are committed to continually improving the accessibility of this website. If you experience any difficulties accessing content, find any issues that are not listed on this page, or believe we are not meeting accessibility requirements, please let us know.

What to Do if You Cannot Access Part of This Website

If you need information from this website in a different format, such as an accessible PDF, large print, or easy-read version, please contact us:

- **Phone:** 0117 302 6989
- **Email:** clerk@emersonsgreen-tc.gov.uk
- **Website:** <https://www.emersonsgreen-tc.gov.uk/>
- **Postal Address:**
Emersons Green Town Council
198 Westerleigh Road, Emersons Green, Bristol BS16 7AN

We will consider your request and aim to respond to all accessibility enquiries within 7 working days.

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 satisfied with how Emersons Green Town Council responds to your complaint, you can contact the Equality Advisory and Support Service (EASS).

Contacting Us by Phone or Visiting in Person

Contact us on our Contact Details stated above.

Technical Information About This Website's Accessibility

Emersons Green 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.

This website framework is compliant with the Web Content Accessibility Guidelines (WCAG) version 2.2 AA standard. Some content is partially compliant, due to the non-compliances listed below.

Non-Accessible Content

Some content on the Emersons Green Town Council website is not fully accessible. This includes:

- Some documents, such as the Annual Governance Statement and Councillors' Register of Interests forms, which have been published as scanned signed documents. These are required to be published in their original signed format and may not be fully accessible to screen reader users.
- Some documents that are based on standard templates or forms provided by external bodies, such as the district council or the National Association of

Local Councils (NALC). These documents may not fully meet accessibility standards.

- Many of our older PDF and Word documents do not meet current accessibility standards. For example, they may not be properly structured for use with screen reader software.
- Some PDF documents have not been saved in an accessible PDF (PDF/A) format, and some consist of scanned images rather than searchable text.

The accessibility regulations do not require us to fix PDF or other documents published before 23 September 2018 if they are not essential to providing our services. For example, we do not plan to retrospectively update minutes and agendas published before 23 September 2018.

Any new PDF or Word documents we publish will aim to meet current accessibility standards.

We are reviewing our processes and, where possible, will replace or provide accessible versions of documents on request.

What we're doing to improve accessibility

We review our website for improvements in accessibility on a twice-yearly basis and will make updates to the site when required.