

Accessible Documents Statement

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Accessible documents at the Parish Council

This policy explains how accessible the Parish Council's published documents are. It covers PDFs, spreadsheets, presentations and other types of document.

Using our documents

The Parish Council publishes documents in a range of formats, including Word documents, Excel spreadsheets and PDF documents.

We want as many people as possible to be able to use those documents. For example, when we produce a document we aim to:

- tag headings and other parts of the document properly, so screen readers can understand the page structure
- make sure we include alt text alongside non-decorative images, so people who cannot see them understand what they're there for
- avoid using tables, except when we're presenting data
- write in plain English
- Use a clear font
- Use contents pages for longer documents

How accessible our documents are

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

However, we know that some of our older documents (published before 23 September 2018) are not accessible. For example, some of them:

- are just photocopies and are not marked up in a way that allows screen reader users to understand them
- are not tagged up properly - for example, they do not contain proper headings
- are not written in plain English

This mostly applies to our meeting agendas, reports and minutes. These types of documents are [exempt from the regulations](#), so we do not currently have any plans to make them accessible.

If you need to access information in one of these document types, you can contact us and ask for an alternative format.

What to do if you cannot use one of our documents

If you need a document we've published in a different format:

- email: clerk@sancreed-pc.gov.uk
- call: 07704 642 521
- [link to contact page on website](#)

We'll consider the request and get back to you in 14 working days.

Reporting accessibility problems with one of our documents

We're always looking to improve the accessibility of our documents. If you find any problems not listed on this page or you think we're not meeting accessibility requirements, contact:

Parish Clerk on email: clerk@sancreed-pc.gov.uk or telephone: 07704 642 521

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 the accessibility of our documents

The Parish Council is committed to making our documents accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The documents [insert department name] publishes are partially compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard, due to the non-compliances listed below.

Non accessible content

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

Non compliance with the accessibility regulations

A few of our documents have diagrams or symbols. These images do not have a text alternative, so the information in them is not available to people using a screen reader. This does not meet WCAG 2.2 success criterion 1.1.1 (non-text content).

When we publish new documents, or review old documents, we will endeavour to make sure our use of diagrams meets accessibility standards.

Disproportionate burden

The following documents are provided by the external auditor for completion with the requirement that copies of the document are scanned onto the Parish Council website to be displayed in accordance with the legal requirements. As they are scanned documents they do not meet the WCAG success criteria 2.1 keyboard accessibility and 2.4.6 headings.

- Annual Governance and Accountability Review documentation for each financial year end.
- Notice of conclusion of audit for each financial year end

It would be a disproportionate burden to the Parish Council to make these documents accessible.

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

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.2 success criterion 4.1.2 (name, role value).

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 will meet accessibility standards.

How we tested our documents

We last tested a sample of our documents on 15 February 2026. The test was carried out by the Parish Council. Sample testing of PDF documents was carried out (recent Minutes and agendas).

What we're doing to improve accessibility

The Parish Council is committed to the website being accessible to all and will review the documentation on a periodic basis, including sample testing of documents. The Parish Council is willing to listen to any accessibility issues that are raised and consider whether to rectify the issues raised, and if so, how.

This page was prepared on 15 February 2026. It was last updated on 15 February 2026.