



# CUCKFIELD PARISH COUNCIL

## Accessibility Statement

Adoption Date: 04.06.26

Review Date: Annually

Issue Number	Date Agreed	Details of amendments
1	04/06/26	Adopted

### Accessibility statement for Cuckfield.gov.uk

This accessibility statement applies to the website [www.cuckfield.gov.uk](http://www.cuckfield.gov.uk).

This website is run by Cuckfield Parish 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, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader

We have also made the website text as simple as possible to understand.

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### How accessible this website is

We know some parts of this website are not fully accessible. For example:

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

- some images may not have suitable alternative text
- there's a limit to how far you can magnify the map on our 'Contact us' page, which is provided by a third party (Google)

We are working to improve these issues.

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## **Feedback and contact information**

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact us:

- Email: [clerk@cuckfield.gov.uk](mailto:clerk@cuckfield.gov.uk)
- Phone: 01444 454276
- Write to us or visit us at: The Queen's Hall, High Street, Cuckfield, RH17 5EL

We'll consider your request and get back to you as soon as possible.

If you cannot view the map on our 'contact us' page, call or email us for directions <https://www.cuckfield.gov.uk/contact>

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## **Enforcement procedure**

The Equality Advisory and Support Service (EASS) is responsible for enforcing the accessibility regulations.

If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

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## **Compatibility with browsers and assistive technology**

The website is designed to be compatible with the following technologies:

- Mobile telephones
  - PC and MAC computers
  - Tablet devices
  - All known internet browsers
  - Screen read
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## **Technical information about this website's accessibility**

Cuckfield Parish Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.

This website framework is compliant with the [Web Content Accessibility Guidelines version 2.2 AA](#) standard. For example, we have placed buttons consistently and to ensure other buttons and links are not blocked, have made changes to non-text content and improved navigation.

Some content is partially compliant, due to the non-compliances listed below.

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### **Non-accessible content**

Some pages may contain attachments which are not currently compliant, such as:

- Older PDF files such as Meeting Minutes and Agendas published before 23<sup>rd</sup> September 2018.
  - Videos which have captions.
  - Content produced by third parties or using third party software.
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### **Non-compliance with accessibility regulations**

We will do all we can to identify content that is non-compliant.

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

When we publish new content we will make sure our use of images meets accessibility standards.

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### **Disproportionate burden**

We have not identified any areas that we believe constitute a disproportionate burden.

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

## PDFs and other documents

Not all documents on this website are created by us. Some documents and content may be created by third parties or using third party software. Where this is the case we will endeavour, on request, to obtain an accessible copy from the original source or to convey the information contained in the document in an accessible way.

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 2.1 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.

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents.

Any new PDFs or Word documents created by us will meet accessibility standards.

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## How we tested this website

This website was last tested in June 2026. Tests were carried out by both internal systems and our website provider, Aubergine 262.

We tested a sample of pages:

- our main website platform, available at [cuckfield.gov.uk](http://cuckfield.gov.uk)
- services based on a different technical platform but 'skinned' to look like our website (Meeting minutes and agendas)

Tests will continue to be undertaken at least once a quarter.

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## What we're doing to improve accessibility

We are working continually to improve the accessibility of our website.

We will provide staff training to ensure that all new content added meets accessibility criteria.

We also run monthly and quarterly reports to identify and address accessibility issues.