

# Accessibility statement for Lound Parish Council

This accessibility statement applies to Lound Parish Council hosted by onesuffolk.net at <https://loundparishcouncil.gov.uk/>

This website is run Lound 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 (including the most recent versions of JAWS, NVDA and VoiceOver)

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

## How accessible this website is

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

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions
- some of our online forms are difficult to navigate using just a keyboard

- you cannot skip to the main content when using a screen reader
- there's a limit to how far you can magnify the map on our 'contact us' page

## **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 [chair@loundparishcouncil.gov.uk](mailto:chair@loundparishcouncil.gov.uk)
- call 01502 730613
- We'll consider your request and get back to you in seven days.

## **Reporting accessibility problems with this website**

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact:  
[chair@loundparishcouncil.gov.uk](mailto:chair@loundparishcouncil.gov.uk)

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

# Technical information about this website's accessibility

Lound Parish 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 links to pdfs are being changed to allow better viewing on mobile/ tablet devices. (MT 05/02/2026)

This website is not compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard. The [insert one of the following: 'non-compliances', 'exemptions' or 'non-compliances and exemptions'] are listed below.

## Non-accessible content

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

Pdf files as they are being changed to html format to be easier to read on mobile/tablet devices.

## Non-compliance with the accessibility regulations

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'll make sure our use of images meets accessibility standards.

## Disproportionate burden

**Navigation and accessing information** There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some of the content overlapping.

### Interactive tools and transactions

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another

assessment when the supplier contract is up for renewal, likely to be in 2027.

## **Content that's 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. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

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. For example, we do not plan to fix [example of non-essential document].

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

### **Live video**

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

## **Preparation of this accessibility statement**

This statement was prepared 05 Feb 2026. It was last reviewed on 31 05 Feb 2026.

This website was last tested on 5 Feb. 2026 The test was carried out by Miles Thomas, Chair of Lound PC

We used the Wave Evaluation Tool inside the Chrome Browser to evaluate the Website and correct errors.