CAMELFORD TOWN COUNCIL

Town Clerk: Laura Murphy
Town Hall
Market Place
Camelford
Cornwall
PL32 9PD

01840 212880
clerk@camelford-tc.gov.uk
www.camelford-tc.gov.uk

Accessibility

Our Accessibility Goals

This website is run by Camelford 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:

- 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. AbilityNet has advice on making your device easier to use if you have a disability.

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF or large print:

- email: clerk@camelford-tc.gov.uk
- fill out our Contact Us form

We will acknowledge your request as soon as possible but within 3 weeks and we will tell you how long it will take to complete.

Compliance Status

Camelford 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.

Our website accessibility

We've made every effort to make our website accessible. Accessibility is an ongoing initiative and we're always striving to improve. Some parts of this website may not be fully accessible:

- most older PDF documents aren't fully accessible to screen reader software

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). Content that's not within the scope of the accessibility regulations 3rd party content Our site includes 3rd party content and documents. We cannot guarantee that all 3rd party content is accessible. We are not responsible for any 3rd party content.

Using 3rd party content or functionality

We often link to 3rd party websites or documents when there is useful information that relates to our services. For example, we link to 3rd party websites such as official information sources like Cornwall Council or the Electoral Commission. We may create content on 3rd party platforms. For example, if we create video content on Facebook. We're responsible for making sure the content is accessible but we're not responsible for Facebook's platform.

PDFs and other documents

Many of our older PDFs and Word documents may 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. Some of our PDFs and Word documents may be essential to providing our services. For example, we have forms saved as PDFs. The accessibility regulations don't require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Testing the website

We have used an external IT company to provide ongoing support and auditing of our site to identify any issues, should these arise, and create a plan of action to fix these issues. We will also assess whether fixing any issues will be a disproportionate burden. This statement was prepared on 25th June 2025.

Feedback

Whilst we don't collect your data, we use your feedback to improve the services, information and content of our website. Please refer to the council's Privacy Notice should you wish to know more.