



Towyn & Kinmel Bay Town Council Accessibility Statement

- Adopted by TKBTC at Full Council Meeting held on 13/05/2020.
- Reviewed by TKBTC at Full Council Annual Meeting held on 27/05/2020.
- Reviewed by TKBTC at Full Council Annual Meeting held on 12/05/2021.
- Reviewed by TKBTC at Full Council Annual Meeting held on 18/05/2022.
- Reviewed and Approved at Full Council Annual Meeting held on 17/05/2023.
- Reviewed and Approved at Full Council Annual Meeting held on 15/05/2024
- Reviewed and Approved at Full Council Annual Meeting held on 14/05/2025.
- Reviewed & Approved at Full Council Annual Meeting held on 13/05/2026.

This website is run by Towyn & Kinmel Bay Town Council. The Town council want as many people as possible to be able to use this website. For example, that means you should be able to:

- This website does not support changes to colours, contrast levels and fonts
- This website supports zooming in up to 300% without the text spilling off the screen
- Navigate some of the website using just a keyboard
- Listen to most of the website using a screen reader

We've 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.

How accessible is this website?

We know some parts of this website aren't fully accessible:

- You cannot modify the line height or spacing of text
- Some older PDF documents are not fully accessible to screen reader software

- 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

What to do if you can't access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording for example, please use the details below to request:

- Email: clerk@towynkinmelbay-tc.gov.uk
- Phone: 01745 354899

We'll consider your request and get back to you in 15 working days.

Reporting accessibility problems with this website

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

- Email: clerk@towynkinmelbay-tc.gov.uk
- Telephone 01745 354899

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 us by phone or by visiting us in person

Clerk and Responsible Financial Officer, Dylan Thomas Email: clerk@towynkinmelbay-tc.gov.uk or Telephone: 01745 354899

Technical information about this website's accessibility

Towyn & Kinmel Bay 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 is currently partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below:

- There may be pages with read more / click here links. See WCAG 2.4 Success Criterion 4.4 (Link Purpose (In Context)).

- There may be some pages where there are stray end tags. See WCAG 2.1 success criterion 4.1.1 (Parsing).
- Many of our older PDFs and Word documents don't meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. See WCAG 2.1 success criterion 4.1.2 (name, role value).
- Some images on the website pages may not have a text alternative, so the information on them isn't available to people using a screen reader. See WCAG 2.1 success criterion 1.1.1 (non-text content).

How we tested this website

This website was tested both manually and automatically prior to the writing of this statement. The tests were carried out by NXTWEB Digital Ltd
This statement was prepared February 2020.