



HOLYWELL TOWN COUNCIL

WEBSITE ACCESSIBILITY STATEMENT

Holywell Town Council

Website Accessibility Statement

This website is maintained by Holywell 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:

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

www.abilitynet.org.uk/ 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 can't modify the line height or spacing of text
- some PDF documents aren't fully accessible to screen reader software
- you can't 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 Address: town.clerk@holywell.wales
- Telephone: (01352) 711757

We will consider your request and get back to you in 20 working days.

Reporting accessibility problems with this website

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

- Email Address: town.clerk@holywell.wales
- Telephone: (01352) 711757

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).

Contacting us by phone or by visiting us in person

Town Clerk and Responsible Financial Officer, Jason Baker

Email Address: town.clerk@hollywell.wales

Telephone: (01352) 711757

Technical information about this website's accessibility

Hollywell 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 (www.w3.org/TR/WCAG21/) due to the non-compliances listed below:

- The website can be fully navigated using a keyboard, allowing users to access menus, links, forms and other interactive elements without the use of a mouse.
- An accessibility toolbar is available throughout the website, providing a range of tools to help users customise their browsing experience. These include options such as text resizing, colour and contrast adjustments, highlighting links, improving readability and other accessibility enhancements.
- There may be pages with read more / click here links. See WCAG 2.1 Success Criterion 2.4.4 (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 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). We will continue to add text alternatives to existing images where practicable and will ensure all new content meets accessibility standards.

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 Hollywell Town Council. This statement was prepared July 2026.