Merton Parish Council Website Accessibility Statement

Using this website
This website is managed and owned by Merton 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 and
- Listen to most of the website using a screen reader

We've also tried to make 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 can't access parts of this website
If you need information on this website in a different format please contact the Clerk:

Email: pcclerkmerton@mertonparishcouncil.co.uk

Telephone – 01865-331481

We'll consider your request and get back to you in within 20 days (but usually sooner).

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 you think we're not meeting accessibility requirements please contact the Parish Clerk.

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, please contact the Equality Advisory and Support Service (EASS) at https://www.equalityadvisoryservice.com/

Technical information about this website's accessibility

Merton 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.

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

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

Many of our older PDF documents may not meet accessibility standards – for example, they may not be structured so they're accessible to a screen reader. 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. However, if there is a particular document you need converting please let us know and if at all possible we will update it.

The content listed below is non-accessible for the following reasons. Non-compliance with the accessibility regulations WCAG 2.2:-

•Many of our older PDF documents are not fully accessible to screen reader software as they are scanned images. This fails WCAG 2.2 success criteria 1.3.1 (Info and Relationships) and 1.4.5 (Images of Text). We are working to ensure that all new PDFs we publish will meet accessibility standards.

•Some of our links rely on visual context, such as "click here" or "link above", which is not descriptive for screen reader users. This fails WCAG 2.2 success criterion 2.4.4 (Link Purpose).

We plan to address these issues by April 2026.

'If you would like accessibility to a document please contact the Parish Council'

This document was reviewed and adopted:

Date: 8 December 2025
Minute Ref: M12/2025-9.2-a