



Accessibility Statement for Ludlow Town Council

This accessibility statement applies to the Ludlow Town Council website.

We want as many people as possible to be able to use this website. This means you should be able to:

- adjust colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most pages using just a keyboard
- navigate most pages using speech recognition software
- listen to most of the website using a screen reader

We aim to write content in clear, plain English wherever possible.

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

How accessible this website is

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

- some PDF documents are not fully accessible to screen reader software
- some older documents do not have correct heading structure or alt text
- some images may be missing descriptive alt text
- some pages may have colour contrast issues
- some third-party systems we link to (such as planning, payments, or mapping tools) are not fully accessible

We are actively working to improve these areas.

Feedback and contact information

If you need information on this website in a different format such as accessible PDF, large print, easy read, audio recording or braille, please contact:

Email: customer.services@ludlow.gov.uk

Phone: 01584 871970

Address: Ludlow Town Council, The Guildhall, Mill Street, Ludlow, SY8 1AZ

We will consider your request and respond within 10 working days.

Reporting accessibility problems

If you find any accessibility issues not listed on this page, or if you think we're not meeting accessibility requirements, please contact:

Email: customer.services@ludlow.gov.uk

Enforcement procedure

The Equality and Human Rights Commission (EHRC) enforces the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.

If you're not satisfied with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Technical information about this website's accessibility

Ludlow Town Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.

This website is partially compliant with the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard, due to the non-compliances and exemptions listed below.

Non-accessible content

1. Non-compliance with the accessibility regulations

Some content does not meet WCAG 2.2 AA standards:

- Some images do not have appropriate alt text (WCAG 1.1.1)

- Some text and background combinations do not meet contrast requirements (WCAG 1.4.3)
- Some PDFs and documents do not have correct tagging or a logical reading order (WCAG 1.3.1)
- Some form labels may not be correctly associated with form fields (WCAG 3.3.2)

We are working through these issues as part of our ongoing accessibility improvement plan.

2. Disproportionate burden

Ludlow Town Council publishes a large number of documents, including:

- committee papers
- agendas and minutes
- reports
- consultation materials
- historical documents and archives

Many older PDFs (particularly those published before September 2018) are not fully accessible. Due to the volume of documents and limited staff resources, it would be a disproportionate burden to retrospectively fix every historic file.

Our approach is:

- all new documents are created using accessible templates
- essential documents are remediated on request
- key documents published after September 2018 are prioritised for accessibility improvements
- older documents that are not essential to providing services may remain in their original format

This assessment was last reviewed on 17 June 2026.

3. Content that is not within the scope of the regulations

The following content is exempt:

- PDFs and documents published before September 2018 that are not essential to providing our services
- live video streams

- third-party content that we do not control (e.g., planning portal, payment systems, mapping tools)

What we're doing to improve accessibility

We are taking the following steps:

- adding alt text to images as pages are updated
- improving colour contrast where needed
- reviewing navigation and keyboard access
- ensuring new PDFs are created using accessible templates and correct tagging
- replacing PDFs with HTML content where appropriate
- limiting document creation to only accessible trained staff
- reviewing a sample of pages each quarter to monitor progress

We aim to complete our next accessibility review by October 2026.

Preparation of this accessibility statement

This statement was prepared on 17 June 2026.

It was last reviewed on 17 June 2026.

This website was last tested on 17 June 2026 using:

- automated tools
- manual checks
- sample testing of key pages