

Accessibility Statement (West Heanton website)

1. Overview

West Heanton is committed to providing a website that is accessible to as many people as possible. This statement explains how accessible www.westheanton.co.uk is, details known limitations, and tells you how to contact us if you need information in a different format.

2. How Accessible This Website Is

We aim to meet WCAG 2.2 AA standards. Most of the website is fully accessible, but we know some parts may not be:

- Some older PDF documents may not be fully accessible to screen readers.
- Some images may not have complete alternative text.
- Some colour contrasts may not meet minimum AA contrast ratios.
- Third-party content (e.g., embedded maps or external booking tools) may not fully meet accessibility standards.

3. What We Are Doing to Improve Accessibility

We are actively improving accessibility across the site. This includes:

- Reviewing and updating alternative text for all images.
- Ensuring new PDFs are accessible and replacing older inaccessible documents where possible.
- Improving colour contrast and visual clarity across pages.
- Conducting regular accessibility audits and user testing.

4. Requesting Information in a Different Format

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

- Email: info@westheanton.co.uk
- Phone: 01409 281754
- Address: West Heanton, Buckland Filleigh, Beaworthy, Devon, EX21 5PJ

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

5. Reporting Accessibility Problems

If you find any accessibility issues not listed on this page, please let us know so we can improve the service:

- Email: info@westheanton.co.uk

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6. Enforcement Procedure

If you are not satisfied with how we respond to your complaint, you can contact the Equality Advisory and Support Service (EASS):

- Website: <https://www.equalityadvisoryservice.com>
- Phone: 0808 800 0082

7. Technical Information About This Website's Accessibility

West Heanton 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 WCAG 2.2 AA due to the non-compliances listed above.

8. Non-Accessible Content

The content listed below is not accessible for the following reasons:

- Older PDFs: Some documents created before September 2018 are not fully accessible.
- Third-party content: We do not control the accessibility of embedded external tools.
- Colour contrast: Some legacy pages may contain low-contrast text.

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

9. Preparation of This Accessibility Statement

This statement was prepared on 13 July 2026.

It was last reviewed on 13 July 2026.

The website was last tested on 13 July 2026 using a combination of automated tools and manual checks.