

Accessibility statement

We want everyone who visits our website to be able to access the full range of services available, regardless of their skill or technology.

This accessibility statement applies to <https://www.killhope.org.uk>.

This website is run by Durham County Council.

Feedback and contact information

If you have any accessibility problems or feedback, please email us at webadmin@durham.gov.uk.

If you need to contact us about any other issues, please use our [contact us](#) page.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond, please contact the [Equality Advisory and Support Service \(EASS\)](#).

Technical information about this website's accessibility

We are committed to making its website accessible, in accordance with [The Public Sector Bodies \(Websites and Mobile Applications\) \(No. 2\) Accessibility Regulations 2018](#).

Under the [Equality Act 2010](#) we must ensure we do not unlawfully discriminate in our service delivery and make reasonable adjustments for people with disabilities where necessary. We are constantly working to improve the accessibility and usability of our site.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard.

Non-accessible content

- **page title:** page contains empty title tag due to 3rd party plugin, failing success criterion 2.4.2

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

- **PDFs/documents (pre September 2018):** PDFs or other documents published before 23 September 2018 or documents that are not essential to providing our services

- **pre-recorded audio and video** published before 23 September 2020
- **live audio and video**
- **interactive maps** unless they provide core information

Preparation of this statement

This statement was prepared in July 2020. It was last reviewed on 10 October 2024.

We re-assess the code, design and content of a website, application or system for accessibility whenever it undergoes a major modification. We do this internally using a combination of automated and manual checking.

Main site page content is manually checked every time it is updated.