

# Accessibility Statement for longhopeparishcouncil.com

This accessibility statement applies to the website at the longhope parish council.com

This website is run by Longhope 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 ● listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver) We've also made the website text as simple as possible to understand.

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

This website is designed to be fully accessible viewed on mobile devices and laptops and screens of all sizes.

We strive to ensure all content is usable as above but where content has been provided by outside organisations cannot guarantee the content of these will be as functional. Videos may not have text captions and some older PDFs might not work with new software.

## Feedback and Contact Information

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

- email: [clerk@longhopeparishcouncil.com](mailto:clerk@longhopeparishcouncil.com)
- telephone: 01594 510399

We'll consider your request and get back to you in 14 days. Reporting accessibility problems with this website

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

- email: [clerk@longhopeparishcouncil.com](mailto:clerk@longhopeparishcouncil.com)
- telephone: 01594 510399

## 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

Our telephones do not have hearing loops fitted at this time

## Technical information about this website's accessibility

Longhope 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.

## Compliance Status

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

## Non accessible content

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

## Non-compliance with the accessibility regulations

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

We plan to add text alternatives for all images by September 2020. When we publish new content we'll make sure our use of images meets accessibility standards.

## Disproportionate burden

### Navigation and accessing information

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some of the content overlapping.

## Interactive tools and transactions

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

Our forms are built and hosted through third party software and 'skinned' to look like our website.

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment when the supplier contract is up for renewal, likely to be in [rough timing].

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

### PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

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.

Any new PDFs or Word documents we publish will meet accessibility standards.

### Live video

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

## Preparation of this accessibility statement

This statement was prepared on 13 September 2020.