



NEWTON POPPLEFORD AND HARPFORD PARISH COUNCIL

Chair: Cllr. C Burhop, Half Acre, High St., Newton Poppleford, EX10 0ED

Proper Officer: Paul Hayward, Plumtree, Old North Street,

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Website Accessibility Statement – February 2020

1. Website accessibility:

This website is run by Newton Poppleford and Harpford 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.

2. How accessible this website is:

We know some parts of this website aren't fully accessible:

- you can't zoom in up to 300% without the text spilling off the screen
- PDF documents aren't fully accessible to screen reader software
- some of our online forms are difficult to navigate using just a keyboard
- you can't skip to the main content when using a screen reader
- some information is presented as map data and not accessible using a screen reader
- some of our content is difficult to understand
- some pages have skipped heading levels
- some pages contain tables used for layout
- some pages need improved hyperlinking
- some form controls and buttons are not labelled

3. What to do if you can't access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille, please email theclerk.nph@gmail.com, alternatively you can call us from 9am - 5pm, Monday to Friday on 07711 929227.

We'll consider your request and get back to you within 10 (ten) working days.

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 think we're not meeting accessibility requirements, contact us as above.

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 \(EASS\)](#)

4. Contacting us by phone or visiting us in person

The Parish Council does not have a publicly accessible office and thus all contact should be via email or telephone. Alternatively, you can write to the Clerk of the Council at: **Clerk to the Council, Plumtree, North Street, Axminster, EX13 5QF**

5. Technical information about this website's accessibility

We are committed to making our websites accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. This website is only partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances listed on next pages.

Non compliance with the accessibility regulations

Issues with text.

We aim to fix any non-descriptive link text by September 2020 (for example where link text says 'Click here'). When we publish new content we'll make sure link text meets accessibility standards.

We are working to ensure that as much text as possible has a reading age of 11 or below.

Issues with PDFs and other documents

Many of our older PDFs and other documents don't meet accessibility standards - for example, they may not be marked up so they're accessible to a screen reader.

Some of our 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 aim to either fix these or replace them with accessible HTML pages.

The accessibility regulations don't require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

We aim to ensure that any new documents we publish meet accessibility standards.

Issues with navigation

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option). This doesn't meet WCAG 2.1 success criterion 2.4.1 (bypass blocks). We aim to ensure that this link is present throughout the site by September 2020.

Some information is provided as content within a map. This doesn't meet WCAG 2.1 success criterion 1.1.1 (Non-text Content). We aim to publish all content that is only available in a map as html.

Some pages contain tables used for layout. This doesn't meet WCAG 2.1 success criterion 1.3.1. We aim to remove all tables used for layout by September 2020.

You can't zoom in up to 300% without the text spilling off the screen. We plan to implement zoom on content for mobile devices by September 2020.

Some pages have non distinguishable landmarks. This doesn't meet WCAG 2.1 success criterion 1.3.1 Info and Relationships. We plan to provide Aria landmarks by September 2020

Accessibility of our other websites and online services

We use some third-party online services and websites to allow customers to interact and transact with us. These include (but are not limited to) paying for council tax, applying for licenses, reporting issues, online surveys and applying for planning permission.

Not all these sites and online services meet the necessary standards for accessibility, and where they do not we are engaging with our suppliers to rectify this. We aim to rectify as much as possible by September 2020, but some work may be ongoing past this date.

When procuring new online systems, meeting accessibility standards is included in the specification, and we continue to work with suppliers to ensure sites continue to meet these standards.

Issues with contrast

Some pages have low contrast errors. This doesn't meet WCAG 2.1 success criterion 1.4.3 Contrast (Minimum). We aim to make all content reach the minimum required levels by September 2020.

Disproportionate burden

We have not identified anything that qualifies as disproportionate burden as of yet, but we are still evaluating our site and may update this when we identify issues.

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

PDFs and other documents

Many of our older PDF's and Word documents don't meet accessibility standards - for example, they may not be structured so that they're accessible to a screen reader. This doesn't meet WCAG 2.1 success criterion 4.1.2 (name, role value).

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDF's 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 [don't 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.

7. How we test this website

This website was last tested on 5th February 2020. The test was carried out internally by Parish Council Clerk using Tenon.io software.