



Heanor & Loscoe Town Council Accessibility Statement

This accessibility statement applies to www.heanorloscoetowncouncil.gov.uk

This website is run by Wish Cloud Ltd. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- 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 have 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

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

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader
- there's a limit to how far you can magnify the map on our 'contact us' page

Feedback and contact information

If you need information on this website in a different format like accessible PDF, please email: admin@heanorloscoetowncouncil.gov.uk We will consider your request and get back to you in 30 days.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements, please contact: admin@heanorloscoetowncouncil.gov.uk

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 are not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).



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Technical information about this website's accessibility

Heanor & Loscoe Town Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard, due to 'the non-compliances and exemptions' listed below.

Word documents and PDFs of the Town Councils documentation. Although the following statement has now been added to those pages where the downloads are available.

'If you find that you are having difficulty reading or accessing any of the resources in the formats they are currently in, you can order copies that are more accessible by emailing admin@heanorloscoetowncouncil.gov.uk Please make sure you state your preferred accessible format and which resource it is you would like to receive and we will get back to you as soon as possible.

If you are unsure of your preferred accessible format, please add details of what you need to do with the document in your correspondence.'

Non-accessible content

New documents we publish and documents you need to download or fill in to access one of the services we provide should be accessible.

We know that some of our older documents (published before 23 September 2020) are not accessible. For example, some of them:

- are not tagged properly - for example, they do not contain heading structure
- are not written in plain English
- are online forms that are difficult to navigate using just a keyboard
- contain images without a textual description
- include complex tables
- are forms which have guidance in a separate PDF to help completion

This mostly applies to these document types:

- consultations and their supporting documents
- statutory guidance
- forms
- statistics



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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 December 2020. When we publish new content we will make sure our use of images meets accessibility standards.

Content that is 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 December 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. For example, we do not plan to fix [example of non-essential document].

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

What we are doing to improve accessibility

We will ensure that the Word document is natively accessible. Additionally, inform the user that the link will open a Word document. Because Word documents have limitations in accessibility and require a separate program, HTML content should usually be used in place of or in addition to the Word document.

Preparation of this accessibility statement

This statement was prepared on 1st September 2020. It was last reviewed on 22nd September 2020.

This website was last tested on 22nd September 2020. The test was carried out by ourselves using www.webaccessibility.com