Accessibility statement for Loughton Town Council

This website is run by Loughton Town Council and Vision ICT. 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 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.

How accessible this website is

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

- 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 (300%)

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 contact@loughton-tc.gov.uk
- call 020 8508 4200 / fax 020 8508 4400

- Loughton Town Council, Loughton Library & Town Hall, Traps Hill, Loughton, IG10 1HD
- Facebook.com/loughtontc
- Audio versions of our quarterly newsletter, Think Loughton, are available from Loughton Lions Talking Newspapers: www.tnf.org.uk/loughton-talking-newspaper

We will consider your request and get back to you as soon as possible.

If you cannot view the map on our 'contact us' page http://www.loughton-tc.gov.uk/Contact_2604.aspx, call or email us for directions.

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're not meeting accessibility requirements, contact: Debra Paris on 020 8508 4200 or email contact@loughton-tc.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're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Technical information about this website's accessibility

Loughton 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.

Compliance status

This website is not compliant with the Web Content Accessibility Guidelines version 2.1 AA standard. The 'non-compliances and exemptions' are listed below.

Non-accessible content

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations

Images

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 as soon as possible. When we publish new content, we will make sure our use of images meets accessibility standards.

General PDF files

There are PDFs on this website which are not exempt from the regulations, but which do not currently comply with them. These PDFs generally contain readable text content but have not been tagged or formatted to raise their accessibility up to the required standards. These PDFs therefore typically fail the following WCAG 2.1 success criteria:

- 1.1.1 (non-text content), where the PDFs contain images which do not have alternative text specified
- 1.3.1 (info and relationships) and 2.4.6 (headings and labels), where the PDFs do not have tagged heading structures
- 1.3.2 (meaningful sequence), where the text in PDFs has been created in floating text boxes (e.g. using desktop publishing software) and no reading order has been specified
- 1.4.3 (contrast (minimum)), where text may have been created in a colour which does not contrast enough with its background colour
- 3.1.1 (language of page), where PDFs have not had a language specified in them – please read all such PDFs as UK English

There may also be PDFs which currently fail success criterion 1.4.5 (images of text), where they contain scanned text which may not have been converted to computer-readable text.

All documents which are not accessible can be made available, upon request, with the content in an accessible format.

Disproportionate burden

Navigation and accessing information

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

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

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

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

PDFs and other documents

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 any Committee Agendas or Minutes that pre-date this. We will ensure all future strategy documents are produced in an accessible way.

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

What we're doing to improve accessibility

Council staff are being trained to produce their content accessibly in future. Work will be ongoing to convert documents on this website that fall within the criteria of the guidelines to make them accessible as soon as is practicably possible.

Preparation of this accessibility statement

This statement was prepared on 23 September 2020. It was last reviewed on 23 September 2020.

This website was last tested on 23 September 2020. The test was carried out by Loughton Town Council.