

Accessibility statement for Buckfastleigh Town Council

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Summary

This accessibility statement applies to Buckfastleigh.gov.uk

This website is run by Buckfastleigh Town Council. 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 200% without the text spilling off the screen
- change colours, contrast levels and fonts
- navigate most of the website using just a keyboard
- 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.

How accessible this website is

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

- Some image only articles have no Alternative Text available for Screen Reader software.
- Some components that display interactive maps may not be compatible with screen reader tools

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

- Email: Town Clerk: clerk@buckfastleigh.gov.uk
- Call: 01364 642576
- Post: The Town Hall; 33 Bossell Road; Buckfastleigh; Devon; TQ11 0DD

We'll consider your request and get back to you in 20 days.

Our full contact details are available on <http://buckfastleigh.gov.uk/contact-us/>

[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:

- Inga Page – Town Council Admin Assistant
 - Email: admin@buckfastleigh.gov.uk
 - Phone: 01364 642576
 - Post: Inga Page, c/o The Town Hall; 33 Bossell Road; Buckfastleigh; Devon; TQ11 0DD

[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 or visiting us in person](#)

Find out how to contact us on <http://buckfastleigh.gov.uk/contact-us/>.

[Technical information about this website's accessibility](#)

Buckfastleigh 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 partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances.

[Non-accessible content](#)

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

[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 key images related to navigation by March 2021. When we publish new content, we will make sure our use of images meets accessibility standards.

[Navigation and accessing information](#)

We have not been able to carry out testing of the site's ability to function in the following ways:

- 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)

[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.

Some pages contain interactive mapping provided by a 3rd party.

[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 April 2021, 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. If you require copies in an accessible format, please contact us using the details provided.

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.

[What we're doing to improve accessibility](#)

We continue to monitor the site and will rectify issues as they are identified. If you find issues, or have concerns, please contact us using the details provided above

Specifically,

- we will ensure that we avoid posting "image only" articles
- we will ensure that any images posted as part of articles have meaningful and accurate ALT text to aid Screen Reader tools

[Preparation of this accessibility statement](#)

- This statement was prepared on 30th August 2020.
- This website was last tested on 30th August 2020.

- It was last reviewed between 30th August and 16th September.
- This version was adopted by the Town Council at the September Town Council meeting held on 16th September

Test Approach

We undertook our own testing of the website using guidance from the following sources and tools:

- WAVE Evaluation Tool: Chrome plugin: <https://wave.webaim.org/>
- Guidance from GOV.UK: [Link to Sample Statement on GOV.UK](#)

We checked a number of static pages (such as the 'Contact Us' and 'Councillors and Staff') and a number of dynamic page (those that appear as news articles)