



**STONEHOUSE**  
**TOWN COUNCIL**

# Website Accessibility Statement for Stonehouse Town Council

This accessibility statement applies to <https://www.stonehousetowncouncil.gov.uk/>

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change contrast levels
- zoom in up to 300% without the text spilling off the screen
- increase text spacing
- increase the line height of text
- hide images
- highlight links
- change saturation

We've also made the website text as simple as possible to understand.

## How accessible this website is -

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
- PDF documents are not accessible to screen reader software
- live video streams do not have captions
- Screens cannot be navigated 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, large print, easy read, audio recording or braille please contact:

- [townclerk@stonehousetowncouncil.gov.uk](mailto:townclerk@stonehousetowncouncil.gov.uk)
- call **01453 822070**
- alternatively email: [deputyclerk@stonehousetowncouncil.gov.uk](mailto:deputyclerk@stonehousetowncouncil.gov.uk)

We will consider your request and get back to you within 7 days.

If you cannot view the map on our 'contact us' page, call or email us for directions.

## 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: [townclerk@stonehousetowncouncil.gov.uk](mailto:townclerk@stonehousetowncouncil.gov.uk) or call 01453 822070.

## 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

Stonehouse 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 reasons listed below.



## STONEHOUSE TOWN COUNCIL

### **Non accessible content**

The content that is not accessible is outlined below.

### **Non-compliance with the accessibility regulations**

We may have some scanned PDF documents on our website.

Scanned PDF documents do not comply with the Accessibility Regulations 2018 but these documents can be provided in an alternative format or on alternative media, on request.

### **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.

#### *Interactive tools and transactions*

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 at this time 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.

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



## STONEHOUSE TOWN COUNCIL

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.

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.

### *Live video*

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

Adopted: 17<sup>th</sup> April 2023 (FC – TC3025, 17<sup>th</sup> April)

Review: 2024