Website Accessibility Statement - Cirencester Town Council

This accessibility statement applies to Cirencester Town Council's website - www.cirencester.gov.uk

This website is run by Cirencester Town Council. We want as many people as possible to be able to use this website. For example, that means you are 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 added an Accessibility Widget – USERWAY.

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

If you would like any information in an alternative format you can contact us.

AbilityNet's website – www.abilitynet.org.uk 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:

- most older PDF documents are not fully accessible to screen reader software
- not all of our title pages adequately describe the content of the page
- some headings may be non-hierarchical
- not all of our images have sufficient colour contrast but all these images are for decorative purposes only and are not used to convey essential information.

Feedback and contact information
If you need information about Cirencester Town Council in a different format such as an accessible PDF, large print, audio recording, braille or a language other than English please contact us:

Email info@cirencester.gov.uk
Telephone 01285 655646

You can also come into our Local Information Centre located on the ground floor of Bingham House, 1 Dyer Street, Cirencester, GL7 2PP and talk to one of our team in person. If you would like directions call us on 01285 655646.

We may not be able to meet your requirements immediately but we will consider your request and get back to you within 5 working days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of our website. There are times, however when we don't get it right the first time we publish something. If you find any problems not listed on this page or think we're not meeting accessibility requirements, please contact us.

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

Cirencester 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 and exemptions listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Images - Insufficient colour contrast

Some images may not meet minimum colour contrast requirement, but all images are for decorative purposes only and are not used to convey essential information.

Links indistinguishable from text

On some page's links may not be underlined and only identifiable by colour: Users with visual

impairments cannot see these links. This is not compliant with WCAG guideline 1.4.1. We will correct this when the website software is updated.

PDFs
Some documents, such as minutes, do not have a clear and identifiable list of headings and sub-headings. We will revise our document templates going forward to ensure all Council documents are fully accessible. Any document on the website can be requested in hard copy by contacting us.

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.

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

PDFs and other documents
Many of our older PDFs 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

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.

Video
We do not currently use video on our website. If we do add video, we will add captions. 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
Our accessibility roadmap shows how and when we plan to improve accessibility on this website:
Produce accessibility statement – Completed August 2020
Accessibility audit – August 2020
PDF accessibility audit – Completed September 2020

Replace essential pdfs – Completed December 2020

Check and edit all links – Completed January 2021

Accessibility audit – January 2021

Accessibility audit – January 2022

Check all images have alt text – Completed December 2022

Test website – January 2023

Revise document templates going forward to ensure all Council documents are fully accessible – March 2023

On some page's links may not be underlined and only identifiable by colour: We will correct this when the website software is updated – June 2023

Preparation of this accessibility statement

This statement was initially prepared in August 2020 and is reviewed and updated annually. The last update was January 2023.

Our website was last tested in January 2023. The test was carried out by Cirencester Town Council. We tested a sample of pages using the applications below:

Plug in	Purpose
Wave tool	Automatically tests different aspects of the website.
A+ Font Size Changer Lite	Quick easy way to increase base font size by 200%
DNS Checker plugin	Identify poor Alt text on images
HeadingsMap	Quick overview of heading hierarchy on the page.
Accessibility Insights	Checking Tab order and page Landmarks