



FELIXSTOWE
TOWN COUNCIL

ACCESSIBILITY STATEMENT

This accessibility statement applies to the website of Felixstowe Town Council www.felixstowe.gov.uk

Introduction

The team at Felixstowe Town Council behind this website hopes that as many people as possible are able to use this website easily, and we have tried to make it as accessible as possible. We want everyone who visits our website to feel welcome and to find the experience rewarding.

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)
- find information contained in difficult to navigate tables within a text block or other accessible formats on the same page

We've also made the website text as simple as possible to understand. We set out to accomplish this by ensuring the following:

- The use of clear language which is easy to understand
- The use of common web conventions
- Avoiding the use of blinking or flashing elements
- The careful use of text colours, size and background colours to help people with a range of visual impairments. Our site should be usable by anyone with colour deficient vision.
- Ensure non-text elements such as images, animations, symbols, audio, and video have text equivalents, and that purely decorative graphics or formatting images have empty text attributes to avoid confusion

[AbilityNet](#) has advice on making your device easier to use if you have a disability. It explains how to make text larger, magnify the screen and making your device talk to you.

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
- 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

What to do if you cannot access parts of this website

If you need information on this website in a different format; such as plain text or PDF, you can visit our website at <https://www.felixstowe.gov.uk/contact-us/> and email us. We will consider your request and get back to you within 10 working days.

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 email enquiries@felixstowe.gov.uk or telephone 01394 282086. We'll consider your request and get back to you in 10 working 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: enquiries@felixstowe.gov.uk giving the page title and the nature of the problem.

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

Felixstowe 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 listed below:

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 all necessary images on our website. When we publish new content we'll make sure our use of images meets accessibility standards.
- Some of our older PDFs and Word documents do not meet accessibility standards – for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value)
- Live video streams do not have captions. This fails WCAG 2.1 success criterion 1.2.4 (captions – live).
- We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

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). This fails WCAG 2.1 success criterion 2.4.1 (bypass blocks).
- It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content. This fails WCAG 2.1 success criterion 1.3.4 (orientation).
- It's not possible for users to change text size without some of the content overlapping. This fails WCAG 2.1 success criterion 1.4.4 (resize text).

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.
- Our forms are built and hosted through third party software and 'skinned' to look like our website. This fails WCAG 2.1 success criterion 1.3.1 (information and relationships).
- 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 now 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

PDFs and other documents

Many of our older PDFs and Word documents do not meet accessibility standards – for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

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 September 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.

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

How we tested this website

This website was last tested on 20th August 2020. The test was carried out by ourselves. We used this approach to decide on a sample of pages to test with static content, links and pictures We tested:

- our main website platform, available at <http://felixstowe.gov.uk>

What we're doing to improve accessibility

- Regularly monitoring the accessibility of our website
- Making our PDF documents (created after 22 September 2018) as accessible as possible. (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 but any new PDFs or Word Documents we publish will meet accessibility standards)
- Where possible, creating HTML pages rather than PDF documents

Closing

The Felixstowe 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. And this website is partially compliant with the Web Content Accessibility Guidelines Version 2.1 AA standard.

This statement was prepared on 20th August 2020. It was last updated on 20th August 2020.