

Westerham Town Council

Website Accessibility statement

This website is run by Westerham 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:

- 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:

- the text will not reflow in a single column when you change the size of the browser window
- some older PDF documents are not fully accessible to screen reader software
- some images do not have alt-text set
- some of our online forms are difficult to navigate using just a keyboard

What to do if you cannot access parts of this website

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

- email - office@westerhamtowncouncil.gov.uk
- call - 01959 562147

We will consider your request and get back to you in five days.

If you can't view the map on our 'contact us' page

<https://www.westerhamtowncouncil.gov.uk/contact/> , call or email us directions.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, contact: Angela Howells, Town Clerk on office@westerhamtowncouncil.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 \(EASS\)](#).

Contacting us by phone or visiting us in person

Our offices have audio induction loops, or if you contact us before your visit, we can arrange a British Sign Language (BSL) interpreter.

Technical information about this website's accessibility

Westerham 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.

Disproportionate burden

The images used in our Google Map on the contact page do not have a text alternative, so the information in them is not available to people using a screen reader. This does not meet WCAG 2.1 success criterion 1.1.1 (non-text content).

Our contact page is built through third party software provided by WPForms and Google. We've assessed the cost of fixing the issues and 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.

Navigation and accessing information

It is not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content. This does not meet WCAG 2.1 success criterion 1.3.4 (orientation).

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 through third party software and 'skinned' to look like our website. This does not meet WCAG 2.1 success criterion 1.3.1 (information and relationships).

We have 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 is 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 are 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. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

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. For example, we do not plan to fix committee meeting minutes prior to this date.

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

How we tested this website

This website was last tested on 10/07/2020. The test was carried out by Black Spiral Design Ltd on behalf of Westerham Town Council.

Black Spiral Design undertook an audit of the website utilising the [SiteImprove Accessibility Checker](#) and the [W3.org WACAG accessibility guidelines](#).

This approach was used on all website pages at <https://westerhamtowncouncil.gov.uk> and all relevant fixes applied.

What we are doing to improve accessibility

We will repeat the audit annually and apply any new fixes or changes required. We will also apply any fixes or changes for accessibility as they are raised in response to any queries and complaints we receive.

This statement was prepared on 21st July, it was last updated on 10/07/2020.