

## **Accessibility statement for Great Aycliffe Town Council**

This website is run by Great Aycliffe Town Council, developed and provided by Urban River. There are three different websites within the site, the Town Council corporate element; the OakLeaf Sports Complex and the OakLeaf Golf Complex.

These statements are made in good faith and we accept that this is a work in progress and there are still some areas that may require further work. For example we are concentrating on the OakLeaf Sports Complex and the OakLeaf Golf Course pages then the Town Council website.

### **External Content**

We are not responsible for making external content accessible which has been provided to us by a third party. For example information provided by the Audit Commission, Durham County Council or the OakLeaf Golf Club.

We are making our best efforts to ensure as many people as possible are able to use this website. For example, that means:

- you can change colours and contrast levels to suit your needs but you may need to use a plug in such as [mcmw.abilitynet.org.uk/](http://mcmw.abilitynet.org.uk/)
- zoom in up to 300% without the text spilling off the screen
- the text will reflow in a single column when you change the size of the browser window
- you can navigate most of the website using just a keyboard but this could be improved
- listen to most of the website using text to speech and working towards improved navigation
- all relevant images have alternative text or captions
- modify the line height or spacing of text but may need to use a plug in for example reader view available for chrome

We are also in the process of making the website text as simple as possible to understand and we are working towards screen reader navigation. Any links to external websites will open in another window.

[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:

- there is no skip link to the main body text of a page once you have navigated to a page, our website provider is working on this
- you cannot navigate the Sports and Golf Complex pages using the keyboard only, our website provider is working on this
- some headings do not cascade in a logical order, our website provider is working on this
- you cannot navigate parts of the website using speech recognition software
- some of our online forms are difficult to navigate using just a keyboard, we are working on this and where possible will provide an alternative document
- the contrast when navigating using just a keyboard could be improved, if you need to improve focus for keyboard users you may need to use a plugin

- when at high magnification only the top menu is accessible by keyboard, the sub-menu cannot be accessed without a mouse

If you are having trouble, please request an alternative version of information you cannot access and we will try and help you anyway we can.

There are a number of plugins that may help you for example -

[mcmw.abilitynet.org.uk/](http://mcmw.abilitynet.org.uk/)

[AbilityNet](#)

[chrome.google.com/webstore/detail/reader-view](http://chrome.google.com/webstore/detail/reader-view)

[chrome.google.com/webstore/detail/mercury-reader](http://chrome.google.com/webstore/detail/mercury-reader)

[Reader for FireFox](#)

[HighContrast](#) for Chrome or

[NoSquint](#) for FireFox

[Spreed](#) for Google Chrome

Mac/iOS VoiceOver

Android TalkBack

NVDA for Windows

[robobrace.org](http://robobrace.org)

We know we have problems on the following pages:

- Jobs page – we are working on making our job application form accessible.
- Burial Records page – this is currently only a non accessible PDF document.
- Financial Records – are currently non accessible.

We have a roadmap which shows how and when we plan to improve accessibility on this website but have listed some key information below.

### **What to do if you cannot access parts of this website**

If you need information on this website in a different format we can quickly provide the following accessible PDF, large print or audio recording other formats may take substantially longer:

- email - [info@great-aycliffe.gov.uk](mailto:info@great-aycliffe.gov.uk)
- call – 01325 300700 for the Council Offices

We'll consider your request and get back to you in 10 days.

If you cannot view the information on our 'contact us' page;

- email - [info@great-aycliffe.gov.uk](mailto:info@great-aycliffe.gov.uk)
- call – 01325 300700 for the Council Offices

If you need information on burial records please contact Mr Williams, Grounds Maintenance Services Co-ordinator

- email – [lee.williams@great-aycliffe.gov.uk](mailto:lee.williams@great-aycliffe.gov.uk)
- call – 01325 300700 for the Council Offices

If you need information on any financial records please contact Mrs Woodhead, Finance Manager

- email – [tracey.woodhead@great-aycliffe.gov.uk](mailto:tracey.woodhead@great-aycliffe.gov.uk)
- call – 01325 300700 for the Council Offices

If you need information on the OakLeaf Golf Club or Honours Board please contact the Club Captain through the Golf Shop by telephoning 01325 310820.

We are working on our accessibility issues but we:

- Will continue to work with our website provider Urban River and get an up to date assessment of where we are
- Will ensure all relevant images have alternative, descriptive text
- Will make all future documents accessible
- Will update our Accessibility Statement each year
- Will undertake a full audit of the website
- Will continue to make links to documents more understandable rather than 'click here' descriptions.

### **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: Amanda Donald, Corporate & Policy Officer, call 01325 300700 or email [amanda.donald@great-aycliffe.gov.uk](mailto:amanda.donald@great-aycliffe.gov.uk) and provide us with as much information as possible about your problem and it will be investigated.

Please note some problems can only be resolved by the website provider Urban River and will take longer.

Try using a service such as [robobrace.org](http://robobrace.org) to assist with any issues.

### **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**

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

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

Find out how to contact us [www.great-aycliffe.gov.uk/contact](http://www.great-aycliffe.gov.uk/contact).

If you are visiting our offices we have disabled parking (17 metres from entrance), disabled access with ramps and toilet facilities (27 metres from reception).

### **Technical information about this website's accessibility**

Great Aycliffe 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.

Archive material is exempt from the regulations.

The Financial, Annual Governance and Accountability Return (AGAR) are provided by a third party and these documents can be provided in an alternative format or media on request to the National Association of Local Councils, 109 Great Russell Street, London, WC1B 3LD  
Telephone: 020 7637 1865 email: [nalc@nalc.gov.uk](mailto:nalc@nalc.gov.uk)

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

We have added text alternatives for all relevant images. When we publish new content we'll make sure our use of images meets accessibility standards.

## **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).

## **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. To do so would be a [disproportionate burden](#) within the meaning of the accessibility regulations but we keep this under review.

A list of plugins you can use have been listed previously which may help your accessibility of the website.

## **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.

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. For example, we do not plan to fix old minutes, reports or agendas.

Any new PDFs or Word documents we publish will meet, as fully as possible at this time, accessibility standards.

### **The exemptions**

Following the government guidance and legislation websites and 'active admin content' need to be accessible by Sept 23<sup>rd</sup> 2019 **UNLESS**

- Older documents (pre Sept 2018) that are not in active admin use are exempt for ever.
- Disproportionate burden can be used to explain non compliance but this needs to be audited, costed and justified. Lack of time due to lack of priority is not considered a reason. See additional [guidance on disproportionate burden claims](#) (Part 2 section 7)

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. These are exempt as they were prior to the September 2019 implementation date.

### **How we test this website**

Staff continue to test this website periodically.

We use the following approach using a PC to decide on a sample of pages to test –

- Likely visited web pages
- Pages built around the same template
- Meetings and agenda pages
- Pages we know have images

As we undertook our own testing we do not have an accessibility test report. A full report will be provided when we undertake testing.

### **What we're doing to improve accessibility**

Our Agendas, minutes and reports were accessible by March 2020. Most information is currently accessible, but some financial information and appendices are more complicated.

We removed any 'click here' links for documents and additional information which was complete by March 2020.

We ensured all photographs/images had alternative text or captions by September 2020.

We have ensured all key members of staff have undertaken accessibility training to better understand our users' needs.

We are working on removing duplication and unnecessary pages to simplify navigation.

This statement was prepared on Monday 30 September 2019.

It was last updated on Monday 22 August 2022