

## **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.

### **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 make every effort to ensure as many people as possible are able to use this website. For example, that means:

- You can adjust colours and contrast using your browser or assistive tools. Guidance is available via AbilityNet's My Computer My Way
- Zoom in up to 300% without the text spilling off the screen
- The footer links remain in a two-column layout. Text content is single column.
- You can navigate most of the website using just a keyboard - labels, headings, navigable, desktop sub-menu and skip to main content
- Listen to most of the website using text to speech
- All relevant images have alternative text or captions
- Line height and text spacing can be adjusted using browser settings or readability tools

[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:

- You cannot navigate parts of the website using speech recognition software, for instance PDF content.
- Jobs page – we are working on making our job application form more accessible.
- Burial Records page – this is currently only a non-accessible PDF document.
- Financial Records – are currently non accessible.

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/)

[Reader for FireFox](#)

[HighContrast](#) for Chrome or

[Spreed](#) for Google Chrome

## **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 will 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 and will:

- Continue to work with our website provider Urban River
- Ensure all relevant images have alternative, descriptive text
- Make all future documents accessible, where practicable
- Update our Accessibility Statement each year

## **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 are not happy with how we respond to your complaint, please [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 may be able to 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 will make sure our use of images meets accessibility standards.

### **Navigation and accessing information**

We have assessed the cost of fixing any remaining 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 is 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.

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' must be accessible **UNLESS**

- Older documents (pre-Sept 2018) that are not in active administration use are exempt for ever.
- Disproportionate burden can be used to explain non-compliance but this needs to be audited, costed and justified.

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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. 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

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

Our Agendas, minutes and reports are accessible, although some financial information and appendices are more complicated.

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

This statement was prepared on Monday 30 September 2019.

It was last updated on Tuesday 10 February 2026.