



Tavistock Town Council

Accessibility Statement

This website is run by Tavistock 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 the main headings of the website using just a keyboard
- Navigate the main headings 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've 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.

Other tools which might assist you when viewing our and other websites on the Internet:

- *MyComputerMyWay*
- *Scope guidance on phone accessibility feature*
- *Browser Plugins:*
 - *Reader View for Chrome*
 - *HighContrast for Chrome*
 - *HeadingsMap (Chrome)*
 - *Google Selection Reader*
 - *Google Chrome Vox*

Other branded tools are available; we do not endorse nor have we tested such tools they are purely for information and we are not responsible for third party software.

How accessible is this website?

- The text will reflow in a single column when you change the size of the browser window
- All pages on the website will zoom to 300%
- Contrast levels and colours can be changed
- Main headings are accessible when using a keyboard
- Online forms are relatively easy to navigate using just a keyboard

We know some parts of this website are not fully accessible:

- You cannot modify the line height, spacing of text or the font
- Most older PDF documents are not fully accessible to screen reader software;

For example, documents uploaded to the following pages:

- Meeting's
- Council Initiatives
- Council Information
- Live video streams do not have captions
- You cannot skip to the main content when using a screen reader

If you need information on this website in a different format like accessible PDF:

email: info@tavistock.gov.uk

call: 01822 613529

write to: Tavistock Town Council, Town Council Offices, Drake Road, Tavistock, Devon PL19 0AU

We'll consider your request and get back to you within 3 working days.

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 The Corporate Office (see below Contact Us)

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Website and Mobile Applications) (No.2) Accessibility Regulations 2018 (the "accessibility regulations"). If you are not happy with how we respond to your complaint the, contact the [Equality Advisory and Support Service](#) (EASS).

Contacting us:

In person at: (we have disabled access at the rear of the building and a lift to the 1st floor)

Tavistock Town Council Offices
Drake Road
Tavistock
Devon
PL19 0AU

By phone:
01822 613529

By email:
office@tavistock.gov.uk

Technical information about this website's accessibility

Tavistock 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:

Non-accessible content

Non-compliance with the accessibility regulations

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

- Some videos that we link to are not captioned, or may rely on auto generated captions and may not be completely accurate (for example linking to YouTube from our Meetings Page);
- Some images do not contain "alternative text" especially on our Gallery Pages.
 - This fails WCAG 2.1 success criterion 1.1.1 (non-text content).
 - We plan to add text alternatives for all images we publish moving forward to meet the accessibility standards, with the exception of Gallery images (see Disproportionate burden below).
- PDF and Word documents since 23rd September 2018 may not meet accessibility standards, for example, they may not be structured so they are accessible to a screen reader, or do not contain headings and some are scanned documents.
 - This fails WCAG 2.1 success criterion 4.1.2 (name, role value)
 - Any new PDFs or Word documents we publish will meet accessibility standards as far as possible and we are developing accessible templates for Agendas, Minutes and Reports.

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 2.4 success criterion 2.4.1 (Bypass Blocks)
- "Errors - Empty button" – A button is empty or has no value
 - This fails WCAG 2.4 success criterion 2.4.4 Link Purpose (In Context)
 - We are working with our website provider Cosmic to correct these errors.
- "Errors - Empty link" – A Link contains no text
 - This fails WCAG 2.4 success criterion 2.4.4 Link Purpose (In Context)
 - We are working with our website provider Cosmic to correct these errors
- "Contrast Errors" - Very Low Contrast between foreground and background colours
 - This fails WCAG 1.4 success criterion 1.4.3 Contrast (Minimum)
 - We are working with our website provider Cosmic to correct these errors

It is not always possible for all our content to be accessible, however, we will always strive to ensure that it is. If we have failed to ensure an element is accessible, please contact us (see Contact Us above).

Disproportionate burden

- Images
 - This fails WCAG 2.1 success criterion 1.1.1 (non-text content)
- PDF'
 - This fails WCAG 2.1 success criterion 4.1.2 (name, role value)

We've assessed the cost and time involved with fixing the issues with navigation and accessing information with interactive tools. We believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations.

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:

Agenda – Full Council 28th November 2017.pdf

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

Live video

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

Links to other websites

Where we link to other websites, that may offer benefits to our users, we are not responsible for the accessibility of these or other websites we do not manage.

What we're doing to improve accessibility

Lessons learned from this report will be taken forward when we next do a major redevelopment of the website. The issues identified in this Document/Report are being resolved actively.

Our accessibility [Roadmap](#) shows how and when we plan to improve accessibility on this website:

- Working with our Website Developer
- Rectifying issues identified in this Statement which we are able to do "In House"
- Adding text to images when uploading to Website where possible
- Ensuring "Links" are easily identifiable
- Producing process notes for all staff who work on this Website
- Undertaking training were deemed necessary
- Continued monitoring of the site and making improvements where required

Preparation of this accessibility statement

This statement was prepared on 14th August 2020. It was last reviewed on 15th September 2020.

Testing & Reporting

The testing and reporting was initially carried out internally by Tavistock Town Council using the WAVE Evaluation Tool 17th July 2020. This website was last tested on 14th September 2020.

We used this approach to deciding on a [Sample of pages to Test](#).

You can read the full accessibility [Test Report](#).

Any information provided within this Accessibility Statement with regard to third party accessibility tools and other links are not a recommendation nor do Tavistock Town Council accept any responsibility for them, they are merely advising as to assistance to help with navigation of our site.