

# Accessibility statement for Trowell Parish Council

This accessibility statement applies to the [trowell.org.uk](http://trowell.org.uk) website.

This website is run by Trowell Parish 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.

We have re-written the entire website using an accessible theme to make it as accessible as possible.

[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 modify the line height or spacing of text independently, just the size of the text. However the text spacings natively conform to WCAG 2.1 guidelines due to the accessible theme used.
- most older PDF documents are not fully accessible to screen reader software
- Content imported from other third party sources (such as maps or calendars) will not necessarily conform to accessibility standards. This is outside Trowell Parish Council's control.

## **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:

- email [clerk@trowell.org.uk](mailto:clerk@trowell.org.uk)
- call 0115 9989774

We'll consider your request and get back to you in 7 days.

If you cannot view the map on our 'contact us' page, call or email us as above for directions. Visits to the Parish Office should be by appointment only.

## **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 web administrator on [gladmin@trowell.org.uk](mailto:gladmin@trowell.org.uk), or the Parish Clerk at [clerk@trowell.org.uk](mailto:clerk@trowell.org.uk) or 0115 9989774.

## **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 deaf, hearing impaired or have a speech impediment.

Our office does not have audio induction loops, but if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us at <https://trowell.org.uk/the-parish-council/contact-us-map/> .

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

Trowell Parish 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 the non-compliances listed below.

1. The anti-spam tool reCAPTCHA from Google is used on this website. The tool inserts a pop-out in every page to give access to Google's privacy statement and terms of use. The colour contrast in the pop-out is slightly less than the WCAG 2.1 requirement. The pop-out is a hidden element but it contains focusable elements to link to the privacy and terms pages. The non-compliant features of the tool are not configurable by the trowel.org.uk web developer.
2. In the form that allows you to apply to book the Parish Hall there is a checkbox element to select the room or rooms you wish to book. The checkboxes are labelled with meaningful names, and are correctly enunciated by screen reader software, however they lack HTML or ARIA cues. The "Submit" button does not have any cues either. The plug-in that creates the form does not support adding those cues.
3. The web pages relating to booking the Parish Hall, and individual rooms, have embedded Microsoft 365 calendars. The menu bar within the embedded calendars does not fully comply with labelling, ARIA roles, states and properties, and keyboard interaction requirements of WCAG 2.1. This is outside the control of Trowell Parish Council.
4. The website is provided with an accessibility plug-in to give easy access to features such as increasing and decreasing text size and changing contrast. When using high page zoom (>250%) menu items are cut off by the bottom of the page. Tabbing through the content can still access the invisible items, but they cannot be accessed by a mouse or other pointer. This is outside the control of Trowell Parish Council.

## Non-accessible content

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

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

## **Non-compliance 1** – reCAPTCHA tool

Elements of the pop-out tool do not comply with contrast requirements (WCAG 1.4.3).

The tool is an ARIA hidden element but does contain focusable elements (WCAG 1.3.1 and 4.3.2).

The website will become compliant as soon as Google updates the tool.

## **Non-compliance 2** – Parish Hall booking form

The website uses 2 plug-ins for its forms, Contact Form 7 and Contact Form 7: Accessible Defaults. This allows the forms to be substantially compliant, however they do not provide valid ARIA cues for checkboxes and the submit button (WCAG 1.3.1 and 4.3.2).

The website will be made compliant when the plug-in developers allow appropriate cues to be added.

## **Non-compliance 3** – Embedded room booking calendars

The 4 pages related to room availability in the Parish Hall have embedded Microsoft 365 calendars. The menu bars on the calendars do not fully comply with WCAG 1.3.1, 2.1.1, 2.5.3, 3.3.2 and 4.1.2.

The calendars are a live link to Microsoft 365, so will become compliant as soon as Microsoft makes its HTML calendars compliant.

## **Non-compliance 4** – Accessibility plug-in

The accessibility tools plug-in used by the website gives the ability to (amongst others) easily increase and decrease text size, adjust colour, contrast and background. However it does not allow scrolling if any of

the controls is outside the window area. So if a browser has been zoomed to 250% or greater in a PC window, some of the controls cannot be accessed. This breaches WCAG 1.4.10. The plug-in *is* in compliance on a mobile device.

The website will be made compliant when the plug-in developers cure the problem.

## **Disproportionate burden**

Trowell Parish Council has no IT budget or IT staff. The website is implemented and maintained by councillors in their spare time. It would be a disproportionate burden for the council to re-code third party elements and plug-ins to overcome their accessibility problems. The Council has done due diligence to choose a theme and plug-ins that are the most accessible possible. The Council is making reasonable efforts to notify the third parties of the deficiencies, and/or identify alternative plug-ins that would be more accessible.

## **Content that's not within the scope of the accessibility regulations**

### **PDFs and other documents**

All documents provided on the website have been converted to PDF. The documents include agendas and minutes of council meetings, newsletters and other publications. None of them are essential to providing our services.

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 earlier documents in the “Document archive” page.

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

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

The Council has done due diligence to choose a theme and plug-ins that are the most accessible possible. The Council is making reasonable efforts to notify the third parties of the deficiencies in their products, and/or identify alternative plug-ins that would be more accessible.

The webmaster reviews the website theme and plug-ins for updates at least twice a week. This allows any third-party fixes to be implemented as quickly as possible.

## **Preparation of this accessibility statement**

This statement was prepared on 9 March 2021. It was last reviewed on that date.

This website was last tested on 18 February 2021. The test was carried out by the councillor with responsibility for the website using the “Accessibility insights for Web” tools.

The website was built to a consistent look and feel, using simple elements wherever possible. The majority of pages have identical

elements, so testing any single page is valid for all pages. Some pages are known to be more complex, with forms and embedded third party content. There are not many of those pages, so it is easy to include them in any testing with little extra effort.

The full accessibility test report is available on request.