

## Accessibility statement for [www.hessletown.gov.uk](http://www.hessletown.gov.uk)

This website is run by Hessle 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:

- 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'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.

### **How accessible this website is**

We know some content uploaded to this website is not fully accessible:

- most older PDF documents are not fully accessible to screen reader software

### **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 [htc@hessletown.karoo.co.uk](mailto:htc@hessletown.karoo.co.uk)
- call 01482 648566
- write to us or visit us at: The Town Hall, South Lane, Hessle, HU13 0RR  
We'll consider your request and get back to you in 10 working days.

If you cannot view the map on our 'contact us' page, call or email us for directions.

### **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:

Town Clerk  
Hessle Town Council

Hessle

East Yorkshire  
HU13 0RR

Email: [htc@hessletown.karoo.co.uk](mailto:htc@hessletown.karoo.co.uk)

Tel: 01482 648566

### **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**

Unfortunately the Town Hall does not have audio induction loops, however if you contact us prior to your visit we can arrange for a British Sign Language (BSL) interpreter.

Find out how to contact us <https://www.hessletown.gov.uk/contact>

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

Hessle 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

The website framework is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard due to the non-compliances listed below

### **Non-accessibility content**

Some pages may contain attachments which are not currently compliant, such as

- Older PDF files such as Meeting minutes and Agendas published before 23<sup>rd</sup> September 2018
- Videos
- Content produced by third parties or using third party software. **None compliance with the accessibility regulations**

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG2.1 success criterion 1.1.1 (non-text content)

We plan to add text alternatives for all images by September 2020. When we publish new content we'll make sure our use of images meets accessibility standards.

### **Disproportionate burden**

We have not identified any areas that we believe constitute a disproportionate burden.

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

#### **PDFs and Other documents**

Not all documents on this website are created by us. Some documents and content may be created by third parties or using third party software. Where this is the case we will endeavour, on request, to obtain an accessible copy from the original source or to convey the information contained in the document in an accessible way.

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. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

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 meeting agendas or minutes for meetings which were published prior to 23 September 2018.

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. By September 2020, where possible, we plan to either fix these or replace them with accessible HTML pages.

Any new PDFs or Word documents created by us will meet accessibility standards

#### **How we tested this website**

This website was last tested in September 2020. Tests were carried out by both internal systems and our website provider, Aubergine 262.

We tested a sample of pages:

- our main website platform, available at [hessletowncouncil.gov](http://hessletowncouncil.gov)
- services based on a different technical platform but 'skinned' to look like our website (Meeting minutes and agendas)

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

We plan to improve accessibility on this website by addressing non-compliance issues (where possible) by September 2020.

We will provide staff training to ensure that all new content added meets accessibility criteria.

We also run monthly and quarterly reports to identify and address accessibility issues.

This statement was prepared on 10<sup>th</sup> September 2020.  
It was last updated.