

Website Accessibility Statement

The statement applies to Shrewsbury Town Council’s website ([www.shrewsburytowncouncil.gov.uk](http://www.shrewsburytowncouncil.gov.uk)). The website provides content on all the services that Shrewsbury Town Council cover & we are committed to providing a website that is accessible to as many users as possible.

# How Accessible This Website Is

* change colours, contrast levels and fonts using the accessibility widget
* zoom in up to 300% without the text spilling off the screen
* navigate most of the website using speech recognition software
* listen to most of the website using a screen reader
* We’ve also made the website text as simple as possible to understand.
* [AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

# Parts of This Website Are Not Fully Accessible

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

* navigating the website using just a keyboard
* all older documents prior to 2019 are not fully accessible to screen reader software
* documents since 2019 are currently being converted to enable accessibility via a screen reader
* live video streams do not have captions

# Feedback and Contact Information

If you need information on this website in a different format, please contact us on:

Email: enquiries@shrewsburytowncouncil.gov.uk

Tel: 01743 28 1010

We will consider your request and get back to you in 10 working days.

# Reporting Accessibility Problems With This Website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements, contact Shrewsbury Town Council via the ‘[contact](https://www.shrewsburytowncouncil.gov.uk/contact-us/comments-complaints)’ form or e-mail enquiries@shrewsburytowncouncil.gov.uk or tel: 01743 281010.

# 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, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

# Technical Information About This Website’s Accessibility

Shrewsbury 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](https://www.w3.org/TR/WCAG21/) AA standard.

# Non-accessible Content

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

# Non-compliance With the Accessibility Regulations

## PDF/word documents

Some PDF/word documents are currently being converted to include the relevant navigational headings, to enable people using a screen reader to navigate through the headings. This fails WCAG 2.1 success criterion 2.1. The accessibility regulations do not require us to fix documents published prior to January 2019 if they’re not essential to providing our services.

We plan to convert all documents by the end of 2020. Any new content will meet the accessibility standards.

## Images

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1

We plan to add text alternatives to the majority of images by the end of 2020. Any new content will meet the accessibility standards.

* **Third Party Documents**

Documents that have been received by third parties, may not be accessible ready, these are noted on the Accessibility spreadsheet.

# Disproportionate Burden

The below functions are a disproportionate burden because the resource and planning priority is going into the new website which is due to be launched in March 2021:

* Video should have text alternatives on the virtual tours around the Dingle & Castle
* Navigation & accessing information
	+ There’s no way to skip the repeated content in the page header (for example, a ‘skip to main content’ option).
	+ It’s not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.
* Focus indicator to be more visual when highlighting headings/sub-headings
* Additional filters required on the search facility

# Live Video

We do not plan to add captions to any live video streams because live video is [exempt from meeting the accessibility regulations](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made).

# What We Are Doing to Improve Accessibility

An accessibility roadmap is currently being devised to show how and when we plan to improve accessibility on this website.

# Preparation of This Accessibility Statement

This statement was prepared on 18th August 2020. It was last reviewed on 18th August 2020.

This website was last tested on 13th August 2020. The test was carried out internally using the ‘Accessibility Checks’ document. It was deemed that the tests would be conducted internally as a new website is due to be launched in March 2021.