



Accessibility statement for East Cowes Town Council

This website is run by East Cowes 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 most of the website using just a keyboard

We've also made the website text as simple as possible to understand. We have used tools to access the readability of the website text to make it as accessible as possible.

How accessible this website is

We know some parts of this website aren't fully accessible:

- you can't modify the line height or spacing of text
- some quality in styling is lost when viewing in alternative colour options
- most older PDF documents aren't fully accessible to screen reader software

What to do if you can't 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: clerk@eastcowestowncouncil.co.uk
- Email: assistantclerk@eastcowestowncouncil.co.uk
- Phone: (01983) 299082

We'll consider your request and get back to you in 5 days.

If you are unable to access any information on the website, then please call us and we will assist you in accessing this information via the phone or by email.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, contact:

clerk@eastcowestowncouncil.co.uk or assistantclerk@eastcowestowncouncil.co.uk

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 D/deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or if you contact us before your visit, we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us <https://www.eastcowestowncouncil.co.uk/contact-us/>

Technical information about this website's accessibility

East Cowes 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.

The non-accessible sections are listed below.

Non accessible content

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

- Town Map – an artist's drawing of the town is uploaded to the website as an image, and it is not viable to produce this in a more accessible form. It is uploaded at a high resolution so can be enlarged easily without loss of detail.
- What's on this month – a list of events on each month is uploaded to the website as an image.

Non-compliance with the accessibility regulations

What's on this month – a list of events on each month is uploaded to the website as an image

Disproportionate burden

Town Map – an artist's drawing of the town is uploaded to the website as an image, and it is not viable to produce this in a more accessible form. It is uploaded at a high resolution so can be enlarged easily without loss of detail.

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 doesn't meet WCAG 2.1 success criterion 2.4.1 (bypass blocks).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content. This doesn't meet WCAG 2.1 success criterion 1.3.4 (orientation).

It's not possible for users to change text size without some of the content overlapping. This doesn't meet WCAG 2.1 success criterion 1.4.4 (resize text)

Content not within the scope of the accessibility regulations

- The map on the Contact Us page falls outside the scope of the accessibility regulations. An address is provided in an accessible format.

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

The accessibility regulations [don't require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services. Only documents from September 2018 onwards are uploaded on the website.

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

Live video

Live video streams don't have captions. This doesn't meet WCAG 2.1 success criterion 1.2.4 (captions - live).

We don't plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#)

How we tested this website

This website was last tested on 12th February 2020. The test was carried out by Wight Computers Ltd using the automated tool Google Lighthouse and manual evaluation processes.

We tested:

- our main website platform, available at <https://www.eastcowestowncouncil.co.uk>

What we're doing to improve accessibility

Our accessibility roadmap (Appendix 1) shows how and when we plan to improve accessibility on this website.

This statement was prepared on 11th March 2020. It was last updated on 18th August 2020.

Appendix 1 -Website Accessibility Roadmap

September 2020

- All PDF and Word documents from September 2018 have been uploaded in an accessible format.
- Assistant Clerk to attend SLCC webinar “**Creating Accessible Excel Documents: The Basics (15th September)**” to ensure financial content can be presented in as accessible format.
- Review format of “What’s On This Month” timetable and produce accessible document.

By end of December 2020

- Complete improvement of Excel documents.
- Complete improvement of “What’s On This Month” timetable.