

Sampford Courtenay Parish Council

Report for meeting on 1 September 2020

Subject: PARISH WEBSITE ACCESSIBILITY COMPLIANCE ASSESSMENT

Prepared by: Cllr Wilson

1. SUMMARY OF PURPOSE

- 1.1 This report gives an overview of the requirements for the Parish Website compliance with WCAG standards.
- 1.2 This compliance statement needs to be completed and published by 23 September 2020

2. BACKGROUND INFORMATION

2.1 What are the requirements?

The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 requires public sector bodies, which includes local councils, must ensure reasonable adjustments are made to their websites so they are accessible to people with various disabilities. These include:

- Impaired vision
- Motor difficulties
- Cognitive impairments or learning disabilities
- Deafness or impaired hearing

We must publish an accessibility statement that indicates that we are either

- a) compliant if the website meets WCAG 2.1 AA standard in full
- b) partially compliant if it meets most requirements of the WCAG 2.1 AA standard or
- c) not compliant If it does not meet most requirements of the WCAG 2.1 AA standard

The template of the Accessibility statement that needs to be completed is drafted in **Appendix A**

2.2 When do we need to do this?

From **23 September 2020** all local council websites will have to comply with those regulations. If our statement indicates either b) or c) above we also need to have a remedial plan on how we intend to become compliant.

2.3 How have we done this?

Under the guidance from the Government we are able to do a basic check of our website if we cannot access or afford expert support on website accessibility. The basic quote for the check by our current web host is between £2500-£3000.

2.4 How have we carried out a basic check?

We have picked a sample of pages on our website and using the Government Digital Service guidance systematically go through and check:

- Text based content

- Images, video and audio content
- Interactive tools and transactions
- PDFs and other documents
- Technology
- HTML checks

2.5 Our Action Plan to reach compliance

This checklist prepared by NALC formed the framework for our plan and was our log of action to move towards compliance.

EVALUATION PHASE		
1	Have the clerk and all councillors read this briefing and legislation?	Briefing send out by the Clerk to All Councillors explaining the plan and actions to be carried out for Basic Check
2	Who have we approached to do an evaluation? Internal / external company / student / volunteer groups / local resident	Approach made to Gold Coast web host for the Sampford Courtenay website, Web Administrators, Councillors and Local resident.
3	Have we identified potential costs for evaluation?	Identified costings for a full audit would be between £2500-£3000
4	Based on the costings identified decision required to undertake a basic check instead?	Based on the fact that insufficient budget is available to carry out a full audit through a third party (offer was made from Cllr Coleman of a grant of £2000) however with the time restraints and lack of full funding in line with the advice of NALC a basic check was to be made by Web Administrators and Cllrs.
5	Have we identified a timeframe for evaluation?	Initial basic check was commenced in July. Training has been undertaken. Evaluation will be complete by end of August. Based on this evaluation a draft accessibility statement whether Compliant, partially compliant or non complaint can be published for September PC Meeting.
6	Need to identify whether we arrange a basic check for whole site or for each domain?	Action has been undertaken to identify via data analytics through the Web providers to prioritise the key area's of the Website to undertake the checks. Based on the fact that training has been undertaken by the current administrators for expedience majority of the checks to be undertaken to highlight the level of compliance. A single statement for the whole website will be prepared for all various committees.

7	Have we created a text only version of the website?	Advice is being sought on whether this can be done, how it would be presented and the costs to achieving it?
8	Have we created an accessibility statement page? Clearly linked to from other pages.	Yes this will sit in the headers next to the Home page and provide useful information on accessibility as well as the statement
9	Who do we want to do the basic review?	Web Administrators and Local resident have undertaken the basic review working to the Briefing prepared by the Parish Clerk and completed over 60% of the site
10	Have we prepared a briefing document on what and how the basic check should be carried out?	Briefing prepared by the Parish Clerk and circulated. Using the completed checksheet a data spreadsheet of compliance has been created to support the Accessibility Statement
11	What is the agreed completion date?	Completion is by 31 August 2020
12	Has the work been completed with actions for improvement identified?	the Data check sheets have recorded details of key areas for rectification, either by web designer, web administrator or web contributors.
13	Has the accessibility page been updated?	a Temporary Accessibility page has been created within the SCPC page and this data spreadsheet will be published together with remedial plan
14	Have we got a review and reporting process in place? Review and update council and the accessibility statement.	The completed action plan will set clear milestones for the improvement plan for all outstanding non compliant issues

3. OPTIONS/PROPOSALS

- 3.1 The proposal is to accept the prepared statement to be published by the deadline
- 3.2 A letter is sent to other Contributors to the website explaining the requirements of the compliance and briefing them on the formats for submission of material to be loaded onto the website to ensure future compliance
- 3.2 Agreement that necessary remedial work is continued by the Website administrators with bi-annual review.

Accessibility

Accessibility statement for Sampford Courtenay Parish Council website

This website is run by Sampford Courtenay Parish Council (SCPC) in collaboration with other groups across the Parish. We want as many people as possible to be able to use this website, and we want this site to be as accessible as possible. For example, that means you should be able to:

- change colours, contrast levels and fonts using browser settings
- zoom in up to 300% without the text spilling off the screen using browser settings
- 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

We also aim to make the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

Translation

If you would like information on our website translated into another language, you may find one of the services listed below meets your needs. However, we cannot guarantee the accuracy of any external website or free website translators.

- [Free Translation](#)
- [Google](#)

How accessible is this website?

Having completed a basic check of the website we have found that the following aspects provide a satisfactory level of accessibility:

- on all the main pages text can be magnified to 300%
- the main pages and attachments can be changed using contrast plug ins
- the ability to use text to speech is available on main pages and most attachments

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

- the ability to use keyboard navigation is not fully functioning
- the ability to search by headers is not formatted correctly
- there are contrast issues in the header and footer which includes the text around the subscribe for email link
- there are contrast issues with all Email and web links
- most (older) PDF documents are not fully accessible to screen reader software
- some of our online forms are difficult to navigate using just a keyboard
- some of the pages including events and A-Z Activities and Virtual Flower Show are only partially accessible with text to speech plug ins
- some (older) PDF documents are not of a suitable readability level

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, please contact us through Sampford Courtenay Parish Clerk - 0183782285 or via email on scpcclerk@aol.com .

We'll consider your request and get back to you as soon as possible.

Reporting accessibility problems with this website

We are continuously 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 the requirements of the accessibility regulations, contact us through Sampford Courtenay Parish Clerk - 0183782285 or via email on scpcclerk@aol.com .

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 \(EASS\)](#).

Technical information about this website's accessibility

Sampford Courtenay Parish Council (SCPC) 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

Currently our site does not meet some of the key requirements of the WCAG 2.1 AA standard, and is therefore not compliant. This will be due to one or both of the following:

- non-compliances - this means the content in question is in scope of the regulations, but there's an accessibility problem with it
- an exemption - this means the inaccessible content is out of scope of the regulations, or it would be a disproportionate burden for SCPC to make it accessible

Non-accessible content

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

- the site is currently only partly able to support navigation using keyboard navigation
- the site has pages that currently have incorrect headings sequences making it unreliable to navigate when searching the headings
- some pages may be difficult to navigate using screen reader software
- some pages contrast issues including web and email links
- some PDF and Word documents attached aren't fully accessible to screen reader or text to speech software
- some PDF and Word documents do not meet an appropriate readability score to assist understanding
- some images do not have a text alternative, so people using a screen reader cannot access the information
- third-party systems links that provide information as part of our pages may not be fully accessible

Non-compliance with the accessibility regulations

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option). This is something supplied by the web provider and rectification has been requested.

The majority of PDF documents published since September 2018 aren't fully accessible to screen reader software. 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 <https://www.sampfordcourtenay-pc.gov.uk/sites/default/files/downloads/2019-04/minutes-5th-june-2018-1898098075.pdf> or <https://www.sampfordcourtenay-pc.gov.uk/sites/default/files/downloads/2017-10/minutes-october-2017-no-action-column-1763765729.pdf>. Any new PDFs or Word documents we publish will meet accessibility standards. Any new PDFs or Word documents that are published on the site will meet accessibility standards.

Some images published since September 2018 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 (non-text content). We plan to add text alternatives for all images as soon as possible. When we publish new content we'll make sure our use of images meets accessibility standards.

Disproportionate burden

As a small organisation providing the administration of the website for the community on a voluntary basis, an initial request was made of our contracted web host and original web creator to undertake the full review for our Accessibility Compliance regarding WCAG 2.1 AA standard but the cost quoted (even for our relatively small, uncomplicated site) was 33% of our overall precept for the year. Whilst we have been unable to request our professional Web creator to undertake the review we have undertaken a basic review of critical pages and are working over the next 6 months to rectify errors that are repeated on each page for example the Contrast issues for email and web links and the text linked to the contact / subscribe for email Link shown on each page.

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

The Sampford Courtenay Parish Council website was published before September 2018; as such it is required to be fully accessible by September 2020. We are working to review all content across our website to ensure we are compliant as soon as possible.

PDFs and other documents

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.

Some of our PDFs and Word documents are essential to providing information regarding services and activity by the Parish Council. For example, we have PDFs with information on how users can access our services. We plan to either fix these or replace them with accessible HTML pages as soon as possible prioritising key pages over the next 6 months.

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

Videos

Some videos may lack captions and do not meet accessibility standards. The accessibility regulations do not require us to fix videos published before 23 September 2018 if they're not essential to providing our services.

External links

This website links to third-party, external websites or services that may not be fully accessible. The site indicates where you are choosing to move to an external site

How we are testing our websites

We have undertaken a basic test in line with government guidance and best practice from National Association of Local Councils testing the website in the following ways:

- using the NVDA screen reader
- WCAG 2.1 compliance using a third-party review tool WAVE
- testing using a suite of browser-based accessibility reporting tools including text to speech & readability test
- colour contrast checkers

What we're doing to improve accessibility

We are undertaking a comprehensive review of all pages on our website and having tested and identified errors have created a 12 month programme to respond and fix accessibility issues. Our aim is to ensure that all of our priority services websites are compliant by March 2021. We also have a plan in place to review and update any of our older web pages to ensure they are compliant as soon as possible.

We are providing training to all content authors to ensure new content is accessible through use of templates and guidance. We will be reviewing our websites on a regular basis and updating this statement accordingly.

Contact us

For any enquiries about the accessibility of this website, you can contact us by:

- emailing the Parish Clerk Marion Pratt scpcclerk@aol.com
- calling her on 0183782285
- post at Highertown Farm, Sampford Courtenay, Devon EX202SX
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This statement was prepared on 1 September 2020. Review of the statement will take place bi-annually.