



Dated: 21 September 2021

## Accessibility statement for the Loose Parish Council website

This accessibility statement applies to the website of [Loose Parish Council](#)

The Parish Office is located at ME17 4QJ.

It is our aim to make this site as accessible as possible to all types of user. The site already offers a third party accessibility widget (located in the top right-hand corner) offering a number of facilities such as enlarged text, audio description of text etc for use on its pages. The primary aim of the site is dissemination of information to the parish community about the council's activities, meetings and decisions, along with documents received from third parties. These third parties may be in the public sector, such as Kent County Council or Maidstone Borough Council, or local groups and individuals. Whilst every effort will be made to ensure accessibility to all aspects of the site, the Council may not be able to always ensure accessibility for material from third parties.

Note also that as the primary content of the site is written material, it may not always be possible to ensure accessibility tags for illustrative images.

This website is run by Loose 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 to ensure easier readability
- zoom in up to 200% 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 (Job Access with Speech), NVDA (Non Visual Desktop Access) and VoiceOver (screen reader for Apple Devices))

We have also made the website text as simple as possible to understand.

[Abilitynet](#), which supports people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education has advice on making your device easier to use if you have a disability. They do this by providing specialist advice services, free information resources and by helping to build a more accessible digital world.

## How accessible this website is

We know some parts of this website may not be fully accessible – this may be a legacy from the transition to a new website. Problems may include:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- although live video streams are not a normal part of the site content, if provided, they may not have captions
- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader
- there is a limit to how far you can magnify the map on our 'contact us' page

Whilst we may not be able to have solutions to these issues available immediately, we will work to upgrade and replace relevant problem areas.

## Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, etc, please use these contacts:

- **email** [office@loose-pc.gov.uk](mailto:office@loose-pc.gov.uk)
- **call** 07855 000156 (The Parish Clerk) or 07419 986538 (Communications & Media Clerk)
- or via the [website](#)

We will consider your request and work to get back to you within three working days, if not sooner. (Note: Working days are Monday-Thurs 9am-5pm).

- Should you require directions to, or information on any of the Parish Council's facilities such as the Parish Pavilion or Brooks Field, please use the contact details given (email [office@loose-pc.gov.uk](mailto:office@loose-pc.gov.uk) or call 07855 000156 for the information you require).

## 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 particular aspects of Accessibility requirements, please contact the Parish Clerk on 07855 000156, or the Communications & Media Clerk on 07419 986538 or email [office@loose-pc.gov.uk](mailto:office@loose-pc.gov.uk) (joint email).

## **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 \(EASS\)](#).

## **Contacting us by phone or visiting us in person**

If you are D/deaf, hearing impaired or have a speech impediment, you may be best contacting us by email [office@loose-pc.gov.uk](mailto:office@loose-pc.gov.uk)

Loose Parish Council does not have a central office, but if your problem is one which requires face-to-face contact, we should be able to accommodate your requirement through our support services.

## **Technical information re: website's Compliance Statement**

Loose 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.

Website testing is ongoing, but we know some of our site is only partially compliant with the Website Accessibility Guidelines version 2.1 AA standard, due to the 'non-compliances and exemptions'.

We are working with our partners to better understand the problems and, where possible, make changes as soon as practicable.

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

Many of our older PDFs, Word and Excel 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).

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 and PDF documents. We are working to either fix these or replace the most downloaded documents with accessible documents as soon as practicable.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018, if they are not essential to providing our services.

Any new PDFs or Word documents we publish on our main site will meet accessibility standards.

## **Compliance status**

**There are some problems more difficult to fix than others...**

### **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).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some of the content overlapping.

### **Interactive tools and transactions**

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

Some of our forms are built and hosted through third party software and 'skinned' to look like our website.

### **Live video**

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

### **What we are doing to improve accessibility**

We are continually monitoring the website which is subject to ongoing testing using the Wix in-built Accessibility facility.

### **Preparation of this accessibility statement**

This statement was initially prepared on 14 September 2020. It was last reviewed and amended on 27 September 2021.

## **Test Criteria Used**

This website is subject to ongoing testing and monitoring using the Wix in-built Accessibility test facility.

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

Loose 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.