

Accessibility statement for Liskeard Town Council

This website is run by Liskeard 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

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 parts of this website are not fully accessible:

- 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 size, colour or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- you cannot skip to the main content when using a screen reader
- improvements are required to facilitate use of the website using a keyboard only
- some of the text fails the minimum contrast ratio of 4.5:1
- there is not more than one way of accessing information

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:

- email assistant@liskeard.gov.uk
- call 01579 345407

We'll consider your request and get back to you in 15 working days.

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 assistant@liskeard.gov.uk giving the page title and the nature of the problem.

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

Liskeard 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.

Non accessible content

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

Non-compliance with the accessibility regulations

Some images do not have a text alternative, so people using a screen reader cannot access the information.

We will work towards updating existing photos. When we publish new content we'll make sure our use of images meets accessibility standards.

Not all text meets the minimum contrast ratio of 4.5:1.

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).

When tabbing through the website using the keyboard it is not always clear which section is selected.

Drop down menus cannot be accessed using only the keyboard.

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

There is currently only one way of accessing information on the website, there is no search function or site map.

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

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 our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By December 2020, we plan to either fix these or replace them with accessible HTML pages.

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.

How we tested this website

This website was last tested on 7th August 2020. The test was carried out by ourselves

We used this approach to decide on a sample of pages to test with static content, links and pictures

We tested:

- our main website platform, available at <http://www.liskeard.gov.uk>

What we're doing to improve accessibility

We've assessed the cost of fixing all outstanding issues, and we believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations. However, we will continue to review this in line with budgets.

We are in discussion with our website designers, to resolve outstanding issues we cannot resolve ourselves. We will then set up a timetable for fixing these issues, this may involve carrying over some of the work until the next financial year.

This statement was prepared on 23 September 2020. It was last updated on 23 September 2020