ACCESSIBILITY STATEMENT
(Public Sector Bodies (Websites & Mobile Applications) Accessibility Regulations 2018)

1. Accessibility statement for Godalming Town Council

This accessibility statement applies to the website: https://godalming-tc.gov.uk/ and any pages or content that exist on this domain.

This website is run by Godalming 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
- 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, NVDA and VoiceOver)

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.

2. How accessible this website is

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

- Functionality to skip repeated navigational content is not present.
- A visible focus indicator is not present when navigating the site menu with a keyboard.
- Users are unable to interact with the navigational sub-menus, the 'Back to top' CTA or options within drop down menus on the 'Events Calendar' page.
- Some input fields do not have associated labels.
- At 400% zoom at a 1280px viewport some text is not visible in its entirety.
- Some copy has a low colour contrast to the site background.
- HTML validation issues are present within the source code which may prevent the usage of some assistive technologies.
- Heading levels have been skipped on most pages.
- At 200% text only zoom some text displays over other text.

3. Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- Email: office@godalming-tc.gov.uk
- Telephone: 01483 523575

- Address: Godalming Town Council
                  Municipal Buildings
                  Bridge Street
                  Godalming
                  Surrey   GU7 1HT

We'll consider your request and get back to you within five working days.

4.   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: Support Services Executive via office@godalming-tc.gov.uk.

5.   Enforcement procedure

The Equality & 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).

6.   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.

If you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us.

7.   Technical information about this website's accessibility

Godalming 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 AA standard, due to the non-compliances and exemptions listed below.

8.   Non-accessible content

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

Non-compliance with the accessibility regulations

❖   Functionality to skip repeated navigational content is not present. This is a failure of WCAG 2.1 success criterion 2.4.1 Bypass Blocks.

       We plan to introduce functionality to skip common navigational controls by 31 December 2020.

❖   A visible focus indicator is not present when navigating the site menu with a keyboard. This is a failure of WCAG 2.1 success criterion 2.4.7 Focus Visible.

       We plan to make the focus indictor visible by 31 December 2020.

❖ Users are unable to interact with the navigational sub-menus, the 'Back to top' CTA or options within drop down menus on the 'Events Calendar' page. This is a failure of WCAG 2.1 success criterion 2.1.1 Keyboard.

   We plan to make these items navigable with a keyboard by 31 December 2020.

❖ Some input fields do not have associated labels. This is a failure of WCAG 2.1 success criterion 1.1.1 Non-Text Content.

   Form input fields will have accessible names by 31 December 2020.

❖ At 400% zoom at a 1280px viewport some text is not visible in its entirety. This is a failure of 1.4.10 Reflow.

   We plan to ensure that no content is lost when the site reflows by 31 December 2020.

❖ Some copy has a low colour contrast to the site background. This is particularly notable with instances of light grey, light blue and pink text on the site. This fails WCAG 2.1 success criterion 1.4.3 Contrast Minimum.

   We plan to update the colour contrast on the site by 31 December 2020.

❖ Social media icons and some CTA boundaries have insufficient contrast to the site background. This fails WCAG 2.1 success criterion 1.4.11 Non-text Contrast.

   We plan to update the colour contrast on the site by 31 December 2020.

❖ HTML validation issues are present within the source code which may prevent the usage of some assistive technologies. This fails WCAG 2.1 success criterion 4.1.1 Parsing.

   We plan to review and resolve any HTML validation issues by 31 December 2020.

❖ Heading levels have been skipped on most pages. This is a failure of WCAG 2.1 success criterion 2.4.1 Bypass Blocks.

   We plan to review and update the heading structure across the site by 31 December 2020.

❖ Images of text are present on some pages, such as the 'Farncombe & Godalming Shops & Businesses Guide' page. This is a failure of WCAG 2.1 success criterion 1.4.5 Images of Text.

   We plan to replace images of text with accessible formats by 31 December 2020.

❖ At 200% text only zoom some text displays over other text. This is a failure of WCAG 2.1 success criterion 1.4.4 Resize Text.

   We plan to review the functionality of the size at 200% text only zoom and resolve any loss of content by 31 December 2020.

Disproportionate burden

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations. We will make another assessment when the supplier contract is up for renewal, likely to be in 5 years.

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

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. We are in the process of fixing these or replacing these with HTML.

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.

9.   Preparation of this accessibility statement

This statement was prepared on 16/09/2020. It was last reviewed on 16/09/2020.
This website was last tested on 26/08/2020. The test was carried out by Zoonou.
We used this approach to deciding on a sample of pages to test WCAG-EM.