

Accessibility statement for Hampstead Norreys Parish Council

This accessibility statement applies to the website <http://www.hampsteadnorreysparishcouncil.org/>

This website is run by Hampstead Norreys 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
- 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.

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 spacing of text
- most older PDF documents are not fully accessible to screen reader software
- live video streams do 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's a limit to how far you can magnify the map on our 'contact us' page

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 please use the [contact details on our contact us page](#).

We'll consider your request and get back to you in 21 days (but usually sooner).

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 the Clerk](#).

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 do not have an office for members of the public to visit.

[Find out how to contact us.](#)

Technical information about this website's accessibility

Hampstead Norreys 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.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to [insert one of the following: the non-compliances and exemptions listed below.

Non-accessible content

Despite our best efforts to ensure accessibility of the Council website, there may be some limitations. Below is a description of known limitations and potential solutions. Please contact us if you have observed an issue not listed below.

Non-compliance with the accessibility regulations

- There may be some pages where HTML isn't perfectly formed, such as stray end tags. [See WCAG 2.1 success criterion 4.1.1 \(Parsing\).](#)
- Many of our older PDFs and Word documents don't meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. [See WCAG 2.1 success criterion 4.1.2 \(name, role value\).](#)
- Some images on the website pages may not have a text alternative, so the information on them isn't available to people using a screen reader. [See WCAG 2.1 success criterion 1.1.1 \(non-text content\).](#) When we publish new content, we'll make sure our use of images meets accessibility standards.

Our Annual Governance and Accountability Returns cannot be made accessible due to the need to scan in the document.

Disproportionate burden

Not applicable.

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

PDFs and other documents

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 agenda or minute documents released prior to this date. If you need to access any of these documents please do contact us.

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

Live video

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

Preparation of this accessibility statement

This statement was prepared on 22nd September 2020. It was last reviewed on 22nd September 2020.

This website was last tested on 21st September 2020. The test was carried out by Hampstead Norreys Parish Council.

The Council assessed the accessibility of the website by the following approaches:

Self-evaluation.