

WEBSITE ACCESSIBILITY STATEMENT

VERSION NUMBER	V3
DATE & MINUTE REFERENCE (Council)	Full Council xx.05.20xx (Ref FC1/xx)
DATE OF NEXT REVIEW	November 2027

WEBSITE ACCESSIBILITY STATEMENT

This statement applies to Neston Town Council's website. This website is operated by Neston Town Council and its community content is managed by community volunteers.

We want as many people as possible to be able to use this website so we've tried to work towards meeting the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) Version 2.0 "Double A" standard as a minimum throughout our website.

Broadly speaking this means that you should be able to:

- Use a keyboard instead of a mouse.
- Change browser settings to make content easier to read.
- Use a screen reader to 'read' (speak) content out loud.
- Use a screen magnifier to enlarge part of a screen.
- Use voice commands to navigate a website.

However, sometimes we may not have got everything quite there on some pages and we will outline these in this statement, but we are committed to continuing to work towards this goal.

In addition to the above technical goals, we have also made the website text / content as simple as possible to understand where possible too.

We would recommend looking into the resources provided by the AbilityNet website which has comprehensive advice on making your device easier to use if you have a disability.

- abilitynet.org.uk

Website accessibility

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

- Some PDF documents are not fully accessible to screen reader software.
- Some older content may need re-writing to make it simpler to understand.
- Some images may be missing descriptive "alt" tags.

We are actively replacing documents where possible and re-writing some of the older content on the website to improve these aspects.

Almost all images have been updated with freshly written descriptive "alt" tags and we are actively checking all images to ensure this is done across both the Council and Community content some of which was published over many years.

Where we have adjusted aspects of our website to improve accessibility, we have often found that no single solution meets the needs of all users, and we've found that sometimes trying to improve the site for one disability can influence our ability to meet the needs of another section of our audience. We are therefore continually striving to provide accessibility to our content for all users and provide support where we can for everyone.

Further assistance and contact information.

If you need information provided by our website in a different format such as an accessible PDF, large print format, easy read format, audio recording or braille, please let us know and we will do our best to help wherever possible.

You can contact us by email: council@nestontowncouncil.org.uk

You can call us: **0151 336 3840**.

You can write to us: Neston Town Council, Town Hall, High Street, Neston CH64 9TR.

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 your accessibility requirements please contact us using one of the methods below, it would be helpful if you could please specify the relevant website page or document title if possible.

You can contact us by email: council@nestontowncouncil.org.uk

You can call us: **0151 336 3840**.

You can write to us: Neston Town Council, Town Hall, High Street, Neston CH64 9TR.

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 about accessibility, you may contact the Equality Advisory & Support Service (EASS) for further support and advice.

- equalityadvisoryservice.com

Technical information about this website's accessibility.

Neston 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.

- legislation.gov.uk/uksi/2018/952/contents

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.

Non-accessible content.

The content listed below is non-accessible for various reasons. We have outlined the content under each reason.

Non-compliance with the accessibility regulations.

Certain finance information (signed audit reports and minutes, expenditure records etc.) take the form of scanned documents and therefore fail WCAG 2.1 AA success criterion 1.1.1 (non-text

content). These documents are typically more than eight years old and we will assist any user who wishes to access these files in doing so on a request basis.

Some existing / archived images do not have a text alternative “alt-tag”, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content). We aim to include text alternatives for all images on our website and these images will therefore meet accessibility standards.

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

Certain aspects of our website are not within the scope of accessibility regulations. These aspects often require additional work to make them accessible which may not be essential to providing the services of a public body. However, please note that in many cases we can assist with these aspects on request basis and will seek to assist all users to ensure we provide the best possible service.

PDFs and other documents

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. For example, we do not plan to fix inaccessible pdfs or other documents which were:

- Created by other Organisations / Authorities.
- Hosted on third party websites.
- Published before 23 September 2018.
- Where their content is available in another format which is accessible.
- Where their content qualifies as archives under the regulations we are bound by.

Any new PDFs or Documents we publish on our website will meet accessibility standards.

Live video

We do not plan to add captions to live any existing video streams because live video is exempt from meeting the accessibility regulations.

What we are doing to improve accessibility

Neston Town Council is committed to improving accessibility on our website and will continue do so by working with our community volunteers’ team and IT consultant to identify and resolve accessibility issues where possible and within the scope of the current accessibility regulations which is also evolving with time and technology.

Preparation of this accessibility statement

This website was last tested in April 2025.

The test was carried out by Neston Town Council in conjunction with our IT Consultant by testing sample pages with screen reader software and speech recognition software. We also tested the website for ease of navigation using a keyboard.

We use the WAVE Web Accessibility Evaluation Tools for this process and use the results of our tests to make ongoing adjustments and improvements to the website. Our website is continually updated for security and maintenance reasons and when these updates are made, we often repeat our tests to ensure that updates have not affected accessibility of our website.