



## **Using this website**

This website is run by Blandford Forum 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)

## **Browser plugins available to assist users with disabilities**

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

### Changing the way a page is displayed:

- [Speed for Google Chrome](#), a speed reading plug in
- Reader for FireFox or [Mercury Reader for Google Chrome](#) to de-clutter the page. These allow control on both text size and background colours.
- Change colours instantly using [HighContrast for Chrome](#) or NoSquint for FireFox.

### Read more effectively:

- Extract all the headings and subheadings into a navigation list to skim read a page via headings using HeadingsMap for FireFox or [HeadingsMap for Google Chrome](#).

### Listen to content:

- Listen to a page via [Google Selection Reader](#)

## **What to do if you can't 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 or braille:

- email [admin@blandfordforum-tc.gov.uk](mailto:admin@blandfordforum-tc.gov.uk)
- call 01258 454500
- or visit Town Clerk's Office, Church Lane, Blandford Forum, DT11 7AD

We'll consider your request, doing everything we can to help you, and will get back to you in two working days.

If you can't view the map on our 'contact us' page, call or email us using the details above for directions.

## **Reporting accessibility problems with this website**

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting the requirements of the accessibility regulations, please contact: The Town Clerk, Town Clerk's Office, Church Lane, Blandford Forum DT11 7AD or e-mail on [admin@blandfordforum-tc.gov.uk](mailto:admin@blandfordforum-tc.gov.uk).

## **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 provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Our offices do not have audio induction loops, but if you contact us before your visit we will do our best to arrange a British Sign Language (BSL) interpreter.

Find out how to contact us <https://blandfordforum-tc.gov.uk/contact>.

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

Blandford Forum 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 of the website**

We know some parts of this website aren't fully accessible. The content listed below is non-accessible for the following reasons:

#### **Non-compliance with the accessibility regulations**

- the website template doesn't allow to modify the line height or spacing of text
- some older PDF documents aren't fully accessible to screen reader software
- No 'skip to main content' option on any pages, however there is a 'scroll to top' button

#### **Disproportionate burden**

- some of our online forms may be difficult to navigate using just a keyboard
- there's a limit to how far you can magnify the map on our 'contact us' page

#### **Content not within scope of the accessibility regulation**

N/A

We've assessed the cost of fixing these issues and believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations. We will make another assessment when we next do a major redevelopment of the website.

## **Issues with PDFs and other documents**

We aim for all our documents to be accessible to a screen reader and have made changes to most of the documents on the website.

Some of our older PDFs and Word documents don't meet accessibility standards - for example, they may not be marked up 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 various information as well as application forms for the cemetery. By September 2020, we plan to either fix these or replace them to be more accessible.

Updating the documents is a work in progress and if you find something that has been missed please contact us using the details above and we will endeavour to fix the issue as soon as possible.

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

## **Issues with images, video and audio**

There shouldn't be any issues as the images on the home page have alternative text.

## **Issues with interactive tools and transactions**

The website doesn't have any interactive sections. Any forms need to be downloaded for completion; alternatively hard copies can be requested from the office.

## **How we tested this website**

The website was last tested on 5<sup>th</sup> August 2019.

The test was carried out by Blandford Forum Town Council.

The whole website was checked to make it accessible as possible.

This is a living document that will be updated with any issues either found or reported to the Town Council.

Adopted: Town Council Meeting Minute No. 96 of 28<sup>th</sup> October 2019.

This statement was published: 29<sup>th</sup> October 2019

Amended: 13<sup>th</sup> July 2020 (amended guidance to the enforcement procedure)