

# Accessibility Statement

Prepared by: Invuse

Date: January 2025



# Bishop's Stortford Town Council website

This accessibility statement applies to the [Bishop's Stortford Town Council website](#).

This website is run by Bishop's Stortford Town Council and is designed to be used by as many people as possible. That means you should be able to:

- change colours, contrast levels and fonts using browser or device settings
- zoom in up to 400% without loss of content or the text spilling off the screen
- navigate most of the website using a keyboard or 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.

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

## How accessible this website is

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

- Screen reader users will not be able to navigate the website using landmarks
- The search bar disappears when the site is zoomed to 300%
- There is a loss of some content such as links when zoomed at 150%
- Multiple images contain insufficient alternative text
- Table headers and rows are not correctly defined
- Some fonts are not responsive and too small, and contrast ratio is poor in places

## Feedback and contact information

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: [provide both details of how to report these issues to your organisation and contact details for the unit or person responsible for dealing with these reports].

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

- email [email address]
- call [phone number]
- [add any other contact details]

We'll consider your request and get back to you in [number] days.

If you cannot view the map on our 'contact us' page, call or email us [add link to contact details page] for directions.

## 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

Bishop's Stortford Town Council is committed to making its website accessible, in accordance with the Public Sector Bodies (website and Mobile Applications)(No. 2) Accessibility Regulations 2018.

## Compliance status

This website has been tested against the Web Content Accessibility (WCAG) 2.2 AA standards.

This website is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard, due to the non-compliances and exemptions listed below.

## Non-accessible content

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

## Non-compliance with accessibility regulations

### Limited search functionality

Search disappears when the website is zoomed to 300% and it is not available on a mobile device. This fails [WCAG 2.4.5 Multiple Ways Level AA](#), which states that users must have more than one way to reach the same content. We plan to ensure that search is responsive to reflow and on a mobile device by **March 2025**.

### Search element label

The search bar 'form element' does not have the appropriate labelling. This fails WCAG:

- [3.3.2 Labels or Instructions Level A](#)
- [1.3.1 Info and Relationships Level A](#)
- [2.4.6 Headings and Labels Level AA](#)

We plan to make sure elements are appropriately labelled **by March 2025**.

## Zoom to 400%

There is a loss of content when zoomed into 400%. This includes links on the landing page. This fails [WCAG 1.4.10 Reflow Level AA](#). We plan to make all content available at 400% zoom by **March 2025**.

## Poor contrast ratio of text

There are some places where the colour of text on the background does not meet the 4.5:1 contrast ratio requirement. This fails [WCAG 1.4.3 Contrast Minimum Level AA](#). We plan to add the correct contrast ratio for all text against background by **March 2025**.

## Poor contrast ratio of non-text content

The search bar against the background does not meet the contrast ratio requirement of 3:1. This fails [WCAG 1.4.11 Non-text Contrast Level AA](#). We plan to add the correct contrast ratio for all non-text content by **March 2025**.

## Tables without defined rows or headers

Tables across the site do not have defined rows or headers which means a screen reader user would not understand the relationship of the data. This fails [WCAG 1.3.1 Info and Relationships Level A](#). We plan to make tables accessible by **March 2025**.

## Poor or missing alt text

Images are missing alternative text or decorative mark up. This fails WCAG [1.1.1 Non-text Content Level A](#). We plan to make sure all images have explanatory alt text, or marked as decorative if they are not necessary to understanding the context of the content **by March 2025**.

## ARIA without defined roles or children

Certain ARIA roles are not being used in the correct way or do not contain particular children. This fails [1.3.1 Info and Relationships Level A](#). We plan to make sure ARIA have the correct roles and labels **by March 2025**.

## Link text

Link text with no context or helpful description about the destination. This fails [WCAG 2.4.4 Link Purpose \(In Context\) Level A](#). We plan to make sure all links have full context by **March 2025**.

## Documents

The site contains many documents without accessible tags. This means they cannot be

accessed using a screen reader. This fails various WCAG criteria including:

- [1.3.2 Meaningful Sequence Level A](#)
- [2.1.1 Keyboard Level A](#)
- [2.4.3 Focus Order Level A](#)

We plan to make sure all document attachments created after 2018 are converted to HTML format or correctly tagged **by May 2025.**

## 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 older finance, agenda and minutes information, such as:

- [BSTC 2008-2009 Audited Accounts](#)
- [ATM150331 Annual Town Meeting Agenda and Minutes 31 March 15](#)
- [TC170515 Agenda Attachments and Minutes 15 May 2017](#)

## What we're doing to improve accessibility

**Our accessibility roadmap [link to roadmap if you have one] shows how and when we plan to improve accessibility on this website.**

## Preparation of this accessibility statement

This statement was prepared on 10 January 2025. It was last reviewed on this same date.

The website was last tested on 08 January 2025 against the WCAG 2.2 AA standard.

The test was carried out by Invuse. The most viewed pages were tested using automated and manual testing tools using Google Chrome, Microsoft Edge and Apple Safari.

**You can read the full accessibility test report [add report]**