

Accessibility Statement for Tring Town Council

Tring Town Council (TTC) is committed to ensuring that its services are accessible to all. We are working to continually improve the accessibility of our website to allow unhindered use by people with disabilities. The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 require local government as well as other public bodies to meet certain accessibility standards.

Measures to support accessibility

TTC takes the following measures to ensure accessibility of its website. Follow this link to access [the Tring Town Council website](#).

- Consultations with a web design specialist.
- Regular review of documents.
- Documents available on request in alternative formats (subject to availability).

Whilst we will undertake actions to ensure compliance, we will also consider that the steps taken will be proportionate to our size and scope.

Here for you

If you are experiencing any difficulty with any website content, or require assistance with any part of the site, please contact us during normal office hours (9:00am to 2:00pm) and we will be happy to assist.

If you wish to report or discuss an accessibility issue, again please contact Tring Town Council by e-mail to: clerk@tring.gov.uk / 01442 823347.

Some content may not yet fully meet strict accessibility standards, as we search for the most appropriate technological solutions to resolve accessibility issues.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. They define three levels of conformance: Level A, Level AA, and Level AAA.

The TTC website is partially conformant with WCAG2.1 Level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard, see 'Limitations and Alternatives' below.

Compatibility with browsers and assistive technology

The TTC website is designed to be compatible with the following assistive technologies:

- Mobile Phones
- PC and Mac Computers
- All Tablet devices
- All known Browsers
- Screen Readers

Technical specifications

Accessibility of the TTC website relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of data on the TTC website, there may be some limitations. Below is a description of currently known limitations, and potential solutions. Please contact us by email at clerk@tring.gov.uk if you observe an issue not listed below.

Known limitations for the TTC website include:

1. Uploaded images may not have text alternatives because we cannot ensure the quality of contributions from outside sources.
2. Some older PDFs may not comply with current accessibility requirements.
3. Historic documents have not been updated.

4. Some scanned documents may not be accessible. Due to privacy regulations we have no option but to manually redact some documents and then scan them on to the system.

For any of the issues listed or issues that you have personally encountered please contact us, as we may be able to provide them in an alternative format.

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

PDFs and other documents - many of our older PDFs and Word documents do not meet accessibility standards. For example, they may not be structured in such a way that they're accessible to a screen reader. 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.

AGAR forms as issued by the External Auditor are *exempt* from the accessibility requirements because of the nature of these documents. However all other documents related to the Annual Return are subject to Website Content Accessibility Guidelines. The council understands that the links on the website might not currently be accessible but we are working towards making them accessible. As it is a legal requirement to publish these documents right now they cannot be taken down in the meantime

When publishing any new PDFs or Word documents, we will endeavour to meet accessibility standards, and we will always do our utmost to provide documents in alternative formats if requested.

Assessment approach

TTC assesses the accessibility of its website by the following approaches:

- Self-evaluation and external assessments by a panel of users with disabilities

TTC is currently reviewing the website to achieve a higher degree of accessibility. This self-evaluation will be ongoing.

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: clerk@tring.gov.uk / 01442 823347 giving the page title and the nature of the problem.

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 \(EASS\)](#) here.

Formal approval of this accessibility statement

This Accessibility Statement is approved by the Clerk to Tring Town Council