

Accessibility statement for South Hams District Council

This accessibility statement applies to www.southhams.gov.uk

This website is run by South Hams District 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:

- On some pages, the text will not reflow in a single column when you change the size of the browser window
- Some pages scroll in two dimensions on small screens
- you cannot modify the line height or spacing of text
- Some 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:

- email accessibility@swdevon.gov.uk
- call 01803 861234

We'll consider your request and get back to you within 14 days.

If you cannot view the map on our 'contact us' page, call or email us for directions.

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:

Katherine Toms

Web Editor

South Hams District and West Devon Borough Councils

web.editor@swdevon.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

Our offices have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us at

<https://www.southhams.gov.uk/article/658/How-to-Find-Our-Offices>

Technical information about this website's accessibility

South Hams District Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Our website also includes an accessibility toolbar, provided by ReciteMe. This feature allows users to:

- Change the font size, colour and contrast of any of our pages
- Download and read webpages
- Change the language of the website to over 120 different languages
- Mask areas of the site to enable ease of reading
- Use any of the pre-programmed optimal settings for neurodivergent conditions such as Dyslexia and Autism.

Compliance status

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 the following reasons.

Non-compliance with the accessibility regulations

Some of our pages (approximately 34%) scroll in two dimensions on small screens. This fails WCAG 2.1 success criterion 1.4.10

In most cases, this is due to the use of tables on the page. We are working to edit the pages to remove these tables, or ensure that they are resized to function on smaller screens. We intend to fix this problem by the end of 2020.

In some cases, the problem is caused by forms, which are provided by a third party. We have ended the contract with this particular supplier and are in the process of replacing the forms. We anticipate that this problem will be fixed by the summer of 2021.

Some of the fields (approximately 50%) on our forms are not identified programmatically. This means that not all of our forms can be completed using auto-complete. This fails WCAG 2.1 success criterion 1.3.5

We are in the process of replacing many of the forms on our website. All new forms published after September 2020 will meet this standard, and we anticipate that older forms will be replaced by the end of 2021.

A large number of our pages (approximately 99%) contain a link to an anchor which does not exist. This fails WCAG 2.1 success criterion 2.4.1.

Our website is built on a template provided by Goss Digital Platform. This feature is part of the template design and is currently outside the Councils' control. We have instructed Goss to remove this feature and anticipate that it will be removed by the end of October 2020.

A large number of our pages (approximately 99%) do not specify a default language. This fails WCAG 2.1 success criterion 3.1.1.

Our website is built on a template provided by Goss Digital Platform. This feature is part of the template design and is currently outside the Councils' control. We have instructed Goss to correct this error and anticipate that it will be fixed by the end of September 2020.

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

Many of these issues will be fixed as we move to a new platform for our forms.

Disproportionate burden

Navigation and accessing information

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some of the content overlapping.

Interactive tools and transactions

Some of our forms are built and hosted through third party software and 'skinned' to look like our website.

Areas of the website which are hosted by third parties include:

- Some Waste and Recycling forms
- Parking Permits and PCN portal
- Housing Benefits
- Council Tax

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will review this decision periodically, and work with our suppliers and third party software providers to improve accessibility.

Planning Documents

Documents which form part of a planning application or relating to a planning application are usually image-heavy, or scanned images of plans and written letters. Planning documents held by the Council go back to 1974.

We have assessed the cost of providing planning information in accessible formats and believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations. We will review this decision periodically.

If you require access to planning documents and you have a disability which makes this difficult, please contact accessibility@swdevon.gov.uk and we will endeavour to provide the information in an alternative format.

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

PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

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 the PDFs showing maps of the areas subject to Dog Control Orders.

Where possible, we will endeavour to provide information required in an alternative format.

Currently approximately 30% of our PDFs do not have headers. We are working to edit these to include headers, and anticipate that this will be fixed by the end of 2020.

Currently approximately 36% of our PDFs do not have a defined title. We are working to edit these to include a defined title, and anticipate that this will be fixed by the end of 2020.

Currently approximately 19% of our PDFs do not specify a default language. These are being edited and will be fixed by the end of 2020.

Currently approximately 7% of our PDFs are untagged. These are being edited and will be fixed by the end of 2020.

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](#).

It may be possible to provide transcripts of the Council meetings on request.

All other videos on our website will have captions by the end of 2020.

Preparation of this accessibility statement

This statement was prepared on 21 September 2020. It was last reviewed on 21 September 2020.

This website was last tested on 22 September 2020. The test was carried out by Silktide.

All webpages and documents were tested.

You can read the full accessibility test report [here](#).