

Accessibility statement for Hook Parish Council

This website is run by Hook Parish Council. We want as many people as possible to be able to use this website and have made changes to enable users to:

- 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 content uploaded to this website is not fully accessible:

- most older PDF documents are not fully accessible to screen reader software;
- live video streams do not have captions;
- there's a limit to how far you can magnify the map on our 'Contact us' page, which is provided by a third party (Google).

What to do if you cannot access parts of this website

If you need information on this website in a different format:

- email info@hook.gov.uk
- call 01256 768687/573
- write to us or visit us at: Hook Community Centre, Ravenscroft, Hook, Hampshire, RG27 9NN
- We'll consider your request and get back to you in 10 working 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:

Executive Officer
Hook Parish Council
Hook Community Centre
Ravenscroft
Hook
Hampshire
RG27 9NN
Tel. 01256 768687/573
Email: info@hook.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 are not able to provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment. If you contact us before you visit our office, we will endeavour to make appropriate arrangements if required.

Find out how to contact us <https://www.hook.gov.uk/contact/>

Technical information about this website's accessibility

Hook Parish 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 framework is compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard. Some content is partially compliant, due to the non-compliances listed below.

Non-accessible content

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

- Users are not informed of content change. This fails WCAG 2.1 success criterion 3.2.2 (on input).
- Some content is inaccessible via keyboard. This fails WCAG 2.1 success criterion 2.1.1 (keyboard).
- Many of our PDF documents post 23 September 2018 are inaccessible. This fails WCAG 2.1 success criterion 1.1.1 (non-text content). We do not plan to remediate these documents – see disproportionate burden section. We will do all we can to identify content that is non-compliant and, if practicable, fix the problem. These included -
 - Older PDF files such as Meeting Minutes and Agendas.
 - Videos.
 - Content produced by third parties or using third party software.
- Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).
- We plan to add text alternatives for images published after April 2021. When we publish new content, we will endeavour to make sure our use of images meets accessibility standards.

Disproportionate burden

The relatively low level of visitors to our website, and the cost of the additional external audits and remediations of documents, images and other content, to comply with all criteria under WCAG2.1 would place a disproportionate burden on the resources of Hook Parish Council. We will provide accessible, text only, versions of .pdfs on request.

We will continue to investigate ways of implementing compliance of a wider range of material on our website and will review this in September 2021.

Content that's not within the scope of the accessibility regulations - PDFs and other documents

Not all documents on this website are created by us. Some documents and content may be created by third parties or using third party software. Where this is the case we will endeavour, on request, to obtain an accessible copy from the original source or to convey the information contained in the document in an accessible way.

Many of our older PDFs and Word documents do not meet accessibility standards – for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

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 meeting agendas or minutes for meetings which were published prior to 23 September 2018.

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.

How we tested this website

A Desktop Audit of our website was tested on 27th August 2020 against WCAG 2.1 (Web Content Accessibility Guidelines), level A. The test was carried out on a sample of pages on our website at www.hook.gov.uk by Ability Net.

What we're doing to improve accessibility

We plan to improve accessibility on this website by addressing non-compliance issues (where possible) and will review these in September 2021.

We will provide staff training to ensure that all new content added meets accessibility criteria.

This statement was prepared on 23rd September 2020 and updated in May 2021.