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# Houghton Parish Council Website Accessibility Audit

**Date Completed:** 07/08/2020

**Auditor:** George Rhodes/Ben Watson

**URL:** <https://www.houghtonparishcouncil.org/>

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## Summary

**This website does not meet Web Content Accessibility Guidelines (WCAG) 2.1 AA compliance.**

The audit identifies 13 points of WCAG or regulation failure affecting the [www.houghtonparishcouncil.org](http://www.houghtonparishcouncil.org) website, covered by the following list:

- 3 High priority issue
- 5 Medium priority issues
- 12 Low priority issues
- Several Document issues
- 2 Advisory notes

(Explanation of priority methodology can be found in Appendix 1)

## Compliance Background

Under the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018, all public sector bodies are required to provide evidence of accessibility compliance for all websites and mobile applications.

The standards by which compliance is judged are:

- The Web Content Accessibility Guidelines (WCAG) 2.1 AA standard
- The EU harmonised standard EN 301 549 (which is aligned to WCAG)

For the purposes of this audit we will be assessing compliance against the WCAG 2.1 AA criteria.

In addition, we will be checking for failures against other requirements under the legislation such as the required publication of an accessibility statement that:

- Identifies known accessibility issues of the website or mobile app
- Explains workarounds or reasonable adjustments already in place for known issues
- Provides a contact method for users who require assistance to request help or report accessibility problems.
- Provide direction to escalation and enforcement routes under the regulations.
- Contain specific required wording announcing level of compliance.

## Tools Used

This audit was conducted using a range of assistive technologies that support users with a range of access needs. The tools used to conduct this audit were:

- Chrome 83.04.4103.116
- Microsoft Edge 44.18362.449.0
- NVDA (Non-Visual Desktop Access) screen reader 2019.2.1.18844
- Axe Beta accessibility checker
- Windows and IOS magnifiers
- Windows High Contrast Modes
- Internet Explorer and Chrome browser settings including magnification and text size changes
- No styles views
- Keyboard control

## Identified Issues

### Sitewide Issues

#### 1. Alternative Navigation

##### **2.4.5 Multiple Ways (AA)**

###### **High Priority – Can cause significant disruption to keyboard only users.**

Lack of Sitemap or Search functions means that some users may struggle to access content without multiple available routes to that content.

This would be easy enough for the Parish to fix with the introduction of a sitemap page.

#### 2. Navigation with keyboard

##### **1.3.1 Info and Relationships (A)**

###### **2.1.1 Keyboard (A)**

###### **High Priority – Can cause significant disruption to keyboard only users.**

The Council Members link which is also dropdown content leads to its own page, but the dropdown content cannot be activated. For keyboard only users that have sight and so do not use screen readers this renders these parts of the website inaccessible.

Because of the lack of sitemap or search functionality there is no way for these users to access this content, making this a high priority issue.

#### 3. Navigation focus indication

##### **2.4.7 Focus Visible (A)**

###### **High Priority – Can cause significant disruption to keyboard only users.**

There is no focus indication on any of the main navigation menu. Just as a mouse user can see where they are on screen by where the mouse cursor is, a Keyboard user can see where they are on the screen because of the focus indication box. Without this indication of where the cursor is a keyboard only user is unable to knowingly navigate the website. All interactive elements such as links, navigation or user input fields require focus indication so that keyboard users can see where they are on the page.

#### 4. Skip to content

##### **2.4.1 Bypass Blocks (A)**

###### **Medium priority - Causes disruption to user experience.**

There is no skip to content function for this website. It is important for users to be able to bypass repeat navigation blocks such as main menus so they can get straight to the content of a page. This is normally completed with a hidden until needed link which is the first thing on every page which allows a user to skip to the appropriate content.

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## 5. Cookie information order

### 1.3.2 Meaningful Sequence (A)

### 2.4.3 Focus Order (A)

Medium priority - Causes disruption to user experience.



The cookie policy presents the acceptance button before it presents the actual cookie policy information. Users should be presented with the option of reading the cookie policy before being presented with an unknown acceptance button. In addition, the “ok I understand” button is not labelled for the screen reader letting the user know that it is related to the cookie policy even if it was in the right order.

## 6. Colour Contrast

### 1.4.3 Contrast (Minimum) (AA)

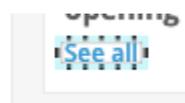
Low priority – Minor clarity.



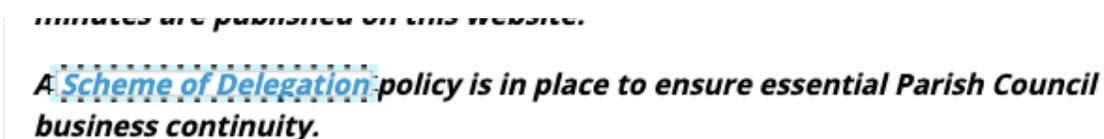
Text over images can often cause contrast issues. This example shows that there are significant contrast issues with the Blue of the text and the variety of colours on the busy background. With this image it is suggested to either make the text bolder and a more prominent colour or replace the background with something less busy, preferably both actions.



This element has a colour contrast ratio of 2.08:1. The guidelines require a contrast ratio of 4.5:1.



This element has a colour contrast ratio of 2.91:1. The guidelines require a contrast ratio of 4.5:1.



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This element has a colour contrast ratio of 2.91:1. The guidelines require a contrast ratio of 4.5:1.



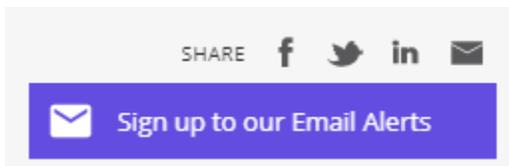
**Social media buttons** – The contrast for these buttons when viewed in high contrast modes does not meet the WCAG requirement of 3:1 and as can be seen are not clear against the dark background.

## 7. Social media links

### 2.4.4 Link Purpose (A)

**Low priority – Minor clarity.**

Each of the link icons for social media or email communications on the right-hand side of the page are not sufficiently described. For example, the Facebook icon just reads “Facebook link,” not “Houghton PC Facebook link.” Each link needs to be more descriptive.



## 8. Email Alerts

### 1.3.5 identify Input Purpose (A)

### 2.4.4 Link Purpose (A)

### 3.3.2 Labels or Instructions (A)

**Low priority – Minor clarity.**

The email alerts button opens a popup window for the user to fill in their details. This correctly focuses the user onto the popup and starts them on the form.



The email user input is read by the screen reader correctly. However, the label for the selection of checkboxes for type of alerts is not read out when tabbing through the form. It would be better if when the user tabs to the first of the checkboxes “Jobs,” the screen reader reads out the “Please send me alerts for:” label as well. So, it should read: “Please send me alerts for jobs checkbox not checked.” This gives context to the user on what the tick boxes are for.

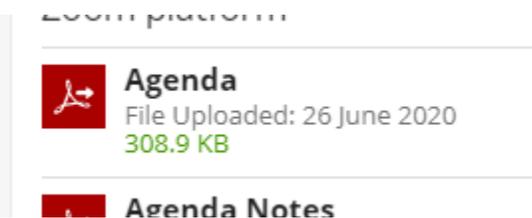
The “Create” button is also not very clear. What is the user creating? The purpose would be better described if consistent wording were used throughout. On the page the first interaction is “Sign up to our Email Alerts” so it would be clearer if the button said “Sign up” as that is what the user thinks they are doing.

## 9. Document links

### 4.1.1 Parsing (A)

#### Low priority – Minor clarity.

Across many of the pages are lists of documents that can be downloaded. For example, this agenda:



When using a screen reader there is a curious issue in which NVDA combines the end of the file uploaded date and the document size KB number. For the example above instead of reading 26<sup>th</sup> June 2020 and 308.9KB separately it reads 2,020,308.9 KB.

In the code these two pieces of information are separate and the reason for this cannot be identified. This may be a NVDA specific issue.

## Page Specific Issues

### Home

#### 10. Visual headings

### 1.3.1 Info and Relationships (A)

#### Low priority – Minor clarity.

On this page are several headings which separate the content. These are visually distinct as headings but are not coded to match. By coding these correctly as headings <h> rather than paragraph text <p>. This will help a range of users to navigate through the content easier and be able to skim content to the section they need.

## Planning Tracker

11. Planning Tracker Enter Postcode

### 1.3.5 Identify Input Purpose (AA)

#### 3.3.2 Labels and Instructions (A)

**Low priority – Resolving can make user experience better for keyboard and screen reader users.**

The enter your postcode user input field is not correctly labelled so when a screen reader user tabs to it, they are not made aware of what information is required. A user could work backwards using the arrow keys and work it out but resolving this issue would deliver a better experience.

## Council Members

Sitewide issues only.

## Register of Interest

Sitewide issues only.

Document issues listed in the document section of this report.

## Roles and Responsibilities

Sitewide issues only.

## Meeting Agendas

Sitewide issues only.

## Meeting Minutes

Sitewide issues only.

Document issues listed in the document section of this report.

## Schedule of Meeting Dates

Sitewide issues only.

## Council finance

Sitewide issues only.

Document issues listed in the document section of this report.

## Council Documents

Sitewide issues only.

Document issues listed in the document section of this report.

## Playground Facilities

Sitewide issues only.

Document issues listed in the document section of this report.

## Footpaths

### 12. Footpath links

#### 2.4.4 Link Purpose (A)

##### Low priority – Minor clarity.

When using links in content it is good practice to avoid links that say “here” or “read more” or just provide the full URL. These kinds of links can be very frustrating for screen reader users especially if there are a lot of them on the page.

A better approach is to use clear link text so that when screen reader users move over links, the screen reader provides useful information. For example, on this page where you have links such as:

“A map detailing the Rights of Way in Houghton can be found here: <http://www.hants.gov.uk/rh/row/maps/definitive-maps.pdf>”

You could instead have:

[A map detailing the Rights of Way in Houghton](http://www.hants.gov.uk/rh/row/maps/definitive-maps.pdf)

All links on this page that fail meaningful link text:

- <http://www.hants.gov.uk/rh/row/maps/definitive-maps.pdf>
- <http://www.hants.gov.uk/landplanningandenvironment/rightsofway/usingrights-of-way>
- <http://www.hants.gov.uk/landplanningandenvironment/rightsofway/reportaproblem>
- <http://www.hants.gov.uk/landplanningandenvironment/rightsofway/landowners>

## Parish Assembly

Sitewide issues only.

Document issues listed in the document section of this report.

## Parish Vacancies

Sitewide issues only.

Document issues listed in the document section of this report.

## Register of Assets

Sitewide issues only.

Document issues listed in the document section of this report.

## Neighbourhood Plan

Sitewide issues only.

Document issues listed in the document section of this report.

## Planning Applications

Sitewide issues only.

Document issues listed in the document section of this report.

## Borough and County Reports

Sitewide issues only.

Document issues listed in the document section of this report.

## Useful Contacts

### 13. Reporting links

#### 2.4.4 Link Purpose (A)

**Low priority – Minor clarity.**

On this page are several links that at first seem descriptive however it could be misconstrued that these are purely informational links rather than reporting links without the surrounding content for context. It may be beneficial to change the link to cover the word report in each section as well so that the links would read “[report abandoned vehicles](#)” for example.

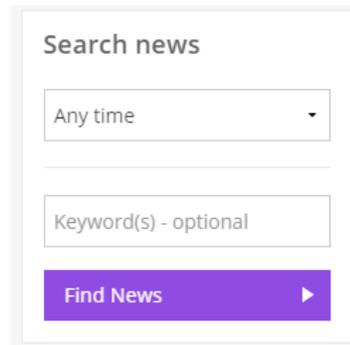
## News

### 14. News search

#### 2.4.6 Headings and Labels

**Low priority – Resolving can make user experience better for keyboard and screen reader users.**

The fields for news filtering use placeholder text for labels. They should include a permanent label separate to the field so that when a user starts typing they can remain aware of the field purpose, in addition these labels should be associated with the field so that when a user tabs to the field the label is read out.



The screenshot shows a search form titled "Search news". It contains a dropdown menu with "Any time" selected, a text input field with the placeholder text "Keyword(s) - optional", and a purple button labeled "Find News" with a right-pointing arrow.

### 15. Search link

#### 2.4.4 Link Purpose (A)

**Low priority – Minor clarity.**

The Search news heading is also a link however the link does not lead anywhere or do anything.

## 16. News images

### 2.4.4 Link Purpose (A)

#### Low priority – Minor clarity.

News articles that do not have a link have an “awaiting image” placeholder. These should be excluded from navigation. However, they are linked to the respective news article page but read “awaiting image” for screen readers.



## Village Flooding

Sitewide issues only.

Document issues listed in the document section of this report.

## Contact

Contact form is repeated at the bottom of each news article page. Whatever issues are present on this form are replicated across all these pages.

## 17. Contact form labels

### 2.4.6 Headings and Labels

#### Low priority – Resolving can make user experience better for keyboard and screen reader users.

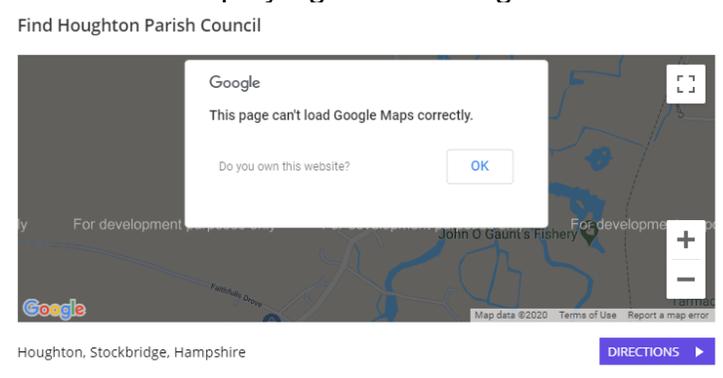
The contact form is missing persistent labels. It is not good practice to only have labels as placeholder text as this disappears once a user starts typing.

## 18. Google Map Broken

### 4.1.1 Parsing (A)

#### Low priority – Minor clarity.

Although there is an exemption for the compliance of online maps, it should be noted that all website content should be functional. Therefore, this map has also been listed as an issue because it is broken, is prevalent across many pages including news articles and displaying the following error.



## 19. Directions button

### 1.4.3 Contrast Minimum (A)

#### Low priority – Minor clarity.

The directions button at the bottom of the home page does not receive focus indication in the same way as other buttons. This means that the contrast between the non-selected item and when the button is selected.



## Privacy Policy

## 20. Hugo Fox links

### 2.4.4 Link Purpose (A)

#### Low priority – Minor clarity.

Each of the links on this page that lead to the Hugo Fox website are showing the full URL. They should have more descriptive text.

## Documents

We tested a sample from each section that contains documents. Primarily these documents were delivered in portable document format (PDF):

- Registration-Certificate.pdf
- Adopted-HPC-Health-and-Safety-at-Work-Policy-2019.pdf
- Approved-HPC-Minutes-of-3-July-2018.pdf
- Approved-HPC-Minutes-of-6-November-2018.pdf
- Approved-Minutes-for-HPC-7th-November-2017.pdf
- HPC-Grant-Funding-Request-Form-(March-19).doc
- Recording-Photography-and-use-of-Social-Media-v2020.pdf
- Approved-HPC-Minutes-of-12-Nov-2019.pdf
- Standing-Orders-v5-adopted-(July-2020).pdf
- Houghton-Parish-Council---Employers-Liability-Certificate-2020.pdf
- HPC-Internal-Control-Procedures-(adopted-July-2020).pdf
- Approved-HPC-Minutes-of-10-March-2020.pdf
- Approved-HPC-Minutes-of-12-May-2020.pdf
- Approved-HPC-Minutes-of-2-July-2019.pdf
- HPC-Information-Data-Protection-Policy-(Adopted-2020).pdf
- Adopted-HPC-Complaints-Procedure-2020.pdf

These documents exhibited the following issues (in order of most frequently occurring):

- The document is missing a title - a PDF title is a more descriptive and meaningful version of the file name. PDF titles are often visible in the PDF window or tab which makes it easier to distinguish multiple PDFs (Portable Document Format) before diving in.
- The document is untagged - tags are hidden labels that clarify the structure of the document (e.g., table, heading, paragraph, etc.). Untagged PDFs (Portable Document Formats) do not contain any of this information and can cause the content to be misinterpreted and make their structure difficult to navigate.
- The document does not have any headings - this means that documents do not have navigation within them enabling a screen reader user to access different landmarks within the document to optimise efficiency when reading.
- The document has contrast issues - as with the website certain elements within these documents do not have sufficient contrast. This can affect the experience of all users who may find it difficult to read lower contrast areas.
- The document contains images without a description - this means that visual elements are not described in a meaningful way and are therefore inaccessible non-visually.
- The document does not have a language set - this metadata helps a screen reader to utilise the correct language when reading content aloud.
- The document has tables that don't have any headers - this poses navigational difficulties to screen reader users who may find it difficult to make sense of information in tables that is not correctly marked up.

Below is an example. This document is called:  
'Recording-Photography-and-use-of-Social-Media-v2020.pdf':

The document is untagged - tags are hidden labels that clarify the structure of the document (e.g., table, heading, paragraph, etc.). Untagged PDFs do not contain any of this information and can cause the content to be misinterpreted and make their structure difficult to navigate.

## HOUGHTON PARISH COUNCIL

### Recording, Photography and Use of Social Media

#### Protocol and Guidance

This guidance applies to any council meeting open to the public.

The Council allows any member of the public or press to report on all public meetings subject to limited exceptions outlined below. Subject to standing order 3(m), a person who attends a meeting is permitted to report on the meeting whilst the meeting is open to the public. To "report" means to film, photograph, make an audio recording of meeting proceedings, use any other means for enabling persons not present to see or hear the meeting as it takes place or later or to report or to provide oral or written commentary about the meeting so that the report or commentary is available as the meeting takes place or later to persons not present.

A person present at a meeting may not provide an oral report or oral commentary about a meeting as it takes place without permission.

The Chair of the meeting shall advise members of the public and members that the meeting maybe recorded if notice has been received that reporting is happening.

The purpose of this protocol is to provide guidance, particularly, for members of the press or public on reporting of any Parish Council meeting, which is held in public.

Although there is a legal right to allow reporting of Council meetings, the proceedings of the meeting must not be disrupted by the use of any equipment or the manner in which the reporting is undertaken. It is also important that reporting does not inhibit community involvement in the proceedings.

#### Guidelines for Reporting

Any member of the public or media wishing to report a public meeting should ensure that:

There is useful guidance on producing accessible documents on the LexDis Digital Accessibility site.

## Advisories

### Online Maps

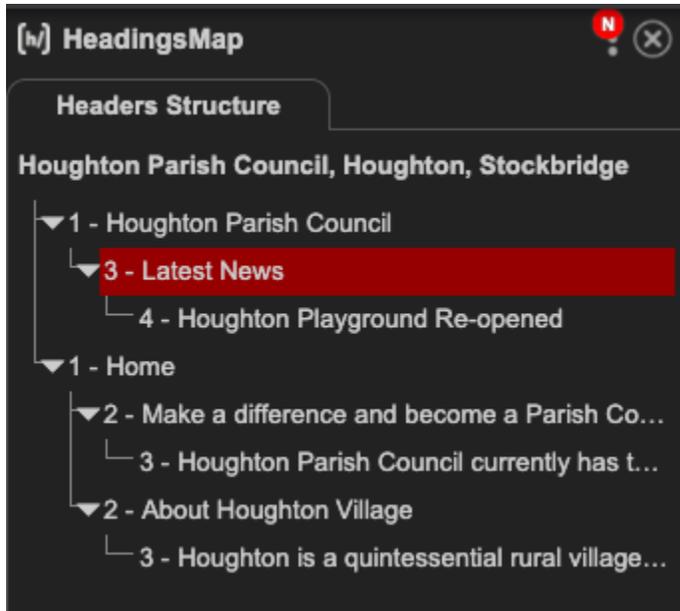
On the Contact us form there is a google map which is broken. This is matched by a contact postal address which is on the contact page and in the footer of every page. There is an exemption within the regulations for online maps unless specifically used for navigation, at which point a reasonable alternative must be provided. This exemption will be reflected in your accessibility statement (Appendix 2).

### Hierarchical Heading Structure

Below are a selection of Heading issues we have identified. Issues with headings affected all tested pages.

The Home page contains two Headings at Level 1 - 'Houghton Parish Council' and 'Home'. Each page should only ever have one H1 tag which acts as the page title. All other headings should be h2 or below.

In addition, we move straight to Heading 3 - 'Latest news' from Heading 1. Headings should be sequential.



Ensure headings are in a logical order. For example, check that all headings are marked with h1 through h6 elements and that these are ordered hierarchically. For example, the heading level following an h1 element should be an h2 element, not an h3 element. Finally, don't use heading markup on text that isn't a heading.

To ensure you are writing effective headings, read through the headings on the page and ask yourself if you get a general sense of the page's contents based only on the information provided by the headings. If the answer is "no," consider rewriting your headings. While you are at it, be sure that you are using the heading markup (h1 through h6's) if and only if you are writing a heading. While applying such markup is a quick way to make text stand out, using it for anything other than headings will make navigating a web page more confusing for users of assistive technology.

## Results

### Functional Audit

The Houghton Parish Council website is not fully compliant with WCAG 2.1 AA standards.

The 20 identified issues and 2 advisory notes reflect a failure against 13 points of the WCAG 2.1 AA criteria as detailed above.

### Accessibility Statement

The Houghton Parish Council website does not have a published Accessibility Statement that meets regulation requirements.

### Final Results

The Houghton Parish Council website has **Failed** this audit for accessibility compliance against WCAG 2.1 AA standards and other regulation requirements. There are remedial actions to be taken (see next section).

A risk assessment has been completed based on the known information about the Houghton Parish Council website. Based on the known issues at this time, propensity for workarounds and target audience of this website we believe the Houghton Parish Council website to be:

## Medium Risk

### Remedial Actions

1. Publish an accessibility statement based on the provided draft statement (Appendix 2)
  - a. Testing performed and outcomes
  - b. Known issues in plain English
  - c. Advice on workarounds or reasonable adjustments
  - d. Plan and timescales for fixes (if known)
  - e. Plans that might affect accessibility in future
2. Begin a remedial action plan to resolve identified issues on the Houghton Parish Council website.
3. Plan and prepare for accessibility and assistive technology testing of future websites, documents created etc.
4. Review testing and procurement processes of 3rd party software including accessibility requirements are included in future contracts.

If you find that significant changes have been made to the Houghton Parish Council website that would require a re-audit, please contact [info@allable.co.uk](mailto:info@allable.co.uk).



## Disclaimer

The Website Accessibility Audit described in this document represents a view of the requesting party's ability to meet specific in scope accessibility requirements at the time of writing. Any change to the circumstances of the requesting party that would impact the ability to meet the in-scope requirements going forward may require a reassessment. If such a service is required please contact [info@allable.co.uk](mailto:info@allable.co.uk).

While every effort has been made to ensure the accuracy of this assessment and its recommendations at time of writing, this report is for general information only and is not legal advice. If legal advice is required on how this impacts the requesting party please consult with appropriate legal advisors. All Able Ltd will not accept liability for any loss, damage or inconvenience arising because of any use of, or the inability to use any information contained within this document.

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## Appendix 1: Priority Methodology

Priority level is related to the potential difficulty an issue will cause users, from completely preventing access to a page or functionality, through to causing minor inconvenience.

### High priority:

Specific user group(s) are excluded from using part of the site.

Specific user group(s) are prevented from performing actions or cannot access certain content.

### Medium priority:

Specific user group(s) will experience significant problems but then are not prevented from using the site.

Specific user group(s) are not excluded from using the site, but some users will find it very frustrating.

### Low priority:

Minor issues, cosmetic issues. Something is wrong but it won't affect users too much.

## Appendix 2: Houghton Parish Council Accessibility Statement Draft

This accessibility statement applies to the Houghton Parish Council Website:  
<https://www.houghtonparishcouncil.org/community/houghton-parish-council-13622/home/>

This website is run by Houghton Parish 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:

- most older PDF documents are not fully accessible to screen reader software
- you cannot skip to the main content when using a screen reader
- focus is lost on our navigation menu and parts of the planning tracker
- keyboard users cannot access parts of the website because the drop down menus of the main navigation are not keyboard accessible

### 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 [\[email address\]](#)
- 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](#)' 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: [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].

## 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

Houghton 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.

## Compliance status

This website is not compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard. The non-compliances and exemptions are listed below.

## Non-accessible content

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

### Non-compliance with the accessibility regulations

Focus indication is lost when moving through the navigation menu. This fails WCAG 2.4.7 Focus Visible (AA). **We are doing the following to fix this issue...**

Some areas of the website are not accessible via keyboard because some sections of our navigation menu are not links and none of the dropdown menus can be activated by keyboard. This fails WCAG 2.1.1 Keyboard (A) and 2.4.5 Multiple Ways (A). We have a sitemap on the website which can be used for alternate navigation for the time being. We are working with our supplier to fix this issue.

There is no skip to content function on the website so keyboard only users cannot bypass the navigation menu. This fails WCAG 2.4.1 Bypass Blocks (A). **We are doing the following to fix this issue...**

Some of the links across the website are not descriptive. This fails WCAG 2.4.4 Link Purpose (A). We will be changing these links to be more descriptive before September 2020.

# AllAble

User input fields on the Planning Tracker and our Contact form are not correctly labelled. This fails WCAG 1.3.5 Identify Input Purpose (AA) and 3.3.2 Labels and Instructions (A). **We are doing the following to fix this issue...**

There are various contrast failures across our website pages. These fail WCAG 1.4.3 Contrast (Minimum) (AA). **We are doing the following to fix this issue...**

## Disproportionate burden

At this time, we have made no claims of disproportionate burden.

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

### Portable Document Format (PDF) and other documents

Some of our PDFs and Word documents are essential to providing our services. 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 historical council meeting minute documents published before 23<sup>rd</sup> September 2018.

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

### Online maps

Maps that are present on our website and are not used for navigational purposes are exempt under the regulations. We use several maps to show planning or other geographical information. If users require an accessible alternative to this information, please contact us.

## What we're doing to improve accessibility

Houghton Parish Council is working with the website supplier Hugo Fox to resolve accessibility issues on the website.

## Preparation of this accessibility statement

This statement was prepared on **[date when it was first published]**. It was last reviewed on **[date when it was last reviewed]**.

This website was last tested on 07/08/2020. The test was carried out by [All Able Ltd.](#)

# AllAble

All pages of the website were tested along with a sample of the documents from each area of the website.