

Accessibility Statement

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

This website is run by Skipton Town Council. We want as many people as possible to be able to use this website.

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

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

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 admin@skiptontowncouncil.gov.uk

call 01756 700553

We'll consider your request and get back to you in 3 working days.

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: admin@skiptontowncouncil.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

Currently, we do not provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Also, our offices do not have audio induction loops. However, if you contact us before your visit, we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us: <http://skiptontowncouncil.gov.uk>

Technical information about this website's accessibility

Skipton Town 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 is not compliant with the Web Content Accessibility Guidelines version 2.1 AA standard. The 'non-compliances' are listed below.

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

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 revisit this assessment in May 2021.

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

PDFs and other documents Some of our older PDFs and Word documents don't meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This doesn't meet WCAG 2.1 success criterion 4.1.2 .

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 2021, we plan to either fix these or replace them with accessible HTML pages. The accessibility regulations don't require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services. Any new PDFs or Word documents we publish will meet accessibility standards

What we're doing to improve accessibility

We are planning to upgrade our whole website by September 2021.

Preparation of this accessibility statement

This statement was prepared on 9th March 2021.