

Accessibility statement

Warrington Borough Council planning website

This accessibility statement applies to <https://warrington-council-direct.tascomi.com/>

This website is run by Warrington Borough Council. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 200% 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 is this website

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

- you cannot change colours, contrast levels or fonts
- you cannot modify the line height or spacing of text
- some older PDF documents are not fully accessible to screen reader software

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 digital@warrington.gov.uk
- call **01925 443322** - phone lines are open from **8:30am to 5pm Monday to Friday** and charged at local rate.

We'll consider your request and get back in touch with you. If you cannot view the map on [our 'contact us' page](#), call us on **01925 443322** or email contact@warrington.gov.uk 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, please email digital@warrington.gov.uk or call **01925 443322** and ask for a member of the communications team who will be able to help you.

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 provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

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

[Details of how to contact us are on our contact us page.](#)

Technical information about this website's accessibility

Warrington Borough 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 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

We know of the following issues:

- Container element is empty – a small part of a webpage should have a description and doesn't
- No data cells assigned to table header – every table should have a header that explains what is in the column
- Element IDs are not unique – small elements on the page have the same description

- Form field is not labelled – a field in a form doesn't have a description label
- Invalid role – an element doesn't conform to the ARIA standard
- Required ARIA attribute is missing – an element needs to have an ARIA attribute to describe what it does
- Text is clipped when resized – When you zoom in on a page all of the text might not show properly
- Colour contrast is not sufficient – the difference between text colour and its background might not be great enough

We plan to address the issues by the end of December 2022 with our provider IDOX.

Disproportionate burden

This is a new website and has been designed to be as accessible as possible and meet WCAG 2.1 AA standard.

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

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

What we're doing to improve accessibility

- We carry out a full review of the site and address all WCAG 2.1 AA issues as identified by our [Siteimprove](#) testing software
- Training staff to create accessible documents
- Adopted a HTML and Mobile first approach to web content
- Fix the non-accessible content by December 2022

Other PDFs and documents

Documents provided by third parties, such as comments on applications, are not under the control of Warrington Borough Council and so may not be in an accessible format.

Preparation of this accessibility statement

This statement was initially prepared on 8 June 2022. It was last reviewed on 10 June 2022. This website was last tested on 10 June 2022. The test was carried out by Warrington Borough Council web team using [Siteimprove](#) software and live user testing.