



**Gerrards Cross Town
Council
Accessibility Statement**

Version	2024.1
Date approved by Full Council	15 July 2024

Your privacy

Accessibility statement for www.gerrardscross.gov.uk

This website is run by Gerrards Cross Town Council and is WCAG 2.1AA Compliant. For example, that means you should be able 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)

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

The new www.gerrardscross.gov.uk WCAG 2.1AA Compliant website is currently being worked on.

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)
- We know that some pages have images and links that require additional support to meet accessibility requirements, such as adding ALT Text to images, link text being more descriptive in addition to some structural related incompatibilities.

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email clerk@gerrardscross.gov.uk
- call 01753 888018

- write to us or visit us at: Gerrards Cross Town Council, South Lodge, East Common, Gerrards Cross, Buckinghamshire, SL9 7AD

We'll consider your request and get back to you in 10 working days.

Please call or email us for directions <https://gerrardscross.gov.uk/contact>

Reporting accessibility problems on the new WCAG 2.1AA Compliant website

If you find any problems not listed on this page or think we're not meeting accessibility requirements or need additional support accessing information anywhere on this website, contact:

Town Clerk
Gerrards Cross Town Council
South Lodge
East Common
Gerrards Cross
Buckinghamshire SL9
7AD

Email: clerk@gerrardscross.gov.uk

Tel: 01753 888018

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

If you have a specific physical need, please contact us before your visit so we can try to arrange a British Sign Language (BSL) interpreter, etc.

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

Technical information about the WCAG 2.1AA Compliant website's accessibility

Gerrards Cross Town Council's website is accessible in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The current 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

Some pages may contain attachments which are not currently compliant, such as:

- Older PDF files such as Meeting Minutes and Agendas published before 23rd September 2018.
- Videos.
- Content produced by third parties or using third party software.
- Some images are missing ALT Text descriptions
- Some links do not have descriptive link text
- Some tables exist

Disproportionate burden

We have not identified any areas that we believe constitute a disproportionate burden.

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 2.1AA 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. It is our plan to either fix these or replace them with accessible HTML pages where possible.

If you require the information on this website in any other format or need help accessing any of the information please contact the clerk who will assist you with an alternative format.

Any new PDFs or Word documents created by us will meet accessibility standards.