Biddulph Town Council

ACCESSIBILITY STATEMENT

This website, https://biddulph.cov.uk , is run by Biddulph Town Council to provide key information for residents, visitors and businesses.

In 1998 the World Wide Web Consortium (W3C) published the first Web Content Accessibility Guidelines. A set of web contact accessibility requirements that highlighted the best practices for creating online content.

From October 2024, websites need to meet the new WCAG2.2 AA standard, superseding WCAG2.1 AA since 2018, it has been amended to reflect the changes that have occurred since then.

We have a duty of care to provide people with disabilities an online environment that is perceivable, operable, understandable and robust, making it easy to navigate and interact with the World Wide Web.

We're committed to making our website accessible for everyone to find, read, and understand. It is compatible with assistive technologies and developed to meet the accessibility standards outlined in this statement.

Our website accessibility statement describes the conformance of our website against the international Web Content Accessibility Guidelines, commonly referred to as WCAG 2.2 AA accessibility standard.

Using our documents

We publish documents in a range of formats, including Word documents, Excel spreadsheets and PDF's (portable document format).

We want as many people as possible to be able to use this website and our documents. That means you should be able to:

- change colours, contrast levels and fonts without losing clarity
- zoom in without the text spilling off the screen
- navigate most of the website using a keyboard or speech recognition software
- listen to most of the website using a screen reader

We're also working to make the website text as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

Accessibility of our website

We know some parts of our website are not fully accessible to screen reader software, such as older PDF documents which aren't structured so they're accessible to a screen reader. This mostly applies to our meeting agendas, reports and minutes. These types of documents created before the 23rd September 2018 and not used for active administrative use are exempt from the WCAG 2.1 AA accessibility regulations. Therefore, we don't currently have any plans to make them accessible.

Biddulph Town Council is obliged to publish third party documents which may have been scanned in and will not be accessible, for instance the Annual Governance and Accountability Report (AGAR).

Translation Tools

If you or someone you know needs information in a different language, browsers like Edge, Chrome and Safari can translate pages into over 100 languages. Find out how to change languages and translate web pages in:

- Google Chrome
- Microsoft Edge
- Safari on Mac

You could also download the Microsoft Translator app to have real-time translated conversations.

What to do if you cannot access parts of our website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille, email us at office@biddulph-tc.gov.uk, call us on 01782 498480 or write to us at Biddulph Town Council, Town Hall, Biddulph, Staffordshire Moorlands ST8 6AR.
We'll consider your request and do our best to help.

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 contact us. Our email, telephone number and address are listed above.

Complaints Process

If you've reported a problem with our website, but you're not happy with our response, use our complaints process to register your difficulty. This helps us to improve our processes.

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

Biddulph Town Council is committed to making this 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 2.2 AA standard.

Areas of WCAG 2.2 AA Non Compliance

Some parts of the website may not work for everyone. Known issues are listed below, that we either need to fix, cannot fix, or do not need to fix right now. If you find something that does not work that we've not listed, please contact us.

Some of our PDF's, Word and Excel documents do not meet accessibility standards. The accessibility regulations do not require us to fix PDF's or other documents published before 23rd September 2018 if they're not essential to providing our services.

Some documents on our website are not designed for reading online, for example: posters and leaflets. These documents may not be accessible. We will offer a text-alternative for these documents, if requested.

Some images do not have suitable text alternative descriptions, so a people using a screen reader cannot access the information. All non-decorative images must have alternative text which describes the image to users. We're working to fix all images with missing text.

Video content should feature subtitles, audio-description or offer a written transcript. Some videos may not meet accessibility regulations. We now use YouTube to embed videos onto our webpages to ensure compliance, although we're not responsible for the accessibility of the YouTube platform. Live video is exempt from meeting the accessibility regulations.

Maps are by their nature a distinctly visual medium. For this reason, the accessibility regulations do not require maps to be made accessible, provided that the key context is also made available on the same page in an accessible format.

Some parts of our website link to or use content provided by other websites and these are not always accessible. We do not have control over and are not responsible for the accessibility of this content.

What we're doing to improve accessibility

- defining document standards and introducing governance to ensure no new documents are added that don't meet accessibility standards.
- delivering accessibility training to raise awareness and improve skills to ensure new documents we produce and publish meet accessibility guidelines.
- adding header structure so screen readers can understand our pages
- removing unnecessary images and adding alternative text descriptions to non-decorative images so people who can't see them understand what they're there for.
- avoiding embedding words into images, even with the addition of alternative text descriptions; access to information in an image must not be exclusive to those with sight.
- avoiding using tables, except when we're presenting numerical data.
- ensuring link text is descriptive; avoiding the use of 'click here' and making it descriptive, such as 'Annual Meeting of the Town Council' so the user knows what they're going to open. The same applies to links to websites.
- fixing or replacing Word and PDF documents essential to providing our services.
- ensured the combination of text and background colour is set to create an easy to read website. There is also a toggle button on the left hand side of the page that allows users to choose a high contrast colour theme.

- writing in plain English and avoiding jargon. If you don’t understand something, please let us know.
- working with our website supplier to audit our website using an automated accessibility tool software and manual sampling, and subsequently investigating and fixing any potential issues.

Preparation of this accessibility statement

We review and update our accessibility statement regularly, at least every 12 months and test our website against the WCAG 2.2 AA standard, by the use of an accessibility tool, and by manual testing.

Our statement was last adopted by the Finance Committee on 27 October 2026 and ratified by Town Council on 10 November 2026.