



Accessibility Statement



Last Modified September 18, 2020

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Accessibility Statement for Hertsmere.gov.uk



Hertsmere Borough runs this website. We want as many people as possible to be able to use it.



We are committed to providing a website that is accessible to the widest possible audience, including those with disabilities and anyone who needs to use assistive technology to browse our website.

How accessible this website is

We know some parts of this website aren't fully accessible:

- older PDF documents are not fully accessible to screen reader software
- some PDF documents that are hosted on our sub-domains, which are produced by third party organisations, may not be fully accessible
- some headings may not follow a hierarchical order
- Google maps

Alternative versions

If you require alternative versions to our downloadable documents, please contact Webteam@hertsmere.gov.uk

Hertsmere Borough Council does not assume responsibility for third party applications.

What we are currently working on

We aim to provide the most accessible experience possible for our visitors and have appointed [Silktide](#) to assess the accessibility of our site. We are following guidance from their report to identify and resolve the following accessibility issues, in order to conform to Web Content Accessibility Guidelines (WCAG) 2.1 AA standards:

Documents

With a large website and limited resources, we prioritised our accessibility fixes based on user needs.

We have amended our top viewed 250 documents and forms and any new documents are being made accessible or considered as html web content.

Homepage

Our external developers are working on the redesign of our homepage and news carousel.

Using the website

We have implemented the following accessibility features:

Keyboard navigation

- Logical and consistent navigation are provided for keyboard users
- Links can be understood out of context for screen reader users
- Links are highlighted on keyboard focus
- Our logo links to the home page
- Site search facilities have been implemented

Screen reader navigation

If you are using a screen reader, you should be able to navigate through the site using the following keyboard commands:

- H to move forwards through the page headings
- Shift + H to move backwards through the page headings
- 1 to navigate to the next level 1 heading (or 2 for the next level 2 heading, and so on to heading 6)
- Shift + 1 to navigate to the previous level 1 heading (same applies for headings 2-6)
- Insert + F5 to get a list of all form controls on the page
- Insert + F6 to get a list of all headings on the page
- Insert + F7 to get a list of all links on the page


Images

- Images have descriptive alternative text
- Decorative and spacer images have null alternative text

Content

We write content that is simple to understand and jargon free.

Change the colour of the display

 [Change the colour of the display](#) on this website. Changes will be saved for your future visits.

Changing text size, fonts

You can use the controls in your browser to change the size of the text.

For example, to override website font settings in Internet Explorer:

- Open Internet Explorer by clicking the Start button, and then clicking Internet Explorer
- Click the Tools button, and then click Internet Options
- Click the General tab, and then click Accessibility
- Select the Ignore font styles specified on web pages, and Ignore font sizes specified on web pages check boxes, and then click OK twice

Forms

- Form fields contain the appropriate text labels, fieldsets, legends and captions
- Forms have accessible error handling which are marked with an asterisk for mandatory fields

Multimedia

- Media player is accessible and includes closed-captions
- Audio and video has been set not to play automatically

Links, new windows and layers

Links to pages and other websites will open in the same window unless otherwise stated within the link text or before a list of links. Some links may also open in a new layer, like a pop up, on top of the page you are viewing.

Links to downloadable documents and files will open in a new window to avoid conflicting with assistive technologies. These links will use the following format:

Filename (File Type, File Size)

For example: [Application Form \(PDF, 1.7 MB\)](#)

You can open links in a new window by using the keyboard shortcut Shift+Enter (Internet Explorer for PC and Firefox for PC and Mac).

Please note: The keyboard shortcut for opening links in a new window may be different depending on the browser and operating system.

Assistive Technologies

The following assistive technologies have found to be compatible with the site except for areas that have accessibility limitations.

- JAWS version 17.0 Screen Reader
- Dragon Naturally Speaking 15
- ZoomText 9.1 Screen Magnifier

Please note: You may experience issues with older versions of these applications or other assistive technologies. If you experience any issues, please feel free to contact us.

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

webteam@hertsmere.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 \(EASS\)](#).

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