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# Accessibility

Last Modified August 05, 2020



## Accessibility statement for Blackpool.gov.uk

This statement only applies to our main website at [www.blackpool.gov.uk](http://www.blackpool.gov.uk). It does not apply to sub-domains such as [democracy.blackpool.gov.uk](http://democracy.blackpool.gov.uk) or [idoxpa.blackpool.gov.uk](http://idoxpa.blackpool.gov.uk).

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

- Change colours, contrast levels and fonts
- 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)

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 this website is

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

- Election notices
- Committee minutes and agendas search and display system
- Annual accounts
- Council tax/Business rates/Benefits portal
- Some transactional forms (for example Corporate Complaint Procedure)
- Web Tendering Portal (The Chest)
- Library catalogue
- School admissions
- Leisure centres and facility booking systems
- Register a Birth/Death appointment
- Licensing applications
- School's Forum minutes
- Job applications
- Coroner's portal
- Live videos do not have captions

## 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: [website.page@blackpool.gov.uk](mailto:website.page@blackpool.gov.uk)

Telephone: 01253 477477

We'll consider your request and get back to you in 7 days.

If you cannot view the map on our 'contact us' page, call us on 01253 477477 or email us at: [website.page@blackpool.gov.uk](mailto:website.page@blackpool.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, contact: Blackpool Council communications team, PO Box 4, Blackpool FY1 1NA. Email [website.page@blackpool.gov.uk](mailto:website.page@blackpool.gov.uk) or telephone 01253 477189.

## 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).

## Visiting us in person

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

[Find out how to contact us](#)

## Technical information about this website's accessibility

Blackpool 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 partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to:

### Non-accessible content

The content listed below is non-accessible for the following reasons.

Some of our forms or systems are built and hosted through third party software and 'skinned' to look like our website such as

- Discretionary support application
- Birth and death registration appointment bookings
- Car park permit and PCN payments
- School admissions
- Job applications

We are working with these suppliers where possible to bring these platforms up to standard, but are unable to give a date when this will be.

We use YouTube to embed videos in our site, where multiple videos are used on a page some screen readers may not be able to identify the play to the correct video. Where possible we will always title the video with a heading tag to help ease the problem.

The templates used for the JustUz and fostering sections of our website don't meet the WCAG 2.1 requirements, particularly around colour contrast and heading structure. A new external fostering website is currently in development and we are working to redesign the JustUz templates. to meet the requirement which should be in place before the end of 2020.

### 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.

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

### PDFs and other documents

Some of our PDFs, Excel 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 2020, we plan to either fix these or replace them with accessible HTML pages.

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 other non HTML documents we publish will meet accessibility standards.

### Live video

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

## What we're doing to improve accessibility

We are constantly working to improve the accessibility of our site and carry out manual and automated tests throughout the year on a random selection of content. We are also working with third-party suppliers to encourage them to bring systems out of our control to standard.

## Preparation of this accessibility statement

This statement was prepared on 12 March 2020. It was last reviewed on 31 July 2020.

This website was last tested on January 2020. The test was carried out by Shaw Trust Accessibility Services.

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