

Accessibility Statement

This website is run by Ripon City 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)

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:

- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- some of our online forms are difficult to navigate using just a keyboard

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

Email clerk@riponcity.gov.uk
Call 01765 604097

Reporting accessibility problems with this website
If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact us: www.riponcity.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).

Technical information about this website's accessibility

Ripon City 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. However it is not compliant in all respects. The council has undertaken to ensure compliance by 31st December 2020.

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

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 2.1 success criterion 4.1.2 (name, role value).

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs containing maps and forms published as Word documents. 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.

How we tested this website

This website was last tested by us on 18th September 2020. The test was carried out by the Clerk using Wave.