

HUNGERFORD TOWN COUNCIL

Website Accessibility Statement

Prepared: 9 April 2026 | Last Reviewed: 9 April 2026

1. Our Commitment to Accessibility

Hungerford Town Council is committed to making its website accessible to everyone, including people with disabilities, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 (the “Accessibility Regulations”).

We recognise that approximately one in five people in the UK has a form of long-term illness, impairment or disability. By maintaining an accessible website, we ensure that all residents of Hungerford and the surrounding area can access the information and services they are legally entitled to receive, in line with guidance from the National Association of Local Councils (NALC).

We are committed to meeting the Web Content Accessibility Guidelines (WCAG) version 2.2 AA standard, which became the expected compliance level for public sector bodies from October 2024.

2. Compliance Status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.2 (WCAG 2.2) AA standard, due to the non-compliances and exemptions listed in Sections 3 and 4 below.

WCAG 2.2 AA Standard: <https://www.w3.org/TR/WCAG22/>

Accessibility Regulations: <https://www.legislation.gov.uk/ukxi/2018/952/made>

3. Known Non-Compliances and Accessibility Issues

The following issues have been identified and we are actively working to address them. We welcome feedback on any additional problems not listed here.

3.1 Documents and PDFs

Some older PDF documents published on this website may not be fully accessible to screen reader users. This includes documents such as agendas, minutes and reports published prior to 2022. We are working to:

- Produce new documents in accessible formats (properly tagged PDFs or HTML equivalents)
- Review and re-publish older key documents in accessible formats where possible
- Offer alternative formats on request (see Section 6)

3.2 Browser and Assistive Technology Compatibility

We have tested our website with the following browsers (latest versions as of the review date):

- Google Chrome (Windows and Mac)
- Mozilla Firefox (Windows and Mac)
- Microsoft Edge (Windows)
- Safari (Mac and iOS)

Note: Internet Explorer is no longer a supported browser and we do not test against it. Users are strongly advised to use a modern browser for the best experience.

3.3 Colour Contrast

We are reviewing all page elements to ensure they meet the minimum contrast ratio of 4.5:1 for normal text and 3:1 for large text as required by WCAG 2.2 criterion 1.4.3. Any pages found to be non-compliant will be updated.

3.4 Link Text and Labelling

We are updating any links that use vague or generic labels (such as “click here” or “read more”) to use descriptive text that clearly describes the destination or action, in line with WCAG 2.2 criterion 2.4.4 and best practice guidance from NALC.

3.5 Third-Party Content

Some content is provided by third-party services (for example, embedded maps or external forms). This third-party content is not within our direct control, but we will raise accessibility concerns with our suppliers and will seek compliant alternatives where possible.

4. Exempt Content

The following content is exempt from the Accessibility Regulations and we are not required to make it accessible:

- Live video streams – live video content is exempt under Regulation 4 of the Accessibility Regulations.
- Annual Governance and Accountability Return (AGAR) – this is a statutory document provided in a prescribed format and is exempt.
- Pre-recorded audio or video content published before 23 September 2020 – exempt under the transitional provisions.
- Content published by third parties that is neither funded nor developed by, nor under the control of, Hungerford Town Council.

5. Technical Information About This Website

Our website has been developed following best practice coding conventions based on World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) guidelines. Key technical features include:

5.1 Structure and Navigation

- A consistent and logical heading structure is used throughout all pages to aid navigation by assistive technologies.
- A skip-navigation link is available to allow keyboard users to bypass repetitive navigation menus.
- All pages have meaningful and unique page titles.
- Navigation menus are consistent in position and labelling across all pages.

5.2 Images and Media

- Alternative (ALT) text is applied to all meaningful images to describe their content to screen reader users.
- Decorative images are marked appropriately so they are ignored by assistive technologies.

5.3 Forms and Interactive Elements

- All form fields are labelled clearly and associated with their respective input fields.
- Error messages are descriptive and guide users to correct their input.

5.4 Accessibility Tools on This Website

This website includes built-in accessibility tools that allow users to:

- Increase or decrease text size
- Switch to high contrast or greyscale mode
- Enable a negative contrast view
- Apply a light background
- Underline all links for greater visibility
- Switch to a more readable font
- Use a screen reader tool to have sections of the page read aloud

Please note: these tools supplement, but do not replace, full WCAG 2.2 compliance. We encourage users to also use their own preferred assistive technologies, which our website is designed to support.

6. Help With Accessibility – AbilityNet

If you have difficulty using this website, AbilityNet provides free guidance on how to make your device easier to use. AbilityNet's My Computer My Way service includes advice on:

- Making your mouse easier to use
- Using your keyboard instead of a mouse

- Talking to your device (speech input)
- Making your device read content aloud
- Making text larger
- Adjusting your display colours and contrast
- Magnifying the screen

Visit AbilityNet at: <https://mcmw.abilitynet.org.uk>

7. Requesting Content in an Alternative Format

If you need any content from this website in an alternative format – for example, as a large print document, easy-read version, audio recording, or in a different language – please contact us:

Telephone	01488 686195
Email	admin@hungerford-tc.gov.uk
Post	Hungerford Town Council, Hungerford Library, Church Street, Hungerford, RG17 0JG

We will aim to respond to requests for alternative formats within 10 working days. Where a request for an alternative format involves significant additional cost or resource, we may not be able to fulfil it; however, we will explain our reasons and suggest alternatives.

8. Reporting Accessibility Problems

We are always working to improve the accessibility of this website. If you find any problems that are not listed on this page, or if you think we are not meeting our accessibility obligations, please tell us:

- Use the online feedback form on our Contact Us page: <https://www.hungerford-tc.gov.uk/contact-us>
- Email: admin@hungerford-tc.gov.uk
- Call: 01488 686195

Please describe the problem as clearly as possible, including the page you were trying to access and the assistive technology you are using (if applicable). We will acknowledge your report and aim to provide a full response within 20 working days.

9. Enforcement Procedure

If you contact us about an accessibility issue and are not satisfied with our response, you can contact the Equality Advisory and Support Service (EASS):

- Website: <https://www.equalityadvisoryservice.com>

- Phone: 0808 800 0082
- Textphone: 0808 800 0084

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 in England, Scotland and Wales.

10. Preparation of This Accessibility Statement

This accessibility statement was prepared in accordance with the model template recommended by the Government Digital Service (GDS) and in line with guidance from the National Association of Local Councils (NALC) Website Accessibility and Publishing Guidelines.

Statement originally prepared	18 November 2020
This updated statement prepared	9 April 2026
Last reviewed	9 April 2026
Compliance standard reviewed against	WCAG 2.2 AA

We commit to reviewing this statement at least annually, and whenever significant changes are made to the website. The next scheduled review is April 2027.

11. Our Ongoing Commitment

Hungerford Town Council recognises that web accessibility is an ongoing responsibility, not a one-off task. In line with NALC guidance, we commit to the following actions:

- Conducting a full accessibility audit of this website against WCAG 2.2 AA criteria and producing an action plan for any issues identified.
- Ensuring all new content published on the website meets accessibility requirements, including using descriptive link text, adding ALT text to images, and publishing accessible documents.
- Training all staff who publish content to the website in accessibility best practice.
- Naming all downloadable documents clearly (e.g., "Council Minutes March 2026.pdf") so that users and assistive technologies can identify them easily.
- Structuring page content logically with appropriate headings, subheadings and lists to aid navigation.
- Reviewing and updating this accessibility statement at least annually.

- Seeking feedback from residents with disabilities and accessibility needs on the usability of our website.

For any queries about this statement or our accessibility work, please contact the Town Clerk using the details in Section 7 above.