



Itchen Valley Parish Council Accessible Documents Policy

Contents

1. [Using our documents](#)
2. [How accessible are our documents](#)
3. [What to do if you can't use one of our documents](#)
4. [Reporting accessibility problems with one of our documents](#)
5. [Enforcement procedure](#)
6. [Technical information about the accessibility of our documents](#)
7. [Non-accessible content](#)
8. [How we tested our documents](#)
9. [What we are doing to improve accessibility](#)

This policy explains how accessible the documents Itchen Valley Parish Council publishes on www.itchenvalleyparishcouncil.org.uk are. It covers PDFs, spreadsheets, presentations, and other types of document. It does not cover content published on www.itchenvalleyparishcouncil.org.uk as HTML.

Using our documents

Cabinet Office publishes documents in a range of formats, including PDFs, ODTs, Excel Sheets, CSVs, and PowerPoint slides.

We want as many people as possible to be able to use those documents. For example, when we produce a document we try to:

- provide an HTML option where possible
- tag headings and other parts of the document properly, so screen readers can understand the page structure
- make sure we include alt text alongside non-decorative images, so people who cannot see them understand what they're there for
- avoid using tables, except when we are presenting data
- write in plain English

How accessible are our documents?

New PDF and HTML documents uploaded after the 23rd September 2020 should be fully accessible.

We know that some of our documents (published before 23 September 2020) are not entirely accessible. For example, some of them:

- are not tagged up properly – for example, they do not contain proper headings
- are not written in plain English



PDFs and other documents published before 23 September 2018 are [exempt from the regulations](#), so we don't currently have any plans to make them accessible.

But if you need to access information in one of these document types, you can contact us and ask for an alternative format.

What to do if you cannot use one of our documents

If you need a document, we have published in a different format:

- [Email us](#)

We will consider the request and get back to you within 15 working days.

Reporting accessibility problems with one of our documents

We are always looking to improve the accessibility of our documents. If you find any problems that aren't listed on this page or you think we're not meeting accessibility requirements, [contact us](#).

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 the accessibility of our documents

Itchen Valley Parish Council is committed to making our documents accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The documents Itchen Valley Parish Council publishes are partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

- Some of our PDFs are not accessible as they are not tagged properly
- Some PDFs and Excel documents fail on the perceivable and operable WCAG2 criteria
- For PDFs that fall within this category and do not represent a disproportionate burden (published after 23 September 2018), we will look at updating them by the end of December 2020



- Some of our documents are scans from 3rd parties and do not comply with the Accessibility Regulations. If you need one of these documents in an alternate format please [email us](#).

A few of our documents have diagrams. These images do not have a text alternative, so the information in them isn't available to people using a screen reader. This does not meet WCAG 2.1 success criterion 1.1.1 (non-text content).

We plan to add text alternatives for all diagrams by the end of December 2020. When we publish new documents, we'll make sure our use of diagrams meets accessibility standards.

Disproportionate burden

- Some of our PDFs are not accessible but would be a disproportionate burden to update, particularly those which are extremely long and used by a low number of people
- These people can contact the above email address if they need an accessible version of the documents
- PDFs fail on the perceivable and operable WCAG2 criteria

Many of our older PDFs and Word documents do not meet accessibility standards – for example, they may not be structured so they are accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2.

The [accessibility regulations](#) don't 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 Word documents we publish will meet accessibility standards or an alternative format will be available on request.