

# Stepshort Accessibility Statement

**This accessibility statement applies to the Stepshort website.**

**This website is run by Stepshort Books, Flourish Design Limited**, and is supported by Folkestone & Hythe District Council.

We want as many people as possible to be able to use this website, and on a variety of devices. 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](#) (external link) has advice on making your device easier to use if you have a disability.

For information that shows how to customise the accessibility features of your computer setup or web browser, you can visit [BBC Accessibility Guides](#) (external link).

## **How accessible this website is**

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

- 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
- Content and functionality provided by third party suppliers is not fully accessible.
- Live video streams do not have captions
- Some of our online forms are difficult to navigate and fill out using just a keyboard or screenreader

## **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 – you can email us at [admin@stepshort.co.uk](mailto:admin@stepshort.co.uk)

We'll consider your request and get back to you in 10 working days.

## **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, please report the problem using our email [admin@stepshort.co.uk](mailto:admin@stepshort.co.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](#) (external link). If you're not happy with how we respond to your complaint, contact the [Equality Advisory and Support Service \(EASS\)](#) (external link).

## **Technical information about this website's accessibility**

The Folkestone & Hythe District Council is committed to making its website accessible, in accordance with [The Public Sector Bodies \(Websites and Mobile Applications\) \(No. 2\) Accessibility Regulations 2018](#) (external link).

## **Compliance status**

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) (external link) AA standard, due to the non-compliances listed below:

### **Non-accessible content**

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

- Third party applications
- Some online forms
- PDFs and other documents.

### **Non-compliance with the accessibility regulations**

#### Online forms

Some of our online forms are provided by third party suppliers. We are currently reviewing these forms and working with suppliers to improve accessibility by September 2020 or on renewal of their contract if sooner.

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

#### PDFs and other documents

We are currently reviewing our downloadable documents by order of most frequently visited. During this review, we are either changing the documents into webpages or applying accessibility standards as appropriate.

Any new PDFs or Word 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 currently reviewing our website and have developed an accessibility roadmap that shows how and when we plan to improve accessibility.

We carry out weekly accessibility testing applying WCAG 2.1 AA standards.

We do a combination of automated and manual testing.

We welcome feedback from all our users through our email.

## **Preparation of this accessibility statement**

This statement was prepared on 01 August 2020. It was last reviewed on 20 September 2020.

This website was last tested on 23 September 2020, conducted by Folkestone & Hythe District Council web services.

We use a combination of methods to test the accessibility of the website:

- Automated software such as [Siteimprove](#) (external link) to review and find accessibility issues
- Manual sampling and testing of pages using the [Government Digital Service Checklist](#) (external link)