# Accessibility statement

This website, **southglos.simplybook.cc** is partially compliant with WCAG AA 2.1 guidelines.

We are committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability.

## Page contents

* [How accessible is this website](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p11)
* [Parts of this website that are not fully accessible](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p12)
* [What to do if you cannot access parts of this website](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkvi1lk42)
* [Reporting accessibility problems with this website](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p13)
* [Contact us by phone or in person](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p15)
* [Enforcement procedure](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p14)
* [Technical information about this website’s accessibility](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p16)
* [Non accessible content](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p17)
	+ [Non-compliance with the accessibility regulations](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p18)
	+ [Content that is not within the scope of the accessibility regulations](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p19)
* [How we tested this website](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p1a)
* [What we are doing to improve accessibility](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fsouthglos.sharepoint.com%2Fsites%2FDigitalBAU%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F999f1904d6ad46798d5d574c0bf76208&wdenableroaming=1&wdfr=1&mscc=1&hid=AFB0059F-40D9-0000-AF3F-B33E86701398&wdorigin=ItemsView&wdhostclicktime=1568885581182&jsapi=1&newsession=1&corrid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&usid=2df33ef9-36bc-4c93-b6c4-7177103d6cfb&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlushFallback#mcetoc_1dkg2t95p1b)

## How accessible is this website?

On this website you can:

* change colours, contrast levels and fonts using your browser or device
* zoom in to 300% on most devices without 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)

\*on some smaller devices such as smartphones, in portrait mode up to 150% or 250% in landscape mode for the calendar display

[AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

## Parts of this website that are not fully accessible

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

* you cannot zoom on some smaller screen devices above 150% without days of the week on the calendar page being lost, as the text does not reflow
* some text colours and contrast fail the required standard
* keyboard only users may not be able to all areas of the screen
* tab focus is not always clear
* you cannot skip to the main content

## What to do if you cannot access parts of this website

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

* email at equalities@southglos.gov.uk
* telephone on 01454 868009
* SMS text service on 07950 080111

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

## Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems that are not listed on this page, or think we are not meeting accessibility requirements, contact us at digital@southglos.gov.uk .

## Contact us by phone or in person

We provide a text relay service for people who are deaf, hearing impaired or have a speech impediment.

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](http://www.southglos.gov.uk/contact).

## 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 are not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

## Technical information about this website’s accessibility

We are committed to making this 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](https://www.w3.org/TR/WCAG21/) AA standard, see the non-compliance listed below.

## Non accessible content

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

### Non-compliance with the accessibility regulations

**Unable to zoom on some smaller screen devices above 150% without days of the week on the calendar page being lost, as the text does not reflow**

You can rotate your device in landscape mode in order to zoom the text up to 250% on most smartphones. This will be added to an accessibility plan to be discussed with the 3rd party supplier to correct the issue. This statement is updated annually or when an improvement has been made.

**Some text colours and contrast fail the required standard**

This has been added to an accessibility plan to be discussed with the 3rd party supplier to correct the issue. This statement is updated annually or when an improvement has been made.

**Keyboard only users may not be able to all areas of the screen**

Users may not be able to access all areas of the screen using only keyboard, such as on the calendar page. This will be discussed with the 3rd party supplier to correct the issue and this statement will be updated when the improvement has been made.

**Tab focus is not always clear**

When navigating the website using a keyboard, it is difficult to know where the tab focus is on the screen. The browser extension ‘[Focus indicator’ for Chrome](https://chrome.google.com/webstore/detail/focus-indicator/heeoeadndnhebmfebjccbhmccmaoedlf) can be used to overcome this issue, however it has been added to an accessibility plan and will be discussed with the 3rd party supplier.

**You cannot skip to the main content**

This impacts those using a screen reader or keyboard navigation as it requires more steps to navigate the page. We will raise this with the 3rd party supplier to correct this issue and then update this statement.

### Content that is not within the scope of the accessibility regulations

Not applicable for this website.

## How we tested this website

We used the following tools to help test this website:

* [Siteimprove](https://siteimprove.com/en-gb/)
* [AxE](https://www.deque.com/axe/)
* [WCAG guidelines](https://www.w3.org/WAI/standards-guidelines/wcag/)
* [NVDA screen reader](https://www.nvaccess.org/)

It was last tested on 14 January 2021 by our digital team.

## What we are doing to improve accessibility

We are working with the 3rd party supplier to correct those issues identified. We will then carry out accessibility checks again on this website and update this statement once those issues have been corrected.