

Accessibility statement for THINK HARROGATE

This accessibility statement applies to www.thinkharrogate.co.uk

This website is run by Harrogate Borough 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

We've also made the website text as simple as possible to understand.

[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 orientate yourself and understand which page element you are focusing on when navigating with a keyboard.
- Some of our online forms are difficult to navigate using just a keyboard
- Some content is low contrast
- Some images do not have a text alternative

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:

- Email: hello@thinkharrogate.co.uk

We'll consider your request and get back to you in 30 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, contact:

hello@thinkharrogate.co.uk or customerservices@harrogate.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

Harrogate Borough Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to non-compliances - this means the content in question is in scope of the regulations, but there's an accessibility problem with it.

Non-accessible content

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

- You cannot orientate yourself and understand which page element you are focusing on when navigating with a keyboard. This fails WCAG 2.1 success criterion 2.1.1 (keyboard).

We plan to add a hover colour to all buttons by 13/12/2022

- Some of our online forms are difficult to navigate using just a keyboard. This fails WCAG 2.1 success criterion 12.1.1 (keyboard).

We plan to review all forms failing the standard by 13/12/2022

- Some text has low contrast with the background. This fails WCAG 2.1 success criterion 1.4.1 (use of colour)

We plan to increase the contrast for all text failing the standard by 13/12/2022. When we publish new content we'll make sure our use of images meets accessibility standards.

- Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

We plan to add text alternatives for all images by 13/12/2022. When we publish new content we'll make sure our use of images meets accessibility standards.

Preparation of this accessibility statement

This statement was prepared on 13/12/2021.

This website was last tested on 03/12/2021. The test was carried out by Rachael Woods on behalf of Harrogate Borough Council