

Middlesbrough Town Hall website accessibility statement

1. Using this website

This website is run by Middlesbrough Council. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- Zoom in up to 200% 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)
- View the website using any device e.g. Mobile phone, Tablet, Desktop computer
- View any videos that we add to this website, ensuring they are accessible to all with audio or written alternatives available where required
- View and understand content where we use colour. We will ensure that colours used have a sufficient colour contrast

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

Please note this website may not function correctly if you are using an older browser i.e. Internet Explorer. It is recommended if you are using Internet Explorer that you instead use Google Chrome or Microsoft Edge.

2. How accessible is this website?

Most of this website is compliant with the W3C WCAG 2.1 AA accessibility standard. However, there are some parts of this website that are not fully accessible:

- Some Alt Tags are missing which identify the purpose of an image
- The event search allows for the wrong date format to be added
- Some elements are missing a visible border when navigating the website using a keyboard only

3. What to do if you can't access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read or audio recording please email boxoffice@middlesbrough.gov.uk

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

4. Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, contact the Middlesbrough Town Hall team by emailing the issue to boxoffice@middlesbrough.gov.uk.

5. 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 \(EASS\)](#).

6. Technical information about this website's accessibility

Middlesbrough Council is committed to making its 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](#) AA standard, due to the non-compliances listed under section two of this page.

7. How we test this website

This website is tested every 28 days. The tests are carried out by the Middlesbrough Council Digital Team using online accessibility reporting tools. Required changes that are discovered as a result of these tests will be implemented within three months.

8. What we are doing to improve accessibility

Our accessibility road map below shows how we aim to improve accessibility across this website.

Action	Target fix date
All images will have a descriptive Alt Tag added to assist visually impaired users	May 2021
Give guidance to users of the event search form when an incorrect date format is entered and how to correct this.	May 2021
A visible border will be added to all elements of the website to assist those users navigating the website using a keyboard only.	May 2021

This statement was prepared on 27/01/2021. It was last updated on 27/01/2021.