

MyMiddlesbrough 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 400% 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:

- The colour contrast used on the view button within the my requests section is not fully accessible
- A number of our online forms don't show a summary page before being submitted
- Users are not advised on which exact cookies are in place on the website and do not have the option to decide if they want non-essential cookies to be set
- The Twitter feed could be difficult for users who navigate the website using only a keyboard
- Where an ID attribute has been used, this has not been done following best practice
- When logged into the MyMiddlesbrough website the username that appears at the top of the website has not been built for best practice. The list is not structured correctly and the Aria role has now been set up correctly
- A search facility is not present
- All elements throughout the website cannot be accessed by using just 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 digital@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 Digital team by emailing the issue to digital@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 7 days. The tests are carried out by the Middlesbrough Council Digital Team using Site Improve's accessibility reports and other online accessibility reporting tools. Required changes that are discovered as a result of these tests will be implemented within two 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
There are currently no outstanding accessibility issues on this website that we are able to fix. The issues that are present on this website we are unable to correct at this time, please see below.	N/A

We are aware of the following issues in relation to accessibility, however we are currently unable to make these improvements due to limitations in the current third party product that this website is built using. These failures will be addressed when a new Middlesbrough Council website is launched in April 2023:

Issue	Target fix date
All elements throughout the website cannot be accessed by using just a keyboard only	April 2023
A search facility is not present on this website	April 2023
The colours used within the view button on the my requests section will be changed so they are fully accessible	April 2023
We are unable to restrict the cookies in use on this website or give users the option to opt in before non-essential cookies are set	April 2023
A summary page will be added to all complex online forms to ensure that information entered is accurate before it is submitted	April 2023
The Twitter feed could be difficult for users who navigate the website using only a keyboard	April 2023
Where an ID attribute has been used, this has not been done following best practice	April 2023
When logged into the MyMiddlesbrough website the username that appears at the top of the website has not been built for best practice. The list is not structured correctly and the Aria role has now been set up correctly	April 2023

The below items were previously identified as not being accessible have now been fixed.

Issue	Date fixed
A skip to content button has been added to the header of the website for those users viewing the website using a keyboard only	September 2020
All content on this website can be read aloud and easily navigated using a screen reader	August 2020
A prominent border has been added to all elements on this website for those users accessing the website using a keyboard only	August 2020
A notification has been added to the website to inform all users that non-essential cookies are in place on the website.	August 2020
All links in the footer will be rebuilt so they contain discernible text	October 2021
The size of heading text on the website will be changed so it is in sequential descending order	October 2021
The Register and Login buttons were not fully accessible as the list element had direct children with a role that is now allowed	November 2021
Alt text of the top task items was not added in the correct way. This has been rebuilt so it is now accessible	December 2021

This statement was prepared on 28/02/2020. It was last updated on 14/01/2022.