

## Accessibility statement for Telford & Wrekin Council

This accessibility statement applies to [www.ticketstelford.com](http://www.ticketstelford.com)

This website is run by Telford & Wrekin Council and supplied by Twenty First Century Media. 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
- 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](#) 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 modify the line height or spacing of text
- You can't change the colour contrast levels or fonts
- You can't easily navigate most of the website using a keyboard
- You can't navigate most of the website using speech recognition software
- Some of our online booking system is difficult to navigate using just a keyboard or screen reader
- You cannot skip to the main content when using a screen reader

### **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: [theplace@telford.gov.uk](mailto:theplace@telford.gov.uk)
- call 01952 382370
- We'll consider your request and get back to you in 5 days.

If you cannot view the map on our 'contact us' page, call or email us <http://www.ticketstelford.com/contact-us/> for directions.

### **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: [theplace@telford.gov.uk](mailto:theplace@telford.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).

### **Contacting us by phone or visiting us in person**

We provide a text relay service for people who are D/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.ticketstelford.com/contact-us/>.

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

Telford and Wrekin 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 below.

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

- 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)

This is an ongoing project. We fully expect all the works above to be completed by 16 October 2020

### **Interactive tools and transactions**

Our boxoffice payment path is built and hosted through third party software and 'skinned' to look like our website. An example of this is the 'Seating Plan' and 'Ticket Delivery Options' in the iFrame Spektrix System. It's not possible to use keyboard navigation to select seats on the seating plan and to select your ticket delivery options.

## **Preparation of this accessibility statement**

This statement was prepared on 11 September 2020. It was last reviewed on 23 September 2020.

This website was last tested on 11 September 2020. The test was carried out by Twenty-First Century Media Group using the WAVE Web Accessibility Evaluation Tool (<https://wave.webaim.org>). The test brought back the following results: 11 Errors, 0 Contrast, 26 Alerts.

All errors, colour contrast issues and alerts, will be fixed by 16 October 2020