

Accessibility statement for Walsall Leisure online membership joining

This accessibility statement applies to

<https://www.snapdda.co.uk/Clients/walsallcouncil/walsallcouncilsnapddasignup.aspx>

This website is run by Walsall 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 using browser or device settings
- zoom in up to 400% without the text spilling off the screen
- navigate most of the website using a keyboard or 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:

- error messages not announced to the screen reader
- some buttons are not correctly identified
- some form inputs lack sufficient labelling
- some parts of the website are difficult to navigate using just a keyboard
- some images are incorrectly labelled
- some error message formats were not specific enough
- some tables lack proper HTML markup

Feedback and contact information

[Tell us if you need information on this website in a different format](#). In your message, include:

- the web address (URL) of the content
- your name and email address
- the format you need (for example, BSL, large print, accessible PDF, audio recording, easy read or braille)

We'll consider your request and get back to you as soon as possible.

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, let us know via:

- email: webproject@walsall.gov.uk

- phone: +44 1922 650000
- visitor address: Walsall Council, The Civic Centre, Walsall, WS1 1TP

We will respond to feedback within 5 working days.

Enforcement procedure

If you contact us with a complaint and you're not happy with how we respond, [contact the Equality Advisory and Support Service \(EASS\)](#).

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').

Technical information about this website's accessibility

Walsall 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

The website has been tested against the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard. This website is partially compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard, due to the non-compliances listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Webpages

Some images are missing alternative text and some form inputs are missing ARIA labels. This fails WCAG 2.2 success criterion 1.1.1 Non-text content. We plan to amend this by December 2024.

Some tables have not been marked up correctly and some radio buttons lack labels. This fails WCAG 2.2 success criterion 1.3.1 Info and relationships. We plan to amend this by December 2024.

Some form field inputs do not have an auto-complete feature. This makes it harder for users to fill out the field, especially for users with cognitive impairments. This fails WCAG 2.2 success criterion 1.3.5 Identify input purpose. We plan to amend this by December 2024.

Some content does not reflow when viewed at high browser magnification, which means people with visual impairments may be unable to access some content. This fails WCAG 2.2 success criterion 1.4.10 Reflow. We plan to amend this by December 2024.

Not all page functionality is available to keyboard only users, this may affect blind users or have low vision. This fails WCAG 2.2 success criterion 2.1.1 Keyboard. We plan to amend this by December 2024.

There is no “Skip to Content link” present. This may affect blind users or have low vision. This fails WCAG 2.2 success criterion 2.4.1 Bypass blocks. We plan to amend this by December 2024.

Some pages do not have a unique page title. The page title should describe the topic of the page, purpose of the page or the subject of the page. This doesn't meet WCAG 2.2 success criterion 2.4.2 Page titled. We plan to amend this by December 2024.

On some pages the tabbing order is not logical when navigating with a keyboard. This fails WCAG 2.2 success criterion 2.4.3 Focus order. We plan to amend this by December 2024.

If an input error is automatically detected, suggestions for correction may not be presented to the user in text. This fails WCAG 2.2 success criterion 3.3.3 Error suggestion. We plan to amend this by December 2024.

Some error messages are not announced in the correct format for screen reader users. This fails WCAG 2.2 success criterion 4.1.3 Status message. We plan to amend this by December 2024.

PDF's

Some images in our PDF's are missing alternative text. This fails WCAG 2.2 success criterion 1.1.1 Non text content. We plan to amend this by December 2024.

Preparation of this accessibility statement

This statement was prepared on 23 April 2024. It was last reviewed on 24 April 2024.

This website was last tested on 09 February 2024. The test was carried out by the accessibility team in Walsall Council. The tests included:

- a mixture of simple manual checks and automated tests to find only the most common barriers to users with accessibility needs
- manual checks using each page without a mouse, viewing the page at different zoom settings, and simulating viewing the page on a small screen

The automated tests were completed using the latest version of [Axe](#) and [WAVE](#).

Tests were completed using different settings in the Internet Explorer browser on Lenovo ThinkPad with a 13-inch screen.

