

Accessibility Statement

Cannock Chase Can – mobile application - app

The Cannock Chase Can app is run by Cannock Chase Council.

We are committed to making our online resources as accessible and inclusive as possible.



Our Experience

In the past, we have created a website for and with our community who have additional requirements / disabilities.

We used this learning to help build this app.

We also involved specialist organisations who support people with additional needs and requirements in its creation.



What we have done to ensure the app is accessible as it can be.

We have;

- used a sans serif font
- made sure text is clean, spacious, jargon free and provided larger line spaces and no underlines
- kept images clean and spacious
- considered contrasts when using colours alongside text and images
- given guidance and advised all contributors and encouraged content pages are read only

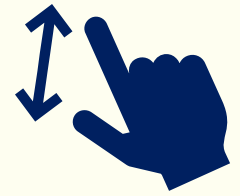
To enable those who cannot benefit from the app, we have created a Cannock Chase Can accessible website. This will provide another way to enjoy the apps content.

www.cannockchasecan.co.uk



What else can help you?

Digital devices have many tools built in to help your online experience. This app allows you to:



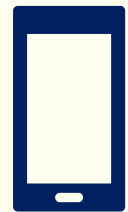
- display the text in a single column when you change the size of the browser window
- using inbuilt magnification tools
- contrast lighting levels
- zoom in on PDFs with scrollable text
- activities and challenges created in Word or as a PDF are 'text to speech' friendly.



You can gain extra help depending on what device you may be using. See the links below.

For Apple devices
[Apple iOS accessibility settings](#)

For Android devices
[Android accessibility settings](#)



Ability Net also helps people with disabilities to improve their online access.

It provides lots of advice and even training.

<https://abilitynet.org.uk>

Below has been used to help us.

<https://www.w3.org/wai>

<https://abilitynet.org.uk>



What is not fully accessible?

The activities and challenges on the Cannock Chase Can app have been created by the community, for the community.

This means that content could have been created by schoolchildren, local businesses or by individuals with disabilities and additional requirements.

Therefore, people may not be in a position to fully follow the accessible and inclusive guidelines we provide and have limitations themselves. We cannot exclude their submissions.



Content not fully accessible may include:

- older PDF documents which do not fully meet the latest accessibility requirements
- live video streams and films may not have subtitles
- images and layouts of documents supplied may present visual difficulties
- sound recording may vary in quality and present audible difficulties
- links may take you to third party websites which may not be compliant



The app itself has limitations which we need to highlight:

- contrast levels of images cannot be altered
- text cannot be selected and changed to different contrast settings eg yellow background with black font

Note

The supporting Cannock Chase Can website is compliant and provides support tools using -
accessiBe.com

www.cannockchasecan.co.uk



Technical and legal information

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 app's accessibility

Cannock Chase Council is committed to making the Cannock Chase Can App accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.



This app is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances and exemptions listed.

Any PDFs or Word documents we (Cannock Chase Council) publish on the app will meet accessibility standards.



Adding captions to live video streams is exempt from meeting the accessibility regulations. Visit:

www.legislation.gov.uk/ukxi/2018/952/regulation/4/made

Help us to help you

Contact: cannockchasecan@cannockchasedc.gov.uk



Reporting problems with this app

We're always looking to improve the accessibility of this app. If you find any issues or limitations not listed or are aware of any solutions, we listen. Please email us. We will contact you regarding your issue within 5 working days

Improvements

Should you know of anything which may help improve your experience or those in your care, please let us know and it will be considered.



Accessible information about the app

If you need information on this app in a different format such as accessible PDF, large print, audio recording or braille, please email us.



What else are we doing?

We...

- continually test the Cannock Chase Can App for accessibility needs
- are committed to audits of the app by independent specialist assessors
- discuss app improvements as part of a wider community partnership, involving local organisations
- continually seek funding to make improvements and modifications



This statement was created January 2022.
It will be reviewed on a quarterly basis.

Next review date: April 2022