

# Accessibility policy



This accessibility statement applies to [mansfieldpalace.co.uk](https://mansfieldpalace.co.uk).

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 without the text spilling off the screen
- Navigate the website using just a keyboard
- Resize text and adjust line, letter and word spacing
- Listen to most of the website using a screen reader.

We have listed areas of the site that we know are not fully accessible:

- Some PDF documents published prior to 2020 are not fully accessible to screen reader software and provide no information on the structure of the document for assistive technologies.

## Feedback and contact information

If you need information on this website in a different format like accessible PDF or large print please contact us:

email: [accessibility@mansfield.gov.uk](mailto:accessibility@mansfield.gov.uk)  
telephone: 01623 463463

We'll consider your request and get back to you. If you cannot view the map on our contact us page, call or email 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, please contact us:

email: [accessibility@mansfield.gov.uk](mailto:accessibility@mansfield.gov.uk)  
telephone: 01623 463463  
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).



**Mansfield District Council**  
Cultural Services

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## Technical information

Mansfield District Council is committed to making its websites accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1, due to the non-compliances and exemptions listed below.

Non-accessible content.

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

Non-compliance with the accessibility regulations.

We plan to fix these issues as soon as possible.

Some PDF documents do not provide information on the structure or the roles of components to help you navigate, such as headings. This fails success criterion 1.3.1 info and relationships.

The reading order of some PDF documents is not correct, making it difficult to access these using a screen reader. This fails success criterion 1.3.2 meaningful sequence.

## Content that's not within the scope of the accessibility regulations

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Online maps - Maps that are present on our website and are not used for navigational purposes are exempt under the regulations. We may use maps to show geographical information. If users require an accessible alternative to this information, please contact us.

## WHAT WE'RE DOING TO IMPROVE ACCESSIBILITY

- Training everyone that publishes to the web in creating accessible content
- Providing guidance to services on creating accessible multimedia content
- Moving away from PDF documents to web pages where possible

## PREPARATION OF THIS ACCESSIBILITY STATEMENT

This statement was prepared on 01 October 2021.

We are committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability. We are actively working to increase the accessibility and usability of our website and in doing so adhere to many of the available standards and guidelines.



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