

Accessibility statement for Walsall Leisure booking (XN)

This accessibility statement applies to <https://go.walsall.gov.uk/sport-and-leisure>

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 parts of the website are difficult to navigate using just a keyboard
- some form inputs and form elements lack sufficient labelling
- some controls do not have matching accessible labels
- some images contain text that is not described
- some content does not have sufficient colour contrast
- some of the focus indicators may not have suitable contrast
- when using browser zoom, some content may not display as expected
- colour is used solely to visual displaying content
- 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 tables, headings and form labels have not been marked up correctly. This fails WCAG 2.2 success criterion 1.3.1 Info and relationships. We plan to amend this by December 2024.

Some links use colour as the only visual means of conveying information. This fails WCAG 2.2 success criterion 1.4.1 (Use of colour) We plan to amend this by December 2024.

Some parts of the website do not have sufficient contrast between the text and background colours. This fails WCAG 2.2 success criterion 1.4.3 Contrast (Minimum). We plan to amend this by December 2024.

Some text cannot be resized without loss of content or functionality. Which means people with visual impairments may be unable to access some content This doesn't

meet WCAG 2.2 success criterion 1.4.4 Resize text. We plan to amend this by December 2024.

Some images contain text within them. These cannot be read by screen reader users. This fails WCAG 2.2 success criteria 1.4.5 Images of Text. 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.

Visual information to identify user interface components, such as keyboard focus, does not always have a sufficient contrast ratio. This fails WCAG 2.2 success criterion 1.4.11 Non text contrast 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.

Some labels for form controls and interactive elements are not informative. This fails WCAG 2.2 success criterion 2.4.6 Headings and Labels. We plan to amend this by December 2024.

Some elements on the page keyboard focus is unclear. This would affect users with low vision and cognitive impairments. This doesn't meet WCAG 2.2 Success criterion 2.4.7 Focus visible. We plan to amend this by December 2024.

Some visible labels do not match their accessible name. This fails WCAG 2.2 success criterion 2.5.3 Label in name We plan to amend this by December 2024.

Some of our forms are missing clear instructions on how to fill them out. This fails WCAG 2.2 success criterion 3.3.2 Labels or Instructions. 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 form and Aria labels have incorrect labels. This fails WCAG 2.2 success criterion 4.1.2 (Name, Role and Value). 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.

Preparation of this accessibility statement

This statement was prepared on 22 May 2024. It was last reviewed on 22 May 2024.

This website was last tested on 13 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.