

ACCESSIBILITY STATEMENT

This Accessibility Statement includes both website and social media activity the Museum uses and our wider use of electronic communication (e.g., newsletters).

This website is run by [Chard and District Museum](#). We want as many people as possible to be able to use this website. This means that at minimum, 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 have made the website text as simple as possible to understand. However, as we have multiple people writing copy for our electronic communication this is an on-going activity.

The **Web Content Accessibility Guidelines (WCAG)** came into place on 23rd September 2020. These guidelines define requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

You can make adjustments to your own computer, laptop, tablet or smart phone. This will make it easier to use your device with our, and other websites. The [Ability Net: My Computer My Way](#) website provides detailed instructions and support.

How accessible the website is

We know some parts of this website are not fully accessible:

- you cannot modify the line height or spacing of text
- some older PDF documents are not fully accessible to screen reader software, these are being replaced by on-line forms (completion date 23-Sept-20)
- some of our online forms may be difficult to navigate using just a keyboard, we are continuously testing these on different devices to resolve this challenge
- videos made by our resourceful volunteers do not always contain captions
- the map on the [Visit Us](#) page is not as clear as it should be, there are however clear written directions to the [Museum and also around the Museum](#). These directions will be available as an audio downloadable by 18th November 2020.

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:

- info@chardmuseum.co.uk
- 01460-65091

We'll consider your request and get back to you within 5 working days.

Reporting accessibility problems with this website or our electronic communication

Digital Accessibility comes within the remit of our Communication and Marketing Group. This is the group leading the project to improve our website and make it more accessible.

They are always looking to improve the accessibility of the website. If you find any problems not listed in this accessibility statement or think we are not meeting accessibility requirements, contact:

Howard Bailey, Communication and Marketing Coordinator at howard.bailey@chardmuseum.co.uk or 01460-65091

Other Accessibility

Our Accessibility Policy and Procedure is presently being updated. It will go to Trustees for approval in November 2020.

Chard and District Museum occupies a Grade 2 Listed. This makes physical access a real challenge. We do provide a [detailed description of the route](#) around the Museum, when [booking on-line](#) you can explain any specialist requirements. We can then ensure the appropriately trained stewards are available to lead your tour. We do not have audio induction loops.

The Museum has launched its 50 Years and Beyond project. This is a 4-year project to recreate the Museum and ensure the expectations and needs of the modern visitors are met. This includes contracting specialists to improve accessibility in all facets of the Museum's experience.

You can provide us with specific Feedback and Suggestions by emailing info@chardmuseum.co.uk or posting to the [Forum](#).

Our telephone line is only available when the Museum is open 01460-65091

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 are not happy with our response to your feedback or complaint, please [contact the Equality Advisory and Support Service \(EASS\)](#)

Draft Date: 15th September 2020

Author: Howard Bailey

Adopted: _____

Review Date: 30th January 2021 (Annual)