

Questioner:	Mr Mark Banks, Hereford
Scrutiny Meeting:	Scrutiny Management Board 7 November 2023
Question (via email): Can you provide details on what priority is being given to updating MyHerefordshire's accessibility, what specific timeline commitments exist for implementing changes, and how the Council plans to address misleading practices like inaccurate service request statuses in the interim before system upgrades?	
Response: Thank you for your question We take accessibility very seriously and our website should always be compliant with the accessibility regulations for Local Authorities - WCAG2.1, Level AA. No content is added without first being checked it is compliant with the accessibility regulations and we regularly review the website in line with the accessibility requirements. We have carried out an accessibility audit (in compliance with WCAG2.1, Level AA) on the MyHerefordshire area of the website – The findings of this were that there was some alt-text missing from the map markers, maps are not required to be compliant with the regulations, however we have now rectified and added alt-text to the markers, also there was missing alt-text from the image of the local councillor – this we have passed to our developers to be implemented as soon as possible. Thank you for bringing this to our attention.	