

My Council Services Accessibility Statement

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My Council Services - Accessibility

Every aspect of My Council Services is designed to be fully mobile and accessible across Windows, Mac, iOS and Android devices. We support all major browsers (Chrome, Firefox, Edge, Safari, etc) and operating systems, up to two versions behind the current version.

In addition to browser and device compatibility, My Council Services supports other accessibility standards. Our eForms and Portals remove barriers that prevent interaction by people with disabilities. As standard, My Council Services meets WCAG 2.1 AA compliance. We have also tested for real-world usability. As such, the platforms supports a range of screen readers, integrated browser accessibility tools, and wider accessibility, including Dark Mode.

The platform is also built to support multi-lingual capabilities, with up to 30 different language packs. This has been tested thoroughly by our large number of clients in Wales, for whom Welsh language and English language support are legally mandated. The multi-lingual support covers customer-facing browsers and native mobile application components.

My Council Services offers the following standards of compliance:

- The browser-based element of the platform has been constructed in accordance with the following W3C web accessibility standards, and is maintained to these standards as much as possible.
- HTML 4.01 Transitional CSS 2 Web Accessibility Initiative (WAI), Web Content Accessibility Guidelines 2.1 (WCAG 2.1) to Priority Level 2 (AA).

Browser Compatibility

- This browser-based element of the platform is optimised and has been tested on Windows with current versions of Chrome, Firefox, and Edge. My Council Services is also compatible with current versions of Safari.

Text Size

- The size of all text on the My Council Services site can be changed by users of supported browsers. All key content, including all body text and navigation menus, can be increased or decreased by users. To make text larger or smaller, use the text options in the relevant menu options of your browser.

Speech Readers

- My Council Services will operate with speech-enabling programs that make web content more accessible to anyone with difficulties reading. Simply by hovering your mouse point over an area of text, your select 'read aloud' browser extension will read that text out loud. There is a wide range of 'read aloud' applications available across the range of supported browsers.