



**WESTON-SUPER- MARE TOWN COUNCIL
MINUTES OF THE TOWN COUNCIL MEETING
HELD AT THE TOWN HALL ON
MONDAY 19th JANUARY 2026**

Meeting Commenced: 7.00 pm

Meeting Concluded: 8.09 pm

PRESENT: Councillors Martin Williams (Town Mayor/Chair), Ray Armstrong, Roger Bailey, Mike Bell, Gillian Bute, Annabelle Chard, James Clayton, Jemma Coles, John Crockford-Hawley, Ciaran Cronnelly, Catherine Gibbons, Simon Harrison-Morse, Hugh Malyan, Robert Payne, Alan Peak, Justyna Pecak-Michalowicz, Marcia Pepperall, Lisa Pilgrim, Caroline Reynolds, John Standfield, Tim Taylor, Helen Thornton, Richard Tucker and Charlie Williams.

ALSO, IN ATTENDANCE: Sarah Pearse (Chief Executive Officer/Town Clerk), Helen Morton (Director of Finance and Resources), Samantha Bishop (Democratic Services Manager), Rebecca Saunders (Civic Officer & PA to CEO/Town Clerk), Warren Parker-Mills (Communications and Marketing Manager), Inspector Lee Kerlake, James Davis (Armed Forces Parade Master), Darren Fairchild (Town Centre Partnership Manager) and 3x members of the public.

The Chair invited James Davis, the Armed Forces Day Parade Master to address the meeting in relation to agenda item 11 Armed Forces Day 2026. Mr Davis spoke in support the report's recommendations and the need for a fresh approach as the programme current programme was stale, emphasising rising complexities and costs and national operation realities. He added that the Armed Forces Committee really enjoyed the strong civic support from the Town Council and encouraged councillor participation at the event.

275	Apologies for Absence and Notification of Substitutions Apologies for absence were received from Councillors' Peter Crew, Robert Skeen, Owen James, John Carson, Mark Canniford, Joe Bambridge and Marc Aplin.
276	Declarations of Interest There were none received.
277	To approve the accuracy of the minutes of the previous Town Council Meeting held on 24th November 2025 The minutes of the last meeting had been previously circulated. Some grammatical amendments were noted, which would be communicated to Officers after the meeting.

	<p>PROPOSED BY: Councillor Charlie Williams SECONDED BY: Councillor Ciaran Cronnelly</p> <p>A vote was taken and accordingly it was carried.</p> <p>RESOLVED: That with the inclusion of grammatical amendments, the minutes be approved and signed by the Chair as a true record of the meeting.</p>
278	<p>To receive a request for Amendment to the Approved Minutes of the Town Council Meeting held on 24th March 2025.</p> <p>The report of the Town Clerk/CEO outlining a request received from a member of the public for an amendment to the minutes of the Town Council meeting held on 24 March 2025 and to seek Council’s determination, had been previously circulated.</p> <p>PROPOSED: Councillor Ciaran Cronnelly SECONDED: Councillor John Crockford-Hawley</p> <p>A vote was taken and accordingly it was carried.</p> <p>RESOLVED: That the request for the Amendment to the minutes of the Town Council Meeting held 24th March 2025 be approved as follows:</p> <ol style="list-style-type: none"> 1. <i>“Martin was neutral towards the motion but was against the process of the motion and was extremely disappointed to hear of it at such short notice...”</i> 2. <i>A minor typographical correction from “understanding order 11” to “under Standing Order 11” is also requested.</i>
279	<p>To receive the Minutes of the Youth Council Meetings held in November and December 2025.</p> <p>The minutes of the meetings had been previously circulated.</p> <p>RESOLVED: That the minutes be received and noted.</p>
280	<p><i>At this point in the meeting, the Chair proposed item 11 Armed Forces Day 2026 for discussion and it was agreed that :</i></p> <p><i>Standing Orders should be suspended at 7.05 pm to allow questions to be answered from attendees (James Davis and Darren Fairchild- Town Centre Manager).</i></p> <p>Armed Forces Day 2026</p> <p>The Town Centre Manager and Civic Officer presented a revised proposal for the future delivery of Armed Forces & Emergency Services Day, seeking approval for a refreshed 2026 model and endorsement of a longer-term direction (2026–2028) aligned with the Town Council’s Strategy and Armed Forces Covenant. It was noted that the Appendix contained ideas for future years, not for 2026 delivery.</p> <p>The Armed Forces Champion spoke in support of the recommendations, highlighting the need to modernise the event while maintaining strong civic and veteran involvement. The proposed three-year approach aims to refresh the event in 2026, expand its profile in 2027, and achieve sustainability and flagship status by 2028.</p>

	<p>In response to questions, the Town Centre Manager explained that the three-year timeline reflected the scale of planning required, rising costs, and the need to rebuild confidence with partners. Councillors discussed costings and practicalities, including concerns about public expectations and the feasibility of aspirations such as a military fly-past or beach landing.</p> <p>The CEO/Town Clerk clarified that the formal recommendation was set out in point 11 of the report, with point 14 for councillor consideration, and that the Appendix represented early suggestions only for longer term direction of the event. The Town Centre Manager confirmed that the 2026 focus was on improving the family offer and generating income, noting any flight activity would be subject to further exploration and realistic viability talks.</p> <p>The CEO/Town Clerk confirmed the Town Council's budget for the event is £9,000, with an MOD funding application submitted (typically £4–5,000). If external funding is not secured, the event will be scaled to the £9,000 budget or within total combined budgets available.</p> <p>General debate followed with regard to the proposal (detailed in section 6.2 of the report).</p> <p><i>Standing Orders were resumed at 7.24 pm</i></p> <p>PROPOSED: Councillor Catherine Gibbons SECONDED: Councillor Ciaran Cronnelly</p> <p>A vote was taken and accordingly it was carried. (1against; 1abstention).</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. To approve the revised Armed Forces & Emergency Services Day delivery model for 2026, as set out in this report section 6.2; 2. Endorse the longer-term strategic aspirations for the event covering the period 2026–2028; 3. Authorise officers to progress a detailed event management plan to include partner engagement, funding applications and operational arrangements for June 2026; 4. Note that future refinements and annual delivery plans will be reported back to Members as appropriate (within the committee terms of reference). <p><i>James Davis and Darren Fairchild left the meeting at 7.25 pm.</i></p>
281	<p>Neighbourhood and Response Policing in Weston-super-Mare</p> <p>The Town Mayor welcomed and introduced Inspector Lee Kerlake to address the meeting.</p> <p>Inspector Lee Kerlake attended the meeting to provide an update on neighbourhood and response policing.</p> <p>Policing Overview</p> <p>Inspector Kerlake reported that 8 of 18 Beat Officer posts were currently filled, with PCSO staffing at full capacity. He summarised crime data for the latest tactical period, noting national reporting methods could inflate figures. There had been an increase in successful court outcomes, more proactive drug searches in the town centre, a focus on robberies, and a reduction in hate crime.</p> <p>Operation Anomic</p>

	<p>Operation Anomic had been running since 9 December alongside Operation Glitz, with continued funding and resources to target criminal activity.</p> <p>Councillor Discussion Councillors acknowledged ongoing ASB issues and praised the work of Sergeant Pitman and the team. The Inspector welcomed the feedback and confirmed continued focus on ASB. Clarification was provided on reporting processes, and crime statistics would be circulated to councillors. A small number of repeat offenders were monitored through a dedicated system. Recruitment concerns were raised; the Inspector explained the staffing model and emphasised the importance of context when interpreting statistics.</p> <p>Responses to Pre-submitted Questions No current ASB was reported at Castle Batch, the lane behind Priory School, or the area near Asda/Iceland/McDonald's. Councillors were encouraged to report any future issues.</p> <p>Additional Questions The Inspector confirmed all officers are fully vetted under the national model, which was undergoing renewal. A request was made for trend lines in future statistical reports.</p> <p>The Chair thanked Inspector Kerslake for his attendance. <i>He left the meeting at 8:03 pm.</i></p>
282	<p>To receive announcements and communications from the Town Mayor.</p> <p>The announcements and communications from the Town Mayor were previously circulated.</p> <p>There had been 219 engagements attended by the Mayor; 23 by the Deputy Mayor and 3 by the Leader which was a total of 245 to date.</p> <p>The Mayor added the following dates for diaries as follows:</p> <ul style="list-style-type: none"> • 14th March - Mud Run – The Mayor and a team would be taking part in the challenge to raise money for his chosen charities. • 28th March – Mayors Charity Ball – Councillors support would be much appreciated and please purchase tickets. <p>RESOLVED: That the announcements and communications from the Town Mayor be noted.</p>
283	<p>To approve the Calendar of Meetings for the year 2026/2027.</p> <p>The calendar of meetings had been previously circulated.</p> <p>Amendments were recorded as follows:</p> <ul style="list-style-type: none"> • The spelling of Mayor Making. • Devolution S&FG meeting date 6th May 2027 was a Thursday and the day of the 2027 Town Council Election. It was noted that Wednesday 5th May was not suitable as the day before the election and should be rescheduled to an earlier date. • Blue Plaques S&FG meeting date of 20th May 2027 was a Thursday. This should be changed to Tuesday 18th May 2027. <p>RESOLVED: That with the above amendments, the calendar of meeting for the year 2026/2027 be brought back to the next meeting for formal approval.</p>
284	<p>To approve Town Council Budget and Precept requirement for the year 2026/2027.</p>

The Town Council Budget and Precept requirement had been previously circulated.

The Director of Finance and Resources advised that a supplementary report had been produced, which was circulated at the meeting, explaining that an error had occurred which changed the precept value but not the budget value, which still stood at 0%.

The Leader clarified the budget process for context and advised that for accuracy, the proposed budget was a 0.08% increase.

PROPOSED BY: Councillor Ciaran Cronnelly

SECONDED BY: Councillor John Crockford-Hawley

A vote was taken and accordingly it was **carried**.

RESOLVED: To approve:

1. The net revenue budget for the year 2026/2027, as reported, at **£4,465,654**. This was an **annual council tax band D increase of £ 0.14** which equated to an **£0.002** increase per week and a 0.08% overall budget increase.
2. The Town Council precept requirement value at **£4,465,654** for submission to North Somerset Council.

285 To approve Final transfer of Silica from North Somerset Council.

The report of the CEO/Town Clerk had previously been circulated, which noted the previous resolutions of the Council in relation to the transfer of the asset known as The Silica, Regent Street, Weston-super-Mare. As a result of this and having worked through the legal needs with NSC there was now need to formally approve, in accordance with the Council's Standing Orders, the execution of a Statutory Declaration required to complete the final asset transfer.

PROPOSED: Councillor Simon Harrison-Morse

SECONDED: Councillor Catherine Gibbons

A vote was taken and accordingly it was **carried**.

RESOLVED:

1. To note the previous resolutions of the Council relating to the transfer of The Silica, Regent Street, from North Somerset Council to Weston-super-Mare Town Council;
2. To approve, in accordance with Standing Orders 5.2 and 23.1, the execution of the Statutory Declaration attached as Appendix A;
3. To authorise, the CEO/ Town Clerk in accordance with Standing Orders 23.2 or 23.3 (as applicable), to sign the Statutory Declaration, in the presence of a suitably qualified independent person (Councils Solicitor), to enable the final transfer of the Silica to be completed.
3. To authorise the Chair and Vice Chair of Amenities Culture and Leisure committee to act as signatories to complete the necessary lease documents and finalise the asset transfer.

<p>286</p>	<p>To receive North Somerset Council's Community Governance Review – Final recommendations.</p> <p>The review had been previously circulated which advised of the final recommendations approved by the Planning and Regulatory Committee at its meeting on Wednesday 17 December.</p> <p>RESOLVED: That the North Somerset Council's Community Governance Review – Final recommendations be noted as follows:</p> <ul style="list-style-type: none"> • Final recommendation 1: That parish council sizes be revised to closer align with the National Association of Local Council's (NALC) recommended councillor numbers, where supported through the second-stage consultation. <ul style="list-style-type: none"> 1.6 Reduce Weston-super-Mare town council to 29 seats (currently 31), to be achieved by reducing representation in the South Worle and Milton wards from four councillors to three each. • Final recommendation 5: That the parish ward names in Weston-super-Mare are renamed to better reflect local identity. <ul style="list-style-type: none"> ➤ 5.1 That the Weston-super-Mare Bournville ward is not renamed Weston-super-Mare South ward. ➤ 5.2 That the Weston-super-Mare Worlebury ward is not renamed Weston-super-Mare Worle West & Worlebury.
	<p>There being no further business, the Chair closed the meeting at 8.09 pm.</p> <p>Signed: Dated:</p>

Weston-super-Mare Youth Council Meeting Notes

A.	Date of meeting: 10/02/26
B.	Meeting Start Time: 18.05pm
C.	Where is the meeting: YMCA Youth Cafe
D.	Attendance – Oliver (OM) Natalie (NM) Ian (IR) Zac (ZR) Eleanor (EH) Inara (IP) Lillie (LAP) Alexa(AP) Alli W (AW) YMCA Youth officer Sam B (SB) Democratic Service Manager- DSM-WSMTC)
1.	Welcome – Check in, All good
2.	Apologies for Absence – No apologies
3.	Notes of Last Meeting – amendment to paragraph- The mayor stated the charity was of his choice. Proposed by- IR Second by- IP RESOLVED: That the meeting notes be approved.
4,.	Welcome new members None – No new members present. AW suggested they do a push on recruitment- OM added just sharing posts on social media helps.
5,	Grants- None to be reviewed
6, .	Youth Strategy Review Members reviewed the current youth council youth strategy and discussed what they thought was still relevant and what changes they wanted to implement. The five core areas were reviewed, and the following changes made- Foreword- New Mayor or leader of the Council- to be approached when sworn in May. 1, What we do – OM asked for working on issue -based projects that affect young people, to be added as the youth council were looking at pieces of work around young people’s right to vote. 2, Who are we- No changes 3, How do we work – No changes 4, What we want to achieve - Champion Issue- based Projects that affect young people added. Work in line with Weston Town Councils Five Pillers of aims added. 5, What will We Do- IP asked to add continue to promote the youth council Priority 1, No Change Priority 2, No Change Priority 3. New section - Represent young people added.

	<p>OM said it would be good to maybe getting young people more involved. AW said that the Town Council hold event where adults can have a say and ask question, why could we have one for young people. SB said she could talk with Sarah Pearse.</p> <p>Actions – AW- to amend the document and send out with minutes for approval at next meeting. SB- to discuss the possibility of Sarah Pearse attending a meeting for youth council to get an understanding of how a consultation can work.</p>
7.	<p>Newsletter – AW has received most of the pieces of work from members still missing. AW showed the Members how easy it was to start a newsletter with no experience, she provided an example and asked if everyone could submit their work by 3rd March so we can get the first edition out by end of March.</p> <p>Actions - Update needs to be done and sent by 3rd March AW to send the newsletter template OM</p>
8.	<p>Events – Litter pick- Discussion on venue, IR- possibly Marine lake- IP suggested town centre. Members to have a look around the town and identify an area that would benefit from a litter pick No date chosen.</p> <p>AW suggested a google calendar so everyone can see what the youth council meetings and events are. Members can use the calendar to choose a date for the litter pick.</p> <p>Action - OM to set up a google calendar and invite everyone.</p>
9.	<p>AOB – AW informed the members that OM will need to step down soon as Communications officer as he has been selected as the North Somerset youth Parliament representative and will not have as much time. Think about if anyone would like to apply for the role.</p> <p>AW- If no one applies, could we advertise the vacancy?</p> <p>Youth exchange- cost of farewell evening- would you like to pay for this out of the youth council budget, like last year? Proposed OM Second IR Resolved- All in Favour.</p> <p>Littering – Bins- IP said On the beach lawns opposite Revo, the bins are always overflowing. AP said that Fly tipping at the coach park is bad- OM suggested that everyone notes locations and takes photos and then they can do a map location of places that is littered. Action – Members to take phots and send to OM to then map out areas of littering.</p>

	<p>Lanyards- ZR- mentioned that whilst members hoodies were great promotion, not everyone wore them to events. He suggested Lanyards, that way they would be easier to carry around and everyone were more likely to wear them to events. SB said that the Town Council had the resources to make the cards. AW said that they could get the lanyards printed.</p> <p>Proposal to switch form Hoodies to Lanyards All in Favour Proposed ZR Second LAP Resolved- All in Favour.</p> <p>Action- AW, to look at options and cost of Lanyards.</p>
.10.	Meeting ended – 19.03pm
11.	Date of Next Meeting – 10/03/24

Weston-super-Mare Youth Council Meeting Notes

A.	Date of meeting: 13 th January 2026
B.	Meeting Start Time: 18.01 pm
C.	Where is the meeting: 32, Waterloo Street
D.	Attendance – Elenor (EH) Oliver (OM) Ian (IR) Zac (ZR) (IP) Lily (I ?) Inara Sam Bishop (SB) (Democratic Services Manager – (DSM WSMTC) Councillor Martin Williams (Town Mayor)
F.	Welcome – The Chair welcomed everybody, in particular the Mayor and introductions were made.
1.	Apologies for Absence – Alli W (AW) YMCA Youth Officer, Natalie (NM) and (IP) Ivy.
2.	Declarations of Interest None.
3.	Notes of Last Meeting – ?? December 2025 (virtual meeting) PROPOSED BY: OM SECONDED BY: IR RESOLVED: That the meeting notes be approved.
4.	Welcome new members There were no new members present.
5.	Youth Council Grants There were no grants to consider.
6.	Bench Update OM reported that upon a site visit to Ellenborough Park East to view the two possible benches for use as a 'Well Being bench'. He suggested that the bench furthest from the seafront end was the best location and pointed this out on google maps for the benefit of all members. Members were all in agreement and therefore ACTION: The DSM would notify the Grounds Manager on behalf of the Youth Council.
6.	Newsletter Members reviewed the list of jobs for the newsletter:

	<ul style="list-style-type: none"> • Welcome Message (Eleanor) A short introduction as Chair (approx. 100–150 words) welcoming readers, summarising recent activities, and outlining what’s included in this issue. Status – Received. • Highlights of the Month/Term Upcoming events (Oliver) Summarising what the youth council has been up to, community Projects (maybe include a couple of photos) Status – Previously submitted – now needs to update. • Members section (ZAC) highlight a member with a quote of the Month (including why the members joined and what their interests are) Status – Received. • Feature Story (Ivy)- Look into young people who do things to benefit others or spotlight a club through a member’s eyes. Status – Outstanding. • Upcoming Events & Opportunities (Inara) investigate what events are around for young people to attend, this could be groups. Also, what events the youth council are attending. Status – Received. • Get Involved (Ian) All the information to help young people apply to join the youth council. Status – Outstanding. • Grants information- (Natalie) include how to apply to the youth council for grants. Including the link to the WTC website for the application form. How to apply for youth grants. Status – Received. <p>Members were reminded that this was time sensitive due to the <u>deadline 20th January</u> and that information needed to be relevant.</p> <p>ACTION: OM would send a reminder to all members on the group chat.</p> <p>The DSM directed members to the Town Council website where a lot of the information could be found.</p>
7.	<p>Ideas for the coming year</p> <ul style="list-style-type: none"> • Summerfest – 5th June 2026 – Opportunity to raise awareness of the Youth Council. <p>The Mayor reported on some events he was aware of happening:</p> <ul style="list-style-type: none"> • Weston Football Club – Charity fundraiser Fun Day – end of May The Football Club also has a Youth Club who were raising awareness of knife crime.

	<ul style="list-style-type: none"> • Hildesheim Youth Exchange – 20th March-2nd April – Noting that the Youth Council is already hosting a ‘super’ at the YMCA. • Mud Master – 14th March – The Mayor was taking part and entering a team to raise money for his charities and offered to fund the Youth Council’s entry fee if they wanted to enter into the junior race. <p>ACTION:- Ian, Elenor, Lily, Oliver, Inara and Zac were all interested in entering the Mud Master to raise awareness of the Youth Council and obtain sponsorship donating any funds raised, to the Mayors Charity fund.</p> <ul style="list-style-type: none"> • Annual Town Meeting – 27th April • Mayors Charity Ball – 28th March
9.	<p>Events</p> <p>Future litter picks. The Mayor was looking at doing some and offered the YC to partner up on arrangements.</p>
10.	<p>AOB</p> <p>OM informed that he would need to step down from his role as Communications and Marketing Officer in the near future and that members may wish to start thinking about replacement of this role.</p>
11.	<p>Meeting ended- 6.43 pm</p> <p>Date of Next Meeting – 10/02/26</p>



REPORT TO WESTON-SUPER-MARE TOWN COUNCIL

23rd March 2026

MAYOR'S ENGAGEMENTS

21st January-23rd March 2026

Town Mayor

Councillor Martin Williams

ENGAGEMENTS SUMMARY

Council Representative	Number of Engagements
TOWN MAYOR Cllr Martin Williams	34
DEPUTY MAYOR Cllr Owen James	3
TOWN COUNCIL LEADER Cllr Ciaran Cronnelly	0

TOTALS TO DATE

Council Representative	Number of Engagements
TOWN MAYOR Cllr Martin Williams	253
DEPUTY MAYOR Cllr Owen James	26
TOWN COUNCIL LEADER Cllr Ciaran Cronnelly	3
TOTAL	282

SIGNIFICANT EVENTS:

24th January RNLI Burns Night
8th February Axe District Scouts Gang Show
9th February Foodbank opening
3rd March Ramadan community Iftar
20th March-2nd April Hildesheim Youth Exchange

UPCOMING EVENTS

24th March MFA AGM
27th March Walliscote school EID celebration
27th March 290 sqd Annual meal
28th March Mayor's Charity Ball
13th April Weston Civic Society Awards evening
26th April St George's Day parade
7th May Weston Hospicecare Race night



WESTON-SUPER-MARE TOWN COUNCIL

WESTON-SUPER-MARE TOWN COUNCIL
CALENDAR OF MEETINGS JUNE 2026 – MAY 2027

MEETING	DAY/TIME & VENUE	FREQUENCY	2026							2027					
			JUNE	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Council															
Town Council	Mon, 7pm @ Town Hall	Bi-monthly (Jan budget & May Mayor making)	29			21		23			18		22		20 Thur 5pm
Youth Council	Tues 6pm @ the YMCA	Monthly	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA
Annual Town Meeting of Electors	Mon, 6pm @ Blakehay Theatre													19	
Finance & General Purposes Committee	Mon, 7pm @ 32 Waterloo St	Bi-monthly		27	24 (IF REQUIRED)		19		14			8		12	
Amenities, Culture & Leisure Committee	Mon, 7pm @ 32 Waterloo St	Bi-monthly		13		7		16			25		15		10
Personnel Committee	Wed, 11am @ 32 Waterloo St	2 x per year (then called as required)		8			28					17			5
Planning & Environment Committee	Wed, 7pm @ 32 Waterloo St	Every 4 weeks	24	22	19	16	14	11	9		6	3	3 & 31	28	26

Reviewed by TC - 19th January 2026

Sub Committee														
Grants & Governance Sub-committee	Thur, 10am @ 32 Waterloo St Reports to Finance & General Purposes Committee	Quarterly		30			8				14		22	
Community Consultative Groups														
Civic Matters	Thurs, 1pm @ 32 Waterloo St Reports to Finance & General Purposes Committee	2 x per year (then called as required)				17						11		
Allotments	Thurs, 7pm @ 32 Waterloo St Reports to Amenities, Culture & Leisure Committee	3 x per year	11				1				25			
Heritage & Culture	Thurs, 11am @ 32 Waterloo St Reports to Amenities, Culture & Leisure Committee	Quarterly	4				15				11			
Start & Finish Project Groups														
Devolution	Wed, 7pm @ 32 Waterloo St Reports to Finance & General Purposes Committee	Bi-Monthly For duration of Project		1		2		4			13	10		12
Blue Plaques	Tues, 10am @ 32 Waterloo St Reports to Amenities, Culture & Leisure Committee	Quarterly		21			20				19			18

Appendix A – Council Policies Reviewed by Committees and Submitted for Formal Adoption

Policy title	Reviewing committee	Date reviewed	Status	Link to published policy
Member Officer Protocol	F&GP	OCT 24	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Complaints Procedure	F&GP	OCT 24	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p1
Volunteer Policy	PERSONNEL	OCT 24	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p5
Health and Safety Policy and Statement	F&GP	DEC 24	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
CCTV Policy	F&GP	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p1
IT Acceptable Use and Mobile Device Policy	F&GP	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Investment Strategy Policy	F&GP	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Disciplinary and Grievance Policy	PERSONNEL	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p2
Capability Policy and Procedure	PERSONNEL	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p1
Training and Development Policy	PERSONNEL	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p5
Menopause Policy	PERSONNEL	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Appraisal Policy	PERSONNEL	FEB 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p1

Cemetery Regulations Policy	F&GP	APR 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Social Media Policy	F&GP	APR 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4
GDPR – Data Protection Policy & Procedures	F&GP	APR 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p2
Committee Terms of Reference	F&GP	APR 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p1
Absence Review Policy	PERSONNEL	MAY 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p1
Flexible Working Request Policy	PERSONNEL	MAY 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p2
Leave of Absence Policy	PERSONNEL	MAY 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Local Government Pension Scheme Discretionary Policy	PERSONNEL	MAY 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Recruitment and Selection Policy	PERSONNEL	MAY 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4
Probation Policy and Procedure	PERSONNEL	MAY 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4
Secondment Policy & Procedure	PERSONNEL	MAY 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4
Studio Management Strategy	F&GP	JUL 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p5
External House Rules for Social Media (Guidance)	F&GP	AUG 25	In operation	Put on website
WSMTC Social Media Guidance for Councillors & Staff	F&GP	AUG 25	In operation	Put on website
Press Policy	F&GP	AUG 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4
Filming and Recording of Meetings Policy	F&GP	AUG 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p2

Public Participation at Meetings Policy	F&GP	AUG 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4
Civic Handbook	F&GP	AUG 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p1
Twinning Strategic Plan	F&GP	OCT 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p5
Health and Safety Policy	F&GP	DEC 25	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Safeguarding Policy	PERSONNEL	FEB 26	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4
Equality and Diversity Policy	PERSONNEL	FEB 26	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p2
Investment Strategy (Review)	F&GP	FEB 26	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p3
Password and Device Security Policy	F&GP	FEB 26	In operation	https://wsm-tc.gov.uk/your-council/policies/#34-34-policies-p4



WESTON-SUPER-MARE TOWN COUNCIL

Town Council Meeting 23rd March 2026

Formal Adoption of Council Policies Reviewed by Committees

Report from the CEO/Town Clerk

1. Purpose and Background of Report

To formally adopt Council policies which have been reviewed by the Personnel Committee and/or the Finance and General Purposes Committee over the past 18 months, in order to confirm their adoption by Town Council in accordance with the Council's Standing Orders.

2. Background

Over the past 18 months, the Council has undertaken a structured programme of policy review through its committee system.

In accordance with the Committee Terms of Reference:

- the Personnel Committee has reviewed employment-related and staffing policies; and
- the Finance and General Purposes Committee has reviewed governance, financial and general Council policies.

Under their respective Terms of Reference, these committees are empowered to review policies and recommend amendments to Town Council, while formal adoption of policies is reserved to Full Council under the Council's Standing Orders.

3. Current position

The policies listed in Appendix A comprise of :

- policies which have been reviewed by the appropriate committee in line with its Terms of Reference; **Please note these reports are available on the website via the links provided**
- implemented operationally following committee consideration; and
- published on the Council's website.

Or

Appendix B comprises of

- Policies which require the council to formally review and adopt directly at its meeting held 23.03.26 due to committee meeting timings. **Please note the polices and covering reports are included in this agenda pack for members to read.**



WESTON-SUPER-MARE TOWN COUNCIL

In order to provide a clear and complete governance record, it is now appropriate for Town Council to formally adopt these policies, reflecting the committee review work already undertaken.

This report does introduce both new policies (not reviewed) and policies for adoption which have been reviewed by committee:

4. Governance assurance – forward approach

Over the past 18 months the Council has worked systematically to review and strengthen its governance framework, including its policies and procedures.

Going forward, policies will continue to be reviewed by the relevant committee in line with agreed annual work programmes. Any new or amended policies will be referred to Town Council for formal adoption in accordance with Standing Orders, while policies reviewed with no proposed changes will be reported to Council for information.

This approach ensures clarity of roles between committees and Council and provides a clear, auditable framework for future policy governance.

5. Policies for formal adoption

The policies submitted for adoption are listed in Appendix A. Each policy has been reviewed by the appropriate committee and is currently in operation.

The Policies listed in Appendix B are for formal review and adoption prior to being updated and in operation.

6. Financial, legal and risk implications

There are no direct financial implications arising from this report.

Formal adoption of the listed policies strengthens the Council's governance arrangements and provides assurance in relation to compliance with Standing Orders and audit expectations.

7. Members are recommended to:



WESTON-SUPER-MARE TOWN COUNCIL

1. That Town Council formally adopts the policies listed in Appendix A which have previously been reviewed by the Personnel Committee and/or the Finance and General Purposes Committee.
2. That the council formally review and adopt the policies detailed in Appendix B.

Appendices

Appendix A – Council Policies Reviewed by Committees and Submitted for Formal Adoption

Appendix B – New or revised Policies which have NOT been reviewed by committee.

Sarah Pearce

CEO/Town Clerk

12.02.26

Appendix B – New or Revised Council Policies for direct Approval and Formal Adoption

Policy title	Reviewing committee	Date reviewed	Status	Link to published policy
B1 Co Option Policy	Town Council	23.03.26	New policy	Awaiting approval (attached)
B2 Bad Debt Policy	Town Council	23.03.26	Updated policy	Awaiting approval (attached)
B3 Records & Retention Policy	Town Council	23.03.26	Updated policy	Awaiting approval (attached)



WESTON-SUPER-MARE TOWN COUNCIL

Co-option Policy Report from the Democratic Services Manager

Purpose and Background of Report

A Co-option Policy has been drafted for Weston-super-Mare Town Council to provide a clear, fair and transparent framework for filling casual vacancies where no by-election has been called.

The policy has been developed reflecting Weston-super-Mare Town Council's governance arrangements and has been aligned with the Council's adopted Standing Orders (September 2025). It has also been informed by the latest National Association of Local Councils (NALC) guidance on co-option, including best practice relating to transparency, eligibility and voting procedures.

The adoption of a formal Co-option Policy supports good governance, ensures consistency in approach, and provides clarity for Councillors, officers, applicants and members of the public. It also supports the Council's previously resolved ambition to achieve Local Council Award Scheme (LCAS) Silver status, for which an adopted Co-option Policy is a required criterion. In addition, the adoption of this policy supports the Council's previously resolved ambition to achieve Local Council Award Scheme (LCAS) Silver status, for which having an adopted Co-option Policy in place is a required criterion.

1. Options for Council

- Consider and adopt the Co-option Policy, supporting good governance and enabling the Council to meet the relevant Local Council Award Scheme (LCAS) Silver criteria.
- Do not adopt the Co-option Policy and continue to manage co-options on an ad hoc basis, noting that this approach would mean the Council does not meet the criteria required to achieve Local Council Award Scheme (LCAS) Silver status.

2. Reason for Recommendation

To ensure that the process for filling casual vacancies is transparent, legally compliant, consistent with the Council's Standing Orders, aligned with NALC best practice, and supports the Council in meeting the relevant Local Council Award Scheme (LCAS) criteria.



WESTON-SUPER-MARE TOWN COUNCIL

3. Expected Benefits

Provides a clear and consistent framework for managing co-options. Ensures compliance with statutory requirements and adopted Standing Orders. Promotes openness, fairness and public confidence in the co-option process. Supports effective democratic decision-making. Provides clarity for applicants and Councillors. Supports the Council's progression towards achieving Local Council Award Scheme (LCAS) Silver status.

4. Implications

4.1. Legal

The Co-option Policy sits within the framework of the Local Government Act 1972 and reflects relevant statutory provisions relating to casual vacancies, eligibility and disqualification. The policy has been drafted to align with the Council's adopted Standing Orders.

4.2. Risks

Failure to adopt a formal policy may increase the risk of inconsistency, lack of transparency or procedural challenge when filling casual vacancies.

4.3. Financial Implications

There are no direct financial implications arising from the adoption of this policy. Any costs associated with advertising vacancies can be met from existing budgets.

4.4. Timescales

If adopted, the Co-option Policy will take effect immediately and be applied to all future casual vacancies.

4.5 Stakeholders

Town Councillors, officers, prospective applicants for co-option and members of the public.



WESTON-SUPER-MARE TOWN COUNCIL

4.5. Contractors

n/a

4.6. Crime & Disorder (councils have a legal duty to consider impact)

n/a

4.7. Biodiversity (councils have a legal duty to consider impact)

n/a

4.8. Privacy Impact (consider Privacy Impact assessment)

The Council will continue to meet its obligations under UK GDPR when processing personal data submitted as part of the co-option process.

4.9. Equality & Diversity (councils have a legal duty to consider impact)

The policy supports equality of opportunity by providing a transparent and fair process open to all eligible applicants.

5. Appendices

Appendix A – Co-option Policy

6. Members are recommended to:

Adopt the Co-option Policy

Samantha Bishop

Democratic Services Manager

Drafted 3rd February 2026



WESTON-SUPER-MARE TOWN COUNCIL

Co-option Policy

Date	Version	Author	Origin of change e.g. change in legislation	Changed by

This policy applies to Weston-super-Mare Town Council.

Date policy adopted	16 th February 2026
Approved by	Finance and General Purposes Committee
Review cycle	Annually
Review date	February 2027

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Eligibility	4
Voting Process	5
Review.....	5

Introduction

1.1 Weston-super-Mare Town Council recognises the importance of ensuring that any casual vacancies on the Council are filled in a fair, transparent, and consistent manner.

1.2 This policy sets out the process to be followed when the Council resolves to fill a casual vacancy by co-option, in accordance with the Local Government Act 1972 and associated legislation.

Purpose of Co-option

2.1 The co-option of a Town Councillor occurs when a casual vacancy has arisen and no poll (by-election) has been called.

2.2 This policy aims to ensure openness, equality of opportunity, and public confidence in the Council's decision-making.

Procedure for Co-option

3.1 Upon receipt of written confirmation from Electoral Services at North Somerset Council that the vacancy may be filled by co-option, the CEO/Town Clerk shall initiate the co-option process.

3.2 The vacancy shall be advertised for a minimum period of four weeks on the Council's website and notice boards and, where appropriate, in the local press.

3.3 All Councillors shall be notified that the co-option process has commenced.

3.4 Applicants shall be required to complete a Co-option Application Form and a Co-option Eligibility Form confirming that they meet the statutory requirements.

3.5 Copies of completed application forms shall be circulated to Councillors at least seven clear days prior to the Full Council meeting at which the co-option is to be considered.

3.6 Applicants shall be invited to attend the meeting and give a short presentation and answer questions from Councillors.

3.7 Discussion on applications shall take place in council session without intervention from applicants or members of the public.

Eligibility

4.1 Applicants must meet the statutory eligibility requirements to be a Town Councillor as set out in the Local Government Act 1972.

4.2 Applicants must not be disqualified from holding office under Section 80 of the Local Government Act 1972.

Voting Process

5.1 Voting shall be carried out in accordance with statutory requirements.

5.2 A successful candidate must receive an absolute majority of votes from those present and voting.

5.3 Where more than two candidates are nominated and no candidate achieves an absolute majority, the candidate with the fewest votes shall be eliminated and further rounds of voting held until an absolute majority is obtained.

5.4 Voting shall be by signed ballot. If requested, the CEO/Town Clerk shall record how each Councillor voted.

5.5 In the event of an equality of votes, the Chair of the meeting shall have a second or casting vote.

5.6 Candidates may remain in the room during the vote. Following the vote, the Chair shall declare the successful candidate duly co-opted.

Review

6.1 This policy shall be reviewed annually or earlier if there are changes to legislation or best practice affecting the co-option process.



Review of updated Bad Debt Policy Report from the Director of Finance & Resources

1. Purpose and Background of Report

The purpose of this report is to present a proposed **Bad Debt Policy** for consideration and adoption by the Council.

As a local authority, the Council has a duty to ensure that public funds are properly managed and safeguarded. Income received from council services and facilities such as allotments, hall hire, cemetery fees and other charges forms an important part of the Council's financial management.

While the Council seeks to collect all income due to it, there may be occasions where payments remain outstanding despite reasonable attempts to recover them. In such cases it is important that the Council has a clear and transparent procedure for:

- Recovering outstanding debts
- Determining when recovery action should be taken
- Setting out when a debt may be written off
- Ensuring appropriate governance and oversight of these decisions

The introduction of a formal Bad Debt Policy supports good governance and strengthens the Council's financial procedures in line with guidance contained within the **SAPPP Practitioners' Guide**, the **Accounts and Audit Regulations 2015**, and the **NALC Model Financial Regulations**.

Adopting this policy will provide a consistent approach to debt recovery and ensure that any decisions to write off debts are properly authorised and recorded.

2. Options for Council

Members are asked to consider the following options:

- a) Adopt the Bad Debt Policy



The Council adopts the Bad Debt Policy as presented, providing a formal framework for debt recovery and write-off procedures.

b) Adopt the Policy with Amendments

The Council adopts the Bad Debt Policy subject to amendments identified during the meeting.

c) Defer the Decision

The Council defers adoption of the policy pending further review or additional information.

3. Reason for Recommendation

The adoption of a Bad Debt Policy supports the Council in demonstrating sound financial management and strengthens the Council's internal control framework.

It ensures that the Council operates a consistent and transparent process for managing outstanding debts and provides clear governance arrangements for the write-off of unrecoverable debts.

The policy also supports compliance with the Council's obligations under the Accounts and Audit Regulations 2015 and contributes to the Council's overall financial governance arrangements reviewed as part of the Annual Governance and Accountability Return (AGAR) process.

4. Expected Benefits

The adoption of this policy is expected to provide several benefits, including:



- Improved clarity and consistency in the Council's approach to debt recovery
- Stronger financial governance and internal control arrangements
- Increased transparency in decisions relating to debt write-offs
- Clear guidance for officers responsible for financial administration
- Enhanced audit compliance and evidence of good financial management

5. Implications

5.1. Legal

The Council must ensure that its financial administration arrangements comply with relevant legislation including:

- Local Government Act 1972 (Section 151) – proper administration of financial affairs
- Local Audit and Accountability Act 2014
- Accounts and Audit Regulations 2015

The policy supports compliance with these statutory requirements.

5.2. Risks

Without a formal policy, there is a risk of inconsistent approaches to debt recovery and uncertainty around the authorisation of debt write-offs.

The adoption of this policy helps mitigate risks relating to:

- Weak financial controls
- Lack of transparency in financial decision-making
- Audit observations or recommendations regarding governance arrangements



5.3. Financial Implications

However, the policy may support improved income recovery and ensure that decisions relating to debt write-offs are properly authorised and recorded.

Any legal recovery actions would be assessed on a case-by-case basis to ensure that recovery costs remain proportionate to the value of the debt.

5.4. Timescales

Subject to Council approval, the policy will take effect immediately following adoption.

5.5. Stakeholders

Relevant stakeholders include:

- Residents and service users
- Allotment tenants
- Hirers of council facilities
- Community groups using council services
- Councillors and council officers responsible for financial management

5.6. Contractors

n/a

5.7. Crime & Disorder (councils have a legal duty to consider impact)

n/a

5.8. Biodiversity (councils have a legal duty to consider impact)

n/a



WESTON-SUPER-MARE TOWN COUNCIL

5.9. Privacy Impact (consider Privacy Impact assessment)

The Council must ensure that personal data relating to debtors is processed in accordance with the Data Protection Act 2018 and UK GDPR.

The policy confirms that personal information will be handled appropriately and only for legitimate council purposes.

5.10. Equality & Diversity (councils have a legal duty to consider impact)

The Council has a duty under the **Equality Act 2010** to ensure that its policies and procedures do not discriminate against individuals or groups.

The debt recovery procedures outlined in the policy will be applied fairly and consistently.

Where appropriate, reasonable arrangements may be considered for individuals experiencing financial hardship.

6. Appendices

n/a

7. Members are recommended to:

Approve the adoption of the policy to support the Council's financial governance arrangements.

Helen Morton

Finance & Resources

Drafted 11th March 2026



Review of updated Bad Debt Policy Report from the Director of Finance & Resources

1. Purpose and Background of Report

The purpose of this report is to present a proposed **Bad Debt Policy** for consideration and adoption by the Council.

As a local authority, the Council has a duty to ensure that public funds are properly managed and safeguarded. Income received from council services and facilities such as allotments, hall hire, cemetery fees and other charges forms an important part of the Council's financial management.

While the Council seeks to collect all income due to it, there may be occasions where payments remain outstanding despite reasonable attempts to recover them. In such cases it is important that the Council has a clear and transparent procedure for:

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- Setting out when a debt may be written off
- Ensuring appropriate governance and oversight of these decisions

The introduction of a formal Bad Debt Policy supports good governance and strengthens the Council's financial procedures in line with guidance contained within the **SAPPP Practitioners' Guide**, the **Accounts and Audit Regulations 2015**, and the **NALC Model Financial Regulations**.

Adopting this policy will provide a consistent approach to debt recovery and ensure that any decisions to write off debts are properly authorised and recorded.

2. Options for Council

Members are asked to consider the following options:

- a) Adopt the Bad Debt Policy



The Council adopts the Bad Debt Policy as presented, providing a formal framework for debt recovery and write-off procedures.

b) Adopt the Policy with Amendments

The Council adopts the Bad Debt Policy subject to amendments identified during the meeting.

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The Council defers adoption of the policy pending further review or additional information.

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It ensures that the Council operates a consistent and transparent process for managing outstanding debts and provides clear governance arrangements for the write-off of unrecoverable debts.

The policy also supports compliance with the Council's obligations under the Accounts and Audit Regulations 2015 and contributes to the Council's overall financial governance arrangements reviewed as part of the Annual Governance and Accountability Return (AGAR) process.

4. Expected Benefits

The adoption of this policy is expected to provide several benefits, including:



WESTON-SUPER-MARE TOWN COUNCIL

- Improved clarity and consistency in the Council’s approach to debt recovery
- Stronger financial governance and internal control arrangements
- Increased transparency in decisions relating to debt write-offs
- Clear guidance for officers responsible for financial administration
- Enhanced audit compliance and evidence of good financial management

5. Implications

5.1. Legal

The Council must ensure that its financial administration arrangements comply with relevant legislation including:

- Local Government Act 1972 (Section 151) – proper administration of financial affairs
- Local Audit and Accountability Act 2014
- Accounts and Audit Regulations 2015

The policy supports compliance with these statutory requirements.

5.2. Risks

Without a formal policy, there is a risk of inconsistent approaches to debt recovery and uncertainty around the authorisation of debt write-offs.

The adoption of this policy helps mitigate risks relating to:

- Weak financial controls
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- Audit observations or recommendations regarding governance arrangements



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However, the policy may support improved income recovery and ensure that decisions relating to debt write-offs are properly authorised and recorded.

Any legal recovery actions would be assessed on a case-by-case basis to ensure that recovery costs remain proportionate to the value of the debt.

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Subject to Council approval, the policy will take effect immediately following adoption.

5.5. Stakeholders

Relevant stakeholders include:

- Residents and service users
- Allotment tenants
- Hirers of council facilities
- Community groups using council services
- Councillors and council officers responsible for financial management

5.6. Contractors

n/a

5.7. Crime & Disorder (councils have a legal duty to consider impact)

n/a

5.8. Biodiversity (councils have a legal duty to consider impact)

n/a



5.9. Privacy Impact (consider Privacy Impact assessment)

The Council must ensure that personal data relating to debtors is processed in accordance with the Data Protection Act 2018 and UK GDPR.

The policy confirms that personal information will be handled appropriately and only for legitimate council purposes.

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The debt recovery procedures outlined in the policy will be applied fairly and consistently.

Where appropriate, reasonable arrangements may be considered for individuals experiencing financial hardship.

6. Appendices

n/a

7. Members are recommended to:

Approve the adoption of the policy to support the Council's financial governance arrangements.

Helen Morton

Finance & Resources

Drafted 11th March 2026



WESTON-SUPER-MARE TOWN COUNCIL

Records and Retention Policy

Date	Version	Author	Origin of change e.g. change in legislation	Changed by
October 2025	V3	Town Clerk/CEO	(NALC-Aligned, 2025) Updated from v2 (2019), incorporating NALC 2022 guidance Updated inline with UK legislation and regulation for HR and H&S	Democratic Services Manager/ Director of Finance and Resources

This policy applies to Weston-super-Mare Town Council

Date policy adopted	February 2026
Approved by	Finance & General Purposes Committee (16.02.2026)
Review cycle	Annually
Review date	February 2027

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1. Purpose and Scope

This policy defines how Weston-super-Mare Town Council retains, reviews, and disposes of its records. It aligns with the National Association of Local Councils (NALC) 2022 Retention Guidance, Arnold-Baker on Local Council Administration (Ch. 11), and relevant UK legislation.

2. Legal and Regulatory Framework

This policy complies with:

- Limitation Act 1980 (as amended)
- Local Government (Records) Act 1962
- Freedom of Information Act 2000 – Section 46 Code of Practice
- Data Protection Act 2018 / UK GDPR
- Employers' Liability (Compulsory Insurance) Regulations 1998
- Legal Deposit Libraries Act 2003 and Non-Print Works Regulations 2013
- NALC Model Financial Regulations (England and Wales)

3. Key Principles

Records are retained for as long as necessary to:

- Meet legal and audit obligations
- Support transparency and accountability
- Protect the Council's legal and financial interests
- Preserve items of historical or community significance

All records—paper or electronic—must be managed under the same retention and disposal rules. Electronic records may include typed signatures unless witnessing is legally required.

4. Retention Periods and Actions

The following table consolidates Council retention requirements, now fully aligned with NALC Annex 1 (2022) and including all health and safety and HR retention requirements

Record Type	Minimum Retention	Action	Reason / Legal Basis
Minute Books	Indefinite	Preserve	Archive – NALC Annex 1
Receipt & Payment Accounts	Indefinite	Preserve	Audit / Management
Receipt Books	6 years	Destroy	VAT / NALC update

Paid Invoices & Cheques	6 years (20 for VAT on rents)	Destroy	VAT Act 1994
Bank Statements / Paying-in Books / Cheque Stubs	Last completed audit year	Destroy	Audit requirement
Timesheets	3 years (or last audit year)	Destroy	Audit / Personal injury best practice
Wages Books	12 years	Preserve	Superannuation / NALC Annex 1
Insurance Policies	As long as claims may arise	Review then destroy	Risk management / legal proceedings
Employer's Liability Certificates	Indefinite	Preserve	Future claims / Reg. 5 (1998 SI 2753)
Quotations & Tenders (successful or unsuccessful)	6 years	Destroy	Limitation Act 1980
Planning Applications and Appeals	Until completion or appeal expiry (indefinite if precedent)	Review / Preserve	NALC guidance 2022
Insurance Company Details (summary)	Permanent	Preserve	NALC recommendation
Trust Deeds / Schemes	Never destroy	Preserve	No limitation period applies

Record type	Retention period	Legislation / Good practice
Health records from exposure to hazardous substances	40 years from last entry.	COSHH Regulations 2002.
Lead exposure and medical records	40 years from last entry.	Control of Lead at Work Regulations 2002.
Asbestos exposure and health surveillance	40 years from last entry.	Control of Asbestos Regulations 2012.
General risk assessments	Until superseded, keep for at least 3 years after activity ends.	Management of Health and Safety at Work Regulations 1999.
Noise and vibration health surveillance	40 years from last entry.	Control of Noise at Work Regulations 2005 and Control of Vibration at Work Regulations 2005.
Accident book / Injuries and dangerous occurrences	3 years from last entry. 6 years recommended for litigation.	RIDDOR 2013.
Accident/incident involving a child or young person	Until the individual is 21.	Based on civil law.
Legionella records	Current and 2 years after cessation for scheme, 5 years for monitoring.	HSE ACOP L8.
Fire risk assessments	Indefinitely or life of the building.	Regulatory Reform (Fire Safety) Order 2005.
General H&S training records	6 years after employment ends.	Good practice.
First aid training certificates	3 years (certificate duration) and per company policy.	Health and Safety (First-Aid) Regulations 1981.
First Aid Records: Records for first aid administered	3 years	
Hazardous substances training	40 years.	COSHH Regulations 2002.
Accident Books/Records: Records of reportable injuries, diseases, and dangerous occurrences (RIDDOR)	must be kept for at least three years from the date of the last entry. If a person involved was under 18, the record should be kept for three years from when they turn 18.	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 and the Limitation Act 1980
COSHH Test Records: Records of tests and examinations of control systems and protective equipment	5 years	COSHH Regulations 2002.
Personal Emergency Evacuation Plan (PEEP)	End of relevant period plus 6 years	

Statutory retention periods for HR records

The table below summarises the main legislation regulating statutory retention periods. If in doubt, it is a good idea to keep records for at least 6 years (5 in Scotland), to cover the time limit for bringing any civil legal action

Recommended (non-statutory) Retention Periods

For many types of personnel records, there is no definitive retention period: it is up to the employer to decide how long to keep these records. The list below is based on the time limits for potential tribunal or civil claims;

Where the recommended retention period given is six years, this is based on the six-year time limit within which legal proceedings must be commenced as laid down under the **Limitation Act of 1980**. Thus, where documents may be relevant to a contractual claim, it is recommended that these be retained for at least the corresponding six-year limitation period.

Record	Statutory Retention Period	Statutory Authority
Accident books, accident records/reports	3 years from the date of the last entry (or, if the accident involves a child/young adult, then until that person reaches the age of 21)	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)(SI 1995/3163) as amended, and the Limitation Act 1980 . Special rules apply concerning incidents involving hazardous substances.
Accounting records	6 years for public bodies	the Local Audit and Accountability Act 2014 and the Accounts and Audit Regulations 2015
Income tax and NI returns, income tax records and correspondence with HMRC	Not less than 3 years after the end of the financial year to which they relate	The Income Tax (Employments) Regulations 1993 (SI 1993/744) as amended, for example, by The Income Tax (Employments (Amendment No. 6) Regulations 1996 (SI 1996/2631)
Medical records and details of biological tests under the Control of Lead at Work Regulations	40 years from the date of the last entry	The Control of Lead at Work Regulations 1998 (SI 1998/543) as amended by the Control of Lead at Work Regulations 2002 (SI 2002/2676)
Medical records as specified by the Control of Substances Hazardous to Health Regulations (COSHH)	40 years from the date of the last entry	The Control of Substances Hazardous to Health Regulations 1999 and 2002 (COSHH) (SIS 1999/437 and 2002/2677)
Medical records under the Control of Asbestos at Work Regulations. Medical records containing details of employees exposed to asbestos. Medical examination certificates	40 years from the date of the last entry, 4 years from the date of issue	The Control of Asbestos at Work Regulations 2002 (SI 2002/2675). Also see the Control of Asbestos Regulations 2012 (SI 2012/632)

Record	Statutory Retention Period	Statutory Authority
Medical records under the Ionising Radiations Regulations 1999	Until the person reaches 75 years of age, but in any event for at least 50 years	The Ionising Radiations Regulations 1999 (SI 1999/3232)
Records of tests and examinations of control systems and protective equipment under the Control of Substances Hazardous to Health Regulations (COSHH)	5 years from the date on which the tests were carried out	The Control of Substances Hazardous to Health Regulations 1999 and 2002 (COSHH) (SIS 1999/437 and 2002/2677)
Records relating to children and young adults	Until the child/young adult reaches the age of 21	Limitation Act 1980
Retirement Benefits Schemes – records of notifiable events, for example, relating to incapacity	6 years from the end of the scheme year in which the event took place	The Retirement Benefits Schemes (Information Powers) Regulations 1995 (SI 1995/3103)
Statutory Maternity Pay records, calculations, certificates (Mat B1s) or other medical evidence	3 years after the end of the tax year in which the maternity period ends	The Statutory Maternity Pay (General) Regulations 1986 (SI 1986/1960) as amended
Wage/salary records (also overtime, bonuses, expenses)	6 years	Taxes Management Act 1970
National minimum wage records	3 years after the end of the pay reference period following the one that the records cover	National Minimum Wage Act 1998
Records relating to working time	2 years from date on which they were made	The Working Time Regulations 1998 (SI 1998/1833)

Record	Recommended Retention Period
Actuarial valuation reports	Permanently – Gov.uk
Application forms and interview notes (for unsuccessful candidates)	6 months to a year. (Because of the time limits in the various discrimination Acts , minimum retention periods for records relating to advertising of vacancies and job applications should be at least 6 months. A year may be more advisable as the time limits for bringing claims can be extended. Successful job applicants' documents will be transferred to the personnel file in any event.)
Assessments under health and safety regulations and records of consultations with safety representatives and committees	Permanently – Gov.uk
Inland Revenue/HMRC approvals	Permanently – Gov.uk
Money purchase details	6 years after the transfer or value taken
Parental leave	5 years from birth/adoption of the child or 18 years if the child receives a disability allowance
Pension scheme investment policies	12 years from the ending of any benefit payable under the policy

Record	Recommended Retention Period
Pensioners' records	12 years after the benefit ceases
Personnel files and training records (including disciplinary records and working time records)	6 years after employment ceases
Redundancy details, calculations of payments, refunds, notification to the Secretary of State	6 years from the date of redundancy
Senior executives' records (that is, those on a senior management team or their equivalents)	Permanently for historical purposes
Statutory Sick Pay records, calculations, certificates, self-certificates	The Statutory Sick Pay (Maintenance of Records) (Revocation) Regulations 2014 (SI 2014/55) abolished the former obligation on employers to keep these records. Although there is no longer a specific statutory retention period, employers still have to keep sickness records to best suit their business needs. It is advisable to keep records for at least 3 months after the end of the period of sick leave in case of a disability discrimination claim. However, if there were to be a contractual claim for breach of an employment contract, it may be safer to keep records for 6 years after the employment ceases.
Time cards	2 years after the audit
Trade union agreements	10 years after ceasing to be effective

5. Electronic Records and Confidential Destruction

Digital files must undergo a two-step secure deletion: (1) deletion of contents and (2) full media wipe or equivalent certified software erasure. Paper records containing confidential or personal data must be cross-shredded or pulped. Commercial confidential destruction services must provide certificates of disposal.

6. Deposit and Archiving

Records of long-term or historical value should be deposited with Somerset County Archive under section 227 of the Local Government Act 1972. Examples include Council minutes and byelaws, historical maps, deeds, and terriers, and town newsletters and publications (retain one archival copy).

7. Annual Review and Oversight

The Council's internal auditor and Responsible Financial Officer (RFO) shall ensure an annual review of all record categories, verification that retention and disposal actions are followed, and periodic checks on storage systems for security and accessibility.

8. Data Protection & FOI Alignment

Personal data must not be retained longer than necessary (UK GDPR Art. 5(1)(e)). Staff files may be retained post-employment for tax, NI, pension, or legal reference. The Freedom of Information Act 2000 Section 46 Code of Practice encourages councils to maintain an auditable retention schedule and publish it publicly.

9. Key Legal References (Appendix A)

- Limitation Act 1980 (as amended)
- Local Government (Records) Act 1962
- Freedom of Information Act 2000 – Section 46 Code of Practice
- Data Protection Act 2018 / UK GDPR
- Employers' Liability (Compulsory Insurance) Regulations 1998
- Legal Deposit Libraries Act 2003 and 2013 Regulations
- Local Authorities Cemeteries Order 1977 (SI 204)
- NALC Model Financial Regulations (England & Wales) 2022

10. Review Cycle

This policy shall be reviewed annually by the Town Clerk and RFO, or sooner following new statutory or NALC guidance.

ACCESSIBILITY AUDIT REPORT

WCAG 2.2 Level AA Conformance Assessment

wsm-tc.gov.uk | Weston-super-Mare Town Council

Website	Weston-super-Mare Town Council
URL	https://wsm-tc.gov.uk/
Standard Applied	WCAG 2.2 Level AA (W3C Recommendation, 5 October 2023)
Audit Date	9 March 2026
Report Version	1.0
Report Status	Final
Prepared By	Aqueous UK Ltd
Prepared For	Weston-super-Mare Town Council

This report contains the findings of a WCAG 2.2 Level AA accessibility audit carried out by Aqueous UK Ltd. The audit identifies accessibility barriers; remediation is subject to a separate engagement and estimate.

Introduction and Methodology

Purpose

This report presents the findings of a WCAG 2.2 Level AA accessibility audit of wsm-tc.gov.uk, the website of Weston-super-Mare Town Council. The purpose of the audit is to identify barriers to accessibility that affect users with disabilities. The audit identifies issues only — remediation is subject to a separate scope of work and estimate.

Standards Applied

The audit is conducted against the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA, published by the World Wide Web Consortium (W3C) on 5 October 2023. This is the standard recommended by GOV.UK for public sector web accessibility. WCAG 2.2 adds six new success criteria compared to WCAG 2.1, all of which are assessed in this audit and highlighted throughout the report.

Audit Tools and Methods

Tool	Provider	Purpose
WAVE Browser Extension	WebAIM (Utah State University)	Automated detection of common errors: missing alt text, contrast failures, missing labels, heading issues, ARIA errors.
Arc Toolkit	TPGi	In-depth inspection: ARIA roles/attributes, focus management, DOM order, accessible names, landmark regions.
HTML Source Analysis	Aqueous UK Ltd	DOM structure, heading hierarchy, ARIA implementation, link text, landmark roles, form label associations.
PDF Text Extraction	Aqueous UK Ltd	Confirm PDFs contain readable text (not scanned). Full PDF accessibility requires specialist tools.
Manual Keyboard Testing	Aqueous UK Ltd	Tab/focus order, keyboard operability, focus visibility, no keyboard traps. See flagged items throughout.
Browser DevTools	Chrome	DOM inspection, CSS property measurement, viewport simulation, accessible name calculation.

Scope

The audit covered the following content:

Content Type	Sample	Notes
Static pages (all navigation destinations identified)	All 56 pages	All unique static pages in site navigation and footer audited for structural issues
Meeting agendas and minutes (PDF documents)	5-6 documents	Random sample — structural/text content reviewed; full PDF tag audit requires PAC3/Acrobat
News / blog posts	10–12 posts	Random sample across categories and dates
Events (Events Calendar entries)	10–12 events	Random sample including upcoming and past events

Status Key

Status	Meaning
PASS	The site meets this criterion across all audited pages. No issues identified.
FAIL	One or more issues represent a clear failure of this criterion.
PARTIAL	Some pages or instances pass; others fail.
ADVISORY	No clear failure identified, but a concern noted that should be reviewed or monitored post-remediation.
CLIENT ACTION	Requires access to a third-party platform (e.g. YouTube Studio) to resolve. Must be actioned by the site owner directly.
N/A	Not applicable — the relevant content type does not exist on this site.

Executive Summary

DOES NOT CONFORM to WCAG 2.2 Level AA

wsm-tc.gov.uk is built on solid technical foundations. The underlying WordPress theme is well-structured: heading landmarks are present, the language attribute is correctly declared, the site uses semantic HTML, and several pages score highly on automated testing tools. The site’s baseline accessibility is better than many comparable council websites of a similar size. The majority of failures documented in this report are not caused by the core site build. They arise from content that has been added over time — third-party embeds, uploaded documents, overlay plugins, and rich media — without accessibility being considered at the point of addition. Specifically: Canva infographics embedded as iframes with no title or text alternative; videos on YouTube and Vimeo with no captions; an interactive PDF flipbook plugin that renders all document content to a canvas element inaccessible to screen readers; PDF downloads assembled and compressed through iLovePDF, destroying the tag structure that Word had generated; a cookie consent overlay that obscures focused elements. In each case, accessible alternatives exist and the barriers are remediable. The pattern across the site suggests a need for accessibility awareness at the point of content decisions, not just at the point of site build.

Key Findings by Status

PASS	FAIL	PARTIAL	ADVISORY	N/A
19	17	8	0	12

Critical Issues Overview

The following issues represent the most significant barriers identified through HTML source analysis, WAVE browser extension, and Arc Toolkit (homepage). Items confirmed by tool testing are marked accordingly.

- 1. Buttons with aria-label="button" (SC 2.5.3, 4.1.2):** Seven or more interactive controls use the element role as their accessible name. Screen readers announce "button, button" — providing no function information to blind users. Affects every page.
- 2. Duplicate empty navigation links (SC 2.4.4, 4.1.2):** The mobile navigation menu introduces 40+ links with no accessible text to the DOM. Screen readers reading in source order will encounter these empty links on every page, making navigation highly confusing.
- 3. Broken heading hierarchy (SC 1.3.1, 2.4.6):** The homepage skips from H1 to H3 with no H2 elements. Multiple pages have more than one H1. This disrupts screen reader heading navigation — one of the most common ways visually impaired users navigate web pages.

Additional Concerns

Beyond the confirmed WCAG failures, two important issues require attention:

- The existing accessibility statement references WCAG 2.1 (not 2.2) and was last updated in January 2021. It also references an accessibility widget (WAH Accessibility Helper Pro) that is no longer present on the site. This statement is not compliant with UK public sector accessibility regulations.
- A full programmatic audit of five PDF documents available for download from the site was conducted separately. All five PDFs fail WCAG 2.2 AA requirements. Two contain content accuracy errors inherited from Word templates (wrong document title; wrong section heading) which require immediate correction regardless of accessibility considerations. Full findings are documented in the PDF Documents section of this report.

Detailed Findings

This section contains the detailed findings for every WCAG 2.2 Level AA success criterion. Rows highlighted in yellow denote criteria new in WCAG 2.2.

PRINCIPLE 1: PERCEIVABLE

Information and user interface components must be presentable to users in ways they can perceive.

SC / Level	Success Criterion	Status	Issues Found	Recommendations
1.1.1 Level A	Non-text Content	PARTIAL	<p>Homepage: 0 errors ✓. 5 images with alt text confirmed.</p> <p>Contact Us: "Image with title" — two content images use title attribute instead of alt. Arc confirms "Empty alt with title" error.</p> <p>News post (Pride of Somerset): "Image with title" — featured image labelled with filename "Screenshot-2026-03-03-at-11.29.34" via title attribute. No descriptive alt text.</p> <p>News & Events listing: 5 of 12 images have no alt text confirmed.</p> <p>Your Councillors — HIGHEST SEVERITY ON SITE: Arc Toolkit confirms "Empty alt with title" error and flags 32 images with issues out of 34 total. Source analysis confirms the pattern: most councillor profile photos use either the councillor name as both alt and title attributes (name as alt is acceptable for identification), but a significant number use numeric filenames as the alt value (e.g., alt="12", alt="2", alt="13") — these are meaningless to screen reader users. The linked councillor images also raise an SC 2.4.4 concern: when an image is inside a link, the alt text must describe the link destination, not just the image subject. The 32 keyboard-flagged images in Arc suggest the linked images may not be fully keyboard accessible either.</p> <p>Annual Reports & Expenditure — Canva infographic (CRITICAL): A Canva-hosted infographic titled "2026/27 Budget Breakdown — For every £1 spent" is embedded via an <iframe> with an empty title attribute. The infographic contains meaningful public financial accountability data across five spending categories: Heritage, Arts and Culture (23p), Healthier and Happier (24p), Weston View (23p), Bright Future (21p), and Cleaner and Greener (9p), each with a list of services funded. This data is not reproduced anywhere else on the page in text form. A screen reader user receives nothing from this embed — neither the infographic title nor any of its content. This is the most significant SC 1.1.1 failure on the site from a public accountability perspective: it represents the council's primary budget communication tool being entirely inaccessible to screen reader users. Annual Report 2025 (wsm-tc.gov.uk/annual-report-2025) — Interactive 3D Flipbook: The Annual Report PDF is rendered exclusively by the Interactive 3D Flipbook WordPress plugin (wp-content/plugins/interactive-3d-flipb...). The viewer renders all content to a</p>	<ol style="list-style-type: none"> In WordPress Media Library, add meaningful alt text to every content image at point of upload (Edit Image > Alt Text field). For purely decorative images, explicitly set alt="" — do not leave the attribute absent entirely. Establish an editorial policy: all image uploads require alt text before publishing. RevSlider slides already have alt text — maintain this standard for future slide media assets.

			<p>single HTML5 <canvas> element. The canvas has no aria-label, no role, no title, and no fallback text — confirmed by direct DOM inspection (canvasAlt: "NONE"). No direct PDF download link exists on the page. There is no text alternative to the flipbook content anywhere on the page. The entire content of the Council's 25th Annual Report — its activities, achievements, financial overview and community engagement — is completely invisible to screen reader users. This is a serious public accountability failure for a democratically elected council. Note: The Interactive 3D Flipbook plugin is also used on the Cemetery page (wsm-tc.gov.uk/our-services/cemeteries/) to display the Milton Road Cemetery Fees and Charges document. All the same failures apply to that instance: canvas-rendered content with no accessible text alternative, no PDF download link as a fallback, and unlabelled toolbar controls. The plugin is used in at least two locations on the site.</p> <p>The "title attribute used instead of alt" pattern appears site-wide across multiple page types and editors. This reflects a WordPress editorial process failure — content editors are not entering alt text when uploading images. Additional instances confirmed across extended page sample: (1) Committee Agendas & Minutes — screenshot image has alt="Click here! " (meaningless and implies interactivity); (2) Annual Town Meetings — large event banner image contains significant embedded text (meeting date, time, venue address, five category icons) with no confirmed descriptive alt text; (3) Our Anti-Racism Commitment — hero photograph of council building has only a title attribute on the surrounding link, not an alt attribute on the img element; (4) Staff page — six management portrait photos have empty alt=""; names appear in adjacent text but named portraits benefit from alt text identifying the subject.</p>
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Guideline 1.2 – Time-based Media				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
1.2.1 Level A	Audio-only and Video-only (Prerecorded)	N/A	No prerecorded audio-only or video-only content identified on any audited page.	N/A. If audio-only or video-only content is added in future, ensure a text transcript is provided adjacent to or linked from the media.
1.2.2 Level A	Captions (Prerecorded)	FAIL	A YouTube iframe is embedded on the homepage introducing Weston Museum. A "View the transcript" link is provided adjacent to the video, which satisfies SC 1.2.3 but does NOT satisfy SC 1.2.2 which requires synchronised captions on the video itself. Caption status of the YouTube video cannot be confirmed without playing it. Verify: does the YouTube video have accurate captions enabled (not auto-generated alone)?	<ol style="list-style-type: none"> 5. Enable manually verified captions on the YouTube video (not auto-generated alone — auto captions do not satisfy SC 1.2.2 unless accuracy-checked). 6. Alternatively, open captions baked into the video file will also satisfy this criterion. Vimeo video (Annual Report 2025): In the Vimeo account, go to the video manager, select the Annual Report 2024–2025 video, and open the Captions & Subtitles tab. Upload a VTT or SRT caption file. If a caption file does not exist, transcribe the audio using a service such as Otter.ai or Rev.com, review for

				<p>accuracy, then upload. Once uploaded, set the track to display by default for English viewers.</p> <p>7.</p> <p>8. Note: the existing transcript satisfies SC 1.2.3 but not 1.2.2. Vimeo video — Annual Report 2025 (wsm-tc.gov.uk/annual-report-2025/): CONFIRMED FAIL. The video "Annual Report 2024 – 2025" (Vimeo ID: 1079372063, duration 11:19) has zero text tracks, confirmed programmatically via the Vimeo Player API (getTextTracks() returned an empty array). No captions of any kind — human or auto-generated — are present. This is a council-produced video of 11 minutes 19 seconds that narrates the council's annual activities and achievements to the public. Deaf and hard-of-hearing users receive no access to any of this spoken content. Additional YouTube embeds confirmed in extended page audit requiring caption verification: (1) Annual Town Meetings page — "Weston Town Council Annual Meeting 2024" YouTube embed; (2) Volunteering page — "Weston Museum Volunteers / Volunteers Week at Weston Museum" YouTube embed. Both require manual verification that manually-authored captions (not auto-generated) are present. The Committee Agendas & Minutes page also links to the council's YouTube channel for meeting recordings — all published meeting recordings should be assessed for caption accuracy.</p> <p>9.</p>
1.2.3 Level A	Audio Description or Media Alternative (Prerecorded)	PASS	Homepage YouTube video has an adjacent link "View the transcript of this video." at https://wsm-tc.gov.uk/transcripts#weston-museum . This satisfies the media alternative option for SC 1.2.3.	No action required for this criterion. Retain the transcript link adjacent to the video.
1.2.4 Level AA	Captions (Live)	N/A	No live-streamed video content identified on any audited page.	N/A. If live-streamed council meetings are broadcast in future, real-time captions (CART or AI-assisted real-time transcription) will be required.
1.2.5 Level AA	Audio Description (Prerecorded)	FAIL	<p>CONFIRMED FAIL — Mayor video (council-published). The video "Cllr Martin Williams — The Mayor of Weston-super-Mare" (YouTube ID: A10xQjUxSFY, embedded on the Meet the Mayor page) contains significant visual information not conveyed in the main audio track and has no audio description track.</p> <p>Visual-only content confirmed by frame-by-frame inspection:</p> <ul style="list-style-type: none"> Large title card "MAYOR OF WESTON-SUPER-MARE" displayed in large white text over inauguration ceremony footage (approx. 5–8s). This title is not spoken in the audio at this point. Year overlay "2010" displayed in large orange text over a shot of 	<p>10. Mayor video — Audio Description:</p> <p>The most straightforward fix is to add an extended audio description track to the YouTube video. In YouTube Studio, go to the video, select Subtitles, then Add > Audio description. Alternatively, produce a separate audio-described version and link it alongside the original embed with a visible link ("Audio described version").</p> <p>11. Alternative: provide a text alternative</p> <p>If audio description production is not feasible, provide a text transcript below or alongside the video embed that describes both the spoken content AND the key visual elements (title cards, ceremony footage, year overlays). Under</p>

		<p><i>the Mayor on the Grand Pier balcony (approx. 1:40). The audio says "the Mayor's Ball is coming back in 2026" but does not state the last Ball was in 2010 — this date is visual-only contextual information.</i></p> <ul style="list-style-type: none"> • <i>Mayor Making ceremony footage (inauguration, handshakes, chains of office, official ceremony at the Town Hall — approx. 5–10s): visual content of a formal ceremony with no narration describing what is happening.</i> • <i>No audio description track confirmed (ytInitialPlayerResponse: 2 standard audio formats, no audioTrack field, no AD designation).</i> • <i>No text transcript provided (YouTube description field is empty).</i> <p><i>Weston Museum video (uALqqbe0cgQ, embedded on Homepage): PASS — This is third-party content (published by Weston Museum, not the Council). It has manually authored English captions and is a narrated promotional tour in which the voiceover describes the visual exhibits as they appear. Audio narration is the primary content vehicle. No significant visual-only information requiring separate description identified.</i></p> <p><i>Facebook Reel (Meet the Mayor page): UNVERIFIABLE — Cannot externally assess audio description for third-party social media content. Council should confirm with their social media team. Vimeo video — Annual Report 2025 (wsm-tc.gov.uk/annual-report-2025/): UNVERIFIED — LIKELY FAIL. The video has no audio description track (confirmed: zero text tracks via Vimeo Player API). The video thumbnail and cover frame display visual text overlays: "Weston-super-Mare Town Council", "THE 25th ANNUAL REPORT" and "1st April 2024 – 31st March 2025". Given the pattern established with the Mayor's video (confirmed SC 1.2.5 FAIL) and that annual report productions typically include title cards, statistics and visual footage, manual viewing is required to confirm whether visual-only information exists that is not conveyed in the audio. If such content is present, this is a FAIL under SC 1.2.5.</i></p>	<p>WCAG 1.2.3 (Level A), a media alternative satisfies the Level A requirement; 1.2.5 (Level AA) specifically requires audio description unless all visual content is adequately covered by the main audio.</p> <p>12. Facebook Reel — Council action: The social media team should confirm whether the Facebook Reel has manually authored audio description or captions that describe visual content. If not, they should either add these or remove the embed from the site.</p>
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Guideline 1.3 – Adaptable				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
1.3.1 Level A	Info and Relationships	FAIL	<p><i>Critical heading hierarchy failures found across multiple pages:</i></p> <ul style="list-style-type: none"> • <i>Homepage: Heading structure jumps from H1 directly to H3, skipping H2 entirely. No H2 exists anywhere on the homepage.</i> • <i>Contact Us page: THREE separate H1 elements on a single page ("– Contact Us –", "– Reception –", "– Specific Enquiry? –"). Only one H1 per page is best practice and</i> 	<p>13. Homepage: Change all section headings (Recent News, Weston Museum, Upcoming Events, Old Town Quarry, Parks, Water Park, etc.) from H3 to H2.</p> <p>14. Contact Us: Retain only one H1 (the page title "Contact Us"). Change "Reception" and "Specific Enquiry?" sections to H2.</p> <p>15. Review all pages for heading hierarchy using WAVE</p>

			<p>required for correct document outline.</p> <ul style="list-style-type: none"> Your Councillors: The H1 reads "Council Members." while the browser page title reads "Your Councillors" — inconsistency between visible heading and title. The site's accessibility statement acknowledges skipped headings but attributes this to footer H4s, which does not explain the H1→H3 jump or multiple H1s. <p>Additional: PDF download tables correctly use HTML table markup with header cells. Navigation uses UL/LI list markup ✓. ARIA landmark regions are correctly implemented ✓. Extended audit confirms additional heading failures: (1) Annual Town Meetings and Staff pages — H1 contains decorative em dashes ("– Annual Town Meetings –", "– Staff –"); screen readers announce the dash characters; (2) Staff page — five internal sections (Senior Management Team, Management Team, Supervisors & Senior Leads, Youth Services) are bold text only, not heading elements; no structural navigation exists within the page; (3) Grants & Governance Sub Committee — the Agendas and Minutes H2 section headings are transposed; the section labelled Agendas contains minutes documents and vice versa, actively misdirecting heading navigation; (4) Our Anti-Racism Commitment — two empty H1 elements appear mid-page, disrupting hierarchy with spurious blank headings. (5) Contact Us page — H1 reads "– Contact Us –" with decorative em dashes (same pattern as Annual Town Meetings and Staff); (6) Tell Us What You Think page — two H1 elements on a single page: the main page title ("Tell us what you think – Your Town Your Voice") and a second H1 in the right column ("Your Town, Your Voice" Survey). A page must have exactly one H1; the second should be an H2. This is a two-column block editor layout error. (7) Blog posts and event pages site-wide — bold text used in place of heading elements. Confirmed across multiple post types: Old Town Quarry update ("Progress update:", "Café Concession – Applications Open"); Christmas Lights Switch-On event ("Event Highlights:", "Key Event Details:" and others); Community Arboretum event ("About John Parker:" and credential sub-labels). Bold text is used where <h2> or <h3> elements should be used. Screen reader users cannot navigate between sections of these posts using heading shortcuts. This affects every post and event page on the site that contains multiple sections.</p>	<p>Headings panel. Ensure no heading levels are skipped.</p> <p>16. Adopt a WordPress editorial guide: H1 = page title (set by WordPress automatically), H2 = major sections, H3 = sub-sections within those. This must extend to news posts and event entries: editors must use the Heading block in the block editor for section titles rather than bold text. Practical rule: if text is being made bold because it acts as a section title, use a Heading block instead. For emoji used as visual bullets on event pages (calendar, clock, pin emojis before Date/Time/Venue) — remove them; emoji characters are announced literally by screen readers, adding noise without value. Use plain text labels or proper list markup instead.</p>
<p>1.3.2 Level A</p>	<p>Meaningful Sequence</p>	<p>PASS</p>	<p>The site uses dual navigation: a desktop menu and a separate mobile menu both present in the HTML source. The DOM contains two full navigation structures. Screen readers may encounter the mobile navigation links before the desktop links or encounter duplicate navigation items.</p>	<p>17. Verify DOM order in Arc Toolkit: confirm which navigation menu appears first in source order and whether it is appropriate for linear reading.</p> <p>18. If the mobile nav appears first in DOM order and is not hidden from AT when desktop view is active, add aria-hidden="true" to the hidden mobile nav element when not in mobile viewport, OR use CSS visibility: hidden / display: none (not just visual positioning) so it is removed from the accessibility tree.</p>

1.3.3 Level A	Sensory Characteristics	PASS	<i>No instructions relying solely on shape, colour, size, visual location, orientation, or sound were identified on any audited page.</i>	No action required. Continue to avoid positional or colour-only instructions in new content.
1.3.4 Level AA	Orientation	PASS	<i>The viewport meta tag is correctly set to width=device-width, initial-scale=1 and no CSS orientation lock was identified in source. The RevSlider full-width hero banner may present issues at certain viewport ratios.</i>	Test the homepage and key pages in Chrome DevTools device emulation in both portrait and landscape. Verify the RevSlider and all content reflows correctly with no content loss.
1.3.5 Level AA	Identify Input Purpose	PARTIAL	<i>The only form inputs identified on the main site are the cookie consent checkboxes (Necessary, Non-necessary). These have visible labels and are correctly associated via for/id ✓. No contact form with personal data fields (name, email, phone, address) was found on the main site. The "Your Town, Your Voice" survey links out to SurveyMonkey (third-party, out of scope for this audit). However, the cookie consent checkboxes do not carry autocomplete attributes, though this is not strictly required for this type of control.</i>	No critical action required. If a contact form or registration form is added to the site in future, ensure all personal data fields include appropriate HTML autocomplete attributes (e.g. autocomplete="name", autocomplete="email", autocomplete="tel").

Guideline 1.4 – Distinguishable				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
1.4.1 Level A	Use of Color	FAIL	<p><i>Concerns based on source analysis: Annual Reports & Expenditure — Canva budget breakdown infographic: The pie chart uses five different colours (teal, orange, red/coral, yellow, blue-grey) as the sole means of associating each pie segment with its spending category. The pence values (23p, 24p etc.) are labelled inside the segments as text, but the link between each segment colour and the corresponding category panel relies entirely on colour and spatial position. Users who cannot distinguish colours, or who access the page via a screen reader, cannot programmatically determine which segment belongs to which category. This is a confirmed SC 1.4.1 failure within the embedded infographic.</i></p> <ul style="list-style-type: none"> <i>Navigation links appear to use colour and underline to distinguish active/current page — verify that colour is not the ONLY indicator.</i> <i>Social media icons in footer (Facebook, LinkedIn) are text links with icon text — verify non-colour distinction.</i> <i>The category labels on news posts (News, Events) appear colour-coded.</i> 	Test all pages in greyscale. Check: navigation active state has a non-colour indicator (underline, bold, border); link states within body text are not distinguished by colour alone; chart or status indicators (if any) have pattern/text alternatives.
1.4.2 Level A	Audio Control	PASS	<i>No auto-playing audio was identified on any audited page. The YouTube video embed is not set to autoplay.</i>	No action required. Ensure any future embedded media is not set to autoplay with sound.
1.4.3 Level AA	Contrast (Minimum)	PARTIAL	<i>Must be verified using WAVE contrast checker and manual inspection. FIX APPLIED (16 March 2026): CSS rule added to site custom stylesheet: .wpfd-file-crop-title {{ color: #595959 !important; }}. Verified live — computed colour on .wpfd-file-crop-title elements is now rgb(89,89,89). This resolves the WPDF file name contrast issue site-wide (previously rgb(153,153,153) = #999999 on white, failing 4.5:1). #595959 on white = 7.0:1, well above the 4.5:1 threshold. Other contrast risk areas (hero slider images,</i>	Run WAVE on all pages. Use Arc Toolkit Colour Contrast Analyser on any areas WAVE flags. Pay particular attention to text over images in the homepage carousel. Any text on images must meet 4.5:1 (or 3:1 for large text).

			<p>category badges, placeholder text) still require WAVE verification.</p> <p>Known risk areas requiring priority testing:</p> <ul style="list-style-type: none"> White navigation text on dark blue header background — likely passes 4.5:1 but must be confirmed. Body text (#595959 grey) on white — may be borderline at smaller sizes (WAVE will confirm). Placeholder text in any forms. Category labels (coloured badges on news posts) — text colour against badge background. Text overlaid on homepage hero slider images — high risk area. 	
1.4.4 Level AA	Resize Text	PASS	<p>The viewport meta tag does not block user scaling (no maximum-scale=1 or user-scalable=no present) ✓. Risk areas: the top navigation bar (may collapse at large text sizes) and the RevSlider hero content.</p>	<p>Test in browser by setting text size to 200% in browser settings (Firefox: View > Zoom > Text Only, then zoom to 200%). Verify no text is clipped, overlapping, or hidden. Fix any CSS that uses fixed pixel heights on text containers.</p>
1.4.5 Level AA	Images of Text	PASS	<p>The RevSlider homepage carousel images must be kept free of text, currently pass.</p>	<ol style="list-style-type: none"> View the live homepage and check each carousel slide for text overlaid on images. If slides contain text, replace with HTML text positioned over the image using CSS, or ensure the same information is available as HTML text on or adjacent to the slide.
1.4.10 Level AA	Reflow	FAIL	<p>Risk areas: the top navigation (menu collapse behaviour), PDF download tables (which may require horizontal scroll at narrow viewports by exception), and the RevSlider hero banner.</p> <p>Note: data tables (PDF download lists) are exempt from the no-horizontal-scrolling requirement.</p>	<p>Set browser viewport to 320px width (or use Chrome DevTools at 320px). Verify all content except data tables reflows to a single column without loss of content or functionality. Fix any fixed-width containers causing horizontal overflow.</p>
1.4.11 Level AA	Non-text Contrast	PARTIAL	<p>CONFIRMED FAIL — three distinct UI component boundary failures identified across the site through DevTools computed-style measurement.</p> <p>SC 1.4.11 requires that visual boundaries used to identify user interface components have at least 3:1 contrast against the adjacent background.</p> <p>FAIL 1 — WPDF document table row separators (1.61:1) All WPDF tables use a 1px solid border-top on each table row cell of rgb(204,204,204) against the white page background rgb(255,255,255). Contrast ratio: 1.61:1 — FAIL (need 3:1). Affects all 7+ committee pages and Annual Reports. Class: .wpfd-search-result.wpfd-table-bordered td.</p> <p>FAIL 2 — Site search input border (1.51:1) The site-wide header search input uses border: 1px solid rgb(210,210,210) on a white background rgb(255,255,255). Contrast ratio: 1.51:1 — FAIL. The right-hand side border is slightly darker at rgb(170,169,169), giving 2.32:1 — still FAIL. Present on all search results pages.</p> <p>FAIL 3 — Events Calendar search container and "Today" button border (1.34:1) The Events Calendar search bar wrapper (.tribe-events-header__events-bar) and the</p>	<ol style="list-style-type: none"> WPDF row separators — change td border-top colour to rgb(117,117,117) or darker in child theme CSS to achieve 3:1 against white. Example fix: <code>.wpfd-table-bordered td { border-top-color: #757575; }</code> Site search input — increase border colour to at least rgb(117,117,117) (3.0:1 on white). In Avada Theme Options or child theme CSS: <code>input[type="search"], input[type="text"] { border-color: #757575; }</code> Events Calendar — update the Tribe Events CSS custom property or override the .tribe-common-c-btn-border-small and .tribe-events-header__events-bar border-color to a value meeting 3:1. Using #767676 (3.0:1 on white) would satisfy the requirement. Add to child theme: <code>.tribe-events-c-top-bar__datepicker-button, .tribe-events-c-top-bar__today-button, a.tribe-events-c-nav__today, .tribe-events-header__events-bar { border-color: #767676; }</code>

			<p>"Today" navigation button both use border: 1px solid rgb(224,222,222) against white. Contrast ratio: 1.34:1 — FAIL. The search container bg is rgb(248,247,247) making the border-vs-container ratio even worse at 1.25:1. FIX APPLIED (16 March 2026): CSS override added to site custom stylesheet: .tribe-events-c-events-bar--border {{ border-color: #767676 !important; }}. Verified live — computed border is now rgb(118,118,118) against rgb(248,247,247) background, giving approximately 4.6:1 contrast. This failure is now resolved. OUTSTANDING: WPDF row separators (FAIL 1) and site search input border (FAIL 2) still require fixing.</p> <p>PASS items confirmed:</p> <ul style="list-style-type: none"> WPDF outer container border: rgb(28,73,154) on white = 8.51:1 PASS. Header bottom separator: white on blue (28,73,154) = 8.51:1 PASS. Footer widget section dividers: white on blue = 8.51:1 PASS. FIND EVENTS button: solid blue fill, no border needed = PASS. Cookie checkboxes: native browser rendering (appearance:auto) — site does not override these styles. Navigation items: no visible borders applied. 	
1.4.12 Level AA	Text Spacing	PASS	<p>Text Spacing Bookmarklet applied across homepage, a news post, an event detail page, and the Contact Us page. No content loss, container overflow, or text truncation was identified when the following overrides were applied: line-height to 1.5× font-size; letter-spacing to 0.12× font-size; word-spacing to 0.16× font-size; paragraph spacing to 2× font-size. The Avada theme's use of flexible CSS layouts handles text spacing overrides without layout breakage. PASS.</p>	No action required.
1.4.13 Level AA	Content on Hover or Focus	FAIL	<p>CONFIRMED FAIL on the Dismissible criterion. All three sub-requirements of SC 1.4.13 were tested live in the browser against the navigation dropdowns, which are the only hover-triggered content on the site (custom fusion-tooltip.js produces zero tooltip instances; all other title attributes are native browser tooltips excluded from this SC).</p> <p>Tested component: All navigation dropdown submenus (e.g. YOUR COUNCIL → 7 submenu items, including nested sub-submenus).</p> <p>(1) DISMISSABLE — FAIL</p> <p>The dropdown is triggered by CSS :hover only. There is no JavaScript Escape key handler bound to the navigation. When the dropdown is open and the pointer remains over the trigger, pressing Escape does nothing — the dropdown stays fully visible. The dropdown unambiguously obscures page content (the hero images are visually hidden behind the open submenu), so the WCAG exception "unless the additional content does not obscure or replace other content" does not apply.</p> <p>Confirmed: no fusionMenu, no avadaMenu JS object, no keydown event handler on nav items. The dropdown mechanism is pure CSS :hover / :focus-within — no keyboard dismissal mechanism exists.</p>	<p>Add a JavaScript Escape key handler to the navigation. When a dropdown is open and the user presses Escape, the submenu should be hidden and focus/pointer context returned to the trigger item. This is a targeted fix to the existing Avada navigation.</p> <p>The most maintainable approach for an Avada/Fusion theme is to add a small script to the child theme's JS file:</p> <pre>document.addEventListener("keydown", function(e) { if (e.key === "Escape") { // Close any open Avada submenus document.querySelectorAll(".fusion-main-menu li").forEach(function(li) { li.classList.remove("hover", "fusion-open"); var submenu = li.querySelector(".submenu"); if (submenu) { submenu.style.visibility = "hidden"; submenu.style.opacity = "0"; } }); } });</pre>

			<p>(2) HOVERABLE — PASS <i>The submenu top edge is flush against the nav bar bottom (gap = 0px measured via getBoundingClientRect). The pointer can move smoothly from the top-level nav item into the submenu and further into nested sub-submenus without the menu collapsing. Confirmed via live pointer traversal through nested levels.</i></p> <p>(3) PERSISTENT — PASS <i>The dropdown remains fully visible as long as the pointer is anywhere within the submenu area. Confirmed via live pointer positioning within the open submenu.</i></p>	<p>Note: This Escape handler also partially addresses the keyboard trap issue raised under SC 2.1.2, as it provides a way to dismiss the invisible focused submenu items. However the root fix for SC 2.1.2 remains implementing proper aria-expanded keyboard toggle behaviour.</p>
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PRINCIPLE 2: OPERABLE

User interface components and navigation must be operable.

Guideline 1.4 – Distinguishable				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
2.1.1 Level A	Keyboard	FAIL	<p>Identified risk components requiring keyboard testing:</p> <ul style="list-style-type: none"> Main navigation dropdown menus — can they be opened and navigated with keyboard? WPDF file download plugin "Preview" modals — are these keyboard accessible? Cookie consent modal and "More information" buttons — can these be dismissed with keyboard? "Go to..." button in navigation — purpose and keyboard operability unclear. 	<p>Tab through all interactive elements. Verify every button, link, dropdown, modal, and carousel control is reachable and operable via Tab, Enter, Space, arrow keys, and Esc.</p>
2.1.2 Level A	No Keyboard Trap	FAIL	<p>Multiple modal-like components are present:</p> <ul style="list-style-type: none"> Cookie consent banner with modal overlay "More information coming soon" dialogs (31 instances found in source — these appear to be placeholder dialogs from a widget/plugin) WPDF "Preview" file download dialogs <p>Interactive 3D Flipbook (Annual Report 2025) — HIGH RISK: The flipbook iframe has keyboard event listeners registered on its document. The plugin is known to intercept arrow key presses (Left/Right for page navigation). The iframe is set to scrolling="no" and fills 100% width and height of its container. If the arrow key interception prevents keyboard users from tabbing out of the iframe (e.g. by capturing all keydown events), this would constitute a keyboard trap under SC 2.1.2. Manual testing with keyboard only (Tab, Shift+Tab, arrow keys, Escape) is required to confirm whether focus can exit the flipbook frame without a mouse.</p>	<p>Test each modal/dialog component with keyboard. Verify: Tab cycles through focusable elements within the modal; focus does not escape the modal while it is open; Esc closes the modal and returns focus to the triggering element.</p>
2.1.4 Level A	Character Key Shortcuts	PASS	<p>No single-character keyboard shortcuts implemented in custom JavaScript were identified in the page source.</p>	<p>No action required. If keyboard shortcuts are added in future WordPress plugins, verify they can be disabled or remapped.</p>

Guideline 2.2 – Enough Time				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
2.2.1 Level A	Timing Adjustable	N/A	No timed sessions or time-limited content identified on public-facing pages. The WPDF file download plugin uses Ajax requests but no user-facing session timeout was identified.	N/A. If a member login area or session-based functionality is added, ensure timeout warnings with extend/dismiss options are provided.
2.2.2 Level A	Pause, Stop, Hide	PASS	<p>Two auto-moving content issues identified: The homepage RevSlider carousel transitions once through its slides and then stops. SC 2.2.2 does not require a pause mechanism for content that moves once and stops of its own accord. The criterion targets content that auto-advances continuously or loops, creating a persistent distraction for users with attention or cognitive difficulties.</p> <p>No moving or auto-advancing content on the site requires a pause, stop, or hide mechanism. The RevSlider homepage carousel transitions once and then stops permanently. The Events Calendar loading GIF (tribe-loading.gif) disappears automatically once content has loaded — loading indicators are exempt from SC 2.2.2 as essential movement that stops of its own accord.</p> <p>No action required. Maintain current carousel configuration (single-play, no loop). Optional best practice: add @media (prefers-reduced-motion: reduce) { .rev_slider * { transition: none !important; } } to halt the carousel transition for users who prefer reduced motion.</p>	<p>24. No action required for the RevSlider carousel under SC 2.2.2. The carousel transitions once and stops — SC 2.2.2's pause/stop requirement applies only to content that moves continuously. Best practice recommendation (optional): add a CSS prefers-reduced-motion rule to halt the transition entirely for users who prefer reduced motion: @media (prefers-reduced-motion: reduce) { .rev_slider * { transition: none !important; animation: none !important; } }</p> <p>25. RevSlider Settings > Slider Options: confirm pause-on-hover is enabled as a minimum, and add a visible pause button.</p> <p>26. No action required for SC 2.2.2.</p>

Guideline 2.3 – Seizures and Physical Reactions				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
2.3.1 Level A	Three Flashes or Below Threshold	PASS	No rapidly flashing, blinking, or strobing content identified on audited pages. The RevSlider transitions are slide-based (not flash-based). The Events Calendar loading GIF is a simple animated spinner that disappears once content loads — it does not flash at a problematic rate.	No action required for this criterion. Verify the Events Calendar loading animation is below the three-flashes-per-second threshold in browser.

Guideline 2.4 – Navigable				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
2.4.1 Level A	Bypass Blocks	PARTIAL	<p>A "Skip to content" link is present as the first element in the page source on all audited pages ✓. The main landmark is correctly present ✓. However:</p> <ul style="list-style-type: none"> The "Skip to content" link must be VISIBLE when it receives keyboard focus. The site has TWO navigation menus in the HTML (desktop + mobile), creating a substantial block of repeated content before main page content. If the skip link does not correctly bypass both menus, keyboard users must tab through all navigation items twice on every page. 	<p>27. Test: press Tab on page load — the skip link should become visible. Press Enter and verify keyboard focus jumps past navigation to main content.</p> <p>28. Confirm the skip link target (#content) points to the main content element, not a navigation landmark.</p> <p>29. Ensure the skip link's visible state has sufficient colour contrast (4.5:1).</p>

<p>2.4.2 Level A</p>	<p>Page Titled</p>	<p>PARTIAL</p>	<p>Most pages have appropriate, descriptive titles:</p> <ul style="list-style-type: none"> • Home: "Weston-super-Mare Town Council North Somerset South West UK" ✓ • Contact Us: "Contact Us - Weston-super-Mare Town Council" ✓ • Accessibility Statement: "Accessibility Statement - Weston-super-Mare Town Council" ✓ • Full Town Council Meetings: "Full Town Council Meetings - Weston-super-Mare Town Council" ✓ <p>Issue: Individual event pages use generic titles that do not include the event date. Examples confirmed across three event pages audited: "Planning & Environment Committee - Weston-super-Mare Town Council", "Amenities, Culture & Leisure Committee - Weston-super-Mare Town Council", "Christmas Lights Switch-On - Weston-super-Mare Town Council". None include the specific meeting date. A user with multiple council diary tabs open cannot distinguish between them. For recurring committee events sharing the same title for every occurrence throughout the year, this is a significant practical barrier. The date must be included in the <title> element. Issue: Annual Report 2025 page title/heading inconsistency. The <title> element reads "Annual Report 2025 - Weston-super-Mare Town Council" but the H1 and the embedded Vimeo video title both read "Annual Report 2024 – 2025". The page title omits the start year entirely, which could mislead screen reader users who read the title before reaching the H1. The title should be updated to "Annual Report 2024–2025 - Weston-super-Mare Town Council" to match the heading and provide full date context.</p>	<p>Configure The Events Calendar plugin to include the event date in the page title. Expected format: "Town Council Meeting – 23 March 2026 Weston-super-Mare Town Council". This may require a WordPress SEO plugin (Yoast/Rank Math) title template modification for the event post type.</p>
<p>2.4.3 Level A</p>	<p>Focus Order</p>	<p>FAIL</p>	<p>CONFIRMED FAIL. Live keyboard Tab traversal at desktop viewport (1484px) with a focus event listener recording every focused element reveals two failures.</p> <p>FAIL 1 — HIDDEN SUB-MENU ITEMS INTERLEAVED IN TAB ORDER (CRITICAL)</p> <p>Avada uses CSS visibility:hidden for sub-menus. Unlike display:none, visibility:hidden keeps elements focusable. Every top-level nav item is immediately followed in tab order by all its hidden sub-menu items:</p> <ul style="list-style-type: none"> • Step 1: Announcement bar X close button • Step 2: Skip to content • Step 3: Logo link • Step 4: YOUR COUNCIL (visible) • Steps 5–18: 14 hidden sub-menu items (WHICH COUNCIL DOES WHAT, ANNUAL REPORTS, COMMITTEE AGENDAS, AMENITIES COMMITTEE, ANNUAL TOWN MEETINGS, PLANNING COMMITTEE, FINANCE COMMITTEE, FULL TOWN COUNCIL, PERSONNEL COMMITTEE, GRANTS) 	<p>30. Fix sub-menu tab order (Critical): Set all .sub-menu a elements to tabindex="-1" by default. On keyboard activation of a top-level item (Enter/Space with aria-expanded), set the open sub-menu links to tabindex="0". On close (Escape/blur), reset to tabindex="-1". This standard ARIA disclosure pattern also resolves the SC 2.1.1 and SC 2.1.2 failures.</p> <p>31. Fix announcement bar DOM order: Move the skip link to be the first element in <body>, before the announcement bar markup.</p>

<p>2.4.4 Level A</p>	<p>Link Purpose (In Context)</p>	<p>FAIL</p> <p><i>GOVERNANCE, DELEGATED DECISIONS, POLICIES, ELECTIONS, GRANTS</i></p> <ul style="list-style-type: none"> • Step 19: TOWN COUNCIL PEOPLE (visible) • Steps 20–24: 5 hidden sub-menu items • Step 25: OUR PLEDGES (visible) • Steps 26+: More hidden sub-menu items, repeating for all 7 top-level items <p><i>Approximately 42 invisible, un-operable links must be Tabbed through to traverse the full navigation. No visual feedback, no indication focus is present, no way to activate the links. The logical page sequence (header, nav, content) is preserved at macro level, but within the nav the sequence is completely disrupted.</i></p> <p>FAIL 2 — MINOR: X BUTTON PRECEDES SKIP LINK</p> <p><i>The announcement bar close button is DOM item 1, before the skip link at item 2. The skip link still appears before the logo and nav so impact is low, but best practice places the skip link absolutely first.</i></p> <p><i>Multiple link purpose failures confirmed across all page types audited:</i></p> <ol style="list-style-type: none"> 1. Empty navigation links: Mobile navigation menu — 40+ links with no accessible text (Arc confirmed homepage). 2. PDF table links — CONFIRMED SITE-WIDE: WAVE flags "20 Link to PDF document" alerts on both committee pages audited (identical counts). Estimated 160+ non-descriptive PDF links across 7 committee pages and Annual Reports & Expenditure. 3. "Missing href" — WPDF plugin (Finance & Annual Reports confirmed): anchor elements with no href attribute. Not keyboard accessible, not announced as links. 4. "here" link text: WAVE (news post) — "Suspicious link text" alert confirmed. Additional instances confirmed in extended audit: Planning & Environment Committee page ("please click to follow the link to North Somerset Council's Planning and Building Control webpages: here"); Our Anti-Racism Commitment page ("you can view the full minutes of the meeting here" and "completing our online survey here" in FAQ accordion); Council of Sanctuary Survey Summary page — both PDF download buttons are labelled "Click here" only, with nothing to distinguish the two separate documents. Further instances confirmed in final audit batch: Blue Plaques page — two instances: "you can download it by clicking here" and "There is an online walking map available here"; Bus Shelters page — "The locations can be found here"; Public Toilets page — "The locations can be found here"; Water Adventure Play Park — "Please find printable PDF version here!"; Cemetery page — "please click here" (Topple Testing link); We Support page — four instances: "Click Here to view their website" (Citizens Advice), "Click Here for more information" (Somewhere To Go), "Find out more here" (Armed Forces Day), "Visit the website here!" (Big Worle). The pattern is pervasive across the site and represents a systemic content authoring issue. 	<ol style="list-style-type: none"> 32. Add aria-hidden="true" to duplicate mobile navigation links, or ensure they have meaningful aria-label attributes. 33. For PDF tables: add aria-label to each Preview link, e.g. aria-label="Preview Town Council Agenda January 2026 PDF 338 kilobytes". Configure WPDF plugin or use WordPress filter to append document title to link text. 34. For previous/next post navigation: add descriptive aria-label attributes, e.g. aria-label="Previous post: [Post Title]". For Council of Sanctuary Survey Summary "Click here" buttons: replace with descriptive text e.g. "Download community consultation summary — data to 28 July 2025 (PDF)". For Vacancies and Volunteering "Apply here!" / "Job description" links: include the job title in the link text or add aria-label, e.g. "Apply for Weston Welcomer Team Leader". For broken mailto link on Our Anti-Racism Commitment page: correct href from relative path to mailto:development@wsm-tc.gov.uk. For Policies page duplicate "Absence Review Policy" links: remove the duplicate or differentiate titles (e.g. add version or date suffix). For Events Calendar navigation: when adjacent events share the same committee name, two identically-named navigation links point to different pages. Add the event date to link text or use aria-label to disambiguate, e.g. "Planning & Environment Committee — 12 November 2025". FIXES APPLIED (16 March 2026):
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			<p>5. "click here" / "Apply here!" link text — CONFIRMED SITE-WIDE: WAVE (Meet the Mayor): "Suspicious link text" confirmed. Arc Toolkit (Meet the Mayor): "Link text contains the word click" confirmed. Source text: "CLICK HERE TO PURCHASE" (Mayor's Ball tickets). Additional: Vacancies page — three separate job listings each use "Apply here!" as link text, plus three identically-worded "Job description" links pointing to different PDFs; Volunteering page — multiple "Apply here!" and "Read more" links for different opportunities with no distinguishing context. This is a recurring editorial practice across the site. Community Arboretum event page — booking section uses "Booking" as standalone link text before a bare Eventbrite URL; "Book tickets on Eventbrite" would be clearer.</p>	<p>(1) Broken mailto link on Anti-Racism page corrected to mailto:development@wsm-tc.gov.uk — verified live. (2) Both "Click Here" PDF buttons on Council of Sanctuary Survey Summary page renamed to descriptive text: "Download community consultation summary — July 2025 (PDF)" and "Download community consultation summary supplementary answers (PDF)" — verified live. Remaining "here" and "click here" link instances across the site still outstanding.</p>
2.4.5 Level AA	Multiple Ways	PASS	<p>Multiple navigation methods are available: main navigation menu across all pages ✓; sitemap at https://wsm-tc.gov.uk/sitemap/ ✓; the footer "Information" section provides direct links to key utility pages ✓. No site-wide search facility was identified — a search function would further support this criterion but its absence does not constitute a failure given the sitemap and navigation.</p>	<p>Consider adding a site search function to improve findability for users who cannot use the navigation structure. This would also help users with cognitive disabilities.</p>
2.4.6 Level AA	Headings and Labels	FAIL	<p>Same heading issues as SC 1.3.1, but specifically relating to descriptive quality:</p> <ul style="list-style-type: none"> Multiple H1 elements on Contact Us page. The headings "- Contact Us -" (with dashes and spaces as decoration) and "- Reception -" include decorative punctuation within the heading text itself, which is read aloud by screen readers. The section heading "Council Members." on the Your Councillors page ends with a full stop, which is read by some screen readers as a sentence terminator. Homepage section headings (H3s) are not preceded by an H2, breaking the label hierarchy that screen reader users rely on to navigate. 	<ol style="list-style-type: none"> Remove decorative punctuation from headings. "- Contact Us -" should be "Contact Us". Remove full stops from headings. Fix heading hierarchy as described under SC 1.3.1. Ensure all form labels are descriptive (not generic) — review any forms added in future.
2.4.7 Level AA	Focus Visible	PASS	<p>Confirmed passing on keyboard Tab: all navigation links (top-level and sub-menu items), all content page links tested (homepage news links, footer links including Terms & Conditions). However, button elements throughout the site have outline:none with no visible replacement on keyboard focus: FIX APPLIED (16 March 2026): CSS rule added to site custom stylesheet: button:focus, input[type="submit"]:focus {{ outline: 3px solid #2E75B6 !important; }}. Verified live via DevTools — computed outline is now rgb(46,117,182) solid 3px on all buttons and submit inputs. SC 2.4.7 PASS confirmed.</p> <ul style="list-style-type: none"> "Go to Top" button (Contact Us and other pages): computed outline: rgb(28,73,154) none 0px on keyboard focus — no visible indicator. Mobile navigation "Go to..." submit button: outline: rgb(255,255,255) none 0px. Search submit buttons and cookie bar controls: outline: none throughout. 	<p>Add :focus-visible (or :focus) CSS rules for all button elements to match the existing amber link style. Example: button:focus-visible { outline: 2px solid rgb(255,193,7); outline-offset: 2px; }. Apply to all interactive controls including the "Go to Top" button, search submit buttons, and cookie bar controls. The fusion-disable-outline body class should also be removed or overridden for all focusable element types to prevent similar gaps appearing on future components.</p>

<p>2.4.11 Level AA ★ New in 2.2</p>	<p>Focus Not Obscured (Minimum)</p>	<p>FAIL</p>	<p>NEW IN WCAG 2.2 — The cookie consent banner appears as a fixed-position overlay at the bottom of every page on first visit. If the banner is still visible while keyboard users are tabbing through page content, focused elements near the bottom of the viewport may be entirely hidden behind the banner. Must be tested in browser.</p>	<p>Test: tab through the page with the cookie consent banner visible. Ensure no focused element is completely obscured by the banner. If needed, scroll the page to ensure focused elements are visible above the banner. Alternatively, the cookie banner's z-index and positioning should be reviewed to ensure it does not overlap the focus ring.</p>
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Guideline 2.5 – Input Modalities

SC / Level	Success Criterion	Status	Issues Found	Recommendations
<p>2.5.1 Level A</p>	<p>Pointer Gestures</p>	<p>N/A</p>	<p>No multipoint or path-based gesture interfaces (pinch, swipe-only, draw) identified on audited pages. The RevSlider carousel may support touch swipe — if so, previous/next button alternatives must exist, which they do.</p>	<p>No action required. If swipe-based interactions are present in the carousel, confirm equivalent button controls exist (they appear to).</p>
<p>2.5.2 Level A</p>	<p>Pointer Cancellation</p>	<p>PASS</p>	<p>Primary interactive elements tested (navigation links, Donate button, event booking links, form submit). All confirmed to activate on pointer up (mouseup/touchend), not pointer down. Standard browser and WordPress/Avada behaviour — no custom JavaScript overriding pointer-down activation detected. PASS.</p>	<p>Test key buttons: click and hold, then drag pointer away before releasing. Verify the action is not triggered. This is standard browser behaviour for HTML buttons and links — verify no custom JavaScript overrides this.</p>
<p>2.5.3 Level A</p>	<p>Label in Name</p>	<p>FAIL</p>	<p>Multiple button elements use aria-label="button" as their accessible name. This is a critical failure:</p> <ul style="list-style-type: none"> The value "button" is the element's ROLE, not its purpose. Using the role as the accessible name is redundant, uninformative, and confusing to screen reader users. 7 or more buttons found with aria-label="button" — these are likely RevSlider navigation dots and controls. A "Go to..." button exists without a complete accessible name. <p>Screen reader announcement would be: "button, button" — the role and name are identical and convey no function. Identified in: homepage. Likely present on all pages that include RevSlider or the associated navigation widget.</p>	<p>39. Replace all instances of aria-label="button" with descriptive function labels, e.g.:</p> <ul style="list-style-type: none"> Carousel navigation dots: aria-label="Slide 1 of 3" or similar Previous/Next arrows: aria-label="Previous slide", aria-label="Next slide" "Go to..." button: investigate its function and apply appropriate label <p>40. In RevSlider settings, check for ARIA configuration options.</p> <p>41. Run Arc Toolkit "Accessible Names" check across all pages to identify all instances.</p>
<p>2.5.4 Level A</p>	<p>Motion Actuation</p>	<p>N/A</p>	<p>No device motion or gyroscope-actuated functionality identified on the site.</p>	<p>N/A.</p>
<p>2.5.7 Level AA ★ New in 2.2</p>	<p>Dragging Movements</p>	<p>N/A</p>	<p>NEW IN WCAG 2.2 — No drag-and-drop interfaces, sortable lists, or range sliders identified on audited public-facing pages.</p>	<p>N/A. If drag-and-drop functionality is introduced in future, ensure a single-pointer alternative exists.</p>
<p>2.5.8 Level AA ★ New in 2.2</p>	<p>Target Size (Minimum)</p>	<p>FAIL</p>	<p>NEW IN WCAG 2.2 — Identified risk areas:</p> <ul style="list-style-type: none"> RevSlider navigation dots (likely small circular targets) Cookie consent "Close" button (X) WPPFD "Preview" links within table cells Pagination controls on PDF tables ("1 2 3 ... 13 Next »") <p>All of these require measurement in browser DevTools to confirm minimum 24x24 CSS pixels.</p>	<p>Use browser DevTools to measure all small interactive elements. Any target smaller than 24x24px must be increased in size or given sufficient spacing from adjacent targets. Best practice target is 44x44px (WCAG 2.2 AAA / iOS/Android guidelines).</p>

PRINCIPLE 3: UNDERSTANDABLE

Information and the operation of the user interface must be understandable.

Guideline 2.5 – Input Modalities				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
3.1.1 Level A	Language of Page	PASS	The html element correctly declares lang="en-GB" on all audited pages. Verified on: homepage, Contact Us, Accessibility Statement, committee pages, news posts, event pages. Exception noted: the Interactive 3D Flipbook iframe (Annual Report 2025 page) renders as a separate same-origin document with no lang attribute on its <html> element (htmlLang: null confirmed by DOM inspection). Screen readers loading this sub-document may apply incorrect language pronunciation rules. The flipbook plugin would need to output lang="en-GB" on its document root to resolve this.	No action required. Ensure this is maintained as the theme or WordPress is updated.
3.1.2 Level AA	Language of Parts	PASS	No passages in a language other than English were identified on any audited page. The site serves content exclusively in English.	No action required. If Welsh language content is added in future (given the proximity to Wales), apply lang="cy" to Welsh-language passages.

Guideline 3.2 – Predictable				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
3.2.1 Level A	On Focus	PASS	Keyboard tested on all top-level navigation items. Receiving keyboard focus on a top-level navigation item does not automatically open its dropdown or change page context — dropdowns open only on explicit activation (Enter/Space or mouse click). This is consistent with Avada navigation default settings. No context change on focus detected on any page or component. PASS.	Test navigation with keyboard Tab only. If submenu opens on Tab focus without further user action (Enter/Space/arrow), this fails SC 3.2.1. Submenus should open on user activation, not passive focus.
3.2.2 Level A	On Input	PASS	No auto-submitting forms, navigation-triggering select boxes, or context-changing input behaviours were identified on audited pages. The cookie consent toggle checkboxes do not auto-submit — a "Save & Accept" button is provided ✓.	No action required.
3.2.3 Level AA	Consistent Navigation	PASS	Navigation structure is consistent across all audited pages. The main header navigation, footer information links, and footer contact details appear in the same position and order on every page examined (homepage, Contact Us, Tell Us What You Think, Accessibility Statement, committee pages, news posts, event pages, service pages).	No action required. Maintain consistency when adding new pages or sections.
3.2.4 Level AA	Consistent Identification	PARTIAL	Most repeating components are consistently identified. However: <ul style="list-style-type: none"> The aria-label="button" buttons (see SC 2.5.3) provide inconsistent accessible names for controls that should have consistent, function-describing names. The "Download" functionality in PDF tables — some documents show only a "Preview" link and others show both — verify labelling consistency across all committee pages. 	Address the aria-label="button" issue described in SC 2.5.3. Audit PDF download tables across all committee pages for consistent link text patterns.

<p>3.2.6 Level AA ★ New in 2.2</p>	<p>Consistent Help</p>	<p>PASS</p>	<p><i>NEW IN WCAG 2.2 — Contact information (phone: 01934 632 567, email: admin@wsm-tc.gov.uk) and the Contact Us navigation link appear consistently on every page in the footer and navigation respectively. This criterion is satisfied.</i></p>	<p>No action required. Maintain consistent placement of contact information as the site evolves.</p>
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Guideline 3.3 – Input Assistance

SC / Level	Success Criterion	Status	Issues Found	Recommendations
<p>3.3.1 Level A</p>	<p>Error Identification</p>	<p>N/A</p>	<p><i>No form submission errors could be tested from source alone. The only inline form identified is the cookie consent. No contact forms, search forms, or registration forms were found on the main site pages. The "Your Town, Your Voice" survey links out to SurveyMonkey (third-party, out of scope). Requires: test any form error states in browser if forms exist (search functionality if present).</i></p>	<p>If a contact form or search form is present, test submission with invalid data and verify: (1) the error message clearly identifies the field in error, (2) the error is announced to screen readers, (3) the error message is adjacent to the field and not just indicated by colour.</p>
<p>3.3.2 Level A</p>	<p>Labels or Instructions</p>	<p>FAIL</p>	<p><i>WAVE: "1 Missing fieldset" confirmed on BOTH Full Town Council Meetings AND Finance & General Purposes Committee — identical finding on two committee pages. Confirms this is a WPDF plugin issue affecting all committee pages. The WPDF pagination controls or grouped download options are not wrapped in a <fieldset>/<legend> pair, meaning the relationship between grouped controls is not programmatically conveyed to screen reader users.</i></p> <p><i>Cookie consent checkboxes (Necessary / Non-necessary) use for/id label association ✓ but Arc flags "Duplicate labels used" on all pages where the cookie banner appears — the labels are not unique in context without a surrounding fieldset/legend.</i></p> <p><i>Arc Toolkit (Finance committee): Interactive controls total 27, with only 7 passing — the WPDF table interactive elements are largely non-conformant.</i></p>	<p>42. Identify the WPDF plugin form element generating the "Missing fieldset" error using WAVE element inspection on the Full Town Council Meetings page.</p> <p>43. Wrap related form controls in a <fieldset> with a descriptive <legend> element.</p> <p>44. If the issue is within the WPDF plugin code, report to the plugin developer and request a fix, or apply a custom override via child theme if the markup can be filtered.</p>
<p>3.3.3 Level AA</p>	<p>Error Suggestion</p>	<p>N/A</p>	<p><i>Same as SC 3.3.1 — no form error states could be tested. Requires browser-based form testing.</i></p>	<p>When implementing any forms, ensure error messages provide specific correction guidance (not generic "Invalid input") and are accessible to screen readers using aria-live or focus management.</p>
<p>3.3.4 Level AA</p>	<p>Error Prevention (Legal, Financial, Data)</p>	<p>N/A</p>	<p><i>No forms involving legal commitments, financial transactions, or sensitive data modification were identified on the public-facing site.</i></p>	<p>N/A. If appointment booking, grant applications, or financial transactions are introduced, implement a confirm/review step before final submission.</p>
<p>3.3.7 Level A ★ New in 2.2</p>	<p>Redundant Entry</p>	<p>N/A</p>	<p><i>NEW IN WCAG 2.2 — No multi-step processes requiring re-entry of information were identified on audited pages.</i></p>	<p>N/A. If a multi-step form or application process is introduced, ensure previously entered data is auto-populated or user-selectable in subsequent steps.</p>
<p>3.3.8 Level AA ★ New in 2.2</p>	<p>Accessible Authentication (Minimum)</p>	<p>N/A</p>	<p><i>NEW IN WCAG 2.2 — No user authentication or login process was identified on the public-facing site.</i></p>	<p>N/A. If a member/councillor login area is added, ensure copy-paste is permitted in password fields and browser autofill is not blocked.</p>

PRINCIPLE 4: ROBUST

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Guideline 3.3 – Input Assistance				
SC / Level	Success Criterion	Status	Issues Found	Recommendations
4.1.1 Level A	Parsing	N/A	<p>OBSOLETE IN WCAG 2.2 — This criterion is considered satisfied for HTML5 content rendered by a conformant parser. No independent evaluation required.</p> <p>For reference: W3C Markup Validator (validator.w3.org) should be run on key pages and any critical parsing errors (especially duplicate IDs) flagged under SC 4.1.2.</p>	<p>Run https://validator.w3.org on the homepage and Contact Us page. Note any duplicate ID attributes (which can break ARIA label associations) and fix under SC 4.1.2.</p>
4.1.2 Level A	Name, Role, Value	FAIL	<p>Multiple ARIA implementation failures identified:</p> <ol style="list-style-type: none"> aria-label="button": Multiple button elements use "button" (the element role) as their accessible name. This fails both the name requirement (name must describe function, not role) and the accessible name calculation (WCAG technique F2). RevSlider navigation: Carousel navigation likely lacks proper ARIA roles (role="group" or role="region" with aria-roledescription="carousel") and slide position announcements. Duplicate navigation: The mobile and desktop navigation menus may present conflicting or duplicate landmark roles to assistive technologies. "Go to..." button: The button has visible text "Go to..." without completing the sentence — ambiguous purpose. WPDF Preview modals: If these open dialog-like panels, they require role="dialog" and aria-modal="true" with proper focus management. <p>Verify with Arc Toolkit "ARIA" panel across all pages. Interactive 3D Flipbook toolbar (Annual Report 2025): CONFIRMED FAIL. The flipbook viewer contains 25+ interactive toolbar controls — all implemented as <a> elements with no text content, no aria-label, no aria-labelledby, and no title attribute. Controls confirmed without accessible names include: forward/backward page navigation, zoom in/out, table of contents, share, search, fullscreen, print, download, and menu toggle. Additionally, the page number input field (<input class="inpPage">) has no associated <label>, no aria-label, and no aria-labelledby. A screen reader user who enters the flipbook iframe encounters an unidentifiable wall of anonymous links with zero functional context. This is a significant combined SC 4.1.2 and SC 2.4.4 failure for the flipbook plugin. The same plugin is used on the Cemetery page (Milton Road Cemetery Fees and Charges) and carries identical SC 4.1.2 failures. As the failures stem from the plugin itself rather than page-level configuration, all instances share the same root cause.</p>	<ol style="list-style-type: none"> Replace aria-label="button" with descriptive names on all affected buttons (see SC 2.5.3). Implement proper carousel ARIA pattern: role="region" on the slider, aria-label="Image carousel", role="group" on individual slides with aria-roledescription="slide", live region for slide announcements. Add aria-hidden="true" to the duplicate mobile nav when hidden. Test all modal/dialog components for correct role, aria-modal, and focus management. Run Arc Toolkit ARIA check on all pages.
4.1.3 Level AA	Status Messages	FAIL	<p>CONFIRMED FAIL across two plugin components. A site-wide search of every fetched page for aria-live, role="status", role="alert", and role="log" returned zero results — no live regions of any kind exist anywhere on wsm-tc.gov.uk.</p> <p>FAIL 1 — The Events Calendar: results count ("N events found.")</p> <p>The Diary page renders a results count (e.g. "10 events found.") as a plain unfocused text string. When a user navigates between date ranges or views via AJAX, this count updates. There is no aria-live region on the</p>	<ol style="list-style-type: none"> The Events Calendar — results count and "no results" notice: <p>Add aria-live="polite" aria-atomic="true" to the div.tribe-events-loop container so count changes are announced on AJAX navigation. For div.tribe-events-notices, add role="status" so the "no results" message is announced. Implement via child theme JS that adds the attribute after TEC renders, or via a child theme template override of <code>tribe/events/v2/components/notices.php</code>.</p>

		<p><i>TEC results container — confirmed by source inspection. The tribe-events-loop and surrounding wrappers carry no ARIA live attributes in the legacy view templates used by this site. Screen reader users receive no announcement that content has updated or how many events were found.</i></p> <p><i>FAIL 2 — The Events Calendar: "There were no results found." notice</i> <i>When a category or keyword search returns no events (e.g. /diary/category/mayors-diary/), TEC outputs a notice: "There were no results found." in a <div class="tribe-events-notices"> container. In the legacy TEC templates used by this site this container carries no role="alert", role="status", or aria-live attribute. The message appears in the DOM after navigation but goes completely unannounced to screen reader users, who receive no feedback that their action produced no results.</i></p> <p><i>FAIL 3 — WP File Download (WPDF): AJAX pagination</i> <i>All committee pages and Annual Reports use WPDF with AJAX pagination (up to 21 pages on Annual Reports). When the user clicks a page number link, the document table is replaced in-place via AJAX. There is no aria-live region on the WPDF table wrapper (confirmed: zero aria-live attributes anywhere on the site). Screen reader users receive no announcement that the table content has changed, no page/total context, and no loading state feedback. This is the highest-volume dynamic interaction on the site, affecting every committee page.</i></p> <p><i>FAIL 4 — Cookie consent: "Save & Accept" confirmation (low priority)</i> <i>The cookie settings modal has a SAVE & ACCEPT button. When clicked the modal closes. There is no role="status" or aria-live confirmation message announcing that preferences were saved. Screen reader users have no programmatic confirmation the action completed.</i></p> <p><i>PASS — WordPress site search</i> <i>Header search submits to /?s=query — a full page navigation. SC 4.1.3 does not apply to full page reloads. PASS.</i></p> <p><i>PASS — WPDF "Preview" links</i> <i>PDFs open in a new browser tab. New tab navigation is not in scope for SC 4.1.3. PASS.</i></p> <p><i>NOT APPLICABLE — On-site contact/submission forms</i> <i>No on-site forms exist. Contact Us lists email addresses only; surveys link to external SurveyMonkey. SC 4.1.3 form submission scenarios do not apply.</i></p>	<p>51. WPDF — AJAX pagination: Add a visually hidden live region to each WPDF table page: <code></code>. Hook into the WPDF AJAX callback in the child theme to populate it with "Page 2 of 13 — 10 documents shown" on each update. Implement via child theme functions.php or a custom JS file enqueued on WPDF pages.</p> <p>52. Cookie consent modal — Save & Accept: Add a visually hidden <code>role="status" aria-live="polite"</code> element that is populated with "Your cookie preferences have been saved" when SAVE & ACCEPT is clicked. Implement via a small JS hook on the cookie-law-info plugin's save event.</p>
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Priority Issues and Recommended Actions

The following tables consolidate confirmed failures by priority level. Items marked NEEDS TOOL should be re-assessed once WAVE and Arc Toolkit checks are complete and added to this section.

Priority 1 – Critical: Address Immediately

These issues create significant barriers for disabled users and must be remediated as a priority.

#	SC	Issue	Pages Affected	Recommended Action
1	2.5.3 / 4.1.2	Multiple buttons have aria-label="button" — role used as accessible name. Screen readers announce no function information. Arc Toolkit: "ARIA attribute is not allowed" error confirmed on homepage.	All pages (homepage confirmed by Arc Toolkit, site-wide pattern)	Assign descriptive aria-label to all affected buttons. For RevSlider: configure ARIA labels in slider settings. Expected fix: "Previous slide", "Next slide", "Pause slideshow" etc.
2	2.1.2 / 2.4.4 / 4.1.2	Duplicate mobile navigation: Arc Toolkit confirms "hidden used on parent of focusable" — hidden parent element contains focusable children, creating invisible keyboard focus targets. 40+ empty navigation links confirmed in DOM.	All pages (Arc Toolkit homepage confirmation)	Add aria-hidden="true" OR display:none to mobile navigation container when in desktop view. This removes focusable children from keyboard and AT accessibility tree. Verify with Arc Toolkit after fix.
3	1.3.1 / 2.4.6	Heading hierarchy broken: homepage H1→H3 (no H2) — confirmed by WAVE (skipped heading alert) and Arc Toolkit (heading level skipped). Contact Us has three H1 elements on one page — confirmed by source analysis.	Homepage (WAVE ✓, Arc ✓), Contact Us (source ✓); all pages to verify	Fix heading structure: one H1 per page; section headings H2; sub-sections H3. Configure in WordPress block editor or theme settings. Use WAVE Structure view to verify each page after fix.

Priority 2 – Major: Address in Next Development Cycle

#	SC	Issue	Pages Affected	Recommended Action
4	1.4.3	WAVE: 2 contrast errors confirmed on homepage. Exact elements require identification via WAVE Contrast tab.	Homepage (2 confirmed); other pages to be checked	Open WAVE on homepage, click Contrast Errors panel to identify the two failing elements. Note hex colour values and adjust to achieve minimum 4.5:1. Re-run WAVE across all pages.
5	2.4.1 / 4.1.2	Arc Toolkit: "iframe no title" confirmed on Contact Us (Google Maps Places embed) AND Parks & Play Areas (Google My Maps embed). Annual Reports & Expenditure: Canva infographic embed also has an empty title attribute — confirmed by source inspection. Extended audit identified further YouTube iframes requiring title verification: Annual Town Meetings page ("Weston Town Council Annual Meeting 2024") and Volunteering page ("Weston Museum Volunteers") both embed YouTube iframes; site-wide pattern — all pages with map embeds, the Canva embed, and YouTube embeds	Contact Us, Parks & Play Areas, Annual Reports & Expenditure (confirmed); event pages, any other pages with map embeds	Add a descriptive title attribute to each iframe: title="Map showing our office location" (Contact Us), title="Map showing Weston-super-Mare parks and play areas" (Parks), title="2026/27 Budget Breakdown infographic" (Annual Reports). If using Gutenberg or Elementor map blocks, add title via Custom HTML block or block settings. For the Canva embed, edit the shortcode or HTML block and add the title attribute. Audit all pages for iframes and add appropriate titles. For the flipbook on the Annual Report 2025 page, update the iframe title attribute to title="Annual Report 2024–2025 interactive flipbook".

#	SC	Issue	Pages Affected	Recommended Action
		on committee/volunteering pages are affected. Screen reader users encounter untitled frames announced only as "frame" with no context. Annual Report 2025 (wsm-tc.gov.uk/annual-report-2025/) — Interactive 3D Flipbook iframe: The flipbook is embedded via <iframe title="View">. The title "View" is not descriptive — it names a generic action rather than the content of the frame. A screen reader user encounters this as "View, frame" with no indication it contains the council's Annual Report. The title should be updated to "Annual Report 2024–2025 interactive flipbook".		
6	1.4.1	WAVE: 9 underlined text alerts on Contact Us. Underlined non-link text misleads users into thinking it is interactive. Likely email addresses styled with underline or body content with underline emphasis.	Contact Us page (confirmed); all pages to check)	Remove underline CSS styling from non-link text throughout. In WordPress editor, avoid the underline formatting button for emphasis — use bold or italic instead. If underline is applied via CSS theme styles, override with text-decoration: none for non-anchor elements.
7	1.1.1	Contact Us: 2 images use title attribute instead of alt text (confirmed by WAVE and Arc Toolkit). News & Events and news posts also have missing alt text.	Contact Us, News & Events, individual news posts (homepage passes)	Replace title attribute with proper alt attribute on all affected images in WordPress Media Library. Establish editorial policy requiring alt text on upload.
8	1.4.3	WPDFD plugin contrast: 206 Arc errors on Annual Reports & Expenditure alone; 21 errors on each committee page. Site total estimated 350+ contrast failures from a single WPDFD CSS issue. Separate homepage and Contact Us failures unrelated to WPDFD.	Annual Reports & Expenditure (206 errors — highest on site); all 7 committee pages (approx. 21 each); homepage and Contact Us (separate failures)	1. Locate WPDFD plugin CSS — likely in wp-content/plugins/wp-file-download/app/site/assets/css/. 2. Override grey text colour for document titles and file sizes to achieve minimum 4.5:1 contrast (use #595959 or darker on white). Apply via child theme style.css to survive plugin updates. 3. Test with WAVE Contrast tab after change. 4. For homepage and Contact Us contrast failures, use WAVE Contrast tab to identify the specific elements and correct separately.
9	2.4.4 / 3.3.2	WAVE: "20 Link to PDF document" alerts on committee page — all PDF download links use non-descriptive or identical label text. Arc Toolkit: "Check if link text needed", "Link has a title" alerts confirm same issue. Missing fieldset for grouped controls in WPDFD table.	All committee pages (Full Town Council confirmed; 6 others to verify)	1. Configure WPDFD to include document title + file size in link accessible name. 2. Add aria-label to each Preview link: aria-label="Preview [Document Title] PDF [size]". 3. Wrap grouped WPDFD form controls in fieldset/legend.
10	2.2.2	RevSlider homepage carousel auto-advances. No verified keyboard-accessible pause control. Loading GIFs on Events Calendar pages may persist.	Homepage (carousel), Event pages (GIF)	Add visible pause/play button to RevSlider. Configure RevSlider to pause on hover as minimum. Check Events Calendar GIF dismisses on load.
11	2.4.4 (editorial)	WAVE: "Suspicious link text" — news post uses "here" as link text ("submit your nomination...through the online portal here"). Out of context this	All news posts (Pride of Somerset confirmed; audit all posts)	Replace non-descriptive link text throughout CMS content. "here" links should become the destination or action, e.g. "submit your nomination via the Pride of Somerset portal".

#	SC	Issue	Pages Affected	Recommended Action
		is meaningless. Pattern likely repeated across many news posts.		Provide editorial guidance to content editors.
12	2.4.4 (PDF links)	PDF table "Preview" and download links use identical text for different documents across all committee pages.	All committee agenda/minutes pages	Add aria-label to each Preview link including document name and file size, e.g. aria-label="Preview Town Council Agenda January 2026 PDF 338 kilobytes".
12	1.3.1 / 2.4.6	Event pages have NO H1 element at all — WAVE "Missing first level heading" confirmed. First heading is H2 ("Town Council") followed by H6 (date/time), a 5-level skip. Affects all event pages in The Events Calendar plugin.	All event pages	Configure The Events Calendar plugin to output the event title as H1. If using a custom template, edit the template file to wrap the event title in <h1> tags rather than <h2> or styled div. Check theme template overrides in wp-content/themes/[theme]/tribe/events/.
13	2.4.2	Event pages have generic titles — /event/town-council-1 gives a browser tab title of "Town Council" with no date or identifier. Multiple identical meeting events cannot be distinguished.	All event pages	Use The Events Calendar title filter to append event date to page title: add_filter(tribe_get_events_title, ...) or install a title customisation plugin. Alternatively, include date in the event title in the CMS (e.g., "Town Council Meeting — 23 March 2026").
14	1.1.1 / 2.4.4	Your Councillors: Arc confirms 32 images with alt/title issues out of 34. Multiple councillor photos use numeric filenames (alt="12", alt="2") as accessible names — meaningless to screen readers. Linked images require alt text describing the link destination. This page has the highest concentration of alt text failures on the site.	Your Councillors page (worst); Contact Us, News posts, News listing (also affected)	In WordPress Media Library: edit each councillor image and enter descriptive alt text. For linked councillor images, alt text should describe where the link goes (e.g., "Councillor Marc Aplin profile page"). Run a site-wide alt text audit using a tool such as WP Accessibility Helper or manual Media Library review.
15	1.3.1 / 2.4.6	Arc Toolkit: 38 Duplicate headings on Your Councillors — all party name H5 elements ("Conservative", "Labour", "Liberal Democrat") are identical. Screen reader users cannot distinguish which councillor each heading belongs to when navigating by headings. Also: empty heading element confirmed.	Your Councillors page	Change party name elements from H5 headings to styled paragraph text (e.g., <p class="councillor-party">Conservative</p>). Alternatively wrap each councillor in a definition list or article element. Remove or fill the empty heading element.
16	—	Accessibility Statement references WCAG 2.1 (not 2.2), is over 4 years old, references a widget no longer present, and does not follow GOV.UK format.	Accessibility Statement page	Rewrite accessibility statement to reference WCAG 2.2 AA, follow GOV.UK model statement format, and accurately reflect current known issues.

Appendix A: Pages Audited

56 static pages identified from navigation structure. All pages were audited for structural accessibility from HTML source analysis. Browser-based tool verification (WAVE, Arc Toolkit) required for rendering-dependent criteria.

1	Home	https://wsm-tc.gov.uk/	9 March 2026	Audited – homepage, carousel, structure
2	Your Council	https://wsm-tc.gov.uk/your-council/	9 March 2026	Navigation structure verified
3	Which Council Does What?	https://wsm-tc.gov.uk/your-council/which-council-does-what/	16 March 2026	No new findings. Clean page — heading structure H1→H2→H2. No images, iframes or forms.
4	Annual Reports & Expenditure	https://wsm-tc.gov.uk/your-council/annual-reports-expenditure/	16 March 2026	Audited — WPDF document tables, Canva infographic embed, heading structure, duplicate IDs, Download link labelling
5	Committee Agendas & Minutes	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/	16 March 2026	SC 1.1.1 — screenshot image has alt="Click here! " (meaningless; implies interactivity). WPDF patterns as per other committee pages.
6	Amenities, Culture & Leisure Committee	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/amenities-culture-and-leisure-committee/	16 March 2026	WPDF patterns confirmed. No additional unique findings.
7	Annual Town Meetings	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/annual-town-meetings/	16 March 2026	SC 1.3.1 — H1 contains decorative em dashes. SC 1.1.1 — event banner image with significant embedded text (meeting date, venue, category icons) has no confirmed alt text. SC 1.2.2 — YouTube embed requires caption verification.
8	Planning & Environment Committee	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/planning-committee/	16 March 2026	SC 2.4.4 — "here" link confirmed ("please click to follow the link... here"). WPDF patterns confirmed.
9	Finance & General Purposes Committee	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/finance-and-general-purposes-committee/	16 March 2026	SC 2.4.4 — four documents listed as "REPORTS 1–4" only; no identifying information. Content error: P&E Committee minutes uploaded to this section.
10	Full Town Council Meetings	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/full-town-council-meetings/	9 March 2026	PDF table links audited
11	Personnel Committee	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/personnel-committee/	16 March 2026	No new findings. WPDF patterns confirmed.
12	Grants & Governance Sub Committee	https://wsm-tc.gov.uk/your-council/committee-agendas-minutes/grants-and-governance-sub-committee/	16 March 2026	SC 1.3.1 — Agendas/Minutes H2 headings transposed; Agendas section contains minutes and vice versa.
13	Delegated Decisions	https://wsm-tc.gov.uk/your-council/delegated-decisions/	16 March 2026	Confirms WPDF Download + Preview link pattern. No new unique findings.
14	Policies	https://wsm-tc.gov.uk/your-council/policies/	16 March 2026	SC 2.4.4 — duplicate identically-named links: "Absence Review Policy - approved May 2025" appears twice with different file sizes.

15	Elections	https://wsm-tc.gov.uk/your-council/elections/	16 March 2026	No findings. Single H1, one sentence of body text, no images/iframes/forms/WPFD.
16	Town Council Grants	https://wsm-tc.gov.uk/your-council/town-council-grants/	9 March 2026	
17	Town Council People (landing)	https://wsm-tc.gov.uk/town-council-people/	9 March 2026	
18	Meet the Mayor	https://wsm-tc.gov.uk/town-council-people/meet-the-mayor/	9 March 2026	
19	Your Councillors	https://wsm-tc.gov.uk/town-council-people/your-councillors/	9 March 2026	Audited – headings, images
20	Staff	https://wsm-tc.gov.uk/town-council-people/staff/	16 March 2026	SC 1.3.1 — H1 contains em dashes; five internal sections use bold text not headings. SC 1.1.1 — six portrait photos have empty alt. Nav link points to /?page_id=1067 (broken) on older pages.
21	Volunteering	https://wsm-tc.gov.uk/town-council-people/volunteering/	16 March 2026	SC 1.2.2 — YouTube embed (Weston Museum Volunteers) requires caption check. SC 2.4.4 — multiple "Apply here!" and "Read more" links lack context.
22	Vacancies	https://wsm-tc.gov.uk/town-council-people/vacancies/	16 March 2026	SC 2.4.4 — three "Apply here!" and three "Job description" links for separate vacancies, all identically named.
23	Our Pledges (landing)	https://wsm-tc.gov.uk/our-pledges/	16 March 2026	No new findings. Clean hub page.
24	Our Climate Commitment	https://wsm-tc.gov.uk/our-pledges/our-climate-commitment/	16 March 2026	SC 1.1.1 — blog thumbnail with text overlay ("FREE Trees") requires alt text verification.
25	Our Anti-Racism Commitment	https://wsm-tc.gov.uk/our-pledges/our-anti-racism-commitment/	16 March 2026	SC 1.1.1 — hero image alt missing (title on link only). SC 1.3.1 — two blank H1 elements mid-page. SC 2.4.4 — broken mailto link (relative URL); two "here" links.
26	Council of Sanctuary Survey Summary	https://wsm-tc.gov.uk/our-pledges/our-anti-racism-commitment/council-of-sanctuary-survey-summary/	16 March 2026	SC 2.4.4 — both PDF download buttons labelled "Click here" only; two different documents indistinguishable.
27	Civility & Respect Pledge	https://wsm-tc.gov.uk/our-pledges/civility-respect-pledge/	9 March 2026	No new findings. Text-only page with clean H1→H2 structure. No images, iframes or forms.
28	Community Development Team	https://wsm-tc.gov.uk/our-pledges/community-development-team/	9 March 2026	No new findings. Clean heading structure. PDF link uses descriptive text.
29	News & Events	https://wsm-tc.gov.uk/news-events/	16 March 2026	Audited – images, headings, news list
30	Council Diary	https://wsm-tc.gov.uk/diary/	16 March 2026	Events calendar
31	Christmas Lights	https://wsm-tc.gov.uk/news-events/christmas-lights/	9 March 2026	No new findings. Text-only content page.
32	Grove Park Remembrance Sunday	https://wsm-tc.gov.uk/news-events/grove-park-remembrance-sunday/	9 March 2026	No new findings. Short clean text page.
33	Weston Literary Festival	https://wsm-tc.gov.uk/news-events/weston-literary-festival/	9 March 2026	Content note: superculture.org.uk referenced as "there website" (typo: there/their) and is not hyperlinked.
34	Our Services (landing)	https://wsm-tc.gov.uk/our-services/	9 March 2026	SC 1.2.2 / 4.1.2 — YouTube iframe (Welcome to Weston Museum) — captions manually verified PASS. No additional unique findings.

35	Allotments	https://wsm-tc.gov.uk/our-services/allotments/	9 March 2026	SC 1.3.1 — two blank H2 elements ("New allotment request form", "Submit a general enquiry") with no associated rendered content. SC 1.1.1 — one image (IMG_1747) has empty alt while others have descriptive alt.
36	Blue Plaques	https://wsm-tc.gov.uk/our-services/blue-plaques/	9 March 2026	SC 2.4.4 — two "here" links: "you can download it by clicking here" and "online walking map available here".
37	Bus Shelters	https://wsm-tc.gov.uk/our-services/bus-shelters/	9 March 2026	SC 2.4.4 — "The locations can be found here" ambiguous link. Otherwise clean text/list page.
38	Cemetery	https://wsm-tc.gov.uk/our-services/cemeteries/	9 March 2026	SC 1.1.1 / 4.1.2 / 2.1.1 — Interactive 3D Flipbook plugin (Milton Road Cemetery Fees) — same failures as Annual Report 2025 flipbook. SC 2.4.4 — "please click here" link.
39	Dog Waste Bins	https://wsm-tc.gov.uk/our-services/dog-waste-bins/	9 March 2026	No new findings. Data table of bin locations, no images or iframes.
40	Noticeboards	https://wsm-tc.gov.uk/our-services/noticeboards/	9 March 2026	No new findings. Text and FAQ structure.
41	Old Town Quarry	https://wsm-tc.gov.uk/our-services/old-town-quarry/	9 March 2026	No new findings beyond site-wide patterns. Blog-feed layout with project update images.
42	Parks & Play Areas	https://wsm-tc.gov.uk/our-services/parks-play-areas/	16 March 2026	Audited – structure
43	Public Toilets	https://wsm-tc.gov.uk/our-services/public-toilets/	9 March 2026	SC 2.4.4 — "The locations can be found here" ambiguous link.
44	Water Adventure Play Park	https://wsm-tc.gov.uk/our-services/water-adventure-play-park/	9 March 2026	SC 2.4.4 — "Please find printable PDF version here!" ambiguous link.
45	Weston in Bloom	https://wsm-tc.gov.uk/our-services/weston-in-bloom/	9 March 2026	No new findings.
46	Youth Services	https://wsm-tc.gov.uk/our-services/weston-super-mare-youth-council/	9 March 2026	No new findings. Short clean text page.
47	We Support (landing)	https://wsm-tc.gov.uk/we-support/	16 March 2026	SC 2.4.4 — four "Click Here"/"here" links on this page: Citizens Advice ("Click Here to view their website"), Somewhere To Go ("Click Here for more information"), Armed Forces Day ("Find out more here"), Big Worle ("Visit the website here!").
48	Useful Links	https://wsm-tc.gov.uk/we-support/useful-links/	9 March 2026	SC 2.4.4 — four "Click Here"/"here" links: Citizens Advice, Somewhere To Go, Armed Forces Day, Big Worle.
49	Contact Us	https://wsm-tc.gov.uk/contact-us/	16 March 2026	Audited – headings, images, contact info
50	Tell Us What You Think	https://wsm-tc.gov.uk/contact-us/tell-us-what-you-think/	16 March 2026	Audited – headings, survey links
51	Freedom of Information	https://wsm-tc.gov.uk/your-council/freedom-of-information-and-data-protection/	9 March 2026	
52	Sitemap	https://wsm-tc.gov.uk/sitemap/	9 March 2026	Verified exists
53	Terms & Conditions	https://wsm-tc.gov.uk/terms-conditions/	9 March 2026	
54	Privacy Policy	https://wsm-tc.gov.uk/privacy-policy-2/	9 March 2026	
55	Accessibility Statement	https://wsm-tc.gov.uk/accessibility-statement/	9 March 2026	Audited in full — non-compliant
56	Annual Report 2025	https://wsm-tc.gov.uk/annual-report-2025/	9 March 2026	Audited — Interactive 3D Flipbook (canvas-rendered, no accessible text alternative, 25+ unlabelled toolbar controls); Vimeo video (zero caption tracks confirmed); iframe title inadequate ("View"); Vimeo no text tracks; page title/H1 inconsistency

PDF 1 — Town Council Full Meeting Reports Pack, January 2026

URL: wsm-tc.gov.uk/download/18/full-town-council-meeting-agendas/ (pages 1–18 and 19–82). Producer: iLovePDF. This document was assembled by merging constituent files through an online PDF tool, which strips or degrades accessibility tagging from the source documents. This is also a data governance concern — public council documents are being processed through a third-party consumer service.

FAILS (6):

- 1.1 Document metadata: Title, Author, Subject, Creator fields are all completely blank. Language set to en-US rather than en-GB.
- 1.2 Images without alt text: The council crest/logo appears on pages 1, 14, and 16 with no alt text. Screen readers will skip these images silently or announce the filename.
- 1.3 Bookmarks incomplete: 12 bookmarks exist but Items 5, 7, and 8 are entirely absent. A screen reader user cannot navigate directly to those sections.
- 1.4 Complex table broken: The Calendar of Meetings table (page 16) uses merged cells and colour-coded rows. The merge structure has fragmented into 18 disconnected table objects in the PDF tag tree. This will be entirely un navigable by assistive technology.
- 1.5 Bullet points as Wingdings symbols: List items throughout use the Wingdings character uF0B7 rather than proper Unicode or tagged list elements. Screen readers may announce these as meaningless characters or skip them entirely.
- 1.6 No hyperlinks: No hyperlink annotations present anywhere in the document.

PASS (1): Tab order correctly set to Structure order on all pages.

Priority fix: Cease using iLovePDF. Export directly from Word using File → Save As → PDF with Document Structure tags enabled. Set Title and Language metadata before export.

PDF 2 — Town Council Full Meeting Minutes, November 2025

URL: wsm-tc.gov.uk/download/19/full-town-council-meeting-minutes/9110/. Creator: Microsoft Word 2016. Producer: iLovePDF (same pattern as the reports pack).

FAILS (7):

- 2.1 Wrong document title in metadata [PRIORITY]: The PDF Title field reads “WESTON-SUPER MARE TOWN COUNCIL PLANNING COMMITTEE”. This is the full Town Council meeting minutes, not a Planning Committee document. A screen reader announces the wrong document identity when the file is opened. This indicates the source Word template was copied from a Planning Committee file and the Title field was never corrected. All other published PDFs should be checked for the same error.
- 2.2 Author/signatory inconsistency: Author metadata field names Emma Williams; the document is signed by Sarah Pearce. This indicates no metadata review step exists in the publication workflow.
- 2.3 Language set to en-US rather than en-GB.
- 2.4 Image without alt text: Council crest on page 1 has no alt text (same template issue as PDF 1).
- 2.5 Bullet points as Wingdings characters: Pages 2–4.
- 2.6 Bookmarks inadequate: Only 2 bookmarks, both pointing at the title on page 1. None of the agenda items are bookmarked.
- 2.7 iLovePDF post-processing: As with PDF 1, likely stripped any heading tags Word applied on export.

PASS (1): Word 2016 origin is a positive indicator — fixing the Word template and exporting directly without iLovePDF would resolve most issues at source.

Priority fix: Correct the document Title field in the source Word file and republish immediately. Audit all other PDFs on the site for the same wrong-metadata pattern.

PDF 3 — CDM Co-ordinator Appointment Decision, 2015

Creator: Microsoft Word 2010. Producer: Word 2010 direct export — no iLovePDF involvement. This is the cleanest document in the audit series (8 passes vs 1–2 for the 2025/26 documents). The absence of iLovePDF post-processing and correct en-GB language setting demonstrate what direct Word export can achieve.

FAILS (4):

- 3.1 No Title metadata: Title field blank. This is the main fix needed.
- 3.2 Minimal structural tagging: A single /Part wrapper only; no heading hierarchy in the tag tree. Screen readers cannot navigate by heading level.
- 3.3 Table without header cells: The tender scoring table on page 2 has no TH (header cell) tags. A screen reader cannot associate scores with contractor names or column headings.
- 3.4 No bookmarks: Low impact for a 3-page document but consistent with the site-wide pattern.

PASSES (8, best result in audit): Language correctly en-GB ✓ | No iLovePDF ✓ | No images ✓ | No Wingdings bullets ✓ | Tab order correct ✓ | Document security unrestricted ✓ | No broken references ✓ | File size appropriate ✓

Content accuracy note (not an accessibility failure): The running header reads “Town Clerk Decision 1st April 2015” but the document is signed 5th May 2015. This is almost certainly a template date never corrected.

PDF 4 — Members Code of Conduct

Creator: Microsoft Word (author: Molly Maher). Producer: iLovePDF. This document has the best bookmark structure of any in the audit — a comprehensive nested hierarchy covering every section, all 10 General Conduct clauses, all three appendices, and all 15 Best Practice items. The Table of Contents on pages 4–5 contains live internal hyperlink annotations from Word’s automatic ToC feature. These are genuine positives among the otherwise consistent failures.

FAILS (7):

- 4.1 Wrong heading in document body [PRIORITY]: Page 3 carries the heading “INTRODUCTION TO FINANCIAL REGULATIONS”. This is a Code of Conduct document. This heading has been inherited from a Financial Regulations Word template and never corrected. This is the second template inheritance error in the audit series (see PDF 2 Planning Committee title). Both require immediate correction and republication.
- 4.2 No Title metadata: Title field blank. Author is an individual staff name rather than the organisation.
- 4.3 iLovePDF post-processing: Heading structure Word generated on export almost certainly stripped.
- 4.4 Language en-US rather than en-GB.
- 4.5 Image without alt text: Council crest with no alt text (same template issue).
- 4.6 Wingdings bullet points: Pages 6, 7, 11, 19.
- 4.7 Tables without header cells: Three tables lack TH header cells — the version history table, the policy information block, and the Disclosable Pecuniary Interests table spanning pages 16–18.

PASSES (7, joint best): Bookmarks comprehensive and nested ✓ | ToC internal hyperlinks functional ✓ | Tab order correct ✓ | Document security unrestricted ✓ | No broken references ✓ | File size appropriate ✓ | Annotations present ✓

Priority fix: Correct the “INTRODUCTION TO FINANCIAL REGULATIONS” heading in the source Word document and republish immediately.

PDF 5 — Annual Report 2024–2025 (filename: output_bleed.pdf)

URL: wsm-tc.gov.uk/annual-report-2025/ (linked from Annual Report 2025 page). Producer: pdfTeX-1.40.27. This document is categorically different from all others in the audit. It was typeset in a TeX-based design environment and the filename "output_bleed.pdf" confirms it is a print-ready bleed file published directly to the web, unchanged, with no web accessibility processing. This is the worst-performing document in the audit.

FAILS (13 total: 6 Critical, 7 High):

- 5.1 Zero accessibility infrastructure [CRITICAL]: No MarkInfo dictionary, no StructTreeRoot, no document language, no tab order, no ViewerPreferences accessibility flags, no PDF tags of any kind. This is not poor accessibility — it is the complete absence of any accessibility provision.
- 5.2 No document metadata [CRITICAL]: Title, Author, Subject, Creator all absent.
- 5.3 QR code with no alt text or fallback URL [CRITICAL]: The QR code provides access to the annual report video. A blind user receives no description and no fallback URL — the video content is entirely inaccessible to them from this document.
- 5.4 Email addresses as plain text [HIGH]: Email addresses on pages 1 and 11 are plain text, not hyperlink annotations. They cannot be activated by keyboard or assistive technology.
- 5.5 Two-column councillors table reading order [HIGH]: The page 11 councillors layout will read entire left column then entire right column for screen reader users, rather than row by row.
- 5.6 No bookmarks [HIGH]: An annual report of this length has no navigable outline whatsoever.

PASS (1 only): Creation date metadata present.

Priority fix 1 (no technical skill required, do today): Rename the file. "output_bleed.pdf" is visible in browser download dialogs, search engine results, and screen reader announcements. Rename to "annual-report-2024-25.pdf" or similar.

Priority fix 2 (medium term): Produce a separate web-optimised PDF from the source design files using the PDF/UA or "Interactive PDF" export profile with accessibility tagging enabled, not the print/bleed profile. The print and web versions must be separate files.

Regulatory note: This document most clearly demonstrates non-compliance with the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018, which require public sector bodies to ensure their published documents meet WCAG 2.1 AA accessibility requirements.

Systemic Root Causes Across All Five PDFs

The following failures appear across the entire sample and reflect process issues rather than individual document errors:

Root Cause 1 — iLovePDF in the publication workflow: Four of five documents were processed through iLovePDF post-export. iLovePDF is a consumer-oriented online tool that does not preserve PDF accessibility tags. Any tag structure Microsoft Word generates on export is destroyed by iLovePDF processing. Remedy: Establish a direct Word → accessible PDF export standard. In Word, use File → Save As → PDF → Options → "Document structure tags for accessibility" and set document properties (Title, Language) before export.

Root Cause 2 — Template metadata never reviewed before publishing: Two documents contain wrong document identity information inherited from Word templates (PDF 2: Planning Committee title; PDF 4: Financial Regulations heading). A pre-publication checklist requiring verification of Title, document body headings, and Author fields would prevent these errors.

Root Cause 3 — Council crest template image: The council crest appears in every Word-origin document with no alt text. Fixing the alt text in the Word master template would resolve this across all future documents simultaneously.

Root Cause 4 — Wingdings bullet characters: All 2025/26 Word-origin documents use the Wingdings \uf0b7 character as bullets instead of tagged list elements. Replace the bullet character style in the Word template with a proper Unicode bullet (•) or a tagged list style. This requires one template fix, not per-document remediation.

Root Cause 5 — Language defaulting to en-US: All documents except the 2015 CDM document declare language as en-US. This is a Word default setting. Set the default document language to English (United Kingdom) in Word Options → Language.

Recommended immediate actions: (1) Fix the two wrong-identity errors in PDFs 2 and 4 and republish. (2) Rename output_bleed.pdf on the Annual Report 2025 page. (3) Audit all PDFs currently published on the site for incorrect title metadata inherited from templates. (4) Replace iLovePDF with direct accessible PDF export from Word for all future publications.

PDF Documents (Sample — Agendas and Minutes)

The following documents were reviewed for text content. Full PDF accessibility audit (tagging, reading order, document language metadata) requires Adobe Acrobat Pro or PAC3 and is recommended as a separate workstream.

#	Document	URL	Date	Notes
1	Town Council Agenda Jan 2026	https://wsm-tc.gov.uk/download/18/full-town-council-meeting-agendas/8997/town-council-agenda-jan26.pdf	9 Mar 2026	Readable text ✓ — tagging/structure unverified
2	Town Council Reports Jan 2026 (pages 1–18)	https://wsm-tc.gov.uk/download/18/full-town-council-meeting-agendas/9000/...	9 Mar 2026	AUDITED — 6 failures, 1 pass. Zero metadata, iLovePDF producer, broken Calendar of Meetings table. See detailed findings below.
3	Town Council Reports Jan 2026 (pages 19–82)	https://wsm-tc.gov.uk/download/18/full-town-council-meeting-agendas/9001/...	9 Mar 2026	Linked — not extracted
4	Town Council Agenda Nov 2025	https://wsm-tc.gov.uk/download/18/full-town-council-meeting-agendas/8905/...	9 Mar 2026	Linked — not extracted
5	Annual Council Agenda May 2025	https://wsm-tc.gov.uk/download/18/full-town-council-meeting-agendas/8012/...	9 Mar 2026	Linked — not extracted

#	Document	URL	Date	Notes
6	Town Council Minutes Nov 2025	https://wsm-tc.gov.uk/download/19/full-town-council-meeting-minutes/9110/...	9 Mar 2026	AUDITED — 7 failures, 1 pass. Wrong doc title in metadata (says "Planning Committee"). See detailed findings below.
7	Town Council Minutes Sept 2025	https://wsm-tc.gov.uk/download/19/full-town-council-meeting-minutes/8918/...	9 Mar 2026	Linked — not extracted
8–12	Further sample to be added during browser audit	—	TBC	

News Posts and Events Sample

Add sampled news posts and events during browser-based audit phase. Placeholder rows provided.

#	Title	URL	Date	Notes
1	Pride of Somerset Youth Awards – Nominate Now!	https://wsm-tc.gov.uk/pride-of-somerset-youth-awards-nominate-now/	9 Mar 2026	Image alt text fail confirmed
2	Town Council Meeting (Event)	https://wsm-tc.gov.uk/event/town-council-11/	9 Mar 2026	Event title, loading GIF noted
3	Blog post — Old Town Quarry update	wsm-tc.gov.uk/latest-developments-at-the-old-town-quarry/	16 March 2026	SC 1.3.1 — bold text used for section headings. SC 2.4.4 — "click on the link below" references a link that has been removed; SC 2.4.4 previous/next nav. Images: all pass with good descriptive alt text.
4	Blog post — Weekly Independent Market	wsm-tc.gov.uk/weekly-independent-market-at-italian-gardens/	16 March 2026	No new WCAG failures. Single image with adequate alt text. All blockquotes correctly marked up. SC 2.4.4 — "social media." link text borderline.
5	Blog post — Funding Extension Awarded	wsm-tc.gov.uk/exciting-news-funding-extension-awarded/	16 March 2026	No new WCAG failures. No images. Clean heading and list structure throughout.
6	Blog post — Ground Team Update	wsm-tc.gov.uk/ground-team-update/	16 March 2026	No WCAG failures. No images. Content note: Dartmouth Close paragraph duplicated.
7	Blog post — Christmas Lights Switch-On	wsm-tc.gov.uk/weston-super-mare-christmas-lights-switch-on-and-eat-festival/	16 March 2026	SC 1.3.1 — bold text used for all section headings and detail labels. SC 1.3.1 — bullet points implemented as plain text "•" characters rather

#	Title	URL	Date	Notes
				than list markup.
8	Event — Planning & Environment Committee	wsm-tc.gov.uk/event/planning-environment-committee-18/	16 March 2026	SC 1.3.1 — no H1; event title is H2. SC 2.4.2 — generic page title without date. SC 2.4.1 — Google Maps iframe, no title. Template findings confirmed for all event pages.
9	Event — Amenities, Culture & Leisure Committee	wsm-tc.gov.uk/event/amenities-culture-leisure-committee-8/	16 March 2026	Same as event template findings. SC 2.4.4 — event navigation shows two identically-named "Planning & Environment Committee" links pointing to different dates.
10	Event — Christmas Lights Switch-On	wsm-tc.gov.uk/event/christmas-lights-switch-on/	16 March 2026	Event template findings confirmed. SC 1.1.1 — featured image alt text "Christmas Tree" adequate. SC 1.3.1 — bold text for all section labels. Data note: Google Calendar link contains raw Facebook HTML markup.
11	Event — Community Arboretum with John Parker	wsm-tc.gov.uk/event/creating-a-community-arboretum-with-john-parker/	16 March 2026	SC 1.1.1 — featured image alt text excellent (names speaker and role). SC 1.3.1 — bold text for "About John Parker:" section. SC 2.5.3 — emoji used as visual bullets (?? ?? ??) read literally by screen readers. Venue postcode typo: S23 1FF (should be BS23 1FF).

Appendix B: WCAG 2.2 New Criteria Summary

WCAG 2.2 introduced the following new success criteria. All are addressed in the detailed findings above.

SC	Name	Level	Summary	Status on this site
2.4.11	Focus Not Obscured (Minimum)	AA	Keyboard-focused components must not be completely hidden by author-created sticky/fixed content.	NEEDS TOOL – cookie banner testing required
2.5.7	Dragging Movements	AA	All drag functionality must have a single-pointer alternative.	N/A – no drag interfaces identified
2.5.8	Target Size (Minimum)	AA	Pointer targets must be at least 24×24 CSS pixels.	NEEDS TOOL – RevSlider dots and social icons to measure
3.2.6	Consistent Help	AA	Help mechanisms must appear in same location across pages.	PASS – contact details consistent in footer
3.3.7	Redundant Entry	A	Previously entered information must not be required again.	N/A – no multi-step forms
3.3.8	Accessible Authentication (Minimum)	AA	Authentication must not rely solely on cognitive function tests.	N/A – no login on public site

WCAG 2.2 Level AA Accessibility Audit

Remediation Action Plan

wsm-tc.gov.uk | Weston-super-Mare Town Council

Prepared by Aqueous UK Ltd — March 2026
Prepared for Weston-super-Mare Town Council

Update — 7 fixes applied during audit, 16 March 2026

The following issues were remediated live during the audit session: SC 2.4.2 (Diary page title), SC 2.4.2 (Annual Report SEO title), SC 2.4.4 (broken mailto link), SC 2.4.4 (Council of Sanctuary PDF buttons), SC 1.4.3 (WPDF file name contrast), SC 2.4.7 (focus outlines), SC 1.4.11 (events bar border contrast). These items are marked FIXED in the tables below.

How to Read This Report

Each action is assigned a priority and an estimated completion time. The report is organised into five sections, from most to least urgent. Seven items were resolved during the audit itself and are marked FIXED.

Priority Key

P1 — CRITICAL	Legal risk — significant barrier to disabled users or breach of public sector accessibility regulations. Fix immediately.
P2 — HIGH	Confirmed barrier affecting screen reader or keyboard users. Fix within 30 days.
P3 — MEDIUM	Confirmed issue with lower user impact, or requiring significant development effort. Schedule within 90 days.
EASY WIN	Converts a current FAIL or PARTIAL to a PASS with minimal time and no specialist skill. Prioritise these — highest value per unit of effort in the audit.
FIXED ✓	Resolved live during the audit session on 16 March 2026. Verified in-browser. Shown for completeness.

Who Column Key

CMS Editor	WordPress content editor: posts, pages, media library, page settings. No code access required.
WordPress Admin	WordPress admin panel: plugin settings, Customiser, menus, theme options. No code editing required.
Developer	Requires editing theme files, custom CSS/JS, or plugin code. WordPress developer skill level.
Designer	Graphic designer or equivalent: video captioning, InDesign/PDF export settings.
External	Requires specialist skill or involvement of an external party (e.g. plugin vendor, video production).
PDF	Relates specifically to downloadable PDF documents rather than the website itself.

Section 1 — Critical Priority (P1)

The following issues present the most significant barriers to disabled users or directly contravene public sector accessibility regulations. They should be addressed immediately, before any other work.

Priority	Status	SC	Fix Required	Who	Est. Time
P1 — CRITICAL	FAIL	SC 2.1.2	Remove hidden mobile navigation links from keyboard tab order	Developer	1–2 hrs

The closed mobile navigation menu contains 40+ focusable links that are visually hidden but remain in the tab order. A keyboard user tabbing through the page must navigate through all of them before reaching visible content. Add `display:none` or `visibility:hidden` to the closed menu, or remove `tabindex`. Confirmed via keyboard Tab traversal on every audited page.

P1 — CRITICAL	FAIL	SC 2.4.11	Fix cookie consent bar obscuring keyboard-focused elements	Developer	1 hr
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The cookie bar is `position:fixed` at the bottom of the viewport with `z-index:9999` and height ~65px. This permanently obscures any interactive element that receives keyboard focus near the bottom of the viewport. Fix: add `scroll-margin-bottom: 70px` to all interactive elements, or ensure the cookie bar is dismissed and its space reclaimed.

P1 — CRITICAL	FAIL	SC 2.1.1 / 2.1.2	Fix flipbook plugin keyboard trap on Annual Report page	Developer / External	2–4 hrs
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The Interactive 3D Flipbook iframe intercepts arrow key events for page navigation. Users who Tab into the iframe cannot Tab back out — they must press Escape, which dismisses the flipbook entirely. Contact the plugin vendor (Interactive 3D Flipbook / WP-Flipbook) to request a keyboard trap fix, or add a visible "Exit flipbook" button before the iframe.

P1 — CRITICAL	FAIL	Non-SC	Rewrite the Accessibility Statement	CMS Editor	3–4 hrs
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The current statement references WCAG 2.1 (the standard is now WCAG 2.2), was last updated January 2021, and references a third-party accessibility service that no longer appears to be active. Under the Public Sector Bodies Accessibility Regulations 2018, the statement must be accurate and updated. Replace with a statement based on the current audit findings, referencing WCAG 2.2 Level AA and dated March 2026.

P1 — CRITICAL	FAIL	SC 1.1.1 / 4.1.2	Add descriptive title to the Annual Report flipbook iframe	CMS Editor	15 mins
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The Interactive 3D Flipbook iframe has `title="View"` — too vague to identify its purpose to a screen reader user. Change to `title="Annual Report 2024–2025 interactive flipbook"`. In the page editor, find the flipbook shortcode or block, and edit the embed HTML to add or correct the title attribute.

Section 2 — Easy Wins

These actions each convert a current FAIL or PARTIAL directly into a PASS and can be completed without specialist development skills. Fixes marked FIXED were completed during the audit session on 16 March 2026.

★ **Start here. These are the highest-value actions per unit of time in the entire audit. The seven already-completed fixes took approximately 3 hours total.**

Priority	Status	SC	Fix Required	Who	Est. Time
EASY WIN	FIXED ✓	SC 2.4.2	<i>Fix the Diary/Events page title (stale 2020 date) — COMPLETED 16 March 2026</i>	WordPress Admin	✓ Done
<i>COMPLETED 16 March 2026 via PHP snippet (tribe_get_events_title filter). Page title now reads "Events Weston Town Council" — verified live in-browser.</i>					
EASY WIN	FIXED ✓	SC 2.4.2	<i>Fix the Annual Report 2025 page SEO title — COMPLETED 16 March 2026</i>	CMS Editor	✓ Done
<i>COMPLETED 16 March 2026 via Yoast SEO title field. Now reads "Annual Report 2024–2025 - Weston-super-Mare Town Council", matching the H1 and Vimeo video title. Verified live.</i>					
EASY WIN	FIXED ✓	SC 2.4.4	<i>Fix broken mailto link on Anti-Racism page — COMPLETED 16 March 2026</i>	CMS Editor	✓ Done
<i>COMPLETED 16 March 2026. The href was a relative URL resolving to /our-pledges/our-anti-racism-commitment/development@wsm-tc.gov.uk. Corrected to mailto:development@wsm-tc.gov.uk. Verified live.</i>					
EASY WIN	FIXED ✓	SC 2.4.4	<i>Rename "Click here" PDF buttons on Council of Sanctuary Survey page — COMPLETED 16 March 2026</i>	CMS Editor	✓ Done
<i>COMPLETED 16 March 2026. Both buttons renamed: "Download community consultation summary — July 2025 (PDF)" and "Download community consultation summary supplementary answers (PDF)". Verified live.</i>					
EASY WIN	FIXED ✓	SC 1.4.3	<i>Override WPDF plugin grey text colour site-wide — COMPLETED 16 March 2026</i>	Developer	✓ Done
<i>COMPLETED 16 March 2026. CSS rule added: .wpfd-file-crop-title { color: #595959 !important; }. Verified: computed colour is now rgb(89,89,89) — contrast ratio 7.0:1 on white. Previously #999999 = 2.85:1 (fail). Avada CSS cache regenerated.</i>					
EASY WIN	FIXED ✓	SC 2.4.7	<i>Restore focus outlines on all interactive buttons — COMPLETED 16 March 2026</i>	Developer	✓ Done
<i>COMPLETED 16 March 2026. CSS rule added: button:focus, input[type="submit"]:focus { outline: 3px solid #2E75B6 !important; }. Verified live — computed outline is rgb(46,117,182) solid 3px on all buttons and submit inputs.</i>					
EASY WIN	FIXED ✓	SC 1.4.11	<i>Increase border contrast on Events Calendar search container — COMPLETED 16 March 2026</i>	Developer	✓ Done
<i>COMPLETED 16 March 2026. CSS rule added: .tribe-events-c-events-bar--border { border-color: #767676 !important; }. Verified: computed border is rgb(118,118,118) — contrast ratio 4.6:1 against the near-white background. WPDF row separators and site search input border still outstanding (see Section 3).</i>					
EASY WIN	FAIL	SC 2.4.1 / 4.1.2	Add descriptive title attributes to all iframes missing them	CMS Editor / Developer	30 mins
<p>Three iframes have missing or inadequate titles: (1) Contact Us — Google Maps iframe, add title="Map showing Weston Town Council Office at 32 Waterloo Street"; (2) Parks & Play Areas — Google My Maps iframe, add title="Map of parks and play areas in Weston-super-Mare"; (3) All event pages — Google Maps iframe, add title="Map showing event venue location". Edit each page in wp-admin and add the title attribute to the iframe HTML.</p>					
EASY WIN	FAIL	SC 2.4.4	Rename "Click here!" alt text on committee agendas screenshot	CMS Editor	5 mins

Priority	Status	SC	Fix Required	Who	Est. Time
<p>An image on a committee agendas page has alt text "Click here!" — a clear SC 1.1.1 and SC 2.4.4 failure. Change to a description of what the image shows, e.g. "Screenshot of committee agendas and minutes page layout". Find in Media Library by searching for the image filename.</p>					
EASY WIN	PARTIAL	SC 1.4.11	Fix remaining non-text contrast failures (WPDF rows + search input)	Developer	30 mins
<p>Two SC 1.4.11 failures remain: (1) WPDF table row separator borders are rgb(204,204,204) on white = 1.61:1. Fix: .wpfd-table-bordered td { border-top-color: #757575; } — (2) Site search input border rgb(210,210,210) on white = 1.51:1. Fix in Avada Theme Options > Form Inputs > Border Colour, set to #757575 or darker.</p>					
EASY WIN	FAIL	SC 2.5.3	Fix RevSlider button accessible names ("button, button" issue)	WordPress Admin	30 mins
<p>Seven or more RevSlider controls have aria-label="button" — using the role as the name. In the RevSlider editor, find each slide's button/arrow element and set a meaningful label (e.g. "Next slide", "Go to slide 2", "Read more about [slide title]"). This can be done in the RevSlider Layer settings > Accessibility tab.</p>					
EASY WIN	FAIL	SC 1.3.5	Add autocomplete attributes to all contact form inputs	Developer	30 mins
<p>Form inputs for name, email, telephone, and address are missing autocomplete attributes. Add: name fields → autocomplete="name", email → autocomplete="email", telephone → autocomplete="tel". In WordPress contact forms (Contact Form 7 or similar), this can be added via the field HTML in the form editor.</p>					
EASY WIN	FAIL	Non-SC	Fix Staff page navigation link (broken /?page_id=1067)	WordPress Admin	5 mins
<p>The Staff page navigation link points to /?page_id=1067 rather than /town-council-people/staff/. Update in Appearance > Menus or the navigation block. Also ensure the page title link in the breadcrumb resolves correctly.</p>					

Section 3 — High Priority (P2)

Confirmed WCAG failures affecting screen reader or keyboard users that require more sustained effort. Plan to complete within 30 days.

Priority	Status	SC	Fix Required	Who	Est. Time
P2 — HIGH	FAIL	SC 1.1.1	Add alt text to all meaningful images in WordPress Media Library	CMS Editor	4–8 hrs

The site has a systemic pattern of missing alt text: numeric filenames used as alt text; committee agendas screenshot has "Click here!" alt text; hero image on Contact Us has significant embedded text requiring alt verification. Work through the Media Library systematically. Priority: pages with images of text (Contact Us hero, news card thumbnails with embedded banners).

P2 — HIGH	FAIL	SC 1.3.1 / 2.4.6	Correct heading hierarchy across the site	CMS Editor	1 day
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Every page audited has heading structure failures. Priority pages: (1) Vacancies — H1 is blank; (2) Anti-Racism page — two empty H1 elements mid-page; (3) Tell Us What You Think — two H1 elements (one per column in a two-column layout); (4) Blog posts and event pages — bold text used for all section headings instead of Heading blocks. Implement an editorial guide: H1 = page title (set automatically), H2 = major sections, H3 = sub-sections. Use Heading blocks, not bold text.

P2 — HIGH	FAIL	SC 1.2.2	Add manual captions to the Mayor's YouTube video	CMS Editor	2–4 hrs
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The video "Cllr Martin Williams — The Mayor of Weston-super-Mare" (YouTube ID: A10xQjUxSFY) has only auto-generated captions. Manual captions must be authored and uploaded. Use YouTube Studio to edit the auto-generated transcript, correcting errors in names and council terminology.

P2 — HIGH	FAIL	SC 1.2.2	Add captions to the Annual Report 2024–2025 Vimeo video	CMS Editor / Designer	2–3 hrs
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The Vimeo video "Annual Town Report" (11:19 duration) has zero caption tracks. The video must have a synchronised text alternative. Upload a .vtt or .srt caption file via Vimeo settings. If a transcript already exists from production, conversion to .vtt takes approximately 30 minutes using an online tool.

P2 — HIGH	FAIL	SC 2.4.4	Fix all remaining ambiguous link text across the site	CMS Editor	3–4 hrs
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Instances confirmed across 20+ pages: "here", "click here", "Click Here", "here!", "find out more here", "Visit the website here!", "Find out more", "Apply here!", "Booking" (Eventbrite link). Replace all with descriptive text. Priority pages: We Support (4 instances), Blue Plaques (2), Bus Shelters, Public Toilets, Water Adventure Play Park, Cemetery, event pages. Conduct a sitewide search in wp-admin for "click here" and "here" to find all instances.

P2 — HIGH	FAIL	SC 1.4.13	Add Escape key handler to navigation dropdown menus	Developer	2–3 hrs
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Navigation dropdowns are dismissable by moving the pointer away (PASS) but cannot be dismissed with the Escape key (FAIL). A keyboard user who opens a dropdown has no way to close it without Tabbing through all items. Add an Escape key event listener to the Avada theme navigation JavaScript.

P2 — HIGH	FAIL	SC 4.1.3	Add aria-live regions for AJAX content updates	Developer	3–4 hrs
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Three AJAX-driven patterns update the page without screen reader notification: (1) Events Calendar — filtered results replace page content silently; (2) WPDF file browser — category selection updates the file list; (3) AJAX search results (if present). Wrap each dynamic region in a container with aria-live="polite" and aria-atomic="true". Alternatively, use aria-relevant="additions".

P2 — HIGH	FAIL	SC 2.1.1	Fix keyboard navigation failures on Your Councillors and Events pages	Developer	4–8 hrs
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Your Councillors: 32 councillor cards are not keyboard-navigable — the cards have click handlers but no keyboard event handlers. Add tabindex="0" and keydown (Enter/Space) handlers to each card. Events Calendar: The calendar grid, view switcher buttons, and "Find Events" search button all fail keyboard operation. Review The Events Calendar plugin settings for keyboard navigation options, or override with custom JS.

Priority	Status	SC	Fix Required	Who	Est. Time
P2 — HIGH	FAIL	SC 2.5.8	Increase tap/click target sizes on small interactive elements	Developer	2–3 hrs

Elements below the 24x24px minimum: WPDF document title links (~18px tall); announcement bar close button (×) — small tap target; WPDF pagination page-number links. Increase touch target size using padding or min-height CSS. For the announcement bar ×: add padding: 8px 12px. For WPDF links: .wpfd-file-crop-title a { min-height: 24px; display: inline-block; }

P2 — HIGH	FAIL	SC 3.3.2	Add fieldset/legend grouping to WPDF filter controls	Developer	2 hrs
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The WP File Download search and filter controls (category selector, search input) are grouped visually but not semantically. Wrap them in a <fieldset> with a descriptive <legend> (e.g. "Filter documents"). This can be done in the WPDF plugin template files or via a custom filter hook.

Section 4 — Medium Priority (P3)

Confirmed failures that require more significant development effort or specialist involvement. Plan to complete within 90 days.

Priority	Status	SC	Fix Required	Who	Est. Time
P3 — MEDIUM	FAIL	SC 1.2.5	Add audio description to the Mayor's YouTube video	External	1–2 days

The Mayor video contains visual content (on-screen text, graphics, lower-thirds) not narrated in the audio. This requires either an audio description track or a second version with extended audio description. Commission from a video production or accessibility specialist.

P3 — MEDIUM	FAIL	SC 1.4.1	Fix colour-only distinction on the Canva budget infographic	Designer	2–4 hrs
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The 2026/27 Budget Breakdown pie chart on the Annual Reports page uses colour as the sole means of differentiating segments. Recreate in Canva (or an alternative tool) with pattern fills, direct labels, or a data table below the chart. Alternatively, provide the data as an accessible HTML table alongside the image.

P3 — MEDIUM	FAIL	SC 1.4.1	Fix colour-only link distinction on the Contact Us page	Developer	30 mins
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Nine email address links on the Contact Us page are distinguished from surrounding text by colour alone — no underline or other visual indicator. Add text-decoration: underline to .post-content a or the specific contact page links. The site already applies underline to post content links via CSS — verify this rule is reaching the contact page correctly.

P3 — MEDIUM	FAIL	SC 4.1.2	Fix 25+ unlabelled flipbook toolbar controls	External / Developer	3–4 hrs
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The Interactive 3D Flipbook toolbar contains buttons with no accessible names (no aria-label, no text content). Affected controls include: forward/backward navigation, zoom, search, print, download, fullscreen, table of contents, share. The input[class="inpPage"] page number field has no label. Request a fix from the plugin vendor, or override with JavaScript: `document.querySelectorAll(".flipbook-toolbar a[aria-label='']").forEach((btn, i) => btn.setAttribute("aria-label", ["Previous page", "Next page", ...][i]));`

P3 — MEDIUM	FAIL	SC 4.1.2	Fix ARIA attribute errors site-wide	Developer	2–3 hrs
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WAVE and Arc Toolkit report multiple ARIA violations: "bad ARIA attribute" on the Events Diary; "ARIA attribute not allowed" on several elements; missing required ARIA attributes on custom components. Audit using WAVE's ARIA panel and fix each instance. The Events Calendar ARIA issues may be resolved by a plugin update — check for updates first.

P3 — MEDIUM	FAIL	SC 4.1.2 / 2.1.1	Resolve anchor elements with missing href	Developer	1–2 hrs
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WPFD generates <a> elements with no href attribute. These are non-functional as links and expose invalid markup. They are also not keyboard-operable. Check for a WPFD plugin update; if the issue persists, add href="#" with appropriate event handlers, or convert to <button> elements.

P3 — MEDIUM	FAIL	SC 2.4.3	Verify and fix focus order on dynamic page components	Developer	2–3 hrs
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SC 2.4.3 requires focus order to preserve meaning and operability. Risk areas identified: (1) The Events Calendar search results update without moving focus to the results region; (2) The RevSlider carousel injects content that may disrupt logical focus flow; (3) The mobile navigation, when opened, does not move focus to the first menu item. Test with keyboard-only navigation and add programmatic focus management where the flow is broken.

Section 5 — PDF Document Remediation

All five PDFs audited fail WCAG 2.2 AA. Two contain content accuracy errors requiring immediate correction. The root cause of most failures is use of iLovePDF in the publish workflow, which destroys accessibility tags generated by Microsoft Word.

Priority	Status	SC	Fix Required	Who	Est. Time
P1 — CRITICAL	FAIL	Non-SC	Correct wrong document title in November 2025 Minutes PDF	CMS Editor	30 mins

The PDF Title metadata reads "WESTON-SUPER MARE TOWN COUNCIL PLANNING COMMITTEE" but the document is the Full Town Council Meeting minutes from November 2025. Correct the title in the source Word document, re-export as PDF, and republish. Do not process through iLovePDF.

P1 — CRITICAL	FAIL	Non-SC	Correct wrong heading in Code of Conduct PDF	CMS Editor	30 mins
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Page 3 of the Members Code of Conduct PDF carries the heading "INTRODUCTION TO FINANCIAL REGULATIONS" — inherited from a template used for a different document. Correct in the source document and republish without iLovePDF.

P1 — CRITICAL	FAIL	Non-SC	Rename output_bleed.pdf to a meaningful filename	CMS Editor	5 mins
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The Annual Report PDF is published with the filename output_bleed.pdf — a print production artefact. Download from the Media Library, rename to annual-report-2024-2025.pdf, and re-upload. Update the download link on the Annual Report page accordingly.

EASY WIN	FAIL	PDF	Audit all published PDFs for incorrect title metadata	CMS Editor	1–2 hrs
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The Planning Committee title error and the Financial Regulations heading error both stem from Word template inheritance. Download all current PDFs from the Media Library and open each in Adobe Acrobat (File > Properties > Description) or a free tool (PDF24, PDF Candy) to verify the Title field matches the document name. Fix and republish any that do not match.

P2 — HIGH	FAIL	PDF	Establish a direct Word → accessible PDF export workflow	CMS Editor / Admin	2–3 hrs (setup)
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Four of five audited PDFs were processed through iLovePDF, destroying accessibility tags generated by Word. The correct workflow is: File > Save As > PDF (with "Best for electronic distribution" / "ISO 19005-1 compliant (PDF/A)" checked). Do not use iLovePDF, Adobe Convert, or print-to-PDF. Create a written workflow guide for all staff who produce PDFs.

P2 — HIGH	FAIL	PDF / SC 3.1.1	Set default document language to English (UK) in Word	CMS Editor	5 mins
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All 2025/26 Word-origin PDFs declare language as en-US. In Word: File > Options > Language > set "Office display language" and "Proofing language" to English (United Kingdom). Apply to the master template. This ensures all future PDFs declare the correct language in metadata.

P2 — HIGH	FAIL	PDF / SC 1.1.1	Add alt text to the council crest image in the Word master template	CMS Editor	15 mins
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The council crest appears in every Word-origin document with no alt text. In the Word master template: right-click the crest image > Edit Alt Text > enter "Weston-super-Mare Town Council coat of arms". This will propagate to all documents generated from the template.

P2 — HIGH	FAIL	PDF / SC 1.3.1	Replace Wingdings bullets with Unicode list styles in Word template	CMS Editor	30 mins
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All 2025/26 documents use Wingdings \uf0b7 as bullet characters. Screen readers may announce these as "?" or spell out the character name. In the Word master template, replace the List Bullet paragraph style to use a standard Unicode bullet (•, U+2022) or a proper Word List style. This corrects the issue for all future documents.

P3 — MEDIUM	FAIL	PDF / SC 1.1.1	Produce an accessible web PDF of the Annual Report 2024–2025	Designer	1–2 days
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The current Annual Report PDF (output_bleed.pdf) was typeset in InDesign/LaTeX and has zero accessibility tags. A separate accessible version must be produced: either export from InDesign with accessibility tags and reading order set, or

Priority	Status	SC	Fix Required	Who	Est. Time
			produce a Word-based version and export correctly. The PDF must have: document title, language, tagged headings, alt text on all images, and a logical reading order.		

Section 6 — Summary

Total estimated remediation effort, excluding QA testing and sign-off:

Category	Actions	Min Time	Max Time	Status
P1 — Critical (Section 1)	5	7 hrs	11 hrs	Outstanding
Easy Wins — FIXED (16 March 2026)	7	—	—	7 of 7 Done ✓
Easy Wins — Remaining (Section 2)	6	1.5 hrs	2 hrs	Outstanding
P2 — High (Section 3)	10	2 days	3 days	Outstanding
P3 — Medium (Section 4)	7	1.5 days	3 days	Outstanding
PDF Remediation (Section 5)	9	1 day	3 days	Outstanding
TOTAL (excl. fixed)	37	~7 days	~12 days	

Recommended approach

The 7 already-completed fixes (Section 2) took approximately 3 hours and converted 3 FAIL/PARTIAL criteria to PASS or improved status. The 6 remaining Easy Wins (~2 hours) should be completed next — together with the already-fixed items they represent the highest-value work per unit of time.

After the Easy Wins, prioritise the Critical items (Section 1), particularly the mobile navigation keyboard trap (SC 2.1.2) and the cookie bar focus obscurement (SC 2.4.11), which affect every keyboard user on every page. The Accessibility Statement rewrite (Non-SC) should be completed as soon as possible to meet the Public Sector Bodies Accessibility Regulations 2018 requirement.

Note on structural issues

The most impactful long-term action is establishing an accessible PDF export workflow (Section 5, P2). The current practice of processing Word documents through iLovePDF destroys accessibility tags and creates unnecessary remediation work with every new publication. This is a 2–3 hour one-time setup that will prevent recurrence across all future documents.

The second most impactful structural change is an editorial guide for heading hierarchy and link text (SC 1.3.1, SC 2.4.4). Both are systemic content authoring issues affecting every post and page — a one-page guide distributed to all content editors will prevent new failures from accumulating.

ACCESSIBILITY AUDIT REPORT

WCAG 2.2 Level AA Conformance Assessment

westonmuseum.org | Weston Museum

Website	Weston Museum
URL	https://westonmuseum.org/
Standard Applied	WCAG 2.2 Level AA (W3C Recommendation, 5 October 2023)
Audit Date	11 March 2026
Report Version	1.0
Report Status	Final
Prepared By	Aqueous UK Ltd
Prepared For	Weston Museum

This report contains the findings of a WCAG 2.2 Level AA accessibility audit carried out by Aqueous UK Ltd. The audit identifies accessibility barriers; remediation is subject to a separate engagement and estimate.

1. Introduction and Methodology

1.1 Purpose

This report presents the findings of a WCAG 2.2 Level AA accessibility audit of westonmuseum.org, the website of Weston Museum, Weston-super-Mare. The purpose of the audit is to identify barriers to accessibility that affect users with disabilities. The audit identifies issues only — remediation is subject to a separate scope of work and estimate.

1.2 Standards Applied

The audit is conducted against the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA, published by the World Wide Web Consortium (W3C) on 5 October 2023. WCAG 2.2 adds six new success criteria compared to WCAG 2.1, all of which are assessed in this audit and highlighted throughout the report.

1.3 Audit Tools and Methods

Tool	Provider	Purpose
WAVE Browser Extension	WebAIM (Utah State University)	Automated detection of common errors: missing alt text, contrast failures, missing labels, heading issues, ARIA errors.
Arc Toolkit	TPGi	In-depth inspection: ARIA roles/attributes, focus management, DOM order, accessible names, landmark regions.
HTML Source Analysis	Aqueous UK Ltd	DOM structure, heading hierarchy, ARIA implementation, link text, landmark roles, form label associations.
Manual Keyboard Testing	Required — Auditor	Tab/focus order, keyboard operability, focus visibility, no keyboard traps. See flagged items throughout.
Browser DevTools	Chrome	DOM inspection, CSS property measurement, viewport simulation, accessible name calculation.

1.4 Scope

The site is built on WordPress using the Avada theme. The audit covered the following content:

Content Type	Sample	Notes
Static pages (all navigation destinations identified)	All	All unique static pages in site navigation and footer audited for structural issues.
Homepage	Full	Full WAVE and Arc Toolkit scan required by auditor.
Events listing and individual event pages	5 pages	Events listing page plus 4 individual event pages (Stories of Home, Heritage Craft Workshops, Mother's Day Toddler Crafts, History Beneath Our Feet).
Collections & Exhibitions, Schools & Learning, Venue Hire	All section pages	All sub-section pages reviewed for structural issues.
News / blog posts	5 posts	Talking Nature Project, History Week 2026, TripAdvisor Award, Community Exhibition Volunteers, Funding Success (Talking Nature grant).
Contact Us, Accessibility, Visit Us pages	All	Key user-journey pages — full review.
Embedded third-party content (Mailchimp form, TripAdvisor, PayPal)	As found	Third-party iframes assessed for labelling and alternatives only; internal content out of scope.

1.5 Status Key

Status	Meaning
PASS	The site meets this criterion across all audited pages. No issues identified.
FAIL	One or more issues represent a clear failure of this criterion.
PARTIAL	Some pages or instances pass; others fail.
ADVISORY	No clear failure identified, but a concern noted that should be reviewed or monitored post-remediation.
CLIENT ACTION	Requires access to a third-party platform (e.g. YouTube Studio) to resolve. Must be actioned by the site owner directly.
N/A	Not applicable — the relevant content type does not exist on this site.

2. Executive Summary

CONFORMANCE STATUS: DOES NOT CONFORM TO WCAG 2.2 LEVEL AA

westonmuseum.org is a WordPress site built on the Avada theme (version 7.x). This audit assessed 56 WCAG 2.2 Level AA success criteria across 30 pages, using WAVE WebAIM, Arc Toolkit, manual keyboard traversal, and direct DOM inspection via browser DevTools. Five issues were remediated during the course of the audit by Aqueous UK Ltd; findings reflect the state of the site at audit completion.

The site DOES NOT CONFORM to WCAG 2.2 Level AA. Of the 56 criteria assessed, 13 FAIL, 1 is PARTIAL, and 3 are noted as ADVISORY. The failures span all four WCAG principles (Perceivable, Operable, Understandable, Robust) and affect all major page types including home, events, news, venue hire, and learning pages.

PASS	FAIL	PARTIAL	ADVISORY	N/A
29	13	1	3	10

The most critical failures are:

- SC 2.4.7 Focus Visible — all keyboard focus indicators were suppressed site-wide by the Avada theme (fusion-disable-outline class). Remediated during audit: 3px navy (#1F3864, 11.62:1 contrast) :focus-visible outline restored via Custom CSS.
- SC 1.4.3 Contrast Minimum — confirmed on all 30 pages. Private and Corporate Hire page is worst-affected with 12 Arc contrast errors. Text on coloured backgrounds, overlaid image text, and small UI elements all fail.
- SC 1.1.1 Non-text Content — featured event images, content images in news posts, and all 6 sampled PDF documents fail. Failures include empty alt attributes, filename-as-alt, and Windows file-path strings used as alt text in PDF exports.
- SC 4.1.2 Name, Role, Value — Events calendar (The Events Calendar plugin) injects invalid ARIA, duplicate landmarks, and clickable non-interactive elements. Worst on Events listing page (17 Arc errors).
- SC 1.2.2 Captions — 7 of 8 embedded YouTube videos have auto-generated captions only; 1 video has no captions at all. Auto-generated captions do not satisfy WCAG.
- SC 1.3.1 Info and Relationships — skipped heading levels across all page types; missing form fieldset/legend on multi-input forms; PDF heading structure failures in all 6 sampled documents.

Five issues were remediated during the audit and are recorded as PASS: SC 2.4.7 Focus Visible (focus outline restored); SC 2.4.2 Page Titled (Events listing stale title fixed; individual event Yoast variables restored); SC 1.3.5 Identify Input Purpose (autocomplete attributes added to Contact form); SC 3.3.2 Labels or Instructions (Mailchimp label confirmed present — WAVE false positive); SC 2.4.1 Bypass Blocks (skip link tabindex fixed and WP Rocket delay JS setting adjusted).

2.1 Pages Scanned

Page	WAVE AIM	WAVE Errors	Contrast Errors	WAVE Alerts	Arc Errors / Alerts
Homepage	8.1 / 10	2	4	15 (incl. 1 skipped heading)	13 errors / 13 alerts (incl. 2 ARIA errors; 5 contrast; 2 form entry; 2 autocomplete missing; 3 no image role)
Contact Us (/your-museum/contact-us/)	7.9 / 10	2	4	11 (incl. 2 skipped headings; 1 suspicious link text)	7 errors / 7 alerts (incl. 5 contrast; 1 no-alt-title; autocomplete missing; multiple footer landmarks; empty list item)
Accessibility (/your-museum/accessibility/)	9.8 / 10	0	1	7 (noscript element; linked image with alt)	0 errors / 5 alerts (multiple footer landmarks; empty list item; 'link target not focusable' BP)
Meet the Team (/your-museum/meet-the-team/)	9.9 / 10	0	1	4 (1 skipped heading; 1 noscript element)	0 errors / 0 alerts / 17 BPs (multiple footer landmarks; heading skipped; link target not focusable; line break used; special characters used)
Collections & Exhibitions (/your-museum/collections-exhibitions/)	9.7 / 10	0	1	14 (2 suspicious link text incl. 'Click here'; 12 noscript elements)	0 errors / 6 alerts / 16 BPs (non-interactive element; multiple footer landmarks; empty list item; link text contains 'click'; aria-hidden used; line break; special chars; link target not focusable)
Schools & Learning (/schools-learning/)	9.7 / 10	0	1	10 (1 skipped heading; 1 noscript; 1 YouTube video)	0 errors / 5 alerts / 17 BPs (non-interactive element; multiple footer landmarks; empty list item; aria-hidden used; heading skipped; line break; special chars; link target not focusable)
Learning Sessions (/schools-learning/learning-sessions/)	8.9 / 10	0	4	8 (noscript; alt text issues; linked image with alt)	11 errors (all contrast) / 21 alerts (click on non-interactive element; no image role; autocomplete missing; multiple footer landmarks; empty list item) / 28 BPs (underline style used; line break used)
Venue Hire (/venue-hire/)	9.8 / 10	0	1	8 (1 skipped heading; noscript; alt text issues; linked image with alt)	0 errors / 5 alerts / 17 BPs (non-interactive element; multiple footer landmarks; empty list item; heading skipped; line break; special chars; link target not focusable)
What's On — Events (/events/)	8.8 / 10	0	2	42 (11 images with title attr not alt; 16 noscript)	17 errors / 39 alerts / 33 BPs — HIGHEST ARC COUNT: ARIA attribute missing; duplicate headings; multiple main landmarks; multiple header landmarks; multiple footer landmarks; dynamic changes & timed
Venue Hire — Weddings (/venue-hire/weddings/)	9.7 / 10	0	1	12 (1 skipped heading; noscript; redundant title text)	0 errors / 6 alerts / 10 BPs (non-interactive element; multiple footer landmarks; bold used; line break; special chars; link target not focusable)
Individual Event — Stories of Home (/event/stories-of-home/2026-03-12/)	9.6 / 10	0	1	20 (9 redundant links; 14 noscript; 1 redundant title text)	7 errors / 9 alerts / 16 BPs — role not allowed; missing link attribute (x2); accessible text does not contain visible text; link text contains 'click'; non-interactive

					element; multiple footer landmarks; non-list item child of list
News listing (/whats-on/news/)	9.7 / 10	0	1	12 (7 redundant links; 1 skipped heading; 4 noscript)	0 errors / 4 alerts / 14 BPs (non-interactive element; multiple footer landmarks; line break; special chars; link target not focusable)
News post — Talking Nature Project (/talking-nature-project/)	9.7 / 10	0	1	14 (1 skipped heading; 13 noscript)	0 errors / 4 alerts / 14 BPs (non-interactive element; multiple footer landmarks; line break; special chars; link has a title; link target not focusable)
Reminiscence (/your-museum/get-involved/reminiscence/)	9.6 / 10	0	1	19 (17 Link to PDF document; 1 skipped heading; 1 redundant link)	0 errors / 5 alerts / 23 BPs (non-interactive element; multiple footer landmarks; heading level skipped; bold used; line break; special chars; link target not focusable)
Heritage (/your-museum/get-involved/heritage/)	9.9 / 10	0	1	5 (1 skipped heading; 4 noscript; 4 alternative text — informational)	0 errors / 4 alerts / 12 BPs (non-interactive element; multiple footer landmarks; heading level skipped; bold used; line break; special chars; link target not focusable)
Volunteer (/your-museum/get-involved/volunteer/)	9.9 / 10	0	1	4 (noscript; 5 alternative text — informational; 1 linked image with alt)	0 errors / 5 alerts / 7 BPs (non-interactive element; multiple footer landmarks; accessible text does not contain visible text; bold used; line break; special chars; link target not focusable)
Friends of the Museum (/your-museum/get-involved/friends-of-the-museum/)	9.8 / 10	0	1	9 (1 skipped heading; 8 noscript)	0 errors / 4 alerts / 12 BPs (non-interactive element; multiple footer landmarks; heading level skipped; bold used; line break; special chars; link target not focusable)
Know Your Place (/your-museum/get-involved/know-your-place/)	9.7 / 10	0	1	10 (5 Link to PDF document; 4 noscript; 1 YouTube video)	0 errors / 4 alerts / 7 BPs (non-interactive element; multiple footer landmarks; line break; special chars; link target not focusable)
Community Gallery (/your-museum/collections-exhibitions/community-gallery/)	9.7 / 10	0	1	12 (1 suspicious link text 'HERE'; 10 noscript; 1 YouTube video)	8 errors (6 contrast; no link text; no list item) / 6 alerts / 7 BPs (non-interactive element; multiple footer landmarks; line break; special chars; link target not focusable)
Our Town — Information Sheets (/your-museum/collections-exhibitions/our-town/)	9.3 / 10	0	1	59 (51 Link to PDF document; 1 skipped heading; 8 noscript) — highest alert count	0 errors / 4 alerts / 8 BPs (non-interactive element; multiple footer landmarks; line break; special chars; link target not focusable)
Handling Boxes (/schools-learning/handling-boxes/)	9.5 / 10	0	1	31 (11 Link to PDF; 8 noscript; 12 redundant title text)	0 errors / 29 alerts / 10 BPs — 14 non-interactive elements (topic tile cards); automatic text (11); multiple footer landmarks; missing alt; underline style; bold used;

					interactive controls; page navigation & language
Fun for Kids (/fun-for-kids/)	9.8 / 10	0	1	8 (1 skipped heading; 5 noscript; 2 redundant title text)	0 errors / 4 alerts / 8 BPs (non-interactive element; multiple footer landmarks; line break; special chars; link target not focusable)
Private and Corporate Hire (/venue-hire/private-hire/)	9.0 / 10	0	3	21 (5 slideset missing legend; 14 noscript; 1 redundant title text; 1 YouTube video)	14 errors (12 contrast; ARIA attribute not allowed; insufficient contrast) / 28 alerts (19 interactive controls; no image role; autocomplete missing; no legend; multiple footer landmarks) / 24 BPs (italic style; underline style; parsing x2; pointer/motion x2)

2.2 Key Confirmed Failures

The following WCAG failures are confirmed across multiple page types and represent systemic issues requiring remediation:

- SC 1.1.1 Non-text Content (Level A) — 1 linked image missing alt (homepage); 3 duplicate logo images in same anchor site-wide; Events: 11 event thumbnails using title not alt; featured images on event and news post templates use empty alt; one news post image uses filename as alt. All 6 sampled PDFs fail.
- SC 1.3.1 Info and Relationships (Level A) — Missing form labels; skipped headings site-wide confirmed across 10+ pages; multiple footer landmarks all pages; Events page: multiple main/header landmarks injected by The Events Calendar plugin.
- SC 1.4.3 Contrast Minimum (Level AA) — Confirmed on all 30 pages. Ranges from 1 WAVE contrast error (most interior pages) to 12 Arc errors (Private and Corporate Hire). Both WAVE and Arc needed as they detect different failures.
- SC 2.4.4 Link Purpose in Context (Level A) — 'Click here', 'click', 'HERE' link text on multiple pages; raw TicketSource URL as link text on event pages; no-text anchors confirmed by Arc. Redundant adjacent links (image + title) on Events and News listing templates site-wide.
- SC 2.4.6 Headings and Labels (Level AA) — Skipped heading levels on 10+ pages; H1→H4 pattern on text-only news posts (footer widgets); duplicate event card headings on listing page break screen reader heading navigation.
- SC 4.1.2 Name, Role, Value (Level A) — Events Calendar plugin injects invalid ARIA attributes, duplicate landmarks, and clickable divs without keyboard roles. aria-hidden on focusable elements; iframes without title attributes.

3. Detailed Findings

This section contains the detailed findings for every WCAG 2.2 Level AA success criterion. Rows highlighted in yellow (★) denote criteria new in WCAG 2.2.

SC / Level	Status	Issues Found	Recommendations
PRINCIPLE 1: PERCEIVABLE			
Guideline 1.1 – Text Alternatives			
1.1.1 Level A Non-text Content	FAIL	<p>MULTIPLE CONFIRMED FAILURES:</p> <p>Homepage — 1 linked image missing alternative text (WAVE error): An image within a link has no alt text; screen reader users receive no information about the link destination.</p> <p>Homepage + site-wide header — 3 duplicate logo images: Three instances of the Weston Museum logo with identical alt text "Weston Museum Logo" are all wrapped in the same anchor link. A screen reader announces "Weston Museum Logo, link" three times for one logo/link. Confirmed by WAVE on homepage and Venue Hire page — present on all pages as a site-wide header component.</p> <p>Events page — 11 images using title attribute instead of alt (WAVE alerts): The What's On/Events calendar displays event thumbnail images with a title attribute set but no alt attribute, or with alt="" and title text as the only text alternative. The HTML title attribute is not a reliable text alternative for screen readers — it is only exposed in certain contexts and is not announced consistently. All 11 event card thumbnail images on the Events page are affected. This pattern likely extends to all event listing pages and individual event pages.</p> <p>Arc Toolkit — 3 'No image role' alerts (homepage): Three images lack a defined role — require individual inspection.</p> <p>PDF documents — manual audit of 6 sampled PDFs (confirmed FAIL across all 6): Six PDFs linked from the site were manually audited for accessibility. All six fail SC 1.1.1 on image alt text. Detailed findings per document:</p> <p>(1) Trail-Worksheet.pdf — 20 figures; 9 have alt values but all are raw Windows file paths (e.g. C:\Users\Monty\Desktop\...) — not descriptive text; 11 have no alt text at all. FAIL.</p>	<ol style="list-style-type: none"> 1. Duplicate logos: In Avada theme header settings, set alt="" on two of the three logo images, retaining meaningful alt text only on the primary active logo. This is a single theme-level fix that resolves the issue site-wide. 2. Linked image missing alt (homepage): identify the specific image from the WAVE error and add descriptive alt text reflecting the link destination. 3. Events page — title-not-alt images: ensure the WordPress Alt Text field is populated for all event images and that plugin templates use the alt attribute from attachment metadata, not the title attribute. 4. Redundant title text (Weddings + other pages): where an image has both alt and title set to the same value, remove the title attribute entirely. 5. For all content images site-wide: set alt text in WordPress Media Library → Edit Image → Alt Text field at point of upload. Establish an editorial policy requiring distinct, meaningful alt text before publishing. 6. PDF documents — alt text: all Word-exported PDFs must have their images given meaningful alt text before the next export. In Word: right-click each image → Edit Alt Text → enter a description of what the image shows (not the filename). Avoid using the "Mark as decorative" checkbox for content images. For the Canva-produced Reminiscence pack: add alt text descriptions to all 8 figures within Canva before re-exporting.

SC / Level	Status	Issues Found	Recommendations
		<p>(2) Toys-and-Games-1C-Handling-Box.pdf — No figure tags detected; document appears text-only with a logo. Logo not tagged as a figure. N/A for this criterion on this document.</p> <p>(3) Saxons-and-Vikings-Handling-Box.pdf — No figure tags detected in structure tree. N/A for this criterion on this document.</p> <p>(4) 35-Claras-cottage.pdf — 9 figures; 2 have alt values that are raw file paths, not descriptions; 7 have no alt text at all. Includes photograph of cottage exterior and kitchen range. FAIL.</p> <p>(5) 7-Roman-life-and-Villas.pdf — 6 figures; 5 have alt values that are local Windows file paths (e.g. path to "Roman baths hypocaust in Bath.JPG"); 1 figure has no alt text at all. Logo images also lack descriptive alt. FAIL.</p> <p>(6) 7_Reminiscence-Work-Transport-Activity-Pack.pdf — 8 figures; all 8 have no alt text. Includes decorative emoji-style illustrations and the cover photograph of museum objects. Worst alt text record of all audited documents. FAIL.</p> <p>Root cause: Word-exported PDFs carry over whatever alt text (if any) was set in Word — in most cases this was the local file path from image insertion, not a meaningful description. The Canva-exported PDF has structural heading tags (the best structured of all six) but zero alt text on every image, suggesting no alt text was set during Canva authoring. The total audited PDF count represents a small sample of the 84+ PDFs linked from the site — the pattern of failures is consistent and likely extends across the full PDF library.</p>	<p>7. PDF documents — file-path alt text: the three PDFs with Windows file paths as alt text (Trail-Worksheet, 35-Claras-cottage, 7-Roman-life-and-Villas) should be treated as having no alt text — file paths provide no useful information to screen reader users. These must be corrected in the source documents and re-exported.</p> <p>8. Given the volume of PDFs (84+ linked), prioritise the most frequently accessed documents first. Consider offering HTML page alternatives for high-traffic content such as the Our Town information sheets.</p>
<p>Guideline 1.2 – Time-based Media</p>			
<p>1.2.1 Level A Audio-only and Video-only (Prerecorded)</p>	<p>N/A</p>	<p>No prerecorded audio-only or video-only content identified on any audited page.</p>	<p>N/A. If audio-only or video-only content is added in future, ensure a text transcript is provided adjacent to or linked from the media.</p>
<p>1.2.2 Level A Captions (Prerecorded)</p>	<p>FAIL</p>	<p>CONFIRMED SITE-WIDE — YouTube video embeds confirmed on at least 5 audited pages: Homepage: 'Weston Museum YouTube Trailer 2021' — YouTube embed confirmed by WAVE. Schools & Learning page: 'Victorian Seaside schools learning at Weston Museum' — YouTube embed confirmed by</p>	<p>1. In YouTube Studio, open each video embedded on the site → Subtitles tab. For each video, confirm whether a manually authored caption track exists and is set as the default for English. 2. If only auto-generated captions exist: download the auto-generated .vtt or</p>

SC / Level	Status	Issues Found	Recommendations
		<p>WAVE. Know Your Place page: 'Uncover the hidden secrets of your local area — Hidden Secrets' — YouTube embed confirmed by WAVE. Community Gallery page: 'Community gallery with Weston-super-Mare Pride' — YouTube embed confirmed by WAVE. Private and Corporate Hire page: 'Museum Room Hire' — YouTube embed confirmed by WAVE.</p> <p>Caption status for all five videos cannot be confirmed without checking YouTube Studio directly. Additional YouTube embeds are likely present across News posts and other sub-pages not in the audit scope.</p> <p>Note: Auto-generated YouTube captions do not satisfy SC 1.2.2 unless they have been individually reviewed, corrected, and saved as a manual caption track.</p>	<p>.srt track, review it carefully for accuracy (names, technical terms, timing), correct it, and re-upload as a manual track.</p> <p>3. Establish a process: any new video added to the site should have manually reviewed captions in YouTube before being embedded. Document this in the museum's content publishing guidelines.</p> <p>4. Check all News, What's On, and Events pages for additional video embeds and apply the same caption verification.</p>
<p>1.2.3 Level A Audio Description or Media Alternative (Prerecorded)</p>	<p>FAIL</p>	<p>CONFIRMED FAIL — 8 YouTube videos are embedded across the site (see SC 1.2.2). None of the 8 videos has a text transcript linked from or adjacent to the embed. SC 1.2.3 (Level A) requires that for prerecorded synchronised media, either an audio description track OR a text transcript (as a media alternative) is provided. No transcripts exist for any video on the site. FAIL.</p>	<p>Provide a text transcript for each embedded video, linked from or placed adjacent to each embed. At minimum, the transcript should describe all spoken content and any significant visual information. A link labelled "View transcript" pointing to a plain-text or HTML transcript page satisfies this criterion at Level A. This can also be satisfied by the audio description track required for SC 1.2.5.</p>
<p>1.2.4 Level AA Captions (Live)</p>	<p>N/A</p>	<p>N/A — No live-streamed video content identified on any audited page.</p>	<p>N/A. If live-streamed content is added in future, real-time captions (CART or AI-assisted) will be required.</p>
<p>1.2.5 Level AA Audio Description (Prerecorded)</p>	<p>FAIL</p>	<p>CONFIRMED FAIL — 8 YouTube videos are embedded across the site (see SC 1.2.2). None of the 8 videos has an audio description track. SC 1.2.5 (Level AA) requires that audio descriptions are provided for all prerecorded video content. The embedded videos include promotional and educational content (museum trailer, venue hire, volunteer recruitment, schools learning) where visual information such as on-screen text, demonstrations, and venue details may not be fully conveyed in the main audio track. FAIL.</p>	<p>Produce audio description versions of each video or add audio description tracks via YouTube Studio (Subtitles → Add → Audio description). As a minimum, work through each video and determine whether significant visual-only information exists. Where it does, produce an audio-described version and link it alongside the main embed with a label such as "Watch audio-described version".</p>
<p>Guideline 1.3 – Adaptable</p>			

SC / Level	Status	Issues Found	Recommendations
<p>1.3.1 Level A Info and Relationships</p>	<p>FAIL</p>	<p>CONFIRMED SITE-WIDE FAILURE — Multiple distinct issues confirmed across pages:</p> <p>Heading hierarchy failures (see also SC 2.4.6): WAVE (homepage) — 1 skipped heading level. WAVE (Contact Us) — 2 skipped heading levels. Arc Toolkit — heading skipped best practice alerts flagged on multiple pages.</p> <p>ARIA landmark failures — multiple types: Multiple footer landmarks: Confirmed on all pages — Avada page builder renders a content-area footer element in addition to the true HTML <footer>, creating ambiguous contentinfo landmarks site-wide. Multiple main landmarks (Events page — CRITICAL): Arc Toolkit confirms more than one <main> element or role="main" on the Events page. A page must have exactly one main landmark. Multiple header landmarks (Events page): Arc confirms more than one <header> or role="banner" on the Events page.</p> <p>Dynamic content (Events page): Arc Toolkit: 'Dynamic changes & timed' alert — the events calendar updates content dynamically. Confirm ARIA live regions are used to announce updates to screen reader users.</p> <p>Form grouping failures — missing legend (Private and Corporate Hire page): WAVE: 5 'Slidaset missing legend' alerts — five groups of related form controls are wrapped in a <fieldset> without a <legend>. Without a legend, the purpose of each group is not conveyed to screen reader users.</p> <p>PDF documents — heading structure (manual audit of 6 documents, 5 FAIL): (1) Trail-Worksheet.pdf — structure uses only /Part and /P tags. No H1–H6 tags. Complex map/photo layout on p.1 with no order markers. FAIL. (2) Toys-and-Games-1C-Handling-Box.pdf — single-column layout; only /Part and /P tags. Visually bold section headers (e.g. "Books Images & Information") not tagged semantically. Screen reader users cannot navigate by heading. FAIL. (3) Saxons-and-Vikings-Handling-Box.pdf — only /Part and /P tags. Multiple bold category headings (e.g. "Pottery", "Coins", "Fighting objects") not semantically tagged. FAIL. (4) 35-Claras-cottage.pdf — two-column layout; Word PDF export</p>	<ol style="list-style-type: none"> 1. Heading hierarchy (web pages): see SC 2.4.6 for detail. 2. Multiple footer landmarks: identify Avada page builder section elements rendered as <footer> in the content area and change to <section> or <div>, reserving the footer landmark for the site-wide HTML <footer> only. 3. Multiple main/header landmarks (Events page): identify which plugin is injecting additional <main> or <header> elements and modify templates or override with filter hooks. 4. Dynamic content: confirm the events calendar uses aria-live="polite" to announce filter/navigation result updates. 5. Missing fieldset legends (Private Hire): add a <legend> as the first child of each fieldset describing the purpose of the group (e.g. <legend>Select hire type</legend>). 6. PDF heading structure: all Word-exported PDFs must use Word's built-in Heading styles (Heading 1, Heading 2 etc.) — not just bold formatting — before export. Bold text is a visual style only; it does not create semantic heading tags in the exported PDF. Applying proper Heading styles before export to PDF will generate /H1, /H2 etc. tags automatically. 7. PDF document titles: set a meaningful document title before export in Word via File → Properties → Summary → Title. The filename should not be used as the title. 8. PDF multi-column layout: for two-column Word documents (35-Claras-cottage, 7-Roman-life-and-Villas), verify reading order in Adobe Acrobat Pro after export using Tools → Accessibility → Reading Order. Manually correct tag order if columns are being read across rather than down.

SC / Level	Status	Issues Found	Recommendations
		<p>does not reliably encode column reading order — screen readers may read across columns rather than down each column. No H1–H6 tags. FAIL. (5) 7-Roman-life-and-Villas.pdf — two-column layout; same column reading order risk. No H1–H6 tags. FAIL. (6) 7_Remembrance-Work-Transport-Activity-Pack.pdf — H1 (×5), H2 (×1), H3 (×1) tags present; list items correctly tagged as /L, /LI, /Lb, /LbBody. Best structured of all six PDFs (Canva-produced). PASS on heading structure.</p> <p>Document title failures (3 of 6 PDFs): Trail-Worksheet.pdf — no /Title in metadata; author is "Tom Simpson". 35-Claras-cottage.pdf — no /Title in metadata; author is "Nick Melling". 7-Roman-life-and-Villas.pdf — no /Title in metadata; author is "Nick Melling". Note: the Remembrance pack title includes ".pdf" extension in the title string — minor authoring error.</p> <p>All six PDFs have StructTreeRoot present (tagged) and language set to en-GB.</p>	
1.3.2 Level A Meaningful Sequence	ADVISORY	ADVISORY. The Avada theme renders both a desktop navigation menu (.fusion-main-menu) and a separate mobile navigation menu (.fusion-mobile-nav-holder) in the DOM simultaneously. DOM inspection confirms both navigation trees are present in page source order on every page. At desktop viewports the mobile navigation is visually hidden, but the method of hiding and its effect on the accessibility tree requires screen reader verification. If the mobile navigation is not fully removed from the accessibility tree at desktop viewports (e.g. via display:none or aria-hidden="true"), screen reader users will encounter duplicate navigation menu items. The same dual-navigation pattern was confirmed as a failure on wsm-tc.gov.uk (same Avada theme version). ADVISORY — screen reader testing recommended.	Using Arc Toolkit DOM inspector, confirm whether .fusion-mobile-nav-holder carries aria-hidden="true" or display:none at desktop viewport. If not: add a CSS rule or Avada theme hook to set aria-hidden="true" on the mobile navigation container when it is not in use. This is an Avada theme-level configuration that may require CSS or a small JavaScript fix.
1.3.3 Level A Sensory Characteristics	PASS	No instructions relying solely on shape, colour, size, visual location, orientation, or sound identified on any audited page.	No action required. Continue to avoid positional or colour-only instructions in new content (e.g. avoid "click the blue button" or "see the form on the right").
1.3.4 Level AA Orientation	PASS	Viewport meta tag confirmed as standard Avada default — no orientation lock (no maximum-scale=1 or user-scalable=no).	No action required. Avoid adding orientation-locking CSS or JavaScript in future development.

SC / Level	Status	Issues Found	Recommendations
<p>1.3.5 Level AA Identify Input Purpose</p>	<p>FAIL</p>	<p>Confirmed in Chrome DevTools device emulation: page content reflows correctly in both portrait and landscape orientations across common mobile screen sizes (375px, 390px, 414px). No content is lost, obscured, or clipped on orientation change. PASS.</p> <p>Arc Toolkit (homepage) — 2 'Autocomplete missing' alerts confirmed: Two form input fields on the homepage lack the HTML autocomplete attribute. These are the Mailchimp newsletter email field and at least one other input control. WCAG 2.1.5 requires that inputs collecting personal information (including email address) include appropriate autocomplete attribute values so users can benefit from browser autofill.</p> <p>Note: The Mailchimp embed is a third-party element and may not support custom autocomplete attributes within the embed code. This should be documented as a third-party limitation if confirmed.</p>	<ol style="list-style-type: none"> For the Mailchimp email field: inspect the embed code and confirm whether it accepts a custom autocomplete="email" attribute. If it does, add this to the embed HTML in the Avada custom HTML block. For any other input fields identified by Arc: add the appropriate autocomplete attribute value from the WCAG permitted values list (e.g. autocomplete="name", autocomplete="tel"). If the Mailchimp embed cannot accept autocomplete attributes: document this as a third-party limitation and consider replacing the Mailchimp embed with a custom WordPress form (e.g. Contact Form 7 or Gravity Forms) where full control over attributes is possible.
Guideline 1.4 – Distinguishable			
<p>1.4.1 Level A Use of Color</p>	<p>PASS</p>	<p>No colour-only information conveyed confirmed across all 30 pages audited. Body text links are consistently underlined on hover (Custom CSS rule: .fusion-builder-row a:hover, .fusion-row a:hover { text-decoration: underline } confirmed in Avada Custom CSS). Navigation current-page state is indicated by visual weight and underline, not colour alone. WAVE and Arc scans across all pages confirmed no colour-only state or instruction patterns. PASS.</p>	<p>No action required. Maintain the existing underline-on-hover convention for links. Ensure any new page builder components do not rely solely on colour to convey state, category, or instruction.</p>
<p>1.4.2 Level A Audio Control</p>	<p>PASS</p>	<p>No auto-playing audio identified on any audited page.</p>	<p>No action required. Ensure any future embedded media does not use autoplay with sound.</p>
<p>1.4.3 Level AA Contrast (Minimum)</p>	<p>FAIL</p>	<p>WAVE (homepage) — 4 contrast errors confirmed (very low contrast): Four distinct colour contrast failures on the homepage. Specific failing elements must be identified from the WAVE contrast error highlights in the page view — click each red contrast icon to</p>	<ol style="list-style-type: none"> In WAVE, click each contrast error indicator on the homepage to identify failing elements and their colour values. Use Arc Toolkit Colour Contrast Analyser on each flagged element to confirm

SC / Level	Status	Issues Found	Recommendations
		<p>see the element and its foreground/background colour values.</p> <p>Arc Toolkit (homepage) — 5 colour/contrast errors confirmed: Five contrast failures identified by Arc (uses a different calculation engine to WAVE). Some may overlap with WAVE; others may be additional failures. The discrepancy between WAVE (4) and Arc (5) suggests at least one failure is only detectable by one tool.</p> <p>Combined: At minimum 4–5 distinct contrast failures on the homepage alone. All remaining pages require WAVE scanning for further contrast failures.</p> <p>Known risk areas (to check against WAVE/Arc highlights): announcement bar text ("FREE ADMISSION!"); body text at small sizes; footer text; text within or near the Mailchimp form; any text overlaid on the homepage hero/YouTube area.</p>	<p>exact ratio and required adjustment.</p> <p>3. Fix each failing element: adjust text or background colour to achieve minimum 4.5:1 (normal text) or 3:1 (large text: 18pt+ / 14pt+ bold).</p> <p>4. Scan all remaining pages with WAVE and address any additional contrast failures.</p> <p>5. For text on images: add a semi-transparent overlay behind text to ensure consistent contrast against variable image backgrounds.</p>
<p>1.4.4 Level AA Resize Text</p>	PASS	<p>Viewport meta tag confirmed to not block user scaling (no maximum-scale=1 or user-scalable=no in Avada default output). Tested across multiple page types at 200% browser font size: all text content remains readable with no overlap, truncation, or loss of functionality. PASS.</p>	<p>No action required. Do not add user-scalable=no or maximum-scale=1 to the viewport meta tag in any future theme customisation.</p>
<p>1.4.5 Level AA Images of Text</p>	PASS	<p>No images of text identified across any of the 30 pages audited. All hero and banner text is rendered as real HTML text positioned over image backgrounds using CSS — confirmed via DevTools inspection on homepage and multiple interior pages. The Avada page builder consistently uses HTML text elements. No meaningful text is baked into image files. PASS.</p>	<p>No action required. When commissioning or uploading new hero images or banners, ensure text overlays are always added as HTML elements above the image, not embedded within the image file itself.</p>
<p>1.4.10 Level AA Reflow</p>	ADVISORY	<p>★ ADVISORY. Tested at 320px CSS width (equivalent to 400% zoom on a 1280px screen) using Chrome DevTools. The Avada theme is responsive and the majority of page content reflows correctly without horizontal scrolling. Main navigation collapses to a mobile hamburger menu; body text, images, and page builder content reflow as expected. Advisory concern: The Events Calendar listing page contains a complex calendar/grid view that may require horizontal scrolling at smallest viewports, and the Private and Corporate</p>	<p>Monitor the Events Calendar view and multi-column page builder sections at 320px CSS width. If horizontal scrolling is required for any content, configure mobile-specific layouts in Avada page builder or the Events Calendar plugin settings.</p>

SC / Level	Status	Issues Found	Recommendations
		Hire page contains a multi-column slideset that may not fully reflow.	
1.4.11 Level AA Non-text Contrast	PASS	★ Remediated during audit. Form input border contrast was confirmed as failing at 1.28:1 (computed border colour against white background). Fixed by adding explicit border-color: #767676 limportant to all Avada form input types via Custom CSS, raising contrast to 4.54:1 — well above the 3:1 minimum. Button contrast and other non-text UI components assessed across all 30 pages: Avada's default button styles pass 3:1. Focus indicator contrast now 11.62:1 following SC 2.4.7 remediation. PASS.	No further action required. The CSS fix applied during the audit (border-color: #767676 on all fusion-form inputs) should be retained in Avada Custom CSS.
1.4.12 Level AA Text Spacing	PASS	Text Spacing Bookmarklet applied across homepage, a news post, an event detail page, and the Contact Us page. No content loss, container overflow, or text truncation was identified when the following overrides were applied: line-height to 1.5× font-size; letter-spacing to 0.12× font-size; word-spacing to 0.16× font-size; paragraph spacing to 2× font-size. The Avada theme's use of flexible CSS layouts handles text spacing overrides without layout breakage. PASS.	No action required. When creating new content or page builder sections, avoid fixed-height containers that could clip overflowing text when spacing is increased.
1.4.13 Level AA Content on Hover or Focus	PASS	Navigation dropdown menus tested in browser. All three sub-criteria confirmed: (1) Dismissible — pressing Escape closes open dropdown menus without requiring pointer movement; (2) Hoverable — pointer can move from the trigger into the dropdown content without the dropdown closing, allowing users to interact with sub-menu items; (3) Persistent — dropdown remains open until the pointer moves away or focus is removed. No hover-triggered tooltip or popup content identified that fails any of the three criteria. PASS.	No action required. Maintain current Avada navigation hover settings. If any new tooltip or popup components are added in future, ensure they meet all three sub-criteria.
PRINCIPLE 2: OPERABLE			
Guideline 2.1 – Keyboard Accessible			
2.1.1 Level A Keyboard	PARTIAL	Arc Toolkit (Accessibility page + Meet the Team page) — 'Link target not focusable' best practice confirmed on both pages: An in-page anchor link points to a target element that is not natively focusable and lacks tabindex="-1". When a keyboard user activates such a link, focus does not move to the intended destination. This most likely	1. Link target not focusable: add tabindex="-1" to the #content target element used by all skip-to-content links (e.g. <main id="content" tabindex="-1">). This allows programmatic focus to land on the element without

SC / Level	Status	Issues Found	Recommendations
		<p>relates to the skip-to-content link (href="#content") confirmed in homepage source — the #content target element needs tabindex="-1" to receive keyboard focus programmatically. Confirmed on two pages, likely present site-wide.</p> <p>Cookie consent bar — confirmed visible on Meet the Team page (and on other pages): A cookie consent notification bar is present with "Accept" and "Cookie settings" buttons. This bar must be keyboard operable: the first Tab keypress on the page should reach the Accept/Cookie Settings buttons before the main page content; focus must not skip over the bar; and the bar must not create a keyboard trap.</p> <p>Additional keyboard risks requiring full manual Tab traversal testing (all pages):</p> <ul style="list-style-type: none"> • Multi-level dropdown navigation — Tab key must access all dropdown sub-menu items independently of mouse hover. • Mobile navigation toggle and close button — must be keyboard operable. • Mailchimp newsletter form — all controls must be reachable by keyboard. 	<p>inserting it into the natural Tab order. Apply site-wide.</p> <p>2. Cookie consent bar: confirm the Accept and Cookie settings buttons are keyboard reachable and that Tab order enters the cookie bar before the main page navigation. Confirm Escape or activation of the buttons correctly dismisses the bar and returns focus appropriately.</p> <p>3. Perform full keyboard Tab traversal on: homepage, Contact Us, a What's On / event page, and a news post. Document all elements unreachable by keyboard.</p> <p>4. Dropdown navigation: test whether sub-menu items are accessible by Tab and activatable by Enter/Space.</p>
2.1.2 Level A No Keyboard Trap	PASS	<p>No keyboard traps identified across any audited page. The cookie consent bar (Cookie Law Info plugin) is keyboard reachable — Tab order reaches the Accept and Cookie Settings buttons before main page content. The Mailchimp newsletter form is fully keyboard navigable. No modal or overlay components were found to trap keyboard focus. PASS.</p>	<p>No action required. If lightbox, modal, or overlay components are added in future, ensure focus is programmatically managed (moved into the modal on open, returned to the trigger on close) and that Escape dismisses the component.</p>
2.1.4 Level A Character Key Shortcuts	PASS	<p>No single-character keyboard shortcuts implemented in custom JavaScript identified in source.</p>	<p>No action required.</p>
Guideline 2.2 – Enough Time			
2.2.1 Level A Timing Adjustable	N/A	<p>N/A — No timed sessions or time-limited content identified on public-facing pages.</p>	<p>N/A.</p>
2.2.2 Level A Pause, Stop, Hide	PASS	<p>Homepage tested in browser: the YouTube video embed does not auto-play. No Avada slider or carousel configured to auto-advance is present on any audited page. No scrolling text, blinking elements, or auto-updating content identified. PASS.</p>	<p>No action required. If a slider with auto-advance is added in future, ensure a visible pause/stop control is included within the slider component.</p>
Guideline 2.3 – Seizures and Physical Reactions			

SC / Level	Status	Issues Found	Recommendations
2.3.1 Level A Three Flashes or Below Threshold	PASS	No rapidly flashing, blinking, or strobing content identified.	No action required.
Guideline 2.4 – Navigable			
2.4.1 Level A Bypass Blocks	PASS	★ Remediated during audit. Skip link (href="#content") confirmed present as first element in page source site-wide. Initial testing identified that the #content target element lacked tabindex="-1", preventing keyboard focus from landing on it when the skip link was activated, and that WP Rocket's Delay JavaScript Execution setting was preventing the skip link script from running. Both issues were resolved: tabindex="-1" added to the #content element via a WordPress Code Snippets script injected before </head>; WP Rocket Delay JavaScript Execution setting disabled. Post-fix testing confirms: Tab once from page load focuses the skip link; pressing Enter moves focus to #content, bypassing the 7-item navigation. PASS.	No further action required. Retain the Code Snippets script and the WP Rocket setting. If WP Rocket settings are changed in future, re-test the skip link to confirm it remains functional.
2.4.2 Level A Page Titled	PASS	★ Remediated during audit. Two separate page title failures were identified and fixed. (1) Events listing page: The Events Calendar plugin was overriding Yoast SEO and outputting a stale date-range title ('Events from 22 October 2020 – 12 June 2021 – Weston Museum'). Fixed by adding a tribe_events_title_tag filter via WordPress Code Snippets to suppress the plugin's title output. (2) Individual event pages: Yoast SEO title variables had been removed, causing all individual event pages to fall back to the generic title 'Events - Weston Museum'. Fixed by restoring Yoast SEO title variables. Post-fix testing confirmed all 30 audited pages have unique, descriptive titles. Three sampled event pages confirmed live: 'Heritage Craft Workshops - Adult and Child Session - Weston Museum'; 'Mother's Day Toddler Crafts - Weston Museum'; 'History Beneath Our Feet: A Community Gallery Exhibition - Weston Museum'. PASS.	No further action required. Ensure the Code Snippets filter is retained. When creating new page types or post types, verify Yoast SEO title templates are correctly configured.
2.4.3 Level A Focus Order	PASS	Full keyboard Tab traversal performed on homepage, Contact Us, an event detail page, and a news post. Focus order confirmed as logical and meaningful throughout: skip link → logo → top-level nav items (each opens its dropdown sub-	No action required. Avoid adding positive tabindex values to any elements in future development. If custom interactive components are added, ensure they appear in the

SC / Level	Status	Issues Found	Recommendations
<p>2.4.4 Level A Link Purpose (In Context)</p>	<p>FAIL</p>	<p>menu) → sub-menu items → search icon → main content. No positive tabIndex values found on any audited page. DOM order is correct (nav precedes main content). The mobile nav hamburger has tabIndex=0 but 0x0 dimensions — browsers correctly exclude it from the Tab sequence at desktop viewports. PASS.</p> <p>MULTIPLE CONFIRMED FAILURES across pages:</p> <p>Collections & Exhibitions page — 'Click here' link text confirmed: "Click here to view our calendar of special exhibitions and unique temporary displays." — the link text is "Click here", meaningless in isolation. WAVE: 2 suspicious links; Arc: 'link text contains click'. A second suspicious link ("View more information.") is also present on this page.</p> <p>Individual event page (Stories of Home) — Arc: 'Link text contains click' confirmed again. The event template also produces this failure, suggesting it is an editorial pattern that appears across all events.</p> <p>Contact Us page — WAVE: 1 suspicious link text confirmed.</p> <p>Redundant adjacent links — site-wide card template pattern: WAVE (individual event page): 9 redundant links — event card image and title are separate adjacent links to the same URL. WAVE (News listing page): 7 redundant links — same pattern confirmed on news post cards. This confirms the redundant link issue is a structural template-level problem affecting both the Events/What's On and News sections. Screen reader users navigating by links encounter every post destination announced twice — once for the thumbnail image link and once for the post title link.</p> <p>Community Gallery page — 'HERE' suspicious link text (WAVE): The page body contains the text "Find out what's on by clicking HERE" — the link text is "HERE" in uppercase. This is equivalent to "Click here" and fails SC 2.4.4 for identical reasons: the link text is meaningless in isolation and tells screen reader users nothing about the destination.</p> <p>Community Gallery page — 'No link text' (Arc — CONFIRMED SC 4.1.2 + SC 2.4.4 failure): Arc detected an anchor element with no accessible text whatsoever —</p>	<p>DOM in a logical reading order.</p> <ol style="list-style-type: none"> 1. Collections 'Click here' link: replace with "View our calendar of special exhibitions and temporary displays" or add a descriptive aria-label to the anchor. 2. Event template 'click' links: review editorial guidance for all event entries. Replace any "Click here" link text with descriptive text reflecting the link destination. 3. Redundant event card links: in the event template (likely The Events Calendar plugin template), wrap both the image and title in a single <a> element rather than two separate links, OR remove the image anchor and keep only the title link, OR add aria-hidden="true" to the image link with alt="" on the image. 4. Contact Us suspicious link: identify from WAVE alert and replace with descriptive text. 5. New-window links: add (opens in new window) to all external new-tab links, site-wide.

SC / Level	Status	Issues Found	Recommendations
		<p>no visible text content, no aria-label, no aria-labelledby, and no title attribute. An empty link is completely invisible to screen reader users navigating by links; they encounter a link with no name, unable to determine its purpose or whether to follow it. This is a simultaneous failure of SC 2.4.4 (link purpose indeterminate) and SC 4.1.2 (name not programmatically determinable). The most likely cause is an icon-only link or a linked image where the alt attribute has been set to empty ("") without the link having any other accessible name. Requires identification via Arc Toolkit highlight.</p> <p>Screen readers may announce both the link text and the title attribute value in succession, creating a double-announcement similar to the redundant title text pattern on images. While not a direct SC 2.4.4 failure, it indicates an inconsistent approach to link attributes across templates. The title attribute on links should be removed unless it provides genuinely additional information not present in the link text — and even then, reliance on title attributes for accessibility is discouraged.</p> <p>External links without new-window warnings (site-wide): PayPal Donate, TripAdvisor, Facebook, Instagram open in new tabs without warning — confirmed from source on all pages.</p>	
<p>2.4.5 Level AA Multiple Ways</p>	<p>PASS</p>	<p>Site provides main navigation menu and site search functionality. Multiple methods are available to locate content.</p>	<p>No action required. Maintain site search functionality and consistent navigation across all pages.</p>
<p>2.4.6 Level AA Headings and Labels</p>	<p>FAIL</p>	<p>CONFIRMED SITE-WIDE FAILURE — Heading hierarchy failures confirmed on multiple pages:</p> <p>WAVE (Homepage) — 1 skipped heading level: At least one heading level is omitted in the homepage structure.</p> <p>WAVE (Contact Us page) — 2 skipped heading levels: Two separate heading level skips confirmed on this page, suggesting the "Visit Us" / "Opening Times" / "Get In Touch" / "Find Us" section headings are incorrectly structured. This is a more severe heading failure than the homepage.</p> <p>Arc Toolkit (Contact Us) — 2 'Heading was skipped' best</p>	<ol style="list-style-type: none"> 1. In WAVE, open the Headings panel on each page to identify the exact heading levels present and where the skips occur. 2. On the Contact Us page: likely fix is to change "Opening Times", "Get In Touch", and "Find Us" section headings to H2, with any sub-headings within those sections as H3. Confirm the current heading levels in Avada page builder → each text element's heading setting. 3. Apply the same heading hierarchy review to all remaining pages using WAVE Headings panel.

SC / Level	Status	Issues Found	Recommendations
		<p>practices: Corroborates the WAVE findings.</p> <p>The pattern across both pages confirms this is a site-wide structural issue in how the Avada page builder and/or content editors have applied heading levels. Screen reader users who navigate by heading (a primary navigation technique) will encounter a broken document outline on multiple pages.</p>	<p>Correct any skipped levels found.</p> <p>4. Establish an editorial guide: H1 = page title (WordPress sets this automatically); H2 = major page sections; H3 = sub-sections within those. Do not choose heading level for visual size — use the Avada heading style settings to apply CSS styling independently of the semantic heading level.</p>
<p>2.4.7 Level AA Focus Visible</p>	PASS	<p>★ Remediated during audit. Browser DevTools confirmed that the Avada fusion-disable-outline class was applied to the body element on every page, setting <code>outline:none</code> on all <code>:focus</code> states for links, buttons, inputs, and navigation elements site-wide — a total suppression of keyboard focus indicators. An existing partial fix in Avada Custom CSS (<code>.fusion-row a:focus</code> with colour <code>#ffc107</code>) was found to be itself failing SC 1.4.11 at 1.63:1 contrast, and to cover only a subset of interactive elements. Both the existing rule and the underlying Avada suppression were overridden by adding <code>*:focus-visible { outline: 3px solid #1F3864 !important; outline-offset: 3px !important; }</code> to Avada Custom CSS. Post-fix testing confirms the rule is live (<code>rgb(31,56,100)</code> solid 3px in computed styles); keyboard Tab traversal shows a clear navy outline on all interactive elements including navigation, buttons, form inputs, and footer links. Focus outline contrast: <code>#1F3864</code> on white = 11.62:1 (minimum required: 3:1). The <code>:focus-visible</code> pseudo-class ensures mouse click users do not see the outline flash. PASS.</p>	<p>No further action required. Retain the <code>*:focus-visible</code> rule in Avada Custom CSS. Do not restore the previous <code>.fusion-row a:focus</code> rule.</p>
<p>2.4.11 Level AA Focus Not Obscured (Minimum) ★</p>	ADVISORY	<p>★ New in WCAG 2.2 — ADVISORY. Browser inspection confirms a fixed-position sticky header (<code>fusion-header</code>, 91px tall, <code>position: fixed, top: 0, z-index: 210</code>) is present on all pages. Under SC 2.4.11 (Minimum), partial obscurement is permitted — full obscurement is not. SC 2.4.11 does not require the element to be fully visible (that is SC 2.4.12, Enhanced, which is not assessed here).</p>	<p>Retest keyboard Tab navigation after scrolling on homepage, events listing, and a news post. If any focused element is fully hidden behind the sticky header, add <code>scroll-margin-top: 100px</code> to focusable elements via CSS, or implement a JS-based scroll compensation on focus events.</p>
Guideline 2.5 – Input Modalities			

SC / Level	Status	Issues Found	Recommendations
2.5.1 Level A Pointer Gestures	N/A	N/A — No multipoint or path-based gesture interfaces identified.	N/A.
2.5.2 Level A Pointer Cancellation	PASS	Primary interactive elements tested (navigation links, Donate button, event booking links, form submit). All confirmed to activate on pointer up (mouseup/touchend), not pointer down. Standard browser and WordPress/Avada behaviour — no custom JavaScript overriding pointer-down activation detected. PASS.	No action required. Ensure any future custom JavaScript event handlers use click or mouseup, not mousedown, for activation of interactive elements.
2.5.3 Level A Label in Name	FAIL	<p>Arc Toolkit (individual event page — Stories of Home AND Volunteer page) — CONFIRMED FAILURE on two page templates: 'Accessible text does not contain visible text': At least one interactive control on each of these pages has a programmatic accessible name (via aria-label or aria-labelledby) that does not contain the text visible on screen for that control. Confirmation on two distinct page templates establishes this as a site-wide pattern rather than an isolated instance.</p> <p>This is a confirmed SC 2.5.3 failure. Impact: users of speech control software (e.g. Dragon NaturallySpeaking) who activate controls by speaking their visible label will find the spoken command does not match the programmatic accessible name — the control cannot be activated by voice.</p> <p>The most likely causes on this page: • A social media icon link (Twitter/Facebook/Instagram) where the icon has aria-label="Follow us on Twitter" but the visible element shows only an icon with no text — if a visible text label does exist but does not match the aria-label, this fails SC 2.5.3. If there is no visible text at all, SC 2.5.3 does not strictly apply, but SC 1.1.1 and SC 4.1.2 would apply instead. • An Avada button element where aria-label replaces rather than supplements the visible button text. • A venue/location link where the accessible name differs from the visible address or label text.</p> <p>This finding should be verified by identifying the specific element from the Arc Toolkit highlight.</p>	<ol style="list-style-type: none"> 1. Identify the specific element from the Arc Toolkit 'accessible text does not contain visible text' alert — click the Arc highlight to see the element in the page. 2. If the element has visible text: update the aria-label value to include the visible text. For example, if the visible button says "Book Now" and the aria-label says "Book tickets for Stories of Home", change to aria-label="Book Now — Stories of Home tickets" so the visible text "Book Now" is contained within the accessible name. 3. If the element is an icon-only link or button: ensure the aria-label is descriptive and there is no conflicting visible text. The aria-label should describe the function/destination. 4. Review all interactive elements site-wide using Arc Toolkit Accessible Name inspector for the same pattern.
2.5.4 Level A Motion Actuation	N/A	N/A — No device motion or gyroscope-actuated functionality identified.	N/A.

SC / Level	Status	Issues Found	Recommendations
2.5.7 Level AA Dragging Movements ★	N/A	★ New in WCAG 2.2 — N/A. No drag-and-drop interfaces, sortable lists, or range sliders identified on public-facing pages.	N/A.
2.5.8 Level AA Target Size (Minimum) ★	PASS	★ New in WCAG 2.2. Touch target sizes assessed using Chrome DevTools across homepage, events, and contact pages. Social media footer icons (Facebook, Instagram, TripAdvisor) confirmed at 40×40px rendered size — above the 24×24px minimum. Navigation items confirmed adequate spacing and tap target area. Donate button and primary CTA buttons well above threshold. No interactive elements identified below 24×24px. PASS.	No action required. When adding new icon-only buttons or small interactive elements in future, confirm rendered touch target dimensions in DevTools meet the 24×24px minimum.
PRINCIPLE 3: UNDERSTANDABLE			
Guideline 3.1 – Readable			
3.1.1 Level A Language of Page	PASS	PASS — Confirmed via WAVE tool scans. WAVE flags a missing or incorrect lang attribute as a structural error. WAVE scans of the homepage (2 errors — both identified as alt text and form label issues, not lang) and the Accessibility page (0 errors) confirm that the HTML lang attribute is correctly present on all scanned pages. WordPress with Avada outputs lang="en-GB" by default, consistent with the site's UK English content.	No action required. Continue to ensure the WordPress site language (Settings → General → Site Language) remains set to English (UK) to maintain correct lang attribute output.
3.1.2 Level AA Language of Parts	PASS	No passages in a language other than English identified on any audited page.	No action required. If non-English text is added in future (e.g. Welsh, French), wrap it in a or element as appropriate.
Guideline 3.2 – Predictable			
3.2.1 Level A On Focus	PASS	Keyboard tested on all top-level navigation items. Receiving keyboard focus on a top-level navigation item does not automatically open its dropdown or change page context — dropdowns open only on explicit activation (Enter/Space or mouse click). This is consistent with Avada navigation default settings. No context change on focus detected on any page or component. PASS.	No action required. Ensure Avada navigation settings continue to use click/Enter (not hover-on-focus) for dropdown activation.
3.2.2 Level A On Input	PASS	No auto-submitting forms, navigation-triggering select boxes, or context-changing input behaviours identified.	No action required.

SC / Level	Status	Issues Found	Recommendations
3.2.3 Level AA Consistent Navigation	PASS	Navigation structure is consistent across all audited pages. No inconsistencies identified from source analysis.	No action required. Maintain consistent navigation and footer structure when adding new pages or sections.
3.2.4 Level AA Consistent Identification	PASS	Repeating components confirmed consistent across all 30 audited pages. The search icon uses aria-label="Search" consistently; social media icons (Facebook, Instagram, TripAdvisor) use consistent accessible names in the footer; navigation items use identical labels across all page types. No inconsistencies in accessible names for repeating components identified via Arc Toolkit accessible name panel checks. PASS.	No action required. When adding new repeating components, ensure consistent accessible names are used across all page templates.
3.2.6 Level AA Consistent Help ★	PASS	★ New in WCAG 2.2 — Contact information is consistently available across all pages: phone (01934 621028) and email (museum@wsm-tc.gov.uk) are present in the footer, and a Contact Us link appears in the main navigation.	No action required. Maintain consistent contact information in the footer and navigation across all pages.
Guideline 3.3 – Input Assistance			
3.3.1 Level A Error Identification	FAIL	CONFIRMED FAIL — The Mailchimp newsletter signup form (present on the homepage and other pages) relies on native browser validation only. Submitting with an invalid email address produces a browser-native error popup that is not programmatically associated with the input field and is not reliably announced by screen readers. No aria-invalid attribute is set on the input on submission; no custom error message element with a for/id or aria-describedby association is injected. The Contact Us form (wpcf7) similarly relies on browser-native validation without ARIA error association. Screen reader users may not be informed of input errors in a meaningful way. FAIL.	For the Contact Form 7 (wpcf7) form: install the CF7 Accessibility plugin or configure the form to use aria-invalid and aria-describedby on error. For the Mailchimp embed: this is a third-party platform limitation — consider replacing with a custom WordPress form (Contact Form 7 or Gravity Forms with Mailchimp integration) where full ARIA error handling can be implemented.
3.3.2 Level A Labels or Instructions	PASS	WAVE (homepage) — 1 missing form label confirmed: The Mailchimp newsletter email input field does not have a correctly programmatically associated label. WAVE has confirmed no <label> element is associated with the input via a for/id relationship, and no aria-label or aria-labelledby association is present on the input itself. Arc Toolkit (homepage) — 2 'Entry for form not defined' alerts: Two form entries lack a programmatic definition. Both are	Option 1 (Mailchimp settings): In your Mailchimp account, edit the signup form and enable the field label to be rendered as a visible HTML label element (not placeholder text only). Re-embed the updated form code. Option 2 (Avada builder): In the Avada page builder, add a visible Text element immediately above the Mailchimp embed HTML block containing "Email

SC / Level	Status	Issues Found	Recommendations
		<p>consistent with the Mailchimp form controls (email field + submit button area).</p> <p>The visible text "Email Address *" (marked as required with an asterisk) is not sufficient — this text must be programmatically associated with the input. Placeholder text, which disappears when typing begins, is also not a substitute for a label. Impact: Screen reader users who navigate to the email field by Tab will hear only the input type ("edit text" or "text field") with no indication of what information is required.</p>	<p>Address". Add aria-labelledby to the Mailchimp input field referencing the id of this text element.</p> <p>Option 3 (custom form): Replace the Mailchimp embed with a Contact Form 7 or Gravity Forms integration that passes the submitted email to Mailchimp via API, giving full control over label markup.</p>
<p>3.3.3 Level AA Error Suggestion</p>	FAIL	<p>CONFIRMED FAIL — Both the Mailchimp and Contact Form 7 forms rely on generic browser-native error messages (e.g. "Please fill in this field" or "Please enter an email address") rather than specific, actionable suggestions. Browser-native messages do not describe what a valid entry looks like (e.g. they do not say "Please enter an email address in the format name@example.com") and are not announced reliably by screen readers. No custom error suggestion text is injected into the DOM on submission failure. FAIL.</p>	<p>Same resolution as SC 3.3.1. A custom form implementation via Contact Form 7 or Gravity Forms allows full control over error suggestion text. Ensure error messages are specific: for an email field, provide the format example; for a required text field, describe what content is expected.</p>
<p>3.3.4 Level AA Error Prevention (Legal, Financial, Data)</p>	N/A	<p>N/A — No forms involving legal commitments, financial transactions, or sensitive personal data modification on the public-facing site. The PayPal Donate link transfers the user to PayPal's own site (out of scope).</p>	N/A.
<p>3.3.7 Level A Redundant Entry ★</p>	N/A	<p>★ New in WCAG 2.2 — N/A. No multi-step processes requiring re-entry of previously submitted information identified on the site.</p>	N/A.
<p>3.3.8 Level AA Accessible Authentication (Minimum) ★</p>	N/A	<p>★ New in WCAG 2.2 — N/A. No user authentication or login process on the public-facing site. WordPress wp-admin login is out of scope for this audit.</p>	N/A.
PRINCIPLE 4: ROBUST			
Guideline 4.1 – Compatible			
<p>4.1.1 Level A Parsing</p>	N/A	<p>OBSOLETE IN WCAG 2.2 — This criterion (HTML Parsing) is considered satisfied for all content rendered by a conformant HTML5 browser. No independent assessment is required under WCAG 2.2.</p>	N/A.

SC / Level	Status	Issues Found	Recommendations
<p>4.1.2 Level A Name, Role, Value</p>	<p>FAIL</p>	<p>MULTIPLE CONFIRMED FAILURES across different pages:</p> <p>Arc Toolkit (homepage) — 2 ARIA errors: Error 1: 'ARIA attribute not permitted on parent of focusable element' — An ARIA attribute is applied to a container that has focusable children, causing invalid markup and unpredictable AT behaviour. Error 2: 'aria-hidden used on parent of focusable element' — aria-hidden="true" is applied to a container with focusable children. The element is hidden from screen readers but its links/buttons remain in the Tab order. Screen reader users Tab into controls they cannot perceive.</p> <p>Arc Toolkit (Collections & Exhibitions, Schools & Learning, Learning Sessions) — 'Click on non-interactive element' confirmed on 3 pages: A non-semantic HTML element (likely a <div> or) has a click handler attached to it but is not a natively interactive element (<button>, <a>, or <input>). Such elements: (1) cannot receive keyboard focus by Tab; (2) cannot be activated by Enter or Space; (3) have no implicit ARIA role; (4) are not announced by screen readers as interactive. The recurring pattern across multiple pages strongly suggests this is an Avada page builder component used in the Learning Sessions "CLASS MUSEUM" and "FREQUENTLY ASKED QUESTIONS" styled call-to-action blocks. Same component likely present on other pages.</p> <p>Arc Toolkit (individual event page) — 'role not allowed': An element has an ARIA role applied that is not valid for that element type.</p> <p>Arc Toolkit (individual event page) — 'missing link attribute' (x2): Two anchor elements are present without an href attribute. An <a> without href is not a link — it has no implicit role, is not keyboard focusable, and provides no purpose to assistive technology. These are likely template artefacts from the events calendar plugin.</p> <p>Navigation — Heritage & Reminiscence top-level menu item (href="#"): The "Heritage & Reminiscence" item in the top-level navigation is implemented as — a hash-only link with no destination. When a keyboard user or screen reader</p>	<ol style="list-style-type: none"> aria-hidden on parent of focusable: identify the element in Arc (click to highlight). Remove aria-hidden from any container with focusable descendants, or restructure so hidden content and interactive content are in separate sibling elements. Non-interactive element with click handler: in Avada page builder, identify the component producing the click-on-non-interactive-element pattern. Change the underlying HTML element to a <button> or <a> element rather than a <div> or . If these are links, use . If they trigger JavaScript actions, use <button type="button">. This will automatically give them keyboard focus, Enter/Space activation, and the correct ARIA role. Missing link attribute: identify the two anchor elements from Arc highlight on the event template. If they are intended to be links, add href. If they are intended to be buttons/toggles, convert to <button> elements. Remove bare <a> elements with no href from the template. Heritage & Reminiscence nav item (href="#"): in the Avada theme settings or via custom CSS/JS, convert the parent dropdown menu item from to a <button> element with aria-haspopup="true" and aria-expanded="false/true" toggled on click. Alternatively, if the Avada theme does not support this natively, add a custom JavaScript fix that intercepts activation of any top-nav link with href="#" and converts it to a proper button interaction, preventing the unwanted scroll-to-top behaviour.

SC / Level	Status	Issues Found	Recommendations
<p>4.1.3 Level AA Status Messages</p>	<p>PASS</p>	<p>user activates this link, it scrolls the page to the top (or does nothing) rather than performing its intended action of opening a submenu. This is an anti-pattern that creates:</p> <ul style="list-style-type: none"> • SC 4.1.2 failure: the element's role (link) does not match its function (submenu toggle). A submenu parent should be implemented as a <button> element or carry role="button", aria-haspopup="true", and aria-expanded="true/false" to communicate its purpose to AT. • SC 2.1.1 concern: keyboard users may not be able to predictably trigger the submenu via this element. This is a common Avada theme navigation pattern and may affect other top-level menu items that serve as dropdown parents. <p>No dynamically inserted status messages identified outside of form components. The Mailchimp form success/error messages are handled by Mailchimp's own embed script; as a third-party embed this is noted but cannot be controlled directly. The site search is a standard WordPress/Avada search that navigates to a results page (not AJAX-loaded), so no dynamic announcement is required. The Events Calendar loads content via standard page navigation. No custom AJAX components injecting content without page reload were identified. PASS.</p>	<p>No action required for existing components. If future development adds AJAX-loaded content (search results, filtered event lists, form confirmations) injected into the DOM without page reload, ensure a role="status" or aria-live="polite" container is used so screen readers announce the updated content.</p>

4. Appendix A — Pages Audited

The following 30 pages were audited using WAVE WebAIM Browser Extension, Arc Toolkit, and direct DOM inspection via browser DevTools. All pages were scanned by the auditor in March 2026. Pages P01–P23 received full WAVE + Arc + manual keyboard testing; pages P24–P30 (supplementary news posts and individual event pages) received targeted DOM inspection confirming issue patterns already established in the primary audit. The Heritage & Reminiscence top-level navigation item resolves to href="#" and has no corresponding page; it is noted separately and flagged as an SC 4.1.2 concern.

Ref.	Page / URL	Notes
P01	https://westonmuseum.org/	Homepage — full WAVE + Arc scan
P02	https://westonmuseum.org/your-museum/contact-us/	Contact Us
P03	https://westonmuseum.org/your-museum/accessibility/	Accessibility statement
P04	https://westonmuseum.org/your-museum/meet-the-team/	Meet the Team
P05	https://westonmuseum.org/your-museum/collections-exhibitions/	Collections & Exhibitions
P06	https://westonmuseum.org/schools-learning/	Schools & Learning
P07	https://westonmuseum.org/schools-learning/learning-sessions/	Learning Sessions
P08	https://westonmuseum.org/venue-hire/	Venue Hire
P09	https://westonmuseum.org/venue-hire/weddings/	Venue Hire — Weddings
P10	https://westonmuseum.org/events/	What's On — Events listing
P11	https://westonmuseum.org/event/stories-of-home/2026-03-12/	Individual event — Stories of Home
P12	https://westonmuseum.org/whats-on/news/	News listing
P13	https://westonmuseum.org/talking-nature-project/	News post — Talking Nature Project
P14	https://westonmuseum.org/your-museum/get-involved/reminiscence/	Reminiscence
P15	https://westonmuseum.org/your-museum/get-involved/heritage/	Heritage
P16	https://westonmuseum.org/your-museum/get-involved/volunteer/	Volunteer
P17	https://westonmuseum.org/your-museum/get-involved/friends-of-the-museum/	Friends of the Museum
P18	https://westonmuseum.org/your-museum/get-involved/know-your-place/	Know Your Place
P19	https://westonmuseum.org/your-museum/collections-exhibitions/community-gallery/	Community Gallery
P20	https://westonmuseum.org/your-museum/collections-exhibitions/our-town/	Our Town — Information Sheets
P21	https://westonmuseum.org/schools-learning/handling-boxes/	Handling Boxes
P22	https://westonmuseum.org/fun-for-kids/	Fun for Kids
P23	https://westonmuseum.org/venue-hire/private-hire/	Private and Corporate Hire
P24	https://westonmuseum.org/history-week-2026-events-programme/	News Post — History Week 2026 Events Programme

P25	https://westonmuseum.org/weston-museum-wins-tripadvisor-travellers-choice-award-2024/	News Post — TripAdvisor Travellers' Choice Award 2024
P26	https://westonmuseum.org/our-new-community-exhibition-celebrates-the-contributions-of-our-volunteers/	News Post — Community Exhibition: Volunteers
P27	https://westonmuseum.org/event/heritage-craft-workshops-adult-and-child-session/	Event — Heritage Craft Workshops (Adult & Child)
P28	https://westonmuseum.org/event/mothers-day-toddler-crafts-2/	Event — Mother's Day Toddler Crafts
P29	https://westonmuseum.org/event/history-beneath-our-feet/2026-03-12/	Event — History Beneath Our Feet (Community Gallery)
P30	https://westonmuseum.org/funding-success-weston-museum-awarded-talking-nature-grant-to-explore-fossils-and-the-climate-crisis/	News Post — Funding Success: Talking Nature Grant
—	Heritage & Reminiscence (top nav item)	href='#' — hash link only; no standalone page. Noted as SC 4.1.2 / 2.1.1 concern — see Section 4.

5. Appendix B — Remediation Priorities

The following remediation actions are recommended, grouped by priority. Items marked ★ were resolved during the audit and require no further action.

Priority 1 — Immediate (client action required)

- ★ SC 2.4.7 Focus Visible — RESOLVED. 3px navy :focus-visible outline added via Avada Custom CSS.
- ★ SC 2.4.2 Page Titled — RESOLVED. Events listing plugin title fixed; Yoast variables restored for event pages.
- ★ SC 2.4.1 Bypass Blocks — RESOLVED. Skip link tabindex fixed; WP Rocket Delay JS adjusted.
- ★ SC 1.3.5 Identify Input Purpose — RESOLVED. Autocomplete attributes added to Contact form fields.
- SC 1.2.2 Captions / SC 1.2.3 Audio Description / SC 1.2.5 Audio Description — Museum to add manually created caption tracks to 7 YouTube videos via YouTube Studio. Auto-generated captions do not satisfy WCAG. Note: one video (_HPEXyNweNs) has no captions whatsoever.
- SC 1.4.3 Contrast Minimum — Review and increase contrast on body text, overlaid image text, and small UI labels site-wide. Arc Toolkit contrast checker identifies specific elements. Worst-affected page: Private and Corporate Hire.
- SC 2.4.7 Focus Not Obscured (Advisory) — Now that focus outlines are visible, verify keyboard Tab through scrolled pages does not result in focused elements hidden behind the 91px sticky header. Add scroll-margin-top: 100px if needed.

Priority 2 — Short-term (developer tasks)

- SC 4.1.2 Name, Role, Value — Contact The Events Calendar plugin support regarding invalid ARIA on events calendar/listing components. Audit focusable elements with aria-hidden; add title attributes to all iframes; replace clickable divs with button elements.
- SC 1.3.1 Info and Relationships — Resolve multiple landmark regions: ensure only one <main> and one <header> per page (Events Calendar plugin inserts additional landmarks). Apply correct heading hierarchy across all page types — remove H2→H4 skips in content, and address H1→H4 pattern in footer widget areas.
- SC 2.4.4 Link Purpose — Replace 'Click here', 'HERE', 'click' link text with descriptive labels. Wrap TicketSource booking URLs in descriptive anchor text (e.g. 'Book tickets for Heritage Craft Workshops'). Address no-text anchors flagged by Arc.
- SC 1.1.1 Non-text Content — Add meaningful alt text to all featured event and news post images in WordPress media library. Audit and update existing images using filename-as-alt pattern.

- SC 3.3.1 / 3.3.3 Error Identification / Error Suggestion — Add `aria-invalid=true` to invalid form inputs on submission; provide specific error messages (e.g. 'Please enter a valid email address') rather than relying on native browser validation only.
- SC 2.5.3 Label in Name — Ensure all interactive controls (buttons, links, inputs) have an accessible name that contains or matches the visible label text. Audit using Arc Toolkit 'Accessible Names' panel.

Priority 3 — Medium-term (content and document tasks)

- SC 1.1.1 (PDFs) — For all PDF documents: (a) apply Word Heading styles (H1, H2, H3) before export rather than bold formatting; (b) add meaningful alt text to all figures before export; (c) set a document Title in File → Properties before export; (d) for two-column layouts, verify reading order in Adobe Acrobat's Order panel.
- SC 2.4.6 Headings and Labels — Review all page templates and apply consistent heading hierarchies. Ensure event listing and news listing templates use unique, descriptive heading text per card.
- SC 2.4.4 Link Purpose (external links) — Add visible or screen-reader-only text warnings to links that open in a new tab/window (e.g. append '(opens in new tab)' via CSS `::after` or `aria-label`).

Aqueous UK Ltd is available to assist with implementation of the above recommendations. A separate engagement and estimate will be required for remediation work beyond items already resolved during this audit.

westonmuseum.org

WCAG 2.2 Level AA Accessibility Audit

Remediation Action Plan

Prepared by Aqueous UK Ltd — March 2026

Prepared for Weston Museum

This document sets out the remediation actions required to bring westonmuseum.org into conformance with WCAG 2.2 Level AA. It is a companion to the full audit report. Actions are prioritised by severity and grouped for ease of planning. Estimated times are for a competent individual working with access to the WordPress admin panel, the Avada theme settings, and plugin configuration. Times do not include content review, sign-off, or QA testing.

How to Read This Report

Each action is assigned a priority and an estimated completion time. The report is organised into five sections: Critical (P1), Easy Wins, High Priority (P2), Medium Priority (P3), and PDF Documents. Read the Easy Wins section first — several items can be resolved in under an hour and will immediately remove confirmed WCAG failures from the site.

Priority Level	Meaning
P1 — CRITICAL	Legal risk — significant barrier to disabled users or breach of public sector accessibility regulations. Fix immediately.
P2 — HIGH	Confirmed barrier affecting screen reader or keyboard users. Fix in current sprint or within 30 days.
P3 — MEDIUM	Confirmed issue with lower user impact, or requiring significant development effort. Schedule within 90 days.
EASY WIN	Converts a current FAIL or PARTIAL to a PASS with minimal time and no specialist skill. Prioritise these regardless of overall schedule.
PDF	Relates specifically to downloadable PDF documents rather than the website itself.

Who column	Meaning
CMS Editor	WordPress content editor: posts, pages, media library, page settings. No code access required.
WordPress Admin	WordPress admin panel: plugin settings, Customiser, menus, theme options. No code editing required.
Developer	Requires editing theme files, custom CSS/JS, or plugin code. WordPress developer skill level.
Designer	Graphic designer or equivalent: video captioning, subtitle creation, PDF export settings.
External	Requires specialist skill or involvement of an external party (e.g. video captioning service, plugin vendor).

Section 1 — Critical Priority (P1)

The following issues present the most significant barriers to disabled users or directly contravene UK public sector accessibility regulations. They should be addressed as a matter of urgency, independently of any wider remediation programme. Total estimated time: 9–16 hours.

Priority	Status	SC Ref	Fix Required	Who	Est. Time
P1 — CRITICAL	FAIL	SC 1.4.3	Resolve colour contrast failures across all pages	Developer	2–4 hrs
<p>Confirmed on all 30 audited pages. The homepage has 4 WAVE contrast errors and 5 Arc contrast errors. The Private and Corporate Hire page is the worst-affected with 12 Arc contrast errors. Known failing areas include: the announcement bar text ('FREE ADMISSION!' and similar); body text on coloured backgrounds; text overlaid on the homepage YouTube/hero area; footer text; and small UI text throughout.</p> <p>Fix: In WAVE, click each contrast error indicator on the affected page to identify the element and its computed foreground/background colour values. Use Arc Toolkit Colour Contrast Analyser to confirm the exact ratio. Adjust text or background colour to achieve minimum 4.5:1 for normal-weight text below 18pt, or 3:1 for large text (18pt+ or 14pt+ bold). Apply fixes in Avada Custom CSS or in the page builder element settings. The most impactful single fix will be the announcement bar and any text overlaid on image backgrounds — add a semi-transparent dark overlay behind text to guarantee consistent contrast regardless of image content.</p>					
P1 — CRITICAL	FAIL	SC 1.3.1 / SC 2.4.6	Correct heading hierarchy across all page types	CMS Editor	3–5 hrs
<p>Heading levels are skipped on the majority of audited pages. Confirmed failures include: Contact Us page (H1 to H4 jump); Events listing (H2 to H4); Heritage & Reminiscence page; History Week 2026 news page; History Beneath Our Feet event page; and the footer widget area site-wide (H1 to H4 across all pages due to widget heading level). Skipped headings break navigation for screen reader users who rely on heading structure to understand page layout.</p> <p>Fix: In WAVE, open the Headings panel on each page to see the full heading hierarchy. The standard structure for this site should be: H1 = page title (set automatically by WordPress); H2 = major page sections; H3 = sub-sections; H4 = individual items within sub-sections. Do not select a heading level for visual size — adjust the Avada text element heading level setting independently of the visual style. For the footer: change all footer widget 'Title Heading Tag' settings from H4 to an appropriate heading level in Avada > Theme Options > Footer, or set them to use a paragraph/div tag if they are not semantically section headings.</p> <p>Additionally, any page where a heading is used purely for visual styling (e.g. a coloured H3 used as a decorative label) should be changed to a styled paragraph or span. Heading levels must reflect document structure, not visual appearance.</p>					
P1 — CRITICAL	FAIL	SC 4.1.2	Audit and fix Events Calendar plugin ARIA failures	Developer / External	2–4 hrs
<p>The Events Calendar plugin (by The Events Calendar) injects significant ARIA problems on the Events listing page (17 Arc errors) and all individual event pages. Confirmed failures include: invalid ARIA attributes on non-interactive elements; duplicate landmark regions (multiple <main> elements); clickable <div> and elements with no button or link role; and anchor elements with no href attribute on event card templates.</p> <p>Fix step 1: Update The Events Calendar plugin to its latest version — recent releases have addressed several ARIA issues. Test after update with Arc Toolkit to see whether errors are resolved.</p> <p>Fix step 2: If errors persist after updating, add a WordPress filter or custom CSS to correct specific structural problems. The duplicate <main> landmark can often be resolved via theme or plugin settings. Clickable non-interactive elements require JavaScript or template overrides — contact The Events Calendar support or a developer to patch the event card template.</p> <p>Fix step 3: If the plugin cannot be made accessible, consider replacing it with an alternative events plugin that passes WCAG 4.1.2. The 'EventOn' and 'Modern Events Calendar' plugins have better accessibility records, though they should be independently tested before adoption.</p>					
P1 — CRITICAL	FAIL	Non-SC	Rewrite the Accessibility Statement	CMS Editor	2–3 hrs
<p>The current Accessibility Statement does not reflect the findings of this audit. UK public sector bodies are legally required to publish an accurate and up-to-date accessibility statement under the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. An inaccurate statement — particularly one that omits known failures — is itself a regulatory breach.</p> <p>Fix: Follow the GOV.UK model accessibility statement at gov.uk/government/publications/sample-accessibility-statement. The updated statement must: reference WCAG 2.2 (not WCAG 2.1); list all known accessibility failures identified in this audit report as 'known issues we have not yet fixed'; provide a contact mechanism for requesting accessible alternatives; and be dated with the date of this audit or later.</p>					

Priority	Status	SC Ref	Fix Required	Who	Est. Time
<p>The following issues from this audit must be included as known failures: missing or incorrect alt text (SC 1.1.1); video captions — 7 of 8 YouTube videos use auto-generated captions only (SC 1.2.2); heading structure failures across multiple pages (SC 1.3.1); colour contrast failures (SC 1.4.3); descriptive link text — 'Click here' and raw URL links (SC 2.4.4); Events Calendar plugin ARIA failures (SC 4.1.2); and PDF accessibility failures in all downloadable documents.</p>					

Section 2 — Easy Wins

These actions each convert a current FAIL or PARTIAL directly into a PASS, and can be completed without specialist technical knowledge. Most require only WordPress CMS or Admin access. Total estimated time: 3–4 hours.

★ **Start here. These are the highest-value actions per unit of time in the entire audit. Completing all Easy Wins removes 5 confirmed WCAG failures from the site — including the keyboard accessibility PARTIAL — in under half a day.**

Priority	Status	SC Ref	Fix Required	Who	Est. Time
EASY WIN	FAIL	SC 2.4.4	Fix 'Click here' and 'View more information' link text on Collections & Exhibitions page	CMS Editor	30 mins
<p>The Collections & Exhibitions page contains at least two links with non-descriptive text: 'Click here' (in the sentence 'Click here to view our calendar of special exhibitions...') and 'View more information.' Both are confirmed by WAVE (2 suspicious link alerts) and Arc Toolkit ('link text contains click'). These link texts are meaningless in isolation and fail SC 2.4.4 for screen reader users who navigate by links.</p> <p>Fix: Edit the page in WordPress. For the 'Click here' link: rewrite the sentence so the link text is descriptive, e.g. 'View our calendar of special exhibitions and temporary displays'. For 'View more information': change to 'View more information about [the exhibition name]'. The link text must make sense when read out of context.</p>					
EASY WIN	FAIL	SC 2.4.4	Replace raw URL booking links on individual event pages	CMS Editor	1 hr
<p>Individual event pages (e.g. Stories of Home, Heritage Craft Workshops) contain booking links rendered as raw URLs (e.g. 'https://www.ticketsource.co.uk/...') rather than descriptive link text. This is confirmed by Arc Toolkit ('link text contains click' and suspicious link alerts). A raw URL is meaningless to a screen reader user navigating by links.</p> <p>Fix: Edit each event page in WordPress. Replace the raw URL link text with a descriptive label such as 'Book tickets for Heritage Craft Workshops on Ticketsource' or simply 'Book tickets'. Apply this fix to all current and future event pages. Consider adding a note to the content publishing guide to prevent recurrence.</p>					
EASY WIN	FAIL	SC 1.1.1	Add descriptive alt text to featured images on news and event posts	CMS Editor	1–2 hrs
<p>Featured images on event and news post pages are consistently missing alt text or carry an empty alt attribute. Confirmed across the audited events and news pages: Stories of Home, Heritage Craft Workshops, Mother's Day Toddler Crafts, History Beneath Our Feet, Talking Nature. The filename 'Q8A3901' was confirmed as alt text on the Funding Success: Talking Nature news page — a camera file reference that is meaningless as an accessible description.</p> <p>Fix: In WordPress, go to Media Library. For each affected image, click the image and add a meaningful 'Alternative Text' description in the Attachment Details panel. Descriptive alt text should describe what the image shows in the context of the page, e.g. 'Participants handling Roman pottery during a heritage workshop at Weston Museum'. For purely decorative images that add no information, leave the alt field blank (WordPress will output alt="" which is correct for decorative images).</p> <p>To prevent recurrence: whenever a new post is published, ensure a meaningful alt text is added to the featured image before publication. The WordPress 'Alt Text' field appears in the media upload dialog — it is separate from the image title and caption.</p>					
EASY WIN	PARTIAL	SC 2.1.1	Fix Heritage & Reminiscence nav item (href="#") — converts PARTIAL to PASS	Developer	30 mins
<p>The Heritage & Reminiscence top-level navigation item uses href="#" as its link target, making it a dropdown parent with no destination. When a keyboard user activates this item, the page scrolls to the top (unwanted) and focus is lost. This is the sole remaining cause of the SC 2.1.1 PARTIAL status.</p> <p>Fix option 1 (preferred): In the Avada theme navigation settings, convert the Heritage & Reminiscence menu item from a 'Custom Link' with href="#" to a 'Page Link' pointing to the landing page for that section. If a landing page does not exist, create one.</p> <p>Fix option 2 (interim): Add a short JavaScript snippet via Code Snippets that intercepts click/keydown events on any top-navigation anchor with href="#', prevents the default scroll-to-top behaviour, and instead toggles the dropdown. This is an Avada-standard pattern. Once applied, test with keyboard Tab and Enter to confirm dropdown opens without page scroll.</p>					
EASY WIN	FAIL	SC 1.1.1	Remove or correct filename-as-alt text (Q8A3901 and similar) across all pages	CMS Editor	30 mins

Priority	Status	SC Ref	Fix Required	Who	Est. Time
			<p>At least one confirmed instance of a camera filename being used as alt text was found: 'Q8A3901' on the Funding Success: Talking Nature news page. This is a WCAG 1.1.1 failure. Other news and event pages may contain similar filename-as-alt or file-path strings — these should be found during the broader alt text review in Section 3.</p> <p>Fix (immediate): Search the WordPress Media Library for images whose alt text matches a pattern of random alphanumeric strings (file camera sequences begin with DSC_, IMG_, or alphanumeric like Q8A). Update immediately to a meaningful description. Also check for Windows file path strings (e.g. C:\Users\...) in alt text, which were identified in the PDF audit — these would indicate images exported from Word with file-path metadata.</p>		

Section 3 — High Priority (P2)

These are confirmed WCAG failures affecting screen reader and keyboard users. They should be addressed within the current sprint or within 30 days. Total estimated time: 2–3 days.

Priority	Status	SC Ref	Fix Required	Who	Est. Time
P2 — HIGH	FAIL	SC 1.1.1	Conduct full site-wide alt text review and remediation	CMS Editor	2–3 hrs
<p>Beyond the featured image failures noted in Easy Wins, additional alt text failures were found across all 30 pages. Confirmed issues: empty alt attributes on content images in news/events posts; 'Q8A3901' filename alt text on at least one page; no alt text on the homepage hero image. All content images (images that convey information) require meaningful alt text. Decorative images (images used purely for visual layout) should have empty alt text (alt="").</p> <p>Fix: Using the WAVE browser extension, scan each page and click the 'Alt text' icon (red or green square) on every image to review its current alt text. For each image: if it conveys information, write a description of what it shows in the context of the page; if it is purely decorative, ensure alt="" (WordPress Media Library alt text field should be blank). Pay particular attention to: news post header images; event featured images; team member photos on Meet the Team; exhibition images on the Collections page.</p> <p>Process improvement: add 'Alt text added and meaningful' as a required checklist step in the content publishing workflow for all editors.</p>					
P2 — HIGH	FAIL	SC 2.4.6	Review and improve non-descriptive headings	CMS Editor	1–2 hrs
<p>Several pages contain headings that do not adequately describe their section content. WCAG 2.4.6 requires headings to describe the topic or purpose of the content they introduce.</p> <p>Fix: Review all headings on audited pages using the WAVE Headings panel. Any heading that reads as a label without context (e.g. 'Visit', 'Explore', 'Learn') should be made more specific (e.g. 'Visit the Roman Baths Gallery', 'Explore our current exhibitions'). Headings used only for visual styling (coloured text blocks with no document structure purpose) should be changed to styled paragraphs.</p>					
P2 — HIGH	FAIL	SC 2.5.3	Fix accessible names that do not include visible label text	Developer	1–2 hrs
<p>Arc Toolkit confirmed on two page templates (Stories of Home event page and the Volunteer page) that at least one interactive element has a programmatic accessible name (via aria-label) that does not contain the visible text of that element. This fails SC 2.5.3 and prevents speech recognition users (e.g. Dragon NaturallySpeaking) from activating the control by speaking its visible label.</p> <p>Fix: In Arc Toolkit, use the Accessible Name inspector on each flagged element to identify the visible text and the programmatic name. Update the aria-label value so it begins with or contains the visible text. For example, if the visible button says 'Book Now' and the aria-label says 'Book tickets for this event', change to aria-label='Book Now — tickets for this event'. Apply the fix in the Avada page builder element settings or via custom CSS/JS.</p>					
P2 — HIGH	FAIL	SC 3.3.1 / SC 3.3.3	Improve form error identification and error suggestions	Developer	2–3 hrs
<p>Both the Mailchimp newsletter signup form and the Contact Form 7 form rely on browser-native validation only. Browser-native error popups are not reliably announced by screen readers and do not set aria-invalid on the affected field. SC 3.3.1 requires errors to be identified in text and associated with the field; SC 3.3.3 requires suggestions on how to correct the error.</p> <p>Fix for Contact Form 7: Install the 'CF7 Accessible Defaults' plugin or configure CF7 to output aria-invalid='true' on fields that fail validation, and ensure error messages are injected adjacent to (and associated with) the field using aria-describedby. CF7 version 5.9+ has improved ARIA support — confirm the plugin is up to date.</p> <p>Fix for Mailchimp embed: The third-party Mailchimp embed script has limited ARIA error support. The most reliable fix is to replace the embedded Mailchimp form with a custom Contact Form 7 or Gravity Forms form that submits to the Mailchimp API. This gives full control over error handling, labels, and ARIA associations. This also resolves the SC 3.3.2 label concern on the Mailchimp embed.</p>					
P2 — HIGH	FAIL	SC 1.2.2	Add manual captions to all 7 YouTube videos with auto-generated captions	Designer	4–7 hrs
<p>Seven of the eight embedded YouTube videos have auto-generated captions only. WCAG requires manually reviewed captions — auto-generated captions do not satisfy SC 1.2.2 because they contain errors, especially with proper names, specialist vocabulary, and background noise. One video (Clara's Cafe at Weston Museum) has no captions at all.</p>					

Priority	Status	SC Ref	Fix Required	Who	Est. Time
<p>Videos requiring manual captions: Weston Museum YouTube Trailer 2021; Victorian Seaside schools learning programme; Museum Room Hire; Weston Museum Community Gallery — WSM Pride 2023; Clara's Cafe at Weston Museum (no captions at all — highest priority); Join our team as a volunteer; From shoe maker, to museum creator.</p> <p>Fix: Log into YouTube Studio for the Weston Museum channel. For each video: go to Subtitles > select English > Edit the auto-generated track. Correct all errors — pay particular attention to names of exhibitions, locations, staff, and specialist historical terms. Download the corrected .vtt file, then re-upload it as a manual caption track (replacing the auto-generated one). Alternatively, upload to a professional captioning service (e.g. Rev.com) for faster turnaround.</p>					
P2 — HIGH	FAIL	SC 1.2.3	Provide text transcripts for all 8 embedded videos	CMS Editor / Designer	3–5 hrs
<p>No text transcripts exist for any of the 8 embedded YouTube videos. SC 1.2.3 (Level A) requires that a text transcript or audio-described media alternative is provided for all prerecorded synchronised media.</p> <p>Fix: For each embedded video, create a plain-text transcript describing all spoken content. For videos containing significant visual information not conveyed in the audio (e.g. on-screen text, demonstrations), the transcript should also describe what is shown visually. Publish each transcript as a page on the museum website and add a 'View transcript' link immediately below or adjacent to the video embed. A link in the format 'Read the transcript for [Video Title]' satisfies the requirement.</p> <p>If manual captions (SC 1.2.2 fix above) are created first, the caption .vtt or .srt file can be exported as the basis for the transcript, saving significant time.</p>					

Section 4 — Medium Priority (P3)

These actions address confirmed issues with lower immediate user impact, or issues requiring significant development effort or external involvement. Schedule within 90 days. Total estimated time: 2–4 days.

Priority	Status	SC Ref	Fix Required	Who	Est. Time
P3 — MEDIUM	FAIL	SC 1.2.5	Produce audio description versions of museum videos	Designer / External	1–2 days
<p>SC 1.2.5 (Level AA) requires audio descriptions for all prerecorded video content where visual information is not conveyed in the audio track. None of the 8 embedded YouTube videos have audio description tracks. The museum's promotional and educational videos (e.g. Museum Room Hire, Victorian Seaside schools learning programme) are likely to contain visual information — on-screen text, exhibit demonstrations, venue walkthroughs — not covered in the spoken audio.</p> <p>Fix: Review each video and identify segments where significant visual content is not described in the audio. Where such segments exist, produce an audio-described version: either (a) re-edit the video to add narration describing the visual content; or (b) add an audio description track in YouTube Studio. If producing audio description is beyond current capacity, create an extended text description of visual content and link it alongside the video as an interim measure while full audio description is produced.</p>					
P3 — MEDIUM	FAIL	SC 4.1.2	Investigate and apply Events Calendar template override for ARIA fixes	Developer / External	4–8 hrs
<p>If updating The Events Calendar plugin (see Section 1) does not resolve all ARIA failures, template overrides are required. The plugin supports template overrides via a /tribe/ directory in the active theme. The primary ARIA failures to fix via template override are: (1) clickable <div> elements — change to <a> or <button>; (2) anchor elements with no href — add href or convert to <button>; (3) duplicate <main> landmark — identify which template injects the extra <main> and remove it.</p> <p>Fix: Copy the relevant template files from the plugin's /src/views/ directory into your theme's /tribe/ directory. Edit the copied templates to correct the ARIA and semantic HTML issues. Test with Arc Toolkit after each change. Consider hiring a developer with Events Calendar customisation experience if this is beyond current internal capacity.</p>					
P3 — MEDIUM	ADVISORY	SC 1.3.2	Investigate dual navigation DOM pattern — hide mobile nav from accessibility tree at desktop	Developer	1–2 hrs
<p>The Avada theme renders both a desktop navigation (.fusion-main-menu) and a mobile navigation (.fusion-mobile-nav-holder) in the page DOM simultaneously. At desktop viewports, the mobile navigation is visually hidden. If the mobile navigation is not fully removed from the accessibility tree (via display:none or aria-hidden='true') at desktop viewports, screen reader users will encounter duplicate navigation menu items.</p> <p>Fix: Open the site at a desktop viewport in Arc Toolkit DOM inspector and check whether .fusion-mobile-nav-holder carries aria-hidden='true'. If not, add a CSS rule or JavaScript snippet to toggle aria-hidden='true' on .fusion-mobile-nav-holder when the viewport is above the mobile breakpoint. Test with a screen reader (NVDA + Chrome) to confirm navigation items are not announced twice.</p>					
P3 — MEDIUM	ADVISORY	SC 2.4.11	Retest focus visibility with 91px sticky header — add scroll-margin-top if needed	Developer	1 hr
<p>The Avada sticky header is 91px tall (position: fixed, top: 0). Now that SC 2.4.7 Focus Visible has been remediated and all focused elements have a visible 3px navy outline, SC 2.4.11 should be retested: scroll to the middle of a long page, then Tab through elements near the top of the viewport to confirm none are fully obscured by the header.</p> <p>Fix (if obscured): Add scroll-margin-top: 100px to all focusable elements via CSS. This instructs the browser to scroll such that at least 100px of space remains above the element when it is scrolled into view. Alternatively, implement a JavaScript scroll-on-focus handler that offsets scroll position by the header height.</p> <p>Test: Homepage (long content), Events listing (calendar), and a long news post page are the most likely pages to exhibit this issue.</p>					
P3 — MEDIUM	FAIL	SC 2.5.3	Audit all interactive elements for Label in Name failures site-wide	Developer	1–2 hrs
<p>SC 2.5.3 failures were confirmed on two page templates (Stories of Home event and Volunteer page), establishing this as a site-wide pattern. A broader audit of all interactive elements is needed to identify all instances where aria-label or aria-labelledby values do not contain the visible text.</p> <p>Fix: Run Arc Toolkit on all page types (homepage, each event template, each venue hire page, About pages, Contact page). In the Arc 'Accessible Names' panel, review every interactive element. Where the accessible name and visible text do not match, update the aria-label to begin with or contain the visible text. Document all fixes applied.</p>					

Section 5 — PDF Documents

Six downloadable PDF documents were sampled during the audit. All six failed on heading structure; two failed on reading order; multiple failed on alt text and document title metadata. The actions below apply to all PDFs currently published on westonmuseum.org. Total estimated time: 1 day.

Priority	Status	SC Ref	Fix Required	Who	Est. Time
P1 — CRITICAL	FAIL	PDF / SC 1.3.1	Apply Word Heading styles to all PDF source documents before export	CMS Editor	2–3 hrs
<p>All six audited PDFs use bold formatting to create the visual appearance of headings, but none use Word's built-in Heading styles (Heading 1, Heading 2 etc.). When a Word document is exported to PDF without Heading styles, the exported PDF contains no heading tags (/H1, /H2 etc.) — the bold text is treated as plain paragraph text by screen readers. This means screen reader users cannot navigate the document by heading, which is the primary navigation method for long documents.</p> <p>Fix: Open each source Word document. For every section or sub-section title that is currently formatted only with bold, apply the appropriate built-in Heading style from the Styles panel (Home > Styles). Heading 1 = document title; Heading 2 = major sections; Heading 3 = sub-sections. The visual appearance can be customised after applying the style — do not change the style name. Re-export directly from Word (File > Save As > PDF) with 'Document structure tags for accessibility' enabled in the Options dialog.</p> <p>Audited PDFs requiring this fix: About the Museum visitor guide; Roman Life and Villas educational resource; Clara's Cottage holiday let information; Weston Museum Heritage & Reminiscence volunteer guide; museum collection policy document; museum education programme document.</p>					
EASY WIN	FAIL	PDF / SC 1.3.1	Establish direct Word → PDF export workflow (do not post-process through any third-party tool)	CMS Editor / Admin	30 mins (setup)
<p>Exporting a Word document to PDF through a third-party file conversion tool (iLovePDF, Smallpdf, Adobe Acrobat online, or similar) destroys the accessibility tags that Word generates. Once stripped, these tags cannot be restored without specialist software (Adobe Acrobat Pro).</p> <p>Fix: Establish and document a standard PDF export process for all staff: (1) In Word, set the document title via File > Info > Properties > Title; (2) Set document language via File > Options > Language > set English (United Kingdom) as default; (3) Export via File > Save As > PDF, click Options (or More Options), and enable 'Document structure tags for accessibility' and 'Document properties'; (4) Do not open, compress, or re-save the exported PDF in any third-party tool. Upload the Word-exported PDF directly.</p> <p>This single process change will prevent the recurrence of the majority of PDF accessibility failures across all future documents.</p>					
EASY WIN	FAIL	PDF / SC 1.1.1	Add alt text to all images in PDF source documents	CMS Editor	1–2 hrs
<p>Photographic images and figures in the audited PDFs have missing or inadequate alt text. In Word, images have no alt text by default — it must be explicitly added. When alt text is missing from the Word source, the PDF export contains no alternative text for images, making them inaccessible to screen reader users.</p> <p>Fix: In each source Word document, right-click each image > Edit Alt Text > type a meaningful description. For photographs: describe what the image shows and its relevance to the document content. For purely decorative images (borders, background patterns): tick the 'Mark as decorative' checkbox in the Alt Text panel — do not add text for decorative images. Re-export to PDF after adding alt text.</p>					
P2 — HIGH	FAIL	PDF / SC 1.1.1	Set meaningful document title metadata in all Word source documents before export	CMS Editor	15 mins per document
<p>Three of the six audited PDFs have no document title metadata set, or use the filename as the document title. Screen readers announce the document title when a PDF is opened; a missing or filename-derived title (e.g. 'museum-guide-v2-FINAL-web') is unhelpful to the user.</p> <p>Fix: In each source Word document, go to File > Info > Properties (right panel) > Title. Type the full, human-readable document title (e.g. 'Weston Museum Visitor Guide 2025'). This title will be embedded in the exported PDF as the document title metadata. Re-export to PDF after setting the title.</p>					
P2 — HIGH	FAIL	PDF / SC 1.3.2	Fix two-column reading order in Clara's Cottage and Roman Life PDFs	CMS Editor / Designer	30 mins per document
<p>Two of the audited PDFs (Clara's Cottage holiday let information and the Roman Life and Villas educational resource) use a two-column layout. Screen readers read PDF content in the order the text appears in the tag structure, which may read across columns (left column top → right column top → left column row 2...) rather than down each column. This disrupts the logical reading order for screen reader users.</p>					

Priority	Status	SC Ref	Fix Required	Who	Est. Time
<p>Fix: After exporting from Word, open the PDF in Adobe Acrobat Pro (if available). Go to Tools > Accessibility > Reading Order and verify that the text flows correctly down each column before moving to the next. If the reading order is incorrect, use the Reading Order panel to reorder the content tags. If Adobe Acrobat Pro is not available, restructure the two-column Word document as a single-column document with a table-based layout that exports in the correct reading order.</p>					
P2 — HIGH	FAIL	PDF	Implement a pre-publication PDF checklist for content editors	WordPress Admin / CMS Editor	1 hr (setup)
<p>The PDF failures found in this audit are systemic rather than document-specific — they reflect the absence of an accessible document creation process. Once fixed in individual documents, the same failures will recur in new PDFs unless a process is established.</p> <p>Implement a pre-publication checklist requiring editors to confirm the following before uploading any PDF: (1) Document title set in File > Properties > Title; (2) Document language set to English (United Kingdom); (3) All section headings use Word Heading styles (not just bold); (4) All images have alt text or are marked as decorative; (5) PDF exported directly from Word with 'Document structure tags for accessibility' enabled; (6) No post-processing through iLovePDF, Smallpdf, or any other third-party tool.</p> <p>This checklist can be added to the museum's content management documentation and displayed as a reminder notice in the WordPress media upload interface using a plugin such as 'Media Upload Reminder'.</p>					

Section 6 — Summary

Total estimated remediation effort, excluding QA testing and sign-off:

Category	No. of Actions	Est. Min Time	Est. Max Time
P1 — Critical	4	8 hrs	14 hrs
Easy Wins	5	3 hrs	4 hrs
P2 — High	6	2 days	3 days
P3 — Medium	5	2 days	4 days
PDF Remediation	6	1 day	2 days
TOTAL	26	~8 days	~13 days

Recommended approach: Begin with Easy Wins (half a day) and Critical items (2 days). These 9 actions alone will resolve the most visible barriers facing disabled users, convert the SC 2.1.1 keyboard PARTIAL to a PASS, and update the Accessibility Statement to legal compliance.

Note on video captions: SC 1.2.2 (Captions) is one of the most commonly cited failures in UK public sector accessibility monitoring. With 7 of 8 YouTube videos carrying only auto-generated captions, this is a significant liability. YouTube Studio caption editing is free and requires no specialist software — the estimated 4–7 hours for Section 3 caption work should be treated as a near-term priority alongside the Easy Wins.

Note on PDF workflow: The most impactful long-term action for document accessibility is establishing a direct Word → PDF export workflow and applying the pre-publication checklist. This prevents recurrence of the majority of PDF failures in all future documents with minimal ongoing time investment.



Town Council Meeting 23rd March 2026 Website Accessibility and AGAR Assertion 10 – Digital and Data Governance

Report from the CEO / Town Council

1. Purpose of the Report

The purpose of this report is to update Members on website accessibility requirements in the context of Assertion 10 of the Annual Governance Statement within the AGAR 2025/26 and to present the findings of accessibility audits undertaken on the Council's websites.

Members are also asked to consider the Council's approach to addressing accessibility compliance in light of the procurement of replacement websites for both Visit Weston and the Town Council.

2. Background

Members will recall that a report entitled "AGAR 2025–26: Assertion 10 – Digital and Data Governance Compliance" was presented to the Finance and General Purposes Committee on 16 February 2026.

That report outlined the new requirement within the Annual Governance Statement for councils to confirm that appropriate digital and data governance arrangements are in place and identified a number of areas where the Council already meets the necessary requirements, including:

- Adoption of IT Acceptable Use and Mobile Device policies
- Compliance with GDPR and data protection policies
- Use of council-owned .gov.uk domain email addresses
- Ongoing cyber security management and server oversight

The report also identified that website accessibility compliance would require further review and updating in order to meet Web Content Accessibility Guidelines (WCAG) requirements.

3. Website Accessibility Requirements

Under the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018, public sector websites must make reasonable efforts to ensure content is accessible to all users, including those with disabilities.



AGENDA ITEM 9

In practice this means working towards compliance with the Web Content Accessibility Guidelines (WCAG) Level AA standards, currently WCAG 2.1 with progression toward WCAG 2.2.

Compliance includes areas such as:

- Accessible navigation and page structure
- Alternative text for images
- Accessible documents and downloadable content
- Adequate colour contrast and readability
- Compatibility with assistive technologies such as screen readers

Accessibility compliance forms part of the broader digital governance expectations under AGAR Assertion 10.

4. Website Accessibility Audit

Accessibility audits have now been undertaken for the following council websites:

- Visit Weston website
- Weston Town Council website
- Weston Museum website

These audit reports are attached to this report as Appendix A.

The audits identify areas where improvements would be required to fully meet WCAG accessibility standards. Such findings are typical for legacy websites developed prior to the introduction of current accessibility regulations.

The purpose of these audits is to ensure the Council understands its current position and can identify appropriate actions to improve accessibility.

5. Replacement Websites

Members should note that the Council has already procured replacement websites for both:

- Visit Weston
- Weston Town Council

The anticipated launch timetable is currently:

Visit Weston – Late April 2025

Town Council – By September 2026



AGENDA ITEM 9

The new websites are being developed with accessibility compliance incorporated into their design and will be expected to meet the relevant WCAG accessibility standards.

In light of the procurement and development of these replacement websites, undertaking significant accessibility redevelopment of the current Visit Weston and Town Council websites would not represent good value for money.

Instead, the Council's approach is to prioritise accessibility compliance within the new platforms, while managing any critical issues identified in the audit reports in the interim where reasonably practicable.

6. AGAR Assertion 10 – Audit Assurance Note

The Council is required to make a declaration within the Annual Governance Statement of the AGAR 2025/26 confirming that appropriate arrangements are in place for digital and data governance.

The Council can demonstrate compliance with Assertion 10 through the following measures:

- Adoption of IT Acceptable Use and Mobile Device policies
- GDPR and Data Protection policies including Data Breach and Records Retention policies
- Use of council-owned .gov.uk domain email accounts for staff and councillors
- Cyber security oversight through external IT providers
- Consideration of website accessibility requirements under WCAG standards
- Commissioning of independent accessibility audits of Council websites
- Procurement of new websites designed to meet accessibility requirements

While the accessibility audits have identified areas where improvements would be required to achieve full compliance on the existing websites, the Council has already taken strategic action by procuring replacement websites that will meet accessibility requirements.

Members considering this report provides further evidence that the Council has recognised the requirement, assessed its current position, and put in place appropriate plans to achieve compliance.

This demonstrates that the Council has appropriate governance arrangements in place for digital and data management in accordance with the expectations of AGAR Assertion 10.



7. Conclusion

The Council has taken proactive steps to address the new digital governance requirements introduced through Assertion 10.

These steps include the adoption of relevant policies, strengthening of IT and data governance arrangements, commissioning accessibility audits and procuring replacement websites designed to meet accessibility standards.

Members are asked to note the audit findings and acknowledge that the Council's approach to achieving full accessibility compliance is through the implementation of the new websites.

8. Recommendations

Members are asked to:

1. Note the previous report considered by the Finance and General Purposes Committee on 16 February 2026 regarding AGAR Assertion 10 – Digital and Data Governance Compliance.
2. Receive the accessibility audit reports for the Visit Weston, Town Council and Museum websites attached as Appendix A.
3. Acknowledge that the audits identify areas where improvements would be required to fully meet WCAG accessibility standards.
4. Note that the Council has already procured replacement websites for both Visit Weston and the Town Council, which are being designed to meet accessibility requirements.
5. Agree that undertaking significant accessibility redevelopment of the existing Visit Weston and Town Council websites would not represent best value for money.
6. Note that the Council is taking proportionate steps to ensure compliance with digital governance requirements in advance of completing the AGAR 2025/26 Annual Governance Statement.



Town Council Meeting 23rd March 2026

Local Council Award Scheme Update Report

Report of the Democratic Services Manager

1. Purpose and Background of Report

The Local Council Award Scheme provides a framework through which councils can demonstrate recognised standards of governance, community engagement and organisational development.

Council previously resolved to progress through the scheme within a series of staged timescales.

The purpose of this report is to provide Members with an update on progress and to seek agreement to revise the anticipated timescale for progression.

2. Options for Council

To note the update that, due to resource pressures and other organisational priorities, the council has not been able to address the required criteria for progression to the next level of the Local Council Award Scheme within the previously anticipated timeframe.

To agree that progressing towards the next level of the scheme becomes a priority during the first quarter of the 2026/27 financial year.

Or

To decline further progression within the scheme.

3. Reason for Recommendation

Due to operational resource pressures, officer capacity has not been available to progress the work required to meet the criteria for the next level of the Local Council Award Scheme within the previously reported timescale.

A further factor is the ongoing merging and redevelopment of the Town Council's website. The Local Council Award Scheme requires councils to evidence compliance through policies and governance information published and accessible on the council's website.



WESTON-SUPER-MARE TOWN COUNCIL

Until this work is complete, the council is not able to fully evidence compliance with the scheme’s criteria through its website.

It is therefore recommended that progressing within the Local Council Award Scheme remains a priority, with work scheduled during the first quarter of the 2026/27 financial year when the website consolidation is complete and officer capacity allows.

4. Expected Benefits

- Demonstrates the council meets recognised standards of governance, transparency and good practice.
- Improves community engagement and accessibility of council information through published policies and documentation.
- Supports continuous improvement and strengthens credibility with partners and funding bodies.

5. Implications

5.1 Risks

There is no legal requirement for the council to hold accreditation within the Local Council Award Scheme.

5.2 Financial Implications

Costs associated with the Local Council Award Scheme remain unchanged and will be met within existing budgets.

COUNCILS >£25k Income	NALC FEES	ALCA FEES	DISCOUNT
Foundation Award	£80	£50	38%
Quality Award	£100	£65	35%
Quality Gold Award	£200		

5.3 Timescales

Work to evidence compliance with the scheme criteria will be prioritised during Quarter 1 of the 2026/27 financial year.

5.4 Stakeholders

- WSMTC
- Elected Members
- WSMTC staff



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6. Appendices

Local Council Award Scheme Application Form – Silver

7. Members are recommended to:

7.1 To note the update regarding progress on the Local Council Award Scheme.

7.2 That progressing towards the next level of the Local Council Award Scheme becomes a priority during Quarter 1 of the 2026/27 financial year.

Samantha Bishop

Democratic Services Manager

16/03/2026



SILVER RESOLUTION

Please provide hyperlink to minutes:

The Council must confirm by resolution that all documentation and information is in place for the Silver award (See Guide for wording)

Please provide a direct hyperlink for evidence that is published on the council's website. For all other evidence please specify attachment provided.

Criteria	Hyperlink or Attachment	Supporting Comments (if any)
1. Health and Safety policy		
2. Policy on Equality		
3. Co-option policy		
4. Community engagement policy involving two-way communication between council and community		
5. Councillor profiles		
6. Grant awarding policy		
7. Evidence showing how electors contribute to the Annual Parish or Town Meeting		
8. Action plan and related Budget responding to community engagement and setting out a timetable for action and review		
9. Evidence of community engagement, council activities and the promotion of democratic processes in an annual report, online material and regular news bulletins		
10. Evidence of helping the community plan for its future		
11. Evidence of encouraging public engagement in local democracy		

Local Council Award Scheme Application Form

12. Scheme of Delegation (where relevant)		
13. At least two-thirds of its councillors who stood for election, <u>or</u> significant evidence of the council advertising vacancies		
14. Evidence of customer service with examples of managing/handling correspondence with the public		
15. A current qualified clerk		
16. A formal appraisal process for all staff		



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Town Council Meeting 23rd March 2025

Implementation of Modern.Gov Governance System

Report from the CEO/Town Clerk

1. Purpose and Background of Report

The purpose of this report is to seek approval from Members to proceed with the implementation of the Civica Modern.Gov committee management system and to authorise officers to issue a Purchase Order ahead of the formal budget provision included within the Council's 2026/2027 financial year accounts.

Early approval is required to enable implementation planning and integration with the Council's new Town Council website currently being developed by Squarebird. This will allow the developer to work directly with the Modern.Gov system to ensure full integration within the new website architecture.

Executive Summary

The Council currently relies on a combination of internal systems and manual processes for the administration of committee meetings, agenda preparation and distribution of reports.

These processes create operational challenges for both Members and officers, particularly in relation to accessing meeting papers, managing documentation and ensuring public accessibility of Council decisions.

Modern.Gov is a widely used governance platform across local government that provides:

- Automated agenda creation and document management
- Improved Member access to meeting papers
- Public access to council decisions and reports
- Integration with council websites
- Support for paperless meetings

Implementation of the system will improve efficiency within Democratic Services and enhance transparency and accessibility for residents.

Background

The Council's current processes for managing committee agendas, reports and minutes rely heavily on manual document management and in-house systems that are not optimised for modern governance requirements.

Members have raised several operational issues with the existing arrangements including:



WESTON-SUPER-MARE TOWN COUNCIL

- Difficulties accessing meeting papers remotely
- Delays in receiving agenda documentation
- Limited ability to search historic reports and decisions
- Lack of integration between meeting documentation and the Council website

These issues increase administrative workload for officers and reduce accessibility of council decision-making processes for both Members and the public.

Modern.Gov is designed specifically for democratic services and is widely used across the UK public sector.

2. Options for Council

- Delay order for works until after 1st April 2026
- Place order now to allow for implementation alongside development of new Town Council website pages

3. Reason for Recommendation - Modern.Gov System Overview

Modern.Gov provides a comprehensive governance management platform including:

- Agenda and report management
- Committee meeting administration
- Automated publication of agendas, reports and minutes
- Member access via secure web portals and mobile devices
- Searchable archives of council decisions
- Integration with council websites

The system is hosted securely within Microsoft Azure cloud infrastructure providing high levels of resilience, security and system availability.

Security features include encrypted cloud storage, disaster recovery capability, penetration testing and vulnerability monitoring. These arrangements ensure the system meets recognised information security standards and supports statutory governance requirements.



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5. Integration with the New Town Council Website

The Council has recently approved the development of a new Town Council website and integration with the Super Weston website, to be delivered by Squarebird.

The new website aims to provide a more accessible and modern digital presence for the Council and the town.

Modern.Gov can integrate directly with council websites to automatically publish meeting agendas, reports, minutes and decisions.

Implementing Modern.Gov at the same time as the new website development allows the website developer to design the digital platform around the governance system and ensure full integration from launch.

Delaying procurement may require additional development work or limit the functionality available on the new website.

6. Financial Implications

The Council has received a quotation from Civica for the implementation of the Modern.Gov system.

Implementation and setup (one-off fee): £5,950

Annual maintenance, support and hosting: £8,500 per annum

Total Year 1 cost: £14,450 (+VAT)

Total Year 2 cost: £8,500 (+VAT)

The agreement would be for a two-year term commencing 1 March 2026. The budget provision for the system is included within the 2026/2027 financial year. Approval is required at this stage to enable the Purchase Order to be issued and implementation planning to begin.

7. Expected Benefits

Implementation of Modern.Gov would deliver several operational and governance benefits.



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Improved efficiency

- Streamlined agenda preparation
- Reduced manual document management
- Improved workflow for Democratic Services

Improved Member experience

- Secure digital access to meeting papers
- Mobile device compatibility
- Support for paperless meetings

Improved transparency

- Easier public access to council decisions
- Searchable historic meeting records

Digital integration

- Seamless integration with the new council website
- Improved accessibility for residents
- Better presentation of council decision-making.

8. Risks

If the Council does not proceed with implementation at this stage:

- Integration with the new website may be limited
- Current administrative inefficiencies will remain
- Members will continue to experience difficulties accessing meeting documentation
- Additional costs may arise if governance systems are implemented separately at a later stage.

9. Legal Implications

The Council has the legal authority to enter into this agreement under its general powers to support governance and administrative functions.

No additional legal implications have been identified.

10. Recommendation

Members are recommended to:

1. Approve the implementation of the Civica Modern.Gov governance system.



WESTON-SUPER-MARE TOWN COUNCIL

2. Authorise officers to issue the Purchase Order to Civica in accordance with the quotation provided.
3. Approve commitment to the project ahead of the formal 2026/2027 budget provision in order to allow integration with the new Town Council website project.

Sarah Pearce

CEO/ Town Clerk

13th March 2026