

Website Accessibility

Disproportionate Burden Assessment

Disproportionate burden claims and assessment

Organisations may claim disproportionate burden where the impact of fully meeting the requirements of the Website Accessibility Regulations is too much for them. If a public sector body claims disproportionate burden, they are legally required to carry out an assessment of the extent to which meeting the accessibility requirement imposes a disproportionate burden.

This assessment is a financial cost/benefit exercise and broadly considers the resources required to implement the required changes against the impact of not implementing them.

Considerations

- How much the issue will cost to fix
There is an average of 360 sets of meeting minutes on the Harwich Town Council website ranging between the period 23rd September 2018 to 31st March 2026. It is estimated that based on reformatting five documents per hour it would take 72 hours of staff time. At an average of £15 per hour this would be estimated to cost £1499 including employer on-costs.
- The allocated spend on websites and mobile apps annually
Harwichtowncouncil.gov.uk domain hosting costs £190 annually.
- How extra costs would impact the organisation's budget
The additional cost burden would represent 1.38% of the annual staffing budget for 2026/27. There is usually a reasonable margin factored in for additional hours to be worked so is unlikely to impact adversely on the organisations budget.
- How many users the issue impacts if not fixed
In the last 15 years, May 2011 to April 2026, there have been no requests for non-compliant documents to be provided in an alternative format such as large print, braille etc. It is estimated that the impact would be minimal. Presently, using the WAVE Web Accessibility Evaluation Tool, the Harwich Town Council website is scoring 10/10 on its home page and several other pages.
- Benefits fixing issues would bring to users
It would enable users to access documents direct from our website rather than having to make contact with the office and waiting for an alternative format to be provided.

- How long this disproportionate burden will apply
An assessment will be conducted periodically as staffing levels and other work priorities change. However, the council is committed to fixing currently non-compliant content as these factors allow.
- If the site or service is procured or outsourced, how long the third-party supplier is contracted for, and how much it would cost to re-tender or renegotiate the contract to fix accessibility issues
N/A

Conclusion

Taking the above factors into account, it is considered that immediately fixing non-compliant content into an accessible format would place a disproportionate burden on the council. The council, however is committed where possible to updating all non-accessible content over the course of the 2026/2027 financial year.

This assessment was carried out on 22/04/2026.