# Accessibility statement for [website name]

[Note: throughout this document are note sections and placeholder text denoted inside square brackets [] and marked ‘Note’. There are also additional comments which provide further guidance.

Start with a brief explanation of which websites or mobile apps the statement covers.

You can have a single accessibility statement that covers multiple domains, or a separate statement for each domain or subdomain. As long as the user can access relevant accessibility information easily from any page on your website.]

This accessibility statement applies to [scope of statement, e.g. website or domain to which the statement applies].

[Note: use the section below to make a brief, general statement about what the website allows disabled users to do. If your testing says one of the features below are not true, remove them.]

This website is run by [name of organisation].

We’ve also made the website text as simple as possible to understand.

[My Computer My Way](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

## How accessible this website is

[Note: use this section to provide information that a disabled user can act on - for example, avoid a particular section of the website, or request an alternative version rather than waste time trying to make it work with their assistive technology. Try to list in order of most impact to least impact.]

We know some parts of this website are not fully accessible. You can see a full list of any issues we currently know about in the Non-accessible content section of this statement.

## Feedback and contact information

[Note: This section is legally required. Do not remove it.]

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

* email [email address]
* call [phone number]
* [add any other contact details]

We’ll consider your request and get back to you in [number] days.

## Reporting accessibility problems with this website

[Note: This section is legally required. Do not remove it.]

We’re always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we’re not meeting accessibility requirements, contact: [provide both details of how to report these issues to your organisation, and contact details for the unit or person responsible for dealing with these reports].

[Read tips on contacting organisation about inaccessible websites](http://www.w3.org/WAI/users/inaccessible).

## Enforcement procedure

[Note: This section is legally required. Do not remove it. Use either the first or second paragraph but do not use both unless you are a UK spanning organisation. For example, an organisation based in England will only use the first paragraph.]

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’). If you’re not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

If you are in Northern Ireland and are not happy with how we respond to your complaint you can contact the [Equalities Commission for Northern Ireland](https://www.equalityni.org/Home) who are responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’) in Northern Ireland.

## Contacting us by phone or visiting us in person

[Note: If users can contact you by phone on in person you should list the assistive facilities that are available. If you do not know what facilities are available or this section is not relevant to your service then remove this section.]

[We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or if you contact us before your visit we can arrange a sign language translator or other support to help you complete the service in person.]

Find out how to contact us [add link to contact details page].

## Technical information about this website’s accessibility

[Note: This section is legally required. Do not remove it.]

[Name of organisation] is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## Compliance status

[Note: say that the website is fully compliant if the website meets WCAG 2.1 AA standard in full. Say that it’s partially compliant if it meets most requirements of the WCAG 2.1 AA standard. If it does not meet most requirements of the WCAG 2.1 AA standard, say that it’s not compliant. If the service has not been sufficiently tested say ‘not’.

If your website is either partially compliant or not compliant WCAG 2.1 AA standard, you’ll need to explain why. This will be due to one or both of the following:

* non-compliances - this means the content in question is in scope of the regulations, but there’s an accessibility problem with it
* an exemption - this means the inaccessible content is out of scope of the regulations, or it’d be a disproportionate burden for you to make it accessible

There’s a legally required way of expressing the compliance status of your website, so do not change it. The 3 options are as follows:]

[This website is fully compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) AA standard.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) AA standard, due to [insert one of the following: ‘the non-compliances’, ‘the exemptions’ or ‘the non-compliances and exemptions’] listed below.

This website is not compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) AA standard. The [insert one of the following: ‘non-compliances’, ‘exemptions’ or ‘non-compliances and exemptions’] are listed below.]

[Note: delete the options that do not apply.]

## Non-accessible content

[Note: if the website is fully compliant with the WCAG 2.1 AA standard, you can remove the ‘Non-accessible content’ section and the 3 sub sections; ‘Non-compliance with the accessibility regulations’, ‘Disproportionate burden’, and ‘Content that’s not within scope of the regulations’ sections.

Otherwise, do not change the ‘Non-accessible content’ heading or the ‘The content listed below is non-accessible for the following reasons’ sentence - they’re legally required.

Do not change the ‘Non-compliance with the accessibility regulations’, ‘Disproportionate burden’ and ‘Content that’s not within the scope of the accessibility regulations’ subheadings: they’re also legally required.

But if you need to list a lot of problems, you can break these subsections up with further subheadings - for example, ‘Navigation and accessing information’ or ‘Interactive tools and transactions’.]

The content listed below is non-accessible for the following reasons.

### Non-compliance with the accessibility regulations

[Note: In this subsection, list:

* accessibility problems
* WCAG 2.1 AA guideline that it failed against. If it is not a WCAG issue but still an accessibility issue you should still list the issue.
* when you plan to fix the problem

Do not include any problems where you’re claiming disproportionate burden, or where the problem is outside the scope of the accessibility regulations (those should go in the subsections below).]

#### [Example issues

* Skip to content across all pages of the website does not move the user to the main content of a page. This is not a serious issue as there are only 3 moves between the skip to content button and the main content. This fails WCAG 2.4.1 Bypass Blocks (A). We have a ticket raised for this issue and expect a fix to be deployed in the upcoming October 2020 update.
* We know that the continue button on pages within [Journey A] are not very clear when focused on by keyboard. This fails WCAG 1.4.11 Non-text Contrast (A) and 2.4.7 Focus Visible (AA). This error has been raised with the developers and is included on our production roadmap. We do not yet have a date for when this will be fixed.
* The contact us form has fields which are not correctly labelled for screen readers, such as the Date of Birth fields or “What is your contact about” set of radio buttons. This can make it hard for some users to complete the form correctly. As an alternative you can email us directly at [exampleservice@example.co.uk](mailto:exampleservice@example.co.uk) while we work on fixing this issue.]

[This thing is broken. Here is where it is broken. This is the kind of effect it might have on you as a user. This is what WCAG point it fails against. Here is what you can do instead. Here is what we are doing to fix the problem.]

We are doing the following to address the above issues…[Example text: We have reviewed the issues identified in the last audit and have split those into actions we can solve, and actions that require changes by our supplier. We plan to address these issues by X date, and provide regular updates about our suppliers roadmap for fixes.]

If you find an issue that we have yet to identify, please contact us using one of the routes described in the ‘Reporting accessibility problems with this website’ section of this statement.

[We have not identified any areas of the website that are non-compliant with the regulations and are not otherwise covered by exemptions. If you find an issue that we have yet to identify, please contact us using one of the routes described in the ‘Reporting accessibility problems with this website’ section of this statement.]

### Disproportionate burden

[Note: in this subsection list accessibility problems you’re claiming would be a disproportionate burden to fix.

Bear in mind that something which is a disproportionate burden now will not necessarily be a disproportionate burden forever. If the circumstances change, your ability to claim disproportionate burden may change too.]

At this time, we have not made any disproportionate burden claims.

### Content that’s not within the scope of the accessibility regulations

[Note: in this subsection list accessibility problems that fall outside the scope of the accessibility regulations.

The below are example texts which you can use to form your exemptions, but you should replace these with more specific information regarding what sections of the website or content are covered by the exemptions.

You must remove those that do not apply.]

#### [PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. We are currently working on fixing these essential documents or replacing them with accessible html web pages. This work will be completed by…

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) if they’re not essential to providing our services. For example, we do not plan to fix [example of non-essential document].

Any new PDFs or Word documents we publish will meet accessibility standards.

#### 3rd party content

Some of our services include third party content which we have no control over such as documents which are sent to us and uploaded as part of [example] service, or comments left on [example] pages by members of the public. The accessibility regulations do not require us to manage these kinds of content, but if you have a problem with any of the content hosted on this website, please contact us using the methods above and we will try to help.

#### Video content

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made). We also have some existing pre-recorded video content that was published before the 23rd September 2020. This content is also exempt from the regulations. All new video content we produce will have appropriate captions, audio descriptions and transcripts as necessary.

#### Online Maps

Our service includes the use of online maps to show certain geographical information. These are not used for navigational purposes and are exempt under the regulations. If you require the information presented in an online map in a different format, please contact us to discuss reasonable adjustments.

#### Archive content

Some of the content in [archive example] part of the website is classified as an archive. This kind of historically recorded content is exempt from meeting the digital accessibility regulations. If you require a specific piece of archive content and it is not accessible, please contact us using the methods above and we will provide an accessible version of the content on request.

#### Internal systems

This system is described as an “intranet” within the definition of the regulations and the system originally went live prior to September 2019. As such this system does not need to be compliant until such time as it has been substantially revised.

We have chosen to produce this accessibility statement in advance to support our users and our requirements under the Equality Act 2010 and Public Sector Equality Duty.]

At this time, we have not identified any content that is not within scope of the accessibility regulations.

## Preparation of this accessibility statement

[Note: the wording about when the statement was prepared is legally required, so do not change it.]

This statement was prepared on [date when it was first published]. It was last reviewed on [date when it was last reviewed].

This website was last tested on [date]. The test was carried out by [add name of organisation that carried out test, or indicate that you did your own testing]. The testing included [give information on what kind of testing took place such as manual testing, using semi automated tools, testing with assistive technologies]