[Guidance: Check the template text against the [sample accessibility statement on GOV.UK](https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility-statement-for-a-fictional-public-sector-website) before using. Guidance ends.]

[Guidance: this template is written in Markdown which can be converted easily to HTML - for example using the online service ‘Free Markdown to HTML Converter’ at https://markdowntohtml.com/. You may find the “Markdown Cheat Sheet” at https://www.markdownguide.org/cheat-sheet/ helpful. Delete all the guidance before using. Guidance ends.]

[Guidance: give the website name as it appears on the site itself. Guidance ends.]

# # Accessibility statement for [website name]

[**SECTION 1.** Guidance: state 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. Guidance ends.]

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

[**SECTION 2.** Guidance: state which public sector body is legally responsible in name of organisation - this should not be the supplier or software provider. Guidance ends.]

This website is run by [name of organisation].

[**SECTION 3.** Guidance: use this section to make a brief, general statement about what the website allows disabled users to do. Base it on the evaluation covered in detail in the ‘Technical information about this website’s accessibility’ section. If you’re not confident that something is accurate, leave it out. If you’re not confident enough to say anything specific here, leave this section out completely. The section below is just example text so change it. Guidance ends.]

[Optional and can be deleted section starts.]

We want as many people as possible to be able to use this website. For example, that means you should be able to:

\* use browser settings or plugins to change colours, contrast levels and fonts

\* use browser settings or other software to zoom in up to 300% without the text spilling off the screen

\* navigate most of the website using just a keyboard

\* navigate most of the website using speech recognition software

\* listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

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

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

[Optional and can be deleted section ends.]

## ## How accessible this website is

[**SECTION 4.** Guidance: 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. The section below is just example text so change it. Guidance ends.]

We know some parts of this website are not fully accessible:

\* the text will not reflow in a single column when you change the size of the browser window

\* you cannot modify the line height or spacing of text

\* most older PDF documents are not fully accessible to screen reader software

\* live video streams do not have captions

\* some of our online forms are difficult to navigate using just a keyboard

\* you cannot skip to the main content when using a screen reader

\* there’s a limit to how far you can magnify the map on our ‘contact us’ page

## ## Feedback and contact information

[**SECTION 5.** Guidance: you can change this text to reflect what you offer. It might be helpful to mention separately if there are things which you know are not currently accessible and what the user can do to get an accessible version. Guidance ends.]

If you need information on this website in a different format like 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

[**SECTION 6.** Guidance: 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].

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:

## ## Enforcement procedure

[**SECTION 7.** Guidance: do not change the text below. Guidance ends.]

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/).

[**SECTION 8.** Guidance: if your organisation is based in or also covers Northern Ireland, refer users who want to complain to the Equalities Commission for Northern Ireland (ECNI) instead of the EASS and EHRC. Guidance ends.]

If you live in Northern Ireland, complain to the [Equalities Commission for Northern Ireland (ECNI)](https://www.equalityni.org/).

## ## Contacting us by phone or visiting us in person

[**SECTION 9.** Guidance: change the text below to match what you offer. Guidance ends.]

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 British Sign Language (BSL) interpreter. Find out how to contact us [add link to contact details page].

[**SECTION 10.** Guidance: this form of wording below is legally required, so do not change it. Guidance ends.]

## ## Technical information about this website’s accessibility

[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

[Guidance: if the website meets WCAG 2.1 AA standard in full. Guidance ends.]

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

[Guidance: if it meets most requirements (more than half the 50 AA success criteria either conform or are not applicable) of the WCAG 2.1 AA standard. Guidance ends.]

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.

[Guidance: if it does not meet most requirements of the WCAG 2.1 AA standard, say that it’s not compliant. Guidance ends.]

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.

[Guidance: If your website is either partially compliant or not compliant with the 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

\* it would 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:

**SECTION 10.** Guidance ends.]

### ### Non-accessible content

[Guidance: if the website is fully compliant with the WCAG 2.1 AA standard, you can leave the ‘Non-accessible content’ section out. 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’. Guidance ends.]

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

#### #### Non-compliance with the accessibility regulations

[**SECTION 11.** Guidance: In this subsection, list:

\* accessibility problems

\* which of the WCAG 2.1 AA success criteria the problem fails on

\* 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). Guidance ends.]

[Guidance: below is just an example text so change it. Guidance ends.]

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content). We plan to add text alternatives for all images by September 2020.

#### #### Disproportionate burden

[**SECTION 12.** Guidance: 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. The text below is just an example so change it. Guidance ends.]

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a ‘label’ tag. Our forms are built and hosted through third party software and ‘skinned’ to look like our website. We’ve assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a [disproportionate burden](http://www.legislation.gov.uk/uksi/2018/952/regulation/7/made) within the meaning of the accessibility regulations. We will make another assessment when the supplier contract is up for renewal, likely to be in [rough timing].

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

[**SECTION 13.** Guidance: in this subsection list accessibility problems that fall outside the scope of the accessibility regulations. The text below is just an example so change it. Guidance ends.]

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.

## ## What we’re doing to improve accessibility

[**SECTION 14.** Guidance: publishing an accessibility roadmap is optional. It’s a good idea to publish one if you want to be specific about the order you’re planning to tackle accessibility issues, and there’s no space to do so in the accessibility statement itself. The text below is just an example so change it. Guidance ends.]

Our accessibility roadmap [add link to roadmap] shows how and when we plan to improve accessibility on this website.

## ## Preparation of this accessibility statement

[**SECTION 15.** Guidance: the wording about when the statement was prepared is legally required, so do not change it. Guidance ends.]

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].

[**SECTION 16.** Guidance: you should describe what you tested and how you chose it. If you get a third party auditor to test your website for you, they should include sampling details in the test report - so you can just use that. Guidance ends.]

We used this approach to deciding on a sample of pages to test [add explanation of how you decided which pages to test].

[**SECTION 17.** Guidance: publishing the test report is optional, but doing so may allow you to make your accessibility statement shorter and more focused. Many reports are not themselves accessible. If your technical description is well-written then you can omit this section. Guidance ends.]

You can read the full accessibility test report [add link to report].

[Guidance: TEMPLATE ENDS. Guidance ends.]