# Accessibility Statement for **[sample app]**

Last updated 8th May 2025.

Table of Contents

[0. How to fill in this statement PAGEREF \_Toc90133064 \h 2](#_Toc90133064)

[1. Overview PAGEREF \_Toc90133065 \h 2](#_Toc90133065)

[2. How accessible this app is PAGEREF \_Toc90133066 \h 3](#_Toc90133066)

[3. What to do if you can’t access parts of this app PAGEREF \_Toc90133067 \h 3](#_Toc90133067)

[4. Reporting accessibility problems with this app PAGEREF \_Toc90133069 \h 3](#_Toc90133069)

[5. Enforcement Procedure PAGEREF \_Toc90133070 \h 3](#_Toc90133070)

[6. Contacting us PAGEREF \_Toc90133071 \h 3](#_Toc90133071)

[7. Technical information about this app's accessibility PAGEREF \_Toc90133072 \h 4](#_Toc90133072)

[(a) Compliance status PAGEREF \_Toc90133073 \h 4](#_Toc90133073)

[8. Non-accessible content PAGEREF \_Toc90133074 \h 5](#_Toc90133074)

[(a) Non-compliance with the accessibility regulations PAGEREF \_Toc90133075 \h 5](#_Toc90133075)

[(b) Disproportionate burden PAGEREF \_Toc90133078 \h 5](#_Toc90133078)

[(c) Content that's not within the scope of the accessibility regulations PAGEREF \_Toc90133079 \h 6](#_Toc90133079)

[9. How we tested this app PAGEREF \_Toc90133080 \h 6](#_Toc90133080)

[10. What we're doing to improve accessibility PAGEREF \_Toc90133081 \h 6](#_Toc90133081)

[11. Preparation of this Accessibility Statement PAGEREF \_Toc90133082 \h 7](#_Toc90133082)

## 0. How to fill in this statement

Fill out and keep this accessibility statement using the document called “[Guidance on how to fill out an Accessibility Statement](https://design.sis.gov.uk/accessibility/documenting/accessibility-statements-guidance)”.

## Overview

This accessibility statement applies to [app name] hosted at [url]. This app is run by [team name] as part of [name of department or agency].

We want as many people as possible to be able to use this app. That means we’ve built the app so that you can:

* Zoom in up to 400% without the text spilling off the screen.
* Navigate all of the app using just a keyboard.
* Navigate all of the app using speech recognition software.
* Use all of the app with a screen reader (including the most recent versions of NVDA and VoiceOver).
* Change most colours, contrast levels and fonts (using your browser).

We've also made the text in the app (including user guides) as simple as possible to understand.

## How accessible this app is

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

1. **EXAMPLE**: Some older documents are not fully readable when using assistive technology. For older documents we haven’t fixed, accessible alternatives can be requested from the IT Service Desk.
2. **EXAMPLE**: The flowchart designer is difficult to navigate using a keyboard.

## What to do if you can’t access parts of this app

If you need information from this app in a different format, contact [IT Service Desk | team name] using the [contact details](#_Contacting_us)].

## Reporting accessibility problems with this app

We're always looking to improve the accessibility of [app name]. If you find any problems not listed in this Statement or think we're not meeting your needs or the needs of others, consider contacting [team name] using the [contact details](#_Contacting_us).

## Enforcement Procedure

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 feedback, you can approach local accessibility teams to work with [team name] to resolve the issue. You can also escalate this through line management, your local IT Service Desk, HR representatives or local advocacy group(s).

If you’re not happy with how we respond to your feedback, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

## Contacting us

There are a few ways you can contact us. You can contact us using:

* Telephone: contact us on [phone type] using [phone number]
* E-mail: send us an e-mail on [name of network] using [email address with link]
* In person: we are in [building] at [desk]
* Internal mail: send internal mail, appropriately classified, to [mail address, building and location]
* IT Service Desk: call your local IT Service Desk on [phone number]

The IT Service Desk in [name of department] can be contacted in several ways depending on your preferences or needs. You’ll be able to e-mail using text, call on a phone or visit in person. In most cases, a member of the IT Service Desk should be able to visit your desk location.

## Technical information about this app's accessibility

[Name of department] is committed to making its website accessible, in accordance with [The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (SI 2018/952)](https://www.legislation.gov.uk/uksi/2018/952/contents/made).

The Intelligence Community’s Digital Accessibility Policy is how [name of department] makes sure this app and others like it are accessible.

### Compliance status

This website is fully compliant with the [Web Content Accessibility Guidelines version 2.2](https://www.w3.org/TR/WCAG22/) AA standard.

**OR**

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.2](https://www.w3.org/TR/WCAG22/) AA standard, due to [insert one of the following: ‘the non-compliances’, ‘the exemptions’ or ‘the non-compliances and exemptions’] listed below.

**OR**

This website is not compliant with the [Web Content Accessibility Guidelines version 2.2](https://www.w3.org/TR/WCAG22/) AA standard. The [insert one of the following: ‘non-compliances’, ‘exemptions’ or ‘non-compliances and exemptions’] are listed below.

## Non-accessible content

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

### Non-compliance with the accessibility regulations

The following non-compliances are planned to be fixed for the next release in [date]:

1. **EXAMPLE**: Some icon buttons do not have suitable alternate text. Users of assistive technologies may not have access to information conveyed by the icon button. This fails WCAG 2.2 success criterion 1.1.1 (Non-text Content).

### Disproportionate burden

#### EXAMPLE: Interactive flowchart designer

This assessment was written on 13th March 2021 and was reviewed on 15th October 2021.

Some of the interactive flowchart designer is difficult to navigate using a keyboard. This component relies on drag and drop and visuals to build flowcharts. This impacts screen reader users, keyboard only users and those with low vision who use a high magnification.

We believe that fixing the accessibility problems would be a disproportionate burden within the meaning of the accessibility regulations due to the following:

The flowchart designer is built using third party software. We worked with the vendor to raise these accessibility issues and they are planning to incrementally improve the accessibility of their software over the 9 months and are aiming for their a fully Web Content Accessibility Guidelines V2.2 level AA complaint software released by January 2022.

We've assessed the cost of fixing the issues, of picking an alternative software and make accessible or to build a bespoke component to be more expensive and longer then the vendor’s timescale.

We calculated that it would take 5 months, at a cost of £1,100,000 to create an alternative flowchart designer which would meet accessibility requirements.

Currently we are piloting the app with a user group of less than 25 users where 15 have access to the flowchart designer. This flowchart designer is not ‘core’ functionality and is limited to a sub-group of 15 users within the next six months.

This disproportionate burden will be re-assessed frequently as the app is rolled out and the user base grows and when the [vendor] releases their accessible software in January 2022.

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

#### EXAMPLE: PDFs and other documents

Some of our PDFs and Word documents are policy documents hosted on our app, core to the service it provides. We have already fixed or replaced these documents with accessible alternatives (HTML in most cases).

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 are not essential to providing the Services of the app. We do not plan to fix documents published before 23 September 2018 where they aren’t essential to using the service. For older documents we haven’t fixed, accessible alternatives can be requested from the IT Service Desk.

## How we tested this app

This app was tested on [date] by [department]. The testing approach is documented in [link to report].

The app was and is currently being tested for compliance with the Web Content Accessibility Guidelines version 2.2 level A and level AA success criteria. These tests have been carried out by [team name].

We tested all features within the app and tested a random selection of user-generated documents to check that they were rendered in an accessible way.

## What we're doing to improve accessibility

Our development road map includes an accessibility roadmap [insert link to roadmap]. This shows how and when we plan to improve accessibility on this app.

As we create new features and pages within the app, we are building and testing them against the Web Content Accessibility Guidelines version 2.2 AA standard.

**EXAMPLE:** This is part of our Definition of Done and automated testing pipeline.

**EXAMPLE**: We are fixing the problems that we describe in the disproportionate burden section.

## Preparation of this Accessibility Statement

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

This app was last tested on [date]. The test was carried out by [team name] in [department].

You can read the Accessibility Conformance Report(s) [add link to report(s)].