Accessibility statement

First published: 26 September 2019

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This accessibility statement explains how this website meets the regulations for accessibility on public sector websites.

Accessibility of our website

This website is run by us and we want as many people as possible to use it, that means you should be able to:

- change colours, contrast levels and fonts
- 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 (including the most recent versions of JAWS, NVDA and VoiceOver)
- We've also made the website text as simple as possible to understand.

Visit Ability.net's My Computer My Way for more information and advice on how to make your device easier to use.

How accessible is this website

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

- 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
- titles of videos displayed using an iFrame are not accessible to screen reader software.

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille Contact us or call 0300 30 33 444.

We'll consider your request and get back to you in seven working days.

Reporting accessibility problems with this website

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 us or call 0300 30 33 444.

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 complaint, contact the Equality Advisory and Support Service (EASS).

Contacting us by phone or visiting us in person

We provide a text 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.

For more information you can Contact us or call 0300 30 33 444.

Content that is not accessible

PDF documents on our website

Some PDFs on our website are non-accessible because:

- They do not have tags that screens readers know how to render the information.
- They do not have bookmarks to help screen readers navigate through the information
- They are missing a language definition to allow a screen reader to select the correct language when reading aloud.
- They do not have a title to allow screen readers to identify the document topic.

Throughout 2023 we will be working to replace these PDFs with HTML pages where possible. Any PDFs that can't be turned into HTML pages will be updated to meet accessibility standards. However, the accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Technical errors on several pages of the website

There are a number of technical errors on our website that make some parts of our content non accessible. We have listed below the non-accessible parts and the following reasons.

- CSS Validation Error (Level A)
- HTML Validation Error (Level A)
- Redundant WAI-ARIA attribute (Level A)
- Redundant WAI-ARIA attribute (Level A)
- "Level A warning
- Content not included in landmarks (Level A)
- Non-distinguishable landmarks (Level A)
- Colour contrast is insufficient (Level AA)
- Link text used for multiple different destinations (Level A)
- Invalid WAI-ARIA role, state or property"(Level A)
- "u" tag used to format text (Level A)
- Heading is missing text (Level A)
- Bold tag used to format text (Level A)
- Local link destination does not exist (Level A
- Image link is missing alternative text (Level A)
- Image with no alt attribute (Level A)
- "i" tag used to format text (Level A)
- Select box has no description (Level A)
- Select box has no description (Level A)
- Link identified only by colour (Level A)
- Select box has no description (Level A).

Non compliance with the accessibility regulations

Some icons 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).

PDF documents on our website

Some PDF documents are non-accessible to screen readers. This fails WCAG 2.1 success criterion criterion 1.3.1 (Info and Relationships)

Throughout 2023, we will be working to replace all documents with HTML pages where possible. Any documents that can't be turned into HTML pages will be updated to meet accessibility standards.

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

Some PDFs and other documents

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

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.Throughout 2023, we will be working to replace all documents with HTML pages where possible. Any

documents that can't be turned into HTML pages will meet accessibility standards.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services. For example, we do not plan to fix Evidence Matters in Family Justice – Handbook.

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

Live video

Live video streams do not have captions. This fails WCAG 2.1 success criterion 1.2.4 (captions - live).

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

How we tested this website

This website was last tested on 8 December 2022. The test was carried out by us using Siteimprove accessibility testing tool.

We used this approach because it allows us to assess the entire website to locate and fix issues that are common across a number of pages on the across all parts of the website.

However, the sites listed below are different web platforms, although some appear to look like our main website they have their own accessibility statements and will have been tested separately. They are:

- WeCare.Wales
- SCWonline
- National Social Care Data Portal for Wales.

Contact us

If you have a question or if you can't find what you are looking for get in touch with us.