Template Accessibility Statement for Welsh Government Websites and Mobile Apps

Use this sample accessibility statement to help you write a statement for your own public sector website or mobile app. Some of the wording is legally required, so make sure you include that in your statement.

This sample statement is based on the [model statement published by the EU](https://ec.europa.eu/info/law/better-regulation/initiatives/ares-2018-2604172_en), which sets out what information you have to put in an accessibility statement - and our own research into what’s useful to disabled website users.

Publishing an accessibility statement is one of the things public sector organisations must do to [meet the requirements of accessibility regulations](https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps).

All Welsh Government accessibility statements must be published bilingually. With this in mind, we have produced a [Welsh Language Template](https://documents.hf.wales.gov.uk/id%3AA26701086/document/versions/published), which follows the same structure.

This is a sample accessibility statement about a fictional public sector website. It contains sample wording and guidance on what to include in your statement.

Note: if the statement is for an app, replace instances of ‘website’ with ‘mobile application’.

# **Using this website**

Note: 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.

This website is run by [name of organisation]. We want as many people as possible to be able to use this website. For example, 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 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.

# **This website’s accessibility**

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 aren’t fully accessible:

* the text won’t reflow in a single column when you change the size of the browser window
* you can’t modify the line height or spacing of text
* most older PDF documents aren’t fully accessible to screen reader software
* live video streams don’t have captions
* some of our online forms are difficult to navigate using just a keyboard
* you can’t 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

# **What to do if you can’t 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:

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

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

If you can’t view the map on our ‘contact us’ page, call or email us [add link to contact details page] for directions.

# **Reporting accessibility issues with this website**

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

# **Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you’re not happy with how we respond to your complaint, please contact the [Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

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

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].

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

Note: this form of wording is legally required, so don’t change 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.

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 doesn’t meet most requirements of the WCAG 2.1 AA standard, say that it’s not compliant. There’s a legally required form of wording here, so don’t 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 the non-compliances 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 non-accessible sections are listed below.

Note: delete the statements above that do not apply

# **Issues with technology**

Note: if the service is fully compliant with the WCAG 2.1 AA standard, you can leave the ‘Issues with …’ subsections out. Otherwise, don’t change the ‘Issues with …’ subheadings. If there’s something you can’t fit under one of the subheadings, add another subheading called ‘Other accessibility issues’.

In each subsection, say:

* what the accessibility problems are
* when you plan to fix them
* if you don’t plan to fix them, why not (for example, the type of content is exempt from the regulations, or you believe that ‘disproportionate burden’ applies)

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

[Insert specific issues with your product]

Example issues:

No ‘skip to main content’ option on any pages.

Text doesn’t reflow in single column when size of browser window is changed.

It’s not possible for users to modify text spacing or line height.

We’ve assessed the cost of fixing these issues and 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 we next do a major redevelopment of the website, likely to be in [rough timing].

# **Issues with text**

[Insert specific issues with your product]

Example issues:

Some link text doesn’t make sense when read on its own (for example, ‘click here’).

We plan to fix the existing links by September 2020. When we publish new content we’ll make sure link text meets accessibility standards.

# **Issues with PDFs and other documents**

Many of our older PDFs and Word documents don’t meet accessibility standards - for example, they may not be marked up so they’re accessible to a screen reader.

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. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [don’t 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 don’t plan to fix [example of non-essential document].

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

# **Issues with images, video and audio**

[Insert specific issues with your product]

Example issues:

Images on the home page don’t have alternative text.

Live video streams don’t have captions.

We plan to add alt text to images on the home page by September 2020. We don’t 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).

# **Issues with interactive elements and transactions**

[Insert specific issues with your product]

Example issues:

The colour contrast on error messages is too low.

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 plan to work with our supplier to fix the issue with colour contrast by September 2020.

We’ve assessed the cost of fixing the issues with navigating the forms using a keyboard and 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].

# **How we tested this website**

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].

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

Note: you don’t have to use this approach to sampling, but you should link to a full explanation of 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 test report - so you can just to link to that.

We tested:

* our main website platform, available at [url]
* our campaign microsites, available at [url], [url] and [url]
* [service name], [service name] and [service name] - services based on a different technical platform but ‘skinned’ to look like our website

Note: 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.

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

Note: publishing the test report is optional, but doing so may allow you to make your accessibility statement shorter and more focused.

# **What we are doing to improve accessibility**

Note: 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 isn’t space to do so in the accessibility statement itself.

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

Note: the wording about when the statement was prepared is legally required, so don’t change it

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