

Accessibility statement for the Portal

This accessibility statement applies to the Portal.

This website is run by [Local Authority name]. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- Navigate the majority of the website using just a keyboard
- Listen to the majority of the website using a screen reader
- Change the majority of the colours, font, text appearance, and spacing if required via your browser
- Zoom in up to 200% with most text remaining fully visible on the page

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible is this website

We know that some parts of the portal are not fully accessible, these include:

- A small number of the items on the website may be difficult to listen to with a screen reader
- The third party control used for online chat is not fully accessible
- The user is not provided with a mechanism to extend their session

Feedback and contact information

If you need information on this portal in a different format like accessible PDF, large print, easy read, audio recording or braille you can contact us using the following methods:

- Email digital-team@bexley.gov.uk
- Call : 020 8303 7777

We'll consider your request and get back to you as soon as possible.

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 that we're not meeting accessibility requirements, please contact [contact details from the Local Authority here]

Enforcement procedure

The Equality and Human Right 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 \(EASS\)](#).

Technical information about this website's accessibility

Capita One (as a part of Capita Business Services Limited) and [Local Authority Name] are committed to making this website accessible, in accordance with the Public Sectors Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances and exemptions listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Navigating and accessing information

The Click4Assistance dialog is not fully keyboard accessible at some combinations of text zoom and browser size as it is not always possible to see where the focus indication is and act on it. This fails WCAG 2.1 success criterion 2.1.1 (A) Keyboard

Not all elements provide the full intended structure so may cause issues for some users of assistive technology. These issues fail WCAG 2.1 success criterion 4.1.2 (A) Name, Role, Value, and 1.3.1 (A) Info and Relationships

The focus indicator is not always highly visible for radio buttons and checkboxes, and some controls cause the focus to return to the top of the page. This fails WCAG 2.1 success criterion 1.4.11 (AA) Non-Text Contrast, 2.4.7 (AA) Focus Visible, and 2.4.3 (A) Focus Order, 3.2.2 (A) On Input

Some pages may not report errors to screen reader users on reload, particularly repeated errors. These errors are available in page. This fails WCAG 2.1 success criterion 4.1.3 (AA) Status Messages

We plan to be compliant by January 2022, and if new pages are added will ensure they are correctly programmed.

Forms and Errors

On a few pages it is not always made clear at the start of a form how the user will know which fields are required, and some required fields are not marked as such programmatically. This fails WCAG 2.1 success criterion 3.3.2 (A) Labels or Instructions

If an error happens with the form input, it is not always as clear as it could be which field the error relates to or how the user could address the issue. This fails WCAG 2.1 success criterion 3.3.1 (A) Error Identification, 3.3.3 (AA) Error Suggestion

The Terms and Conditions doesn't explicitly request review of information provided on the form to ensure it has been entered correct. This fails WCAG 2.1 success criterion 3.3.4 (AA) Error Prevention (Legal, Financial, Data).

We plan to be compliant by January 2022, and if new pages are added will ensure they are correctly programmed.

Session expiry

The user is not provided the ability to extend their session. This fails WCAG 2.1 success criterion 2.2.1 (A) Timing Adjustable

We plan to provide offer the option to extend their session by June 2022.

What we're doing to improve accessibility

We plan to improve the accessibility of this website with ongoing releases throughout the next year.

Preparation of this accessibility statement

This statement was prepared on 23rd September 2020. It was last reviewed on 21st September 2021.

The website was last tested on 11th May 2021. The test was carried out internally by Capita One.

We tested a sample of core pages within the website using tools including SortSite, Axe, NVDA, and WAVE, as well as some manual review; these sample pages were selected to represent the majority of controls and functionality offered in the portal.

For details of the accessibility statement in relation to the [bexley.gov.uk](https://www.bexley.gov.uk) website please click [here](#)