

Accessibility statement for Anglian Community Enterprise (ACE) Community Interest Company

<https://www.acecic.co.uk>

ACE has made every effort to ensure that our website is accessible and easy to use for everyone, no matter what browser or device you choose to use.

This website is run by Responsive Healthcare Solutions Ltd. 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](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

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

- you cannot modify the line height or spacing of text
- live video streams do not have captions – however, there are no embedded videos on this site
- 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

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:

- email comms@acecic.nhs.uk
- call 01206 833012

We'll consider your request and get back to you within 5 working days.

If you cannot view the map on our 'contact us' page, call or email us <https://www.acecic.co.uk/contact-us/> for directions.

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 Communications via e-mail on comms@acecic.nhs.uk or by phone on 01206 833012.

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 relay service for people who are D/deaf, hearing impaired or have a speech impediment.

If you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us <https://www.acecic.co.uk/contact-us>

Technical information about this website's accessibility

Anglian Community Enterprise (ACE) Community Interest Company is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Non compliance with the accessibility regulations

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. When we publish new content we'll make sure our use of images meets accessibility standards.

Disproportionate burden

- live video streams do not have captions – however, there are no embedded videos on this site
- users do not have access to audio description for video content

Navigation and accessing information

- Fully compliant:
- Navigation
- Interactive tools
- All PDF files converted into PDF/A in line with Gov.uk guidance

- No embedded videos on the site, currently there are links to YouTube videos, all of which have subtitles/closed captions which can be switched on or off in YouTube window – but there is no audio description.

Interactive tools and transactions

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. This fails WCAG 2.1 success criterion 1.3.1 (information and relationships).

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](#) within the meaning of the accessibility regulations. We will make another assessment when the supplier contract is up for renewal or by December 2020.

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.

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 [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services.

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 10/01/19. The test was carried out by Responsive Healthcare Solutions Ltd.

We used this approach to deciding on a sample of pages to test which included: homepage <https://www.acecic.co.uk/>,

about us <https://www.acecic.co.uk/about-us/>,

contact us <https://www.acecic.co.uk/contact-us/>

sample of the service pages

<https://www.acecic.co.uk/our-services/services-for-adults/ace-lifestyle/>

<https://www.acecic.co.uk/our-services/services-for-adults/dietetics/>

Accessibility Statement – ACE Website

November 2019 –Final Approved by the ICT Programme Group

<https://www.acecic.co.uk/our-services/services-for-children/paediatric-occupational-therapy/>.

What we're doing to improve accessibility

As this is the first accessibility statement we have developed, ACE will be:

- Listening to feedback from the users of ACE's website
- Annually reviewing of accessibility, unless a review is required in year to address an urgent requirement.

This initial statement was approved by ACE's ICT Programme Group and published in November 2019. It will be updated in December 2020.