# Sample accessibility statement

This is a sample accessibility statement about a fictional website. It contains sample wording and guidance on what to include in your statement.  
[Note: if the statement is for an app, say ‘mobile application’ instead of ‘website’.]

# Accessibility statement for [website name]

This accessibility statement applies to [scope of statement, e.g. website or domain to which the statement applies].

## 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 The University of Glasgow. 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.

## How accessible this website is

[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

## Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

Web http://www.gla.ac.uk/it/helpdesk

Email: ithelpdesk@glasgow.ac.uk

call 0141 330 4800

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

## Reporting accessibility problems 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, [contact the Equality Advisory and Support Service (EASS).](https://www.equalityadvisoryservice.com/)

## Technical information about this website’s accessibility

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

The University of Glasgow is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## Compliance status

[Note: say that the website is fully complaint 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.]

If your website is either partially compliant or not compliant WCAG 2.1 AA standard, you’ll need to explain why. This will be due to one or both of the following:

* non-compliances - this means the content in question is in scope of the regulations, but there’s an accessibility problem with it

an exemption - this means the inaccessible content is out of scope of the regulations, or it’d be a disproportionate burden for you to make it accessible

There’s a legally required form of wording here, so don’t change it.

The 3 options are:

* “This website is fully compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.”
* “This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.”
* “This website is not compliant with the Web Content Accessibility Guidelines version 2.1 AA standard. The non-accessible sections are listed below.”

[Note: delete the options that don’t apply]

## Non-accessible content

[Note: if the website is fully compliant with the WCAG 2.1 AA standard, you can leave the ‘Non-accessible content’ section out. Otherwise, do not change the ‘Non-accessible content’ heading or the ‘The content listed below is non-accessible for the following reasons’ sentence - they’re legally required. Do not change the ‘Non-compliance with the accessibility regulations’, ‘Disproportionate burden’ and ‘Content that’s not within the scope of the accessibility regulations’ subheadings: they’re also legally required. But if you need to list a lot of problems, you can break these subsections up with further subheadings - for example, ‘Navigation and accessing information’ or ‘Interactive tools and transactions’.]

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

Examples only:

### Issues with text

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 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

* 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.

### Issues with interactive tools and transactions

* 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 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].

## Non-compliance with the accessibility regulations

[Note: In this subsection, list:

* accessibility problems
* which of the WCAG 2.1 AA success criteria the problem fails on
* when you plan to fix the problem

Do not include any problems where you’re claiming disproportionate burden, or where the problem is outside the scope of the accessibility regulations (those should go in the subsections below).]

example

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

[Note: in this subsection list accessibility problems you’re claiming would be a disproportionate burden to fix. Bear in mind that something which is a disproportionate burden now will not necessarily be a disproportionate burden forever. If the circumstances change, your ability to claim disproportionate burden may change too.]

Examples only

### Navigation and accessing information

There’s no way to skip the repeated content in the page header (for example, a ‘skip to main content’ option).  
It’s not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.  
It’s not possible for users to change text size without some of the content overlapping.

### 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.

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, likely to be in [rough timing].

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

[Note: in this subsection list accessibility problems that fall outside the scope of the accessibility regulations.

Example only

PDFs and other documents

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. For example, we do not plan to fix [example of non-essential document].

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

### Live video

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

## What we’re 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.

## Preparation of this accessibility statement

**[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].

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 do not 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.]

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.]