



Cabinet Office

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@accessibleweb

Empowering you
to act on
accessibility



Accessibility regulations



Timeline

Regulations came into force on	23 September 2018
New websites compliant by	23 September 2019
Existing websites compliant by	23 September 2020
Mobile apps compliant by	23 June 2021



Accessibility is not
something new



Equality Act 2010

We have a legal obligation to provide equal access to people with disabilities.



Disability Discrimination Act

For organisations in Northern Ireland.

Public Sector Equality Duty

We have a duty to be proactive in making things accessible.

Accessibility regulations - Sep 2018

These do not replace or supersede
the Equality Act and
The Public Sector Equality Duty

But what does this
mean?

VISION



HEARING



SPEECH



MOTOR



COGNITIVE





Public sector bodies must make their websites and mobile apps more accessible by making them:

- Perceivable
- Operable
- Understandable
- Robust

UNDERSTAND

?



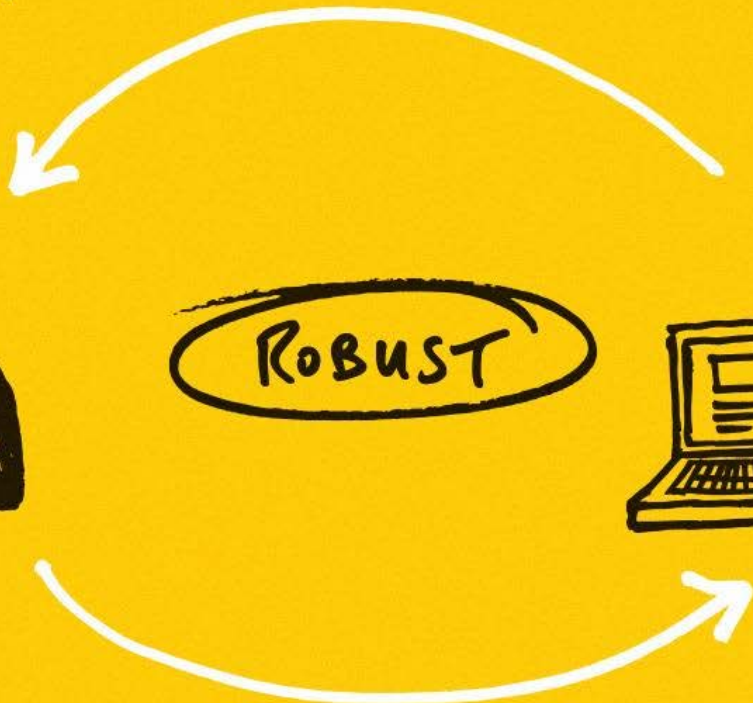
PERCEIVE



ROBUST



OPERATE



Public sector organisations need to:

1. Understand how the regulations will impact them
2. Decide how to check accessibility
3. Make a plan to fix any problems
4. Publish an accessibility statement

What public sector bodies need to do

The [accessibility regulations](#) aim to help make sure online public services are accessible to all users, including those with disabilities.

There are four steps you should take now to make sure your online services are accessible.



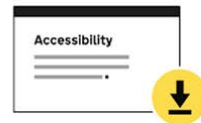
1. Understand how the regulations will impact your organisation



2. Decide how to check your website or app for accessibility problems



3. Make a plan to fix any accessibility problems you find



4. Publish an accessibility statement



Technical compliance can be achieved by satisfying all 50 success criteria in levels A and AA of the Web Content Accessibility Guidelines v2.1

Understanding how
your organisation
is impacted

Which organisations does this impact?

Public sector bodies must comply, unless they are exempt.
This includes:

- central government and local government organisations
- some charities and other non-government organisations

Which organisations are exempt?

- non-government organisations like charities - unless they are mostly financed by public funding, provide services that are essential to the public, or are aimed at people with a disability
- ...

Which organisations are exempt?

- schools or nurseries - except for the content people need in order to use their services, for example a form that lets you outline school meal preferences
- public sector broadcasters and their subsidiaries



What about outsourced services?

If you've outsourced some or all of your website to a supplier, you'll need to work together to make sure your website meets the regulations.

Even if you commissioned the site to a third party, you are still ultimately responsible for making sure it's compliant.



What's in scope for the deadlines?

23 September 2019

- public-facing websites published on or after 23 September 2018 must be compliant by this date
- this includes existing websites that have undergone significant changes

What's in scope for the deadlines?

23 September 2020

- All public sector websites published before 23 September 2018 must be compliant by this date

What's in scope for the deadlines?

23 June 2021

- All public sector mobile apps must be compliant by this date

What documents are in scope?

- PDFs or other documents published on or after 23 September 2018
- PDFs or other documents published before 23 September 2018 if users need them in order to use a service, for example a form that lets you outline school meal preferences

Content on intranets and extranets must be compliant if...

- the intranet or extranet went live on or after 23 September 2019 or
- the intranet or extranet went live before 23 September 2019 and has undergone a major revision

Deciding how
to check
accessibility

Method 1 - do a detailed check yourself

If someone in your team or organisation has the skills to check that your website is Web Content Accessibility Guidelines (WCAG) 2.1 level AA compliant.

Method 2 - Pay a third party to do a detailed check for you

They'll tell you what needs fixing and - once you've made the fixes - can audit your website again to check it's accessible. You can also ask them to prioritise and fix some or all of the issues.

Method 3 - Do a basic check if a detailed WCAG 2.1 check is a disproportionate burden

If you want to establish whether a detailed check is a disproportionate burden, you're legally required to carry out an assessment.

Method 3 - Do a basic check if a detailed WCAG 2.1 check is a disproportionate burden

You will need to weigh up the burden that paying for a detailed check would put on your organisation and the benefits of making your website or app accessible.

Guidance on checks

There is guidance on GOV.UK for:

- doing a detailed check yourself
- choosing a supplier and writing an audit brief in the UK government Service Manual
- doing a basic check if a detailed check is a disproportionate burden

**Making a plan
to fix issues**

Making a plan to fix issues

- Estimate how long individual issues will take to fix
- Level A issues are generally easier to fix than level AA issues
- Removing level A barriers generally impacts more people than removing level AA barriers
- Build accessibility into your processes

Disproportionate burden

If you consider fixing some issues are a disproportionate burden, you will legally need to carry out an assessment to weigh up the burden of fixing something against the benefits of making it accessible.



Publishing an accessibility statement

You must publish an accessibility statement by:

- 23 September 2019 for new websites created on or after 23 September 2018
- 23 September 2020 for websites published before 23 September 2018
- 23 June 2021 for mobile apps

An accessibility statement needs to say...

- whether your website or app is 'fully', 'partially' or 'not' compliant
- if it's not fully compliant, which parts of your website or app do not currently meet accessibility standards and why

An accessibility statement needs to say...

- how people can get alternatives to content that's not accessible to them
- how to contact you to report accessibility problems - and a link to the Equality Advisory Support Service <https://www.equalityadvisoryservice.com> that they can use if they're not happy with your response



What next?

Monitoring and reporting

- GDS are the monitoring body and monitoring will begin in 2020
- The Equality and Human Rights Commission will be the enforcement body in Great Britain
- The Equality Commission will be the enforcement body in Northern Ireland

You need to:

- make sure any new content or features that you publish meet accessibility standards
- make sure any new PDFs or other documents you create are accessible
- review and update your statement regularly (at least once a year)

Guidance and resources



[Home](#) > [Society and culture](#) > [Digital inclusion and accessibility](#)

Guidance

Understanding new accessibility requirements for public sector bodies

Who the new accessibility regulations apply to and why accessibility is important.

Published 9 May 2018

Last updated 17 May 2019 — [see all updates](#)

From: [Government Digital Service](#)

[Home](#) > [Sample accessibility statement](#)



Government Digital
Service

Guidance

Sample accessibility statement (for a fictional public sector website)

Published 17 May 2019

Contents

[Using this website](#)

[Contacting us by phone or
visiting us in person](#)

[Technical information about
this website's accessibility](#)

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, say 'mobile application' instead of 'website']

Designing for users with physical or motor disabilities



Do...

make large clickable actions



give form fields space



design for keyboard or speech only use



design with mobile and touchscreen in mind



provide shortcuts



Don't...

demand precision



bunch interactions together



make dynamic content that requires a lot of mouse movement



have short time out windows



tire users with lots of typing and scrolling



Designing for users who are Deaf or hard of hearing



Do...

write in plain English

Do this.



use subtitles or provide transcripts for videos

use a linear, logical layout



break up content with sub-headings, images and videos



let users request an interpreter for appointments



Don't...

use complicated words or figures of speech



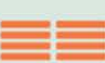
put content in audio or video only



make complex layouts and menus



make users read long blocks of content



don't make telephone the only means of contact with users



Designing for users with dyslexia



Do...

use images and diagrams to support text



align text to the left and keep a consistent layout



consider producing materials in other formats (for example, audio or video)



keep content short, clear and simple



let users change the contrast between background and text

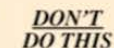


Don't...

use large blocks of heavy text



underline words, use italics or write in capitals



force users to remember things from previous pages - give reminders and prompts



rely on accurate spelling - use autocorrect or provide suggestions



put too much information in one place





BETA

This is a new service – your [feedback](#) will help us to improve it.

[Get started](#) [Styles](#) [Components](#) [Patterns](#) [Community](#)

Design your service using GOV.UK styles, components and patterns

Use this design system to make your service consistent with GOV.UK. Learn from the research and experience of other service teams and avoid repeating work that's already been done.

[Get started](#) >

Styles

Make your service look like GOV.UK with guides for applying layout, typography, colour and images.

[Browse styles](#)

Components

Save time with reusable, accessible components for forms, navigation, panels, tables and more.

[Browse components](#)

Patterns

Help users complete common tasks like entering names and addresses, filling in forms and creating accounts.

[Browse patterns](#)



Don't forget...



DEAF

permanent



EAR INFECTION



BARTENDER

situational



Risks of not complying

- being in breach of the law - reputation
- inaccessible sites are worse sites for everyone
- costs associated with people not independently finding the information and accessing the services they need



“This is for everyone”



Cabinet Office

More information at
[GOV.UK/accessibility-regulations](https://gov.uk/accessibility-regulations)

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