

Accessibility statement for the Walsall CCG website

This accessibility statement applies to the Walsall CCG website. We want as many people as possible to be able to use this website. 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 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
- most older PDF documents are not fully accessible to screen reader software
- 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

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:

Email: communications.bcwb@nhs.net

We'll consider your request and get back to you in five working days.

If you cannot view the map on our 'contact us' page, call 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:

Email: communications.bcwb@nhs.net

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 \(EASS\)](#).

Technical information about this website's accessibility

Walsall CCG 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

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the exemptions listed below:

- Disproportionate burden: to make the PDFs created from 2018 accessible would create a disproportionate burden to the CCG. We recognise that a number of PDFs

need to be amended and we will work to provide accessible content on request. If you require help accessing any inaccessible PDFs, please contact:

Email: communications.bcwb@nhs.net

Non-accessible content

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

Non-compliance with the accessibility regulations

Some of our videos do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion **1.2 (Audio-only and Video-only (Prerecorded))**.

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

PDF documents- Some of our PDF documents are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag. To resolve the many PDFs we have would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment when the website contract is up for renewal, likely to be in one year.

Content that's not within the scope of the accessibility regulations

PDFs and other documents- 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 previous board papers from before this date. Any new PDFs or Word documents we publish will meet accessibility standards. Some fillable forms which need to be downloaded and interacted with will not be accessible until we move to a new digital solution in the future.

Live video- We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

Preparation of this accessibility statement

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

This website was last tested on 23 September 2020. The test was carried out by Walsall CCG.

We used this approach to deciding on a sample of pages to test: a combination of random sampling and Google Analytics to review the most popular pages.

What we're doing to improve accessibility

We plan to identify and fix issues by the 1st April 2021.