

Accessibility statement for One Digital

This accessibility statement applies to the One Digital public-facing 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 most of the website using just a keyboard
- Listen to most 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 a specific (optional) part of the portal is not fully accessible:

- The third-party control used for online chat is not fully accessible (this is an optional addition and not always present)

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 [email address for Local Authority here]
- Call [phone number for Local Authority here]

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

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think that we are 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 compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, aside from one specific non-compliance (where a third-party webchat element is used) 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 (webchat) 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

When an updated version of Click4Assistance (not developed by Capita) becomes available customers will be informed.

What we are doing to improve accessibility

We continuously assess and improve the accessibility of this website with ongoing releases throughout the year.

Preparation of this accessibility statement

This statement was last reviewed on 10th February 2023.

The website was last tested on 10th February 2023. The test was carried out internally by Capita One.

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