

Website Accessibility Statement

Conformance date: Issued on 18/06/2019 and last updated on 18/06/2019.

We plan to review our accessibility statement on 01/06/2020, however we will update the accessibility statement when a major new feature is added.

Overview

We are committed to providing a website that is 'perceivable, operable, understandable and robust' to the widest possible audience, regardless of disability, capability or technology. This is achieved by making sure, where possible, we follow international accessibility standards (WCAG 2.1 AA) and its European equivalent (EN301 549).

If you experience any problem accessing the website then please feel free to contact us.

Using the website

We aim to provide the most accessible experience possible for our visitors and have implemented the following accessibility features:

Keyboard navigation

Logical and consistent navigation is provided for keyboard users.

Our logo links directly to the home page.

Alt text has been added to the majority of images so screen readers can pick up the relevant information

Changing the display colour and font

Although we do not offer any alternate colour schemes to display the website, you can use the controls in your browser to change the size of the text or the colour of the display.

Audio and video players

We currently use the YouTube video player which will default to the HTML5 mode if the user's browser supports this (Internet Explorer 11 or more recent versions, as well as the latest versions of Chrome, Safari and Firefox).

We recommend using one of these browsers as the HTML5 YouTube video player is more accessible in terms of keyboard navigation, and has clearer focus styles and mostly well-labelled form elements. However there still may be some issues with low colour contrast and using the player with voice-activation software.

If an older browser is used (Internet Explorer 10 or earlier, or older versions of other browsers) then the YouTube video player will load in Flash mode, which contains several known accessibility issues.

Audio and video has been set not to play automatically.

Third Party Applications

Functionality that is provided by third parties and is not accessible, or is partially accessible include:

Web chat

The YouTube video player.

Various links are styled to look like buttons. Users of voice recognition software should be aware of this when looking to identify and mark links and buttons on a page.

Browser compatibility

The site has been cross-platform and cross-browser tested and is currently compatible with modern desktop browsers including:

Microsoft Internet Explorer 9+; and the latest version of

Mozilla Firefox

Apple Safari

Google Chrome

Opera

The site is compatible with modern mobile browsers including:

Safari (iOS) version 6+

the latest version of Chrome (iOS) and

Android Webkit (version 2.x and 4.x).

The site has been built using progressive enhancement, so content should be available to all browsers. However, you may experience issues with older versions of these browsers or other web browsers. If you experience any issues, please feel free to contact us.

For more advice on your browser's accessibility settings, please see the browser vendor's help and support pages.

Web standards and technologies

This website has been developed to conform to World Wide Web Consortium (W3C) standards for HTML (HyperText Mark-up Language) and CSS (Cascading Style Sheets).

This website is reliant upon HTML and CSS to render content. Additional technologies including JavaScript have been utilised, however, this website is not reliant on these

technologies as they are only used to enhance functionality. Every effort has been made to make these technologies as accessible as possible.

Contact us

We are always looking for ways to help people get the best experience from this website. If there is information you think should be included on this page, or if you experience any problem accessing the website then please feel free to contact the Marketing department from the contact us section.