Okay, well i can see most people

have joined now so we're going to

officially start the webinar

and so hello everyone and welcome to the

he public sector update is your

accessibility statement ready yet

webinar

my name is annie manion i'm digital

communications manager at

finiti net and i'll be running you

through what you can expect from the

session and

just to go through a few bits of

housekeeping before we start the content

for today's session

live captions on the webinar from my

clear text

and so thank you to claire from

microtext for that and you can turn them

on

using the cc option in the control panel

and additional captions are available on

streamtext.net

and you can also see them on

slideshare.net

forward slash abilitynet and if you have

any technical issues

and you need to leave early don't worry

you'll receive an email with the

recording transcripts

and slides and also

i can see most of you have been able to

use the q a window so

if you have any queries or comments for

us to address

or you want to ask the presenters any

questions and do

drop those in the q a area as well and

then we

do have a feedback form at the end which

invites you to tell us about any future

topics

that you'd like us to cover in our

webinars so do let us know if you have

anything to share

so i'm joined today by alistair mcnaught

of mcnaught consulting

and george rhodes who is accessibility

consultant at all able

nick jarvis smith from the department

for education

and james bavastock from mobility nets

and for those of you who aren't familiar

with ability abilitynet we support

people of any age

living with any disability or impairment

to use technology to achieve their goals

at home

at work and in education we do this by

providing specialist advice

free services information resources and

i'll share a little more about our

services at the end of the webinar as

well

so a quick overview of what we'll be

covering so with two months to go

until the public sector bodies

accessibility regulations deadline

and james baverstock who is

a senior accessibility consultant

ability net will provide an update of

the basics of what your statement needs

to contain

and alistair mcnaught of mcnaught

consultancy

he's notched up 16 years in the sector

as a digital inclusion advocate

and you might recognize him from our he

update webinars that we've been running

over

the past year he'll be sharing

information about

statements specifically on virtual

learning environments

and course content and library resources

and then george rhodes of warlabel joins

us to share his recent research into

accessibility statements

and he'll share some good examples with

you and nick jarvis smith has been

working with george on his research

and will outline some of the findings

and that they've discovered for

essential services and then we'll have a

q a

at the end um can i just check

uh if you if you need to raise your hand

in the q a panel

or if you've got any comments to make in

the q and a panel

and my colleague mark will be helping to

answer any queries

okay so we'll now just move on to the

poll let me just launch

that so

with two months to go until the deadline

how confident are you that your

accessibility statement is compliant

so answer one is very confident answer

two is quite confident

answer three is not too confident and

answer four is concerned

again depending on how you've joined the

webinar um you may need to respond in

the q a panel rather than using the poll

so but 66 of you have voted so far so

i'll just leave it a few more seconds

okay okay i'm going to end the poll now

and as you can see um we've got

five percent are very confident so

that's great for five percent of you

um 36 are quite confident

the majority of you 47 are not too

confident

and then 12 concerned so

hopefully at the end of this webinar

you'll have some

useful pointers and tips to take away

okay

so i'm going to hand over to our first

presenter now who is james babistock

from mobilitynet

over to you james thanks honey so um

today i'm going to be running through

the basics of what you need to know

about

accessibility statements

can we go to the next slide

so why are we specifically talking about

accessibility statements today

providing an accessibility statement is

a requirement of the

snappily titled public sector bodies

websites and mobile applications

accessibility regulations 2018 that can

be thankfully

abbreviated as ps bar or you may also

hear it referred to

as the regulations or the accessibility

regulations

and this originated in an eu directive

but it's now

part of uk law and as we've mentioned

there's a deadline coming up for this

of 23rd september 2020 when all public

sector websites

need a statement to comply any websites

published since september 2018

needed a statement by september 2019 but

23rd september this year

is the deadline for older websites so

it's the point when all of your public

websites need a statement

now a very common question that that

comes up recently

is whether the deadlines are going to be

extended

um because of kovid19 but it's been made

clear that

this this is not going to happen that

the deadlines are not going to be

extended so

richard morton who's the head of

accessibility at the government digital

service

or gds who are responsible for

monitoring accessibility statements

said last month that there are no

current plans to change the compliance

dates

although he said gds do understand there

are added pressures

on public sector teams at this time i

think it's worth considering here though

that you could say that the need for

digital services to be accessible

has never been greater than at the

current time and the pandemic has really

highlighted the importance of online

services being available for everybody

and therefore heightened the importance

of these regulations

and what they're trying to achieve

next slide

so in terms of the requirements for

accessibility statements

the idea is that organizations need to

provide a detailed

comprehensive and clear accessibility

statement

on the compliance of their websites and

mobile applications

so saying detailed and comprehensive

here

is important because historically

accessibility statements on websites

have not been particularly detailed or

comprehensive

and you often see short statements with

general aspirations towards

accessibility

that have been put up years ago and

never updated but the idea now is that

the accessibility statements for the

regulations will be more detailed

and be regularly reviewed and updated so

they accurately represent the current

state of sites

and they'll ideally be aligned to your

development roadmap so they'll be

updated as your website changes

you also need to make sure that they're

published in an accessible format

such as html in an easy to find location

on the relevant website which by

convention

is going to be the footer for websites

with apps they it may be embedded within

the app or included in the

app store listing and accessibility

statements also need to include

particular required content so if we can

move to the next slide

so there's certain things that must be

in your statement

and these include the name of the public

sector body

and the website or app that the

statement applies to

you need to include a compliance state a

statement

so you need to say whether you're fully

compliant partially compliant

or not compliant and in terms of

websites this is compliance with the web

content accessibility guidelines

or wikag 2.1 level double a

but it should be emphasized that the

expectation

is that many sites particularly more

complex sites

will be partially rather than fully

compliant at least initially

as full wik 2.1 double a compliance

is difficult to achieve when you have

large sites that that change a lot

because even having a single issue on

one page could could potentially mean

non-conformance

you also need to include details of any

non-accessible content

including why it's not accessible and

indicating accessible alternatives

and you also need to explain any claims

you make for disproportionate burden

so disproportionate burden is where the

impact of fully meeting the requirements

is too much for an organization to

reasonably cope with

but to claim this you need to have

carried out an assessment

weighing up the burden that making

particular things accessible

places on your organization as against

the benefits of making those things

accessible for

people with disabilities you also need

to include

when the statement was prepared and

updated

um and you also need to include um

details of a feedback mechanism

and com contact information so this is

very important you need to ensure that

there's a way to contact you

and you need to consider how

accessibility queries are going to be

dealt with within your organization when

they come in

via that contact and finally you also

need to include

details of the enforcement procedure

so this is how someone can raise to an

external body

that you haven't addressed issues that

they've highlighted to you

so if we move to the next slide

so on gov dot uk you can view a sample

accessibility

statement that the government's provided

and there's a link available here that

you can reference for that this is a

sample accessibility statement to help

you write a statement for your own

website or app

and some of the wording in this is

legally required so you need to make

sure you include that in your statement

the wording of the sample statement was

updated in april

so if you prepared your statement before

april it's worth

reviewing the revised wording when you

next review your statement

and make sure that it's aligned having a

sample accessibility statement was a

requirement of the original eu directive

that said that governments were required

to each create a sample statement

but the uk government also did user

research about what users wanted

out of accessibility statements and how

they could be most helpful

and you'll see in the sample statement

as well as the compulsory areas

mentioned

it also suggests you include information

about what accessibility features are

supported on your site

it also includes a link to our

abilitynet my computer my way service

with advice for making your device

easier to use if you have a disability

and they also suggest linking to an

accessibility roadmap

so people can see your plans and time

scales for fixing things

so next slide

so in thinking about the purpose of

these accessibility statements

at base they're there to help

enforcement of the regulations

helping users report issues to the

enforcement body

and with technical compliance reporting

so they provide

what enforcement needs as shown on the

slide but we can also think of them as a

positive way of providing

what users want to help users with

disabilities access websites and gain

the alternative formats they need

by helping users to understand what

parts of the site they may struggle with

there's the potential here to help users

who may not realize they

have an access issue until they are part

way through a process

so you're preventing the frustration of

someone spending a long time filling in

a form that they can't finish

or a student spending ages to find a

particular report

which they find isn't accessible once

they get to it

and critically a statement should also

help users report issues to you

this gives you the opportunity to

provide tailored assistance

and is also great in terms of giving you

valuable feedback on your accessibility

efforts

so you can remove barriers as they're

reported we often say that this type of

feedback should be considered

like getting free user testing from

people with disabilities

and it's important to have a process in

place so you can effectively respond to

it

and benefit from it so if we think of

accessibility statements ambitiously and

positively

beyond just box ticking or minimal

compliance this is a great opportunity

to really help your users

and next slide

so in the specific context of higher

education

this is a really nice opportunity to

engage with students who may need

additional support

as well as informing people about

barriers you can use it as a means to

signpost support that's available in

your organization

such as how to access alternative

formats

you can use statements to explain

built-in tools and options that are

available

including things like any assistive

technology available on your network

you can use it to help students develop

technology strategies

and the best way to access things help

manage expectations and avoid

frustration

and by warning people up front about

about

about problems with particular resources

and you can facilitate early requests

for alternative formats and reasonable

adjustments

so that's a quick overview of the basics

of the regulations

and now our hand over to alistair who is

going to talk more about how

accessibility statements can be used

in the context of higher education thank

you very much james

and this applies also to further

education as well as higher education

and so next slide please ernie

a lot of organizations are

understandably focusing on their

external website because that's the

thing that's most public

for most people but it's really

important we look beyond the website

because if you consider

the student experience the student looks

at the website

a few times in their life but their

daily experience looking at the virtual

learning environment

looking at course content going to the

library for ebooks and journals

that daily experience is actually much

more pertinent

to their their sense of achievement

their sense of frustration

as they work through your digital

resources

so next slide

i think it's important to

be able to put some context around

accessibility statements and so one of

the things that

i've been thinking about is how we might

look at

a maturity model for accessibility

statements in exactly the same way that

um abilitynet and myself have worked on

a

an accessibility maturity model for

education

and just as the educational

accessibility maturity model goes from

sort of luck

to tokenism to standards to ownership

to partnership and that whole focus on

standards

isn't the full end of maturity it's just

somewhere in the middle

in a similar kind of way if we look at

the next slide

i think we can consider your

accessibility statements

following the same sort of pattern so

the luck stage would be with luck nobody

would notice that we didn't write one

that is a non-intelligent response and a

non-intelligent

maturity level the second stage which

i've seen

a lot surprisingly a scary amount

is the tokenism level where somebody's

done a basic check and they've literally

copied and pasted the gds

example and and i look at it and i think

that's word for word

the the sample statement and so that's

almost certainly non-compliant

and then the third stage is the standard

stage where somebody adapts

the gds example and they substitute

their own findings

great that's what people do that's what

you're encouraged to do

but you're only compliant at that point

compliance and customer service are

quite different things

so the next stage would be ownership

where you know you're working to support

platform owners in embedding long-term

improvements and

actually changing their skills changing

their culture

that shows a sort of committed stage of

maturity and it

definitely takes you further than simply

being compliant

and then the last stage which ties into

what james was talking about just now

what people want to know

how people can exploit the benefits that

you've given them through

your accessibility practices that final

stage of partnership is

having the user experience at the center

helping every one of you users not just

to know that you're accessible but to

know what that means

in terms of what they can then do with

your content

and that's the bit where it becomes

transformative and you move

from compliance to culture change so

next slide

here's just a couple of critiques of

compliance so this is just to show these

are from two

real sample accessibility statements i

mean not even samples so real live

accessibility statements

the first example you should be able to

navigate most of the website using a

keyboard

okay well that's compliant and i can

prove it's compliant because it's

actually taken from the gds sample but

navigating to most of the website aren't

you going to tell me which parts of the

website i can't navigate to

otherwise what have i gained i still

have to

work my way through try things find that

they don't work and then

go and tell you that i need an

alternative format so that's

compliant but not helpful the second

example some of our online forms are

difficult to navigate

just using a keyboard and screen reader

software okay

well it would have been really nice if

i'd known in advance which of those

online forms

because if that's an online form about

getting uh disability support or

getting accommodation and i know that i

want to get

accommodation then i need to know that

there's no point in me even trying to

use that form at the moment

i need to contact someone separately so

and that

that particular example was from the

ehrc

so totally compliant but not helpful so

let's look at the next slide

a better example and this also is from

the ehrc so i'm being completely fair

i'm not being biased in any way

this is a really nice example where

they've talked about their infographics

they've said which

ones are actually difficult to navigate

that's much more helpful

next slide please when we take these

considerations together

there's a sense in which we can move

from the accessibility statement

being a compliant static document to it

being a document that takes us further

and for this i've been working on

what i call the facts model so

is your accessibility statement

formative it tells

people how to exploit the accessibility

features

is it actionable so when you say that

something doesn't work

there's a clarity about what they then

do and

where they'll find those bits and what

the alternatives are

obviously is it compliant that's

important but that doesn't take you far

as we've seen

is it transparent in terms of the

auditing

the the remediation that you've put in

place the

disproportionate burden arguments which

george i'm sure we'll touch on later

and then is it supportive in terms of

yes you have to have contact details

that's compliance but if your contact

details

include not just a single email

but maybe include a um a different email

depending on what the nature of your

issue is or maybe include

a phone if you're somebody that has

struggles with writing emails or vice

versa

um that sort of support giving

information about the response

time can i expect things in 48 hours

in three weeks in five weeks

and that sort of information and

particularly i've

done this with a couple of organizations

i've worked with recently

making sure that threaded throughout the

statement

is linked to okay this is a problem

these pdfs might be a problem but here's

how you might be able to

help yourself in the meantime but if if

that doesn't work for you

here's how to contact us so being really

supportive

so next slide

the really important thing to remember

is that this

takes place as we said right at the

beginning this takes place

on the daily basis for students

accessing the vle

and this is where we begin to recognize

that

there needs to be a spectrum of

statements having a vle statement is

great

but as you can see in the diagram here

beneath the vle statement i've got

a fine art course i've got an

engineering course a media studies

course

i've got a business studies course i've

got a medieval literature course

now they all sit in the same vle and so

they all have

some sort of top level accessibility

pros and cons

built into my vle but

at course level my fine art course is

probably

packed with images my engineering course

is probably

packed with equations and symbols and

formulae my media studies course

is probably rich in videos and possibly

in audio and podcasts

my business studies course probably got

a lot of graphs in it

my medieval literature course is

probably full of scanned

texts of ancient anglo-saxon

each of those has a completely different

suite of accessibility pros and cons

for different people and that needs to

be stated at

local level if we look at the next slide

this does not have to be a complete

replica

of the sample statement at local level

you're

focusing on the things that are

important to the students

and to be honest so many courses that

i've looked at

working with abilitynet and with disc

over the last few years

so many courses have a module

introduction

at the beginning anyway week one module

introduction

and there's normally some content there

that tells you how the module's been put

together where the assignments will come

and

who's teaching you and all that lot

there's no reason on earth why

every module introduction shouldn't be

able to have some

pertinent information that is formative

for students so i've given an example

there just a

sort of mock-up where

you can see that this could be a single

page document welcome to the course we

aim

to make everyone sorry my video is

covering up so i can't read it

we aim to make everyone as productive as

possible with online content

for example you can and then tell them

how

the the way you structure your word

documents or your pdfs or the way you

put

notes in the notes field of your

presentations actually

gives them more opportunities than they

would otherwise have

and so that simple statement where all

the blue bits

are actually covering the content on the

left hand side

and some of the some of the bits on the

left hand side about you know what's the

ehrc

mechanism for for reporting problems

you don't need to have that on every

single course because you can have a

link from every single course

if you want to escalate a complaint

here's the link and that links to some

other content you've got centrally

so and it also links to your vle

accessibility information so

you can have things that are completely

contextualized

that the tutors delivering the course

can take ownership for and

for them to write that part means that

they have to think about what their

practices are they have to say what they

are doing

to improve their practices so next slide

please

on this slide it's not one that we're

going to

cover in any detail now but it's just a

handy one you might want to look at

afterwards

because some of the hardest bits that

people find

when doing a statement is to work out

from the different criteria

that you might be looking for your audit

how do you then fit that into the boxes

you should be able to how accessible

this website

is content not within scope

non-compliance

and so on so i've put together a flow

diagram there

and again there's a description of that

in the notes field of the presentation

with all the links that are relevant so

that might be helpful in

helping you work out when you do your

statement where the different elements

go that's more for the top level

statement

than the course but it kind of gives you

a sense as to that

cognitive flow that ends up with you

saying to students

this will work this is how to use it

this may not work this is how to get

around it

so next slide

just to end by saying that there's a

number of support

services other people may talk more

about this at the end

unfortunately i have to go as soon as i

finish this section because i've got

another session

uh for somebody else but abilitynet fehg

bundle

um does some technical accessibility

testing for some of you

if you're not quite sure in terms of

screen reader testing

or you can find the problems but you

don't know how to put them right

you can get brilliant uh level details

from those reports

um i work with organizations to do a

statement map or services kind of looks

at creating the statement but then feeds

back into what are the processes what

are the cultural things

what's the training needs and so on um

all able to do

some great work on supporting clients to

do

to write their accessibility statements

there's a badging process that

all able and textbox digital are working

on at the moment

so that you can say okay this is

compliant it's a bronze this is

compliant plus it's formative it's

actionable so this is maybe a silver

and then there's a gold where you score

really well on

not just meeting the compliance but

actually giving a transformative

experience to the learners accessibility

maturity support we talked about the

model

contactabilitynet for support on that

implementing accessibility jisc's got

some training courses on implementing

accessibility the links there

and then the link the link also there to

the gisc blog so

lots of support services there in

addition to

the the range of free webinars that are

out there

the lexis content i forgot to put the

link for lexis in there

sorry george might mention that lots of

support out there

but just believe me this is potentially

one of the most exciting things

that could happen not just for your

disabled students

but for your whole digital maturity so

see it that way and that's it from me a

minute early as well

well thank you alistair and i know you

need to head off to run a training

session

um so if you do have any questions for

alasdair we should be able to answer

those in a follow-up blog

and so do put them in the q a section

and if we can't answer them now

then we'll we'll follow up at a later

stage

thanks alistair thank you very much bye

so i'm moving on to

george rhodes who you might might also

be a familiar face to many of you in the

at sector

and today he's also joined by nick

jarvis smith

from the department for education who's

been

also helping to do some research into

essential services so

over to you both thank you honey

um right so many of you may know me

some of you may not um i

spend a lot of my time looking at

accessibility statements

hopefully most of you will have seen my

research if we can go to the next slide

i've i've got a little bit of a

picture on that um

as of most recently uh i've looked at

1824 uk accessibility statements

and other guidance pages because some

you

certainly wouldn't describe anywhere

near as a compliant accessibility

statement

um i know i'm supposed to kind of say

here's some good examples of what you

should be doing but

as james has really thoroughly

demonstrated

there's all of the gds guidance out

there at the moment

and the only way to really be

writing a compliant accessibility

statement at the moment is

uh through the gds template

as good or bad as that template might be

if

you know you've got criticisms of it

that's that's fair enough

but the only way to meet the

requirements that gds have put out there

is to match everything that's that's in

that template at the moment because

there's a lot of

stuff in there about specific wording or

specific heading structures you you have

to use

so i'm going to take a little bit of a

different tack rather than

saying how you should do it because

there's only really one way

and i'm going to quickly show you um

one example which kind of gives a range

of

common pitfalls all in one if you're

interested in me going on at length

about common pitfalls

back in may i spoke at the gds

global accessibility awareness day

events and the recordings of that

uh up and available so you can see me

talk through a

larger number of other really sort of

poor examples i've found over the over

the last

last go um so

the thing i have most uh complaint about

when i'm looking at accessibility

statements

is probably disproportionate burden um i

i go on about this portion of burn a lot

and alastair mentioned it earlier that

he could have probably put money on the

fact i was going to talk about

disproportionate burden

um i see this quite a lot in

accessibility statements because

as as we all know writing out this piece

of documentation and seeing the

questions come in

as we've been going through james

navista's slides um

about how many statements should i have

what

what's the sort of split for what

statements should cover

um just the reporting aspect of

these new regulations just delivering

accessibility statements

is a lot of work let alone auditing

all the other testing and all the other

work to actually make services more

accessible

just this reporting is a lot of work so

something that i see quite a lot of

people

making claims for is disproportionate

burden which is a useful

clause in the regulations it allows

organizations to

avoid having to meet the full

requirements of the regs

by the deadline if they can

demonstrate a reasonable

level of proof that it would be

disproportionate for them to

to meet that now hearing from gds

i know that the the main thing they're

going to consider when looking at

disproportionate burden claims is cost

but i think there are other things that

should be going into

that including things like equality

impact assessments

um but the the main thing gds has said

is is certainly cost

at the moment um now i'm not going to

get into

what is a viable disproportionate burden

claim and what isn't

because at the end of the day it's your

organization's position and whether you

really cannot meet this this requirement

um now i i see this being used a lot

more

by by smaller organizations that may not

have the staff the training the funding

to

to be able to deliver these things by

september

but i've seen a lot of larger

organizations claiming as well and

the the main things that i see

people doing incorrectly are claiming

without any evidence

i've seen a number of fois that have

gone to organizations

uh who have said no we don't have any

kind of

evidence to to back up this claim that

says we're not going to

uh be legally compliant for this large

amount of stuff

um for things that are actually

exemptions so the

the example on the right which i'll get

to in a minute

that that says quite a lot about

pdfs and other documents and says that

it would be disproportionate burden to

fix those

many pdfs and other documents are

exempt under the regulations if we're

talking about archived content

um stuff that's you know historical

meeting minutes things like that

from four years ago old policies things

like that

those aren't going to change and it it

is not very sensible to be going back

and trying to fix

everything when you should be sort of

facing forwards

but obviously we still have the

requirements under the equality act

to go back and make changes to those

documents if anyone does ask for it for

an accessible copy

um and the the third one which gets me

most of the time

is just claiming disproportionate burden

excessively to get out of any and all

commitments

uh this is this is one i'm seeing

fairly regularly but this example on the

right really

uh really brings it home to me so this

is an example i found from an nhs

organization i'm not going to say which

one but suffice to say it's a it's a

very large nhs organization

and it reads at present we do not scan

our site for issues

as the cost and effort of maintaining

our content would be a disproportionate

burden

and as such rely on our page owners and

editors to keep their content up to date

many of which are clinicians now

personally considering i found this in

may i think

our hard-working nhs clinicians have

quite enough on their plate at the

moment

without uh without also being told that

they're responsible for all of the web

content

um this is this is a particularly poor

show for me

as they're saying

doing anything to maintain our content

or make it accessible

it's too much effort for us

disproportionate burden

really really not an appropriate

approach in my opinion

um really seems like they're trying to

get out of a lot of the work and also

within larger organizations you need to

have someone take ownership of the

accessibility work

and a lot of the time that falls within

the it department or

some form of policy department but

um yeah this kind of claim for

everything

and pushing the burden on to other

people is is really not

not what i see as an appropriate

disproportionate burden claim

and then the issues with pdfs and other

documents one just coming back it reads

pdfs are not

able to comply with the requirements of

the web accessibility standards

our site contains a large number of pdfs

especially those in our documents and

policies section and board papers

we do not intend to recreate them in

accessible versions as this would be a

disproportionate burden and as i've said

that could actually be made an exemption

um there's a lot of things to go wrong

with uh with accessibility statements

particularly with how um specific the

requirements are

if we can go to the next slide please

so i i just wanted to reiterate some of

what james has said

um follow the gds guidance uh gds has a

sample accessibility statement for

websites

which covers the legal requirements and

gives instructions on completing the

template

you may still need some expertise to to

be able to do it

it's certainly worth doing a bit more

reading yourselves around

the regulations which is only about nine

pages and and some other guidance

certainly looking at uh other help

available through ability net or the

disc forums um to to

help you get your understanding rather

than just going off and following the

gds template as alistair said

that um that really only sort of comes

up to point three in the maturity model

if you do it correctly and substitute

uh a lot of the content for your own

content but there's certainly a lot more

that can be done

uh more than just what's what's said

to meet the bare minimum legal

compliance

and two other points i wanted to touch

on if you're going to go away and do

your own reading

two things i've been seeing er that adds

to confusion lately

um if you are looking for the ps bar

regulations documents um on

legislation.gov

um the number you're looking for is

number 952

because there are two versions of ps bar

there's the original 852

which got repealed and then after about

47 days of it being live got repealed

and immediately replaced

with ps bar regs number two

and the number you're looking for on

legislation.gov uk is number 952

um there are differences in the in the

two versions

so you you need to be quoting the

correct one and the other thing which

people may not be aware of which gives

some really crucial insight

to why specific wording is required

by a gds's sample statement

which you you don't necessarily get out

of just the ps bar regulation document

is the model accessibility statement

that's also up on legislation.gov.uk

it's a direct uh transposition of

the european um model statement

and i really suggest people go and read

that to look at

in particular a lot of the notes um

around

how how it says you should provide

information for your

known issues and non-compliance areas

um so to get back into something a

little bit more interesting than me just

pointing you at legislation.gov links um

i'm going to talk about quickly some of

the findings

out of my latest research i've got a um

i've got a bar chart on the next slide

which shows some of the growth so

in particular i i know we're aiming at

an

uh a hefe audience today um

universities have seen some really good

growth

considering they are one of the largest

groups compared to police police there's

only about 47

um websites that i've looked at they're

very compliant because they've all been

moving over to

one single standardized template

universities considering the range

the fact that we're up to more than 30

compliance now

is really really fantastic um

really really taking it on board uh

local government

um just just starting to hit 20

again considering there's 380 odd local

government websites that i've looked at

as a district and county level the move

towards compliance

is is getting there and i really hope to

see this all jump up

when i redo this research in september

so we will know

who has met the regulation deadline and

who has not

fire and rescue um a doubling of

compliance up to about 10 they're

starting to really pick up pace now and

there's only a few fire services across

the country so

that's great um colleges is an area that

i'm really really worried about

so further fhe fe

institutes i'm really um really kind of

worried about because i've looked at 384

of their websites and we've got 11

compliance statements

i think part of this is due to the

the lack of sort of guidance and

specific engagement that

fe colleges have received until now

so it's it's an area that

i've personally been trying to reach out

to people and provide more support and

provide more guidance

but definitely an area that i think um

collectively we need to

start engaging people from colleges more

to raise awareness

if if people aren't already aware nhs

quite poor um quite poor

at the moment with only i think was it

26 compliance statements

um just under six percent compliance uh

really again really really difficult i

know they're in a really difficult

situation at the moment but there's

there's a lot to be said for

um our nhs services being essential

should be should be accessible um i've

then also sort of branched off and

been looking at a few other um

types of organization disability

assessment centers industry regulators

and a few others which i i kind of

consider essential

um so disability assessment centers and

industry regulators are looking at

around the same sort of

uh percentage compliance um at around

sort of seven percent

um we're gonna we're gonna

look in a minute and nick's gonna tell

us a little bit more about uh some of

the essential services we've been

specifically looking at in a bit more

depth but i've looked at

uh supermarket accessibility statements

i've looked

at um utilities providers

all of these all of these organizations

which as we now know

are listed by the government as

absolutely essential services

in in this time of pandemic or in the

case of you know utility regulators

train companies

all of these uh geographical monopolies

if i if i go to my

my local train station i've only got a

choice of southeastern rail

i have no other option if um if

southeastern rail services are not

accessible

um i'm i'm kind of stuck for for train

transport

same with uh same with my water company

southeast water

they're the only one i've got a choice

of so um

i think accessibility should be required

of them as

as essential services uh so that's

that's kind of enough from me

i'm i'm going to pass over to nick who's

going to go into a little bit more

detail about

uh what we've been looking at in terms

of essential services

yes george thank you good afternoon

everyone

uh so as george was saying um

we were talking about essential services

we got together we decided to do some

work on that

um and buy central services will mean

under section four

where the web accessibility regulations

which james mentioned earlier

and talks about ngos um being exempt

unless they provide

ngos being non-government organizations

are exempt unless they provide an

essential service

and as you can see we've got some

definitions on there about the un

definition

um the hospital sector et cetera et

cetera and you've got the uk government

covered 19 guidance

which included things like supermarkets

um where we kind of focus our uh

attention

um because of the inherent uh

difficulties with navigating a one-way

system

and keeping the two meteor social

distance and for for

certain individuals who have

accessibility needs and were wondering

whether they would have

the option to to shop online instead of

um

instead of you know uh going in store so

was

submitted an fy response to uh the

cabinet uh so so with an foi

uh freedom of information request to the

cabinet office and if we move to the

next slide

thank you it covers kind of um

the scope of uh essential services so

essentially what the cabinet office

have said in this response is

that the organization has to be

considered a public sector body

and the service has to be essential to

the public

to cover under essential services and

actually says that explicitly

it won't um include things like

supermarkets or banks

even though under the covert guidance

they were considered essential

to the public um so if we move on to the

next slide

i'll just cover briefly um kind of what

our research on supermarkets entailed

um basically we're completing some

testing on the four main supermarkets

that offered delivery

um some of the other ones didn't offer

any delivery so

we obviously couldn't test them um and

the testing that we

completed included things like automated

testing manual testing

uh using kind of user flows and and

scripts

um using the screen reader and then we

completed some analysis of accessibility

statements which we're going to talk

about today

considering the um the scope of this

webinar is to cover is the accessibility

statement ready yet

uh so we'll move on the next slide sorry

yeah thank you

so the findings that we've got yeah you

can see on the screen

the the analysis that we did like

ledward kind of realized that none of

the supermarkets

in their statements uh suggested that

they were complying with the wicca

guidelines

um as you can see kind of one of one of

the supermarkets provided nothing

um and we've kind of anonymized this um

just just so that uh

just to keep things yeah easier so

another supermarket

provided a show message about the

commitment or the quality app but didn't

really mention anything about the web

accessibility regulations

um another suit more offered some more

technical information

about the structure and also links to

for support

for shoppers with disabilities and there

was one supermarket which provided

probably the best statement um which

included

support tips and standards that are

working towards and also

like a clear route for people who are

experienced accessibility issues so

it was that was kind of the the best of

them all but none of them

suggested that they were completely

compliant with uh with the guidelines

so that was a little bit of a worry for

us um and we've also completed some

some other testing and research and if

you want to ask questions about that

we can we can answer questions on that

um and if you want to move to slide five

we're just going to move to some closing

thoughts we hope that our um

research has kind of opened up this

discussion

um which will be productive and and help

to enhance accessibility of essential

services so things like

like banks supermarkets utilities like

george was saying

especially ones that have monopolies and

to read more on our research

uh just head to the ability net blog

which i think annie posted today so

uh it's well worth a read if you're

interested in that area

i'll pass back to annie for a q a thank

you okay well

thank you i can see um lots of q and a's

coming through so just to say

thank you to um george nick james and

alastair

um so if you've got any further

questions please

fire away in the q a window

i'll just pick out a few questions um

some of which are more suitable for

alistair to cover so

as i mentioned earlier we'll cover those

in a

in a follow-up blog but um here's one

maybe george you may

you may be able to answer this or um

james

and this is from peter do we need to

produce statements for all systems and

specifically is a statement required for

a system that's only used internally

by members of staff so

yes uh it it kind of depends so if it's

uh if it's a web-based system and it's

internal use only um it

counts as an intranet under the

regulations so what you're looking for

there

is um anything created new

since the regulations have come in or

when older

systems are substantially revised um

but yes even even your internal uh

internal

services accessed through your web

browser

will be will be covered by the

regulations

okay and um we've got another question

from victoria

and i'm confused about third-party

suppliers for example our library

catalog

do we need to add an accessibility

statement to our catalog

and would we include information about

all the ebook

e-journal providers for accessibility

from there

oh if only alastair was here because

this

is absolutely alistair's alistair's bag

um there's there's an awful lot

of uh information about e-book and

e-journal providers

through the aspire framework uh already

um alastair

did sort of briefly touch on it um

during during his slides but the aspire

framework has

loads of information in there about

ebook publishers and and the

accessibility

of them and that would be a great place

to start if you want to start

providing information about the the

ebook

publishers you use but

yes there are there are kind of

requirements um

within the regulations for content that

that you pay for

so even if it's third party if you're

paying for it and choosing to deliver

that to your

um your staff or students

that that you you will hold some

responsibility for that james i don't

know if you've got any more thoughts

yes i think there's also the um

i did this why would this buy frame

would obviously be a good place to look

and the um uh i know in general with

third-party accessibility statements i

think there's the

textbox um crowd-sourced

um resource that that's being built up

onto the party accessibility

statements for systems in general um

that that may be useful

yeah so that that one's called search

box it is it is delivered by textbox

um but the the crowdsourced third-party

accessibility statements

list is their their search box

service okay

and uh next question is from caroline um

any advice on collating third-party

suppliers

accessibility statements is it best to

provide them

per supplier or perk or by category

under compliant partially and

non-compliant

and i thought possibly this one might be

one for you george

yeah i'm just having to think about it

um i don't really know

uh i i haven't really thought about

uh w which way um it

so a lot of the third-party stuff i see

is normally internal

internal products um so you might be

looking to host them on your main

intranet or if you've got

um like a main sort of it system that

can also host knowledge articles etc

something like that um

i don't really know i haven't i haven't

really thought about um

whether you want to do it by supplier or

whether you want to do it by

by whether they failed or not um

depending on how you record them you

might be able to filter one way or the

other

okay and james do you have any thoughts

on that as well

um yeah i i guess as

as george says i think it it'd probably

be worth being able to filter them

either by the way depending upon what

information you want to um uh get out of

them

um so um

just having a way that's easy for people

to get to um

uh i think the critical thing is making

sure that link from a user point of view

is having things linked to from the

resources that they're actually

that they're actually using um so so

thinking about how

how users are going there's how users

are going to use them um

and potentially having something that

you can refer you might have something

used to you you might want to reference

them internally across

across all of your websites if you've

got a large web domain

but also thinking about how that how

they're presented to users as well

okay and um this one's an interesting

question um

is there any research on having a

compliance statement

how well of having a compliance

statement corresponds to actual

accessibility

james james and george and nick as well

um i mean

i did a little bit on this um back in

earlier versions of my research

uh so if you if you look back in the the

spreadsheets which you can download from

from the research page um which has just

all of my findings in it going back

one of the things i used to record was

the web a millions score

so people might be familiar with the

webbing millions work

in which they gave uh rankings to

the top sort of million websites

and and how accessible their home pages

were i know it's not indicative of the

entire site but

that the home page was was kind of a

good start um

from the couple of times i did it

i i really found no correlation between

a compliance statement

and the the level of accessibility

for for a website and someone could have

a really awful website

but could have sat down and written a

technically compliant statement

that lists all of their known issues um

yeah that from my experience they're not

necessarily related

and equally you you can also get

services that are

compliant and usable uh and then and

then don't have a compliance statement

um one thing with the the compliance

statement is

you might actually see because you've

got a clear route for

um escalating accessibility issues or

feeding back you might actually see an

increase in

complaints around accessibility even

though you've produced a compliance

statement

so that's one thing to kind of consider

that you might actually see more

and feedback from users which is

actually a good thing but some people

could perceive that as

we're getting more complaints just

because we've got an accessible

statement which

a compliance statement which is

something you should really factor in

okay um probably the last question

might have a chance for another one

after this and this is from kevin

do you think that dds i know that and

you've had

some involvement with them um might

consider that's the government digital

service

might consider mandating a post that a

post must exist

in an organization to be responsible for

accessibility

um i'm gonna i'm gonna say

i don't think gds would ever mandate

that personally um

and i think it would be really hard to

kind of enforce

uh if you've got to tell as we were

talking about before is cool um

you know if you were telling a parish

council who's only got one

member of staff uh their their parish

clerk

that suddenly they've got to find the

budget to hire an accessibility

professional

it's it's the same way as with gdpr when

everyone

had to um had to

get a um data protection officer um

many of many of the organizations of

small organizations have sort of farmed

out that responsibility to advisers and

things like that

it would be lovely obviously if they if

that was possible but i

yeah i think practice in practical terms

um and in terms of gds actual powers i i

don't think that's going to happen we

can but hope

one day i like george's uh

example of using jdpr it's quite a

similar

regulation that came from the eu in uk

law

and if you look i worked at the nhs and

one of the things that they did was they

had

um gdpr champions and things and that's

the same type of approach we should take

accessibility

uh try and get people to own that

themselves rather than having one person

where this is all pinned on yeah

okay well um thank you very much to all

of you um

and uh like i mentioned earlier we'll be

having a follow-up blog

um to cover some of the unanswered

questions that you've

sent through um so finally

just a little bit more information that

might be of interest to you

uh we also run online training sessions

on um

accessibility you can find out at

abilitynet.org

dot uk forward slash training and

there's a 10

off discount code available to

registrants for this particular webinar

which is he statement 10

and then we have a suite of

accessibility services aimed at

public higher and further education

sectors

including alastair's accessibility

statement mapper option

that you can see more about on our

websites

and then you can also sign up to our

newsletter for the latest announcements

about digital

accessibility and we've got um webinars

coming up on the 11th and 18th of august

and the next he focused and public

sector

update is on the 22nd of september the

day before the

regulations deadline so thank you again

um everyone and james abastair george

and nick

and we'll be in touch with you soon bye

everybody