

Accessibility Statement

Source-to-Contract

Version:

1.1

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Operational

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1 Using this website

This website is run by Proactis Limited. 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;
- change colours;
- listen to most of the website using a screen reader (including the most recent versions of NVDA).

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.

2 This website's accessibility

We know some parts of this website aren't fully accessible:

- zoom in up to 300% without the text spilling off the screen
- the text won't reflow in a single column when you zoom in to 400%
- some links do not show appropriate description when hovered over
- some form controls do not have labels and legend
- some of the headings or pages have poor colour contrast
- some of the pages that were written in XHTML 1.0
- some of the images do not have image descriptions or captions
- some of the buttons are not easily identified
- some of the success or error messages are not clearly associated with form controls
- some of the heading elements are unordered list
- dashboards are not accessible
- documents that are exported or opened in PDF format and are not accessible

2.1 What to do if you can't access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email ProductManagement@proactis.com
- call +44 (0)1937 545 070

We'll consider your request and get back to you in 15 business days.

2.2 Reporting accessibility issues with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting the requirements of the accessibility regulations, contact us on:

- email ProductManagement@proactis.com
- call +44 (0)1937 545 070



2.3 Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond to your complaint, please contact the [Equality Advisory and Support Service \(EASS\)](#).

2.4 Contacting us

To contact us please email ProductManagement@proactis.com or call us on +44 (0)1937 545 070.

Alternatively, for buying organisation or supplier queries please log a ticket [here](#).

3 Technical information about this website's accessibility

Proactis Limited is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

4 Compliance status

This website is non-compliant with the [Web Content Accessibility Guidelines version 2.1 AA standard](#), due to the non-compliances listed below.

4.1 Non-accessible content

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

4.2 Non-compliance with the accessibility regulations

- Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).
- Some pages do not correctly display text when zoomed to 200%. This fails WCAG 2.1 success criterion 1.4.4 (Resize text).
- Some form controls do not have labels. This fails WCAG 2.1 success criterion 2.4.6 (Heading and labels) & 3.3.2 (Labels or instructions).

We plan to fix these existing items (with the exception of deprecated v5 functionality) and have included these in the product roadmap. When we publish new content we'll make sure it meets the accessibility standards.

4.3 Issues with PDFs and other documents

Many of our PDF documents don't meet accessibility standards - for example, they may not be marked up so they're accessible to a screen reader.



Some of our PDF documents are essential to providing our services. For example, we have PDF documents with information on how users can access our services.

The accessibility regulations don't require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

4.4 Issues with images, video and audio

We plan to add alternative text to images as soon as possible.

5 How we tested this website

This website was tested using AXE and it was last tested in February 2023. The test was carried out by Proactis Group Limited using the Chrome plugin called axe DevTools - Web Accessibility Testing <https://www.deque.com/axe/browser-extensions/>

During the test we carried out in February 2023, we tested the common & heavy usage areas, excluding Admin and Reporting.

6 What we are doing to improve accessibility

We are planning to continuously test all pages of our portal in order to identify any accessibility issues. We are planning to resolve any known issues as an ongoing project as and when such issues are known.

The following non-compliant components have been addressed since the last update:

- The colour contrast passes using the Black theme. ("Contrast (Minimum) (AA)" using Colour Contract Analyser (CCA).
- The page works with the latest version of the NVDA screen reader, e.g.;
 - the current state of the component can be identified by assistive technology.
 - the image buttons have alternative text (alt attribute) that describes the purpose of the button.
 - an announcement is made to screen reader users that when triggering a link, a panel expands.

This statement will be reviewed on a six-monthly basis.

This statement was prepared on 1 April 2021. It was last updated on 20 February 2023.