Accessibility Statement

This accessibility statement applies to all pages available on the domain https://exeterhealthlibrary.net

This website is run by Exeter Health Library at the Royal Devon and Exeter NHS Foundation Trust. We want as many people as possible to be able to use this website. For example, 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 just a keyboard
- 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 (https://mcmw.abilitynet.org.uk) 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:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- some video streams do not have captions
- 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 rde-tr.library@nhs.net
- call 01392 406800

We'll consider your request and get back to you in 30 days.

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 Exeter Health Library on:

- email rde-tr.library@nhs.net
- call 01392 406800

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

Exeter Health Library at the Royal Devon and Exeter NHS Foundation Trust 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 https://www.w3.org/TR/WCAG21/) AA standard, due to the non-compliances listed below.

Non-accessible content

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

- PDF and word documents are not tagged and are not all available as HTML pages.

Non-compliance with the accessibility regulations

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services and forms published as Word documents.

We have inaccessible PDFs and/or Word documents that read out on screen readers, and poor colour contrast that makes text difficult to read - especially for visually impaired people. This fails WCAG 2.1 success criterion 1.1.1 (non-text content) and 1.4.1 (use of colour) as well as 1.4.5 (images of text).

When we publish new PDF or Word documents we'll make sure they are tagged to meet accessibility standards.

Some forms are missing a form label. This fails success criterion 1.1.1 (non-text content), 1.3.1 (info and relationships), 1.3.3 (sensory characteristics), 2.4.6 (headings and labels) and 3.3.2 (labels or instructions).

Videos do not have transcripts or captions - This fails WCAG 2.1 success criterion 1.2.1, 1.2.2 and 1.2.3 Audio-only and Video-only (pre-recorded).

Disproportionate burden

We've assessed the cost of fixing the issues with accessing information and it would be a disproportionate burden to change all PDF and Word documents added to the site since

September 2018 to HTML pages or tag them. This will not be a disproportionate burden forever with all PDF and Word documents replaced within two years and old videos removed or subtitles and captions added.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 (https://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) if they're not essential to providing our services.

Any new PDFs or Word documents we publish from September 2020 will meet accessibility standards.

What we're doing to improve accessibility

We plan to improve accessibility on this website over the next two years.

All PDF and Word documents will be tagged for accessibility and run through AChecker (https://achecker.ca/).

All video content added will have a full transcript and captions.

Any new content types will be reviewed for accessibility before implementation.

Preparation of this accessibility statement

This statement was prepared on 22 September 2020.

This website was last tested on 04 August 2020. The test was carried out by Royal Devon and Exeter NHS Foundation Trust Communications Department.

We reviewed each PDF and Word document added to the site since September 2018 in order to draw conclusions on the best approach and the roadmap to full accessibility.