

CIVICA

Transforming the way you work



Accessibility statement

Civica – icasework web forms

01/08/2020

The accessibility statement covers all iCasework web forms

We've made every effort to make web forms accessible and easy to use for everyone by supporting the latest versions of browsers, operating systems and mobile devices. We're constantly working towards improving the accessibility of our web forms to ensure we provide equal access to all of our users, by including accessibility as part of our digital strategy. Accessibility features of our web forms include:

- a logical content structure and a clear information hierarchy
- labels to correctly identify all form controls
- alternative text descriptions for non-text elements such as images
- zoom in up to 400% without the text spilling off the screen
- support use of speech recognition software wherever possible
- support use of screen reader technology wherever possible (including the most recent versions of JAWS, NVDA)
- use the site in plain text format (without styling)
- Maintaining colour/contrast ratios for text
- keyboard accessible navigation
- skip to content links at the top of the page

Compliance status

The web forms are fully compliant with the Web Content Accessibility Guidelines version 2.1AA standard.

Reporting accessibility problems with web forms

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 in particular areas, please email support@icasework.com.

It would be helpful if your email contained the following

- How you are accessing the site, for example on your phone, on a laptop, on a tablet
- If on a laptop or tablet, which browser you are using, for example Firefox, Internet Explorer, Chrome or Safari, incl. version number
- The nature of your disability, if any
- A description of the problem

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)](<https://www.equalityadvisoryservice.com/>).

Content that's not within the scope of the accessibility regulations

Maps

Some forms may have an online map. Online maps and mapping services are exempt from the regulations if essential information is provided in an accessible digital manner for maps intended for navigational use.

Disproportionate burden

Navigating date picker with keyboard

Date pickers are known to fail several basic criteria in the Web Content Accessibility Guidelines (WCAG). Although the date widget is not accessible by keyboard. <https://design-system.service.gov.uk/components/date-input/> recommends to use a date input field instead of calendar when asking users for dates they already know i.e. DOB.

How we tested this website

As part of our development process, we use WAVE testing tools, screen readers as well as a developer checklist to check compliance. In addition, accessibility to AA standards is regularly tested independently by our government customers and any issues raised are handled with the same priority as software bugs.

The web forms were last tested on 28th July 2020

What we're doing to improve accessibility

We have monitoring in place to review the accessibility of the site on an ongoing basis. We use this monitoring to identify and fix any new issues that arise.

This statement was prepared on 28th July 2020. It was last updated on 1st October 2020