Internal Systems Accessibility Statement

# Accessibility statement for FX Plus Internal Systems

This accessibility statement applies to the FX Plus Internal Systems so covers the following:

* Contact Us Pages
* My Halls
* My Inventory
* Hospitality Menu
* Car Parking Portal
* Sports Centre
* Digital Signage
* Phone Directory
* Payment Portal

We want as many people as possible to be able to use these systems. For example, that means you should be able to:

* *change colours, contrast levels and fonts*
* *zoom in up to 200% 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)*

[AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability. Please also see our [Assistive technology overview](https://studyhub.fxplus.ac.uk/technology-study/assistive-technology-overview) to find out more about the accessibility features in different programs, apps and devices.

# How accessible these systems are

We used a mixture of automated tools and manual checking to discover areas of our website and web application footprint that contained accessibility issues.

Amongst these we have resolved many missing alternate text on images, contrast issues and other minor structural changes.

We know some parts of this website are not fully accessible:

* there are some date picker controls on the Sports Centre application that have some javascript buttons that may make them difficult to utilise with a screen reader.

# Feedback and contact information

Please [contact us using our webform](https://forms.office.com/Pages/ResponsePage.aspx?id=s-4LVT1qRkahEfidAXd5LlLWE2kd7M1Imwn0ABOKow1UMklLWjdEMU5XMDBXRTYyVlBYN0ZJNTdMNy4u) if you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille. You will get a confirmation within five working days that your form has been received and a full response within 20 working 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, please [contact us using our webform](https://forms.office.com/Pages/ResponsePage.aspx?id=s-4LVT1qRkahEfidAXd5LlLWE2kd7M1Imwn0ABOKow1UMklLWjdEMU5XMDBXRTYyVlBYN0ZJNTdMNy4u). You will get a confirmation within five working days that your form has been received and a full response within 20 working days.

# 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/)

# Technical information about this website’s accessibility

Falmouth Exeter Plus 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 AA standard, due to the non-compliances listed below.

# Non-accessible content

We used a mixture of automated tools and manual checking to discover areas of our website and web application footprint that contained accessibility issues.

Amongst these we have resolved many missing alternate text on images, contrast issues and other minor structural changes.

Some parts of the website may not work for everyone. Below are known issues that we either need to fix, cannot fix, or do not need to fix right now.

If you find something that does not work that we missed, remember to contact us.

Non-compliance with the accessibility regulations

**Empty Buttons**

On our Sports Centre Portal there are 95x Empty buttons (without a value) that are hosted within a 3rd party date control. This may make them difficult to utilise with a screen reader. This doesn’t meet success criteria 1.1.1.

We plan to review these and update the control or replace it before the end of the year. The site containing these controls is limited to a very select group of admin users in our sports centre.

**Redundant Alternative Text**

In the Payment Portal there is Alt text that is redundant which can be confusing for people using screen readers. This doesn’t meet success criteria 1.1.1.

We plan to resolve this issue by the end of the year.

# Disproportionate burden

There are a number of minor issues relating to heading levels, layout tables and the heading structures which have been caused due to the structure of how the systems have been set-up. These issues can make it difficult for screen readers to navigate around the system. These issues mean that the systems do not meet success criteria 2.4.6. The details are:

On the Sports Centre Portal there were alerts regarding redundant links and missing heading levels due to the way the page was initially constructed. This would mean a rewrite of the structure of the site to resolve these.

On the My Halls Home page there is no heading structure. This is a minor issue due to the layout of the page where currently the headings wouldn’t be relevant.

Also in the My Halls site the document list is missing a first-level heading.

In the Phone Directory site, the first level headings are missing on 4 pages.

In the Payment Portal there are skipped heading levels and layout tables.

To fix these issues would mean that the structure of these apps would need to be re-written and we believe that doing so now would be a [disproportionate burden](https://www.legislation.gov.uk/uksi/2018/952/regulation/7/made) within the meaning of the accessibility regulations. We will make another assessment when there are further changes needed to any of the systems/portals.

# What we’re doing to improve accessibility

The areas that have been highlighted above will be resolved by December 2020.

We will continue to audit our systems on an annual basis and will update the Accessibility Statement to reflect any new identified issues and the timescales for resolution.

# Preparation of this accessibility statement

This statement was prepared on 17th September 2020. It was last reviewed on 22nd September 2020.

These systems were last tested on 27th July 2020. The test was carried out by FX Plus Business Integrations and Applications Team.

We used a mixture of automated tools and manual checking to discover areas of our website and web application footprint that contained accessibility issues.