Known Issues Statement Template Wording

As part of our commitment to accessibility we are required to publish where we know there are

issues with our website.

We list below areas within the website that we know are not fully accessible. We also explain

what we are doing to fix the issues and give information on alternative ways you can get the

Content. We plan to fix or provide alternatives to all issues that we are aware of or told about.

# Issues with text

Some link text doesn’t make sense when read on its own (for example, ‘click here’).

We plan to fix the existing links by September 2020. When we publish new content we’ll make

sure link text meets accessibility standards.

# Issues with PDFs and other documents

Many of our older PDFs and Word 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 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. By September 2020, we plan to either fix these or replace them with

accessible HTML pages.

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.

# Issues with Interactive Elements

Some of our interactive elements do not have the required descriptive tags. This means some of our interactive widgets such as carousels do not inform screen reader users of the current state of the widget.

We plan to make all existing interactive elements/widgets compliant by September 2020. When we launch new interactive elements/widgets we will make sure they meet this accessibility standard.

# Issues with Images, Videos and other Media

Some images on our website do not have appropriate alt text. We plan to make all of our non-decorative images compliant by September 2020 and where we add new images these will be made to meet accessibility standards.

Some videos / audio on our website does not have the required caption controls or transcriptions available. The regulations do not require us to publish fully accessible video / audio content until new is created content after September 2020. However we want our media to be accessible sooner so all future video and audio content will be made to meet accessibility standards from now.

# What we are doing to fix accessibility issues

We have a plan in place and are working to fix these issues.

We are working with our suppliers to fix all the issues listed here as is stated in contracts we

hold with them.

We are also working with all our staff who are responsible for content on the website, to train

them in producing more accessible content and to improve all the content already up on the site

that has issues.

If you would like more detailed information on our assessments, or a more detailed look at the

steps we are taking to fix a particular issue please contact us.

# Feedback

If you believe that something is missing from this list, please contact us.

Be as specific and detailed as you can. Please also tell us if you had a good experience on our website.

This page was last updated on 08/05/2019