

Accessibility statement for The ACT App

This accessibility statement applies to the ACT App mobile application.

This mobile application is run by URIM App Limited. We want as many people as possible to be able to use this app. For example, that means you will be able to:

- navigate the mobile application using speech recognition software
- listen to the mobile application using a screen reader (including the most recent versions of JAWS and NVDA)

We've also made the mobile application text as simple as possible to understand.

How accessible this website is

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

- the text won't reflow in a single column when you change the size of the mobile application viewing window
- you can't modify the line height or spacing of text
- most older PDF documents aren't fully accessible to screen reader software, although most included PDF's are in Version 2.0
- linked videos don't always have captions
- where used, online forms are difficult to navigate using just a keyboard
- you can't skip to the main content when using a screen reader
- there's a limit to how far you can magnify maps, documents and images

Feedback and Contact Information

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

- email Support@urimapp.com
- call 0333 444 3650

We'll consider your request and get back to you in 3 Business days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this mobile application. 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: Support@urimapp.com.

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, [contact the Equality Advisory and Support Service \(EASS\)](#).

Contacting us by phone or visiting us in person

We operate entirely virtually and run no physical office site.

Technical information about this website's accessibility

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

Compliance Status

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

Non Accessible Content

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

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).

We plan to add text alternatives for all images by January 2021. When we publish new content we'll make sure our use of images meets accessibility standards.

Disproportionate Burden

Navigation and accessing information

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some content overlapping.

Interactive tools and transactions

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

Our forms are built and hosted through third party software and 'skinned' to look like our application.

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

PDFs and other documents

Some of our PDFs are essential to providing our services. For example, we have PDFs with information on Counter Terrorism matters. By January 2021, we plan to fix these to ensure all are PDF 2.0 compliant.

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. For example, we don't plan to fix older specialist PDF's provided by third parties.

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

Live video

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

What we're doing to improve accessibility

We plan to improve accessibility of our mobile application, by ensuring that all relevant PDF's are compliant and all included images have nearby text based alternative descriptions, by the end of January 2021.

Preparation of this accessibility statement

This statement was prepared on 01/12/20. It was last reviewed on 01/12/20.

This mobile application was last tested on 01/12/20. The test was carried out by URIM App Limited.

We used this approach to deciding on a sample of pages to test:

- Viewed all Documents in the Library
- Viewed all main Home Page headings
- Viewed a sample selection of 100 app pages
- Assessed the contrast ratios used in the main Login screen
- Assessed the ability to navigate the app using only a keyboard