

# **Accessibility statement for [ProtectUK, URIM, MySafety & Clubb Apps]**

This accessibility statement applies to [the URIM suite of mobile applications].

The mobile applications are run with generous support from [URIM App Limited] and Marks and Spencer's Business Resilience team. Relevant content is signed off by Counter Terrorism Policing. We want as many people as possible to be able to use the Apps. 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 the Apps aren't fully accessible as detailed below and 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, as sourced & supplied by Client content managers/administrators.

### **Current obstacles to accessibility include:**

- 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 our mobile applications. 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 public 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 of the 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 may not adapt suitably to all screen reading technologies & aids.

## **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 public PDFs with information on Counter Terrorism matters. From January 2021 we aim to maintain 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 [05/06/23]. It was last reviewed on [05/06/23].

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