

Accessibility Statement for NILGOSC Website

This accessibility statement is for www.nilgosc.org.uk. This is the website for the NILGOSC (Northern Ireland Local Government Officers' Superannuation Committee) which is the administering authority for the Local Government Pension Scheme (Northern Ireland).

This website is run by NILGOSC.

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

- zoom in up to 300% without the text spilling off the screen.
- listen to most of the website using a screen reader.

We have also made the website text as simple as possible to understand.

This website is compatible with:

Microsoft Edge, Google Chrome, Safari and Firefox

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

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

- when tabbing around the website, there is no link highlighting available.
- there is insufficient colour contrast in some areas of the website.
- older PDF documents are not fully accessible to screen reader software.
- some of our online forms are difficult to navigate using just a keyboard.
- you cannot skip to the main content when using a screen reader.
- the CAPTCHA on our website is not accessible.

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, audio recording or braille:

- email info@nilgosc.org.uk
- call 0345 3197 325

We will consider your request and get back to you in 10 days.

Reporting accessibility problems with this website

We are committed to ongoing accessibility improvements.

If you would like to give us some feedback or are having difficulty accessing this website for any reason, please let us know and we will do our best to resolve the issue.

Enforcement procedure

The Equalities Commission for Northern Ireland (ECNI) 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 Equalities Commission for Northern Ireland (ECNI).

Technical information about this website's accessibility

NILGOSC 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 not compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Non-accessible content

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

Non-compliance with the accessibility regulations

- This website was assessed by Shaw Trust Accessibility Services in November 2019. We received a report outlining the areas of the website that were not compliant. Upon extensive investigation by both ourselves and the current website provider it was agreed that the best way forward would be to develop a new website to ensure full compliance.
- The NILGOSC website met 19 of the 28 (68%) applicable success criteria required for level A conformance and 13 of the 18 (72%) applicable success criteria required for level AA conformance.

Non-accessible CAPTCHA

The CAPTCHA used on the "contact us" form relies on a user typing a code and offers no alternative. This makes it impossible for users to complete without sight. A CAPTCHA can present a barrier for users of assistive technology if not implemented correctly. It is essential that the CAPTCHA does not rely on using only one method of access, for example manually inputting a code, but it should offer an alternative, such as an audio CAPTCHA.

Insufficient Colour Contrast

Throughout the site there are combinations of colours that fall below the minimum contrast levels that make the text difficult to read. If the text size is at least 18 point if not bold and 14 point if bold, the minimum colour contrast ratio should be at least 3:1, if the text is less than 18 point if not bold and less than 14 point if bold, the minimum colour contrast ratio should be at least 4.5:1.

Hidden 'Skip' Navigation

There is no skip to content link present on the site, which means lengthy and repeated navigation for screen reader and keyboard only users. This link should be visible and the first link that can be 'tabbed to' on the page. The purpose of skip navigation is to provide a mechanism to bypass blocks of material that are repeated on multiple web pages by skipping directly to the main content of the web page.

Non-Accessible Non-HTML Documents

Several non-HTML documents, such as Adobe Acrobat (PDF) files, were encountered. For users to access the content contained within non-HTML documents, these documents should be accessible or have an accessible alternative.

The PDF documents examined had issues that prevented certain users from being able to access the content.

Elements not Visible in Focus

Users who are reliant on a keyboard to navigate the website use the tab key to cycle through the links on a page. A visual cue is required to highlight which link is currently in focus so that the user can identify where they are within the set of links on a page. Not having link highlighting can make it more difficult and confusing for keyboard only users to navigate a site.

When tabbing around the website, there is no link highlighting available anywhere on the website. This makes it virtually impossible for keyboard users to navigate the website.

What we are doing to improve accessibility

We have appointed a supplier to develop a new fully accessible website. Work on the new website is due to begin in September 2020 and will be completed by January 2021. All the non-compliances listed above will be addressed. While we work towards the new website, we have addressed some of the accessibility issues identified. Most issues that were highlighted in the Shaw Trust Accessibility review have been resolved. However, it was not possible to correct all the issues with our current content management system. We are also currently working through our extensive list of PDFs to make them all accessible, except for content outside the scope of the accessibility regulations described below.

Disproportionate burden

We intend that the new website will correct all the matters which currently do not comply with the accessibility requirements, except any content that is not within the scope of the accessibility regulations and those where NILGOSC assesses that correction would present a disproportionate burden.

There are 289 documents on the website which fall within the scope of the regulations and which are currently available only in a pdf format which does not comply with the accessibility requirement. NILGOSC has carried out an assessment and has concluded that making these documents accessible at this time would place a disproportionate burden on the organisation. This conclusion was reached because the documents appear to be seldom accessed (estimated to be less than 1% of the hits on the NILGOSC website), that it would take considerable time (over 400 hours) to convert the documents, and that NILGOSC will provide any of these documents in an accessible format on request by a user. Further NILGOSC intends to replace each of these documents with an accessible document when each is updated or amended.

Content that is not within the scope of the accessibility regulations

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they are not essential to providing our services. Therefore, we will not fix any PDFs or documents published before that date unless that are essential to providing our services.

In relation to any reasonable request, we can arrange for an accessible version to be made available. Any new documents we publish will meet accessibility standards.

Preparation of this accessibility statement

This statement was prepared on 22nd September 2020. It was last reviewed on 20th October 2020.

This website was last tested in November 2019. The test was carried out by Shaw Trust Accessibility Services.