

# Accessibility statement for South Yorkshire Pensions Authority

This accessibility statement applies to <https://www.sypensions.org.uk>

This website is run by South Yorkshire Pensions Authority. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% 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)

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

[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:

- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- Video streams do not have captions
- you cannot skip to the main content when using a screen reader
- Not all images contain an alternative or descriptive text

## Feedback and contact information

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

- email: [customerservices@sypa.org.uk](mailto:customerservices@sypa.org.uk)
- call: 01226 772923

We'll consider your request and get back to you in 7 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, contact: The ICT Unit [webmaster@sypa.org.uk](mailto:webmaster@sypa.org.uk)

We'll consider your request and get back to you in 5 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 \(EASS\)](#).

## Contacting us by phone or visiting us in person

Find out how to contact us <https://www.sypensions.org.uk/Contact-Us>

## Technical information about this website's accessibility

South Yorkshire Pensions Authority 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-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 October 2020. 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).

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

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations.

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

### PDFs and other documents

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. We plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [do not 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.

### 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 are creating an accessibility roadmap and a new website that will be compliant with the Web Content Accessibility Guidelines version 2.1 AA standard

## Preparation of this accessibility statement

This statement was prepared on 01/09/2020. It was last reviewed on 04/09/2020.

This website was last tested on 17/08/2020. South Yorkshire Pensions Authority carried out their own testing.