

Accessibility statement for The Prisoner Ombudsman for Northern Ireland web site

We're committed to making our web site accessible so it can be used by as many people as possible.

This statement applies to content published within The Prisoner Ombudsman for Northern Ireland web site at <https://niprisonerombudsman.gov.uk>

We aim to make our web site accessible to the widest possible audience. This means, for example, that 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 our web site using a keyboard
- navigate most of our web site using speech recognition software
- listen to most of our web site using a screen reader

AbilityNet has advice on making your device easier to use if you have additional access needs.

How accessible is our web site?

We know some parts of this web site are not fully accessible:

- Some links use generic link text
- Some images lack alternative text
- Some images are used as links
- Most PDF documents are not fully accessible to screen reader software
- Searching site content is limited to two sections within the site
- You cannot skip to the main content when using a screen reader

How to request content in an accessible format

If you need information in a different format please email us at pa@prisonerombudsman.x.gsi.gov.uk and tell us:

- the web address (URL) of the content that you need
- your contact name and email address
- the type of format you need

Reporting accessibility problems with this web site

If you find any problems that are not listed on this site or if you think we're not meeting the accessibility requirements, email us at pa/prisoner.ombudsman@prisonerombudsmanni.org.uk to report this.

Enforcement procedure

If you contact us with a complaint and you're not happy with our response contact the Equality Advisory and Support Service (EASS).

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').

Technical information about this web site's accessibility

The Prisoner Ombudsman for Northern Ireland is committed to making its web site accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This web site is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances and exemptions listed below.

Some parts of the web site may not work for everyone. Below are known issues that we either need to fix or do not need to fix right now.

Non-accessible content

This section covers issues that we need to fix and are working to do so.

- Some links use generic link text

Some links are not labelled clearly and use generic link text, like "Find out more", "Read More" and "Download". This means that links do not make sense when taken out of context, and for some links it is not possible to know what the purpose of the link is. We will correct link text over time as we review each page.

- Some images lack alternative text

Some images on our web site don't have appropriate alternative text. People with screen readers or other assistive devices rely on these descriptions to understand the image content and purpose. We will add alternative text over time as we review each page.

- Some images are used as links

Some images link to an external web site but do not include a text alternative. People with screen readers or other assistive devices rely on these descriptions to understand where the link leads. We will add text links to images as we review each page.

- Search and other forms of navigation

Different users have different preferences, which means we need to provide more than one way of accessing content. Currently users can only search the Press Releases and Publications sections. Over time, we will add a global site search and site map.

- [Skip to Main Content](#)

It is not possible to skip to the main content on any page when using a screen reader. People with screen readers or other assistive devices rely on this to move to the main site content. Over time, we will add a functionality to enable users to skip to main content.

We're working with our web site provider to identify the above instances, where these issues exist and how to fix them as quickly as reasonably possible.

Disproportionate Burden

The following has been identified as Disproportionate Burden for 2020 and will be reviewed yearly.

- Renaming all PDF documents on the web site with a meaningful file name and adding a PDF title to each PDF document. This is due to the very large number of pdfs we've published.

PDFs and other documents

Many of our existing PDF file format documents are essential to providing our services.

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.

We're in the process of updating our pdf library to fix the two most common accessibility fails listed below.

- No meaningful file names
- No pdf titles

Any new pdf file format documents we publish will aim to meet accessibility standards.

How we tested this web site

Our web site was tested for compliance with the Web Content Accessibility Guidelines V2.1 level A and level AA using a combination of manual checks and automated tools for accessibility WCAG 2.0 standards.

Preparation of this accessibility statement

This web site was tested via a combination of accessibility tools during September 2020. This statement was prepared on 21 September 2020.

The testing was carried out by Red Rhino Interactive Ltd, through manual checks and automated testing via a combination of tools for accessibility.