



Accessibility statement for Turning Point UK

This website is run by Turning Point UK. 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:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions
- 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
- there's a limit to how far you can magnify the map on our 'contact us' page

What to do if you cannot access parts of this website





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

- email marketingandcommunications@turning-point.co.uk.

We'll consider your request and get back to you within 7 days.

If you cannot view the map on our 'contact us' page, [contact us](#).

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 us](#).

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

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to [contact us](#).

Technical information about this website's accessibility

Turning Point UK is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances 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 December 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). This fails WCAG 2.1 success criterion 2.4.1 (bypass blocks).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content. This fails WCAG 2.1 success criterion 1.3.4 (orientation).

It's not possible for users to change text size without some of the content overlapping. This fails WCAG 2.1 success criterion 1.4.4 (resize text).

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 website. This fails WCAG 2.1 success criterion 1.3.1 (information and relationships).

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. We will make another assessment when the supplier contract is up for renewal.

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





PDFs and other documents

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2.

Some of our PDFs and Word documents are essential to providing our services. By December 2020, 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

Live video streams do not have captions. This fails WCAG 2.1 success criterion 1.2.4 (captions - live).

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

How we tested this website

The website is currently being assessed and tested by The Shaw Trust. We hope to complete this by 31st December 2020 and will update this accessibility statement as any major considerations, reports or changes are made.

We will be testing:

- our main website platform, available at www.turning-point.co.uk.
- Our service microsites, such as www.turning-point.co.uk/services/croydon for example.
- We will be testing forms.

What we're doing to improve accessibility

This statement was prepared on 23rd September 2020. We will aim to update this statement on 23rd October 2020, to show the progress we have made. We will make the recommended changes following an audit from The Shaw Trust by 31st December 2020.

