

Accessibility



Accessibility statement for NHS South Yorkshire Integrated Care Board: BEST Portal.

This accessibility statement applies to best.barnsleyccg.nhs.uk

This website is run by South Yorkshire Integrated Care Board (Barnsley Place), often called ICB. Formerly Barnsley Clinical Commissioning Group (CCG).

This website is intended for use by all our clinical colleagues who should be able to use the site in the following ways if required:

- 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)

How accessible this website is

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

- some contrast issues where text is too close in colour to the background
- header drop-down menu may not be fully compatible with screen readers
- clinical support menu feature may not be fully compatible with screen readers
- media viewer (for images and videos) may not be fully compatible with screen readers
- embedded third-party content, such as YouTube videos, has insufficient text description
- some PDF documents are not fully accessible to screen reader software
- some images present medical information without additional textual description

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: emma.smith407@nhs.net
- call: 07897735549
- address: BEST Lead Administrator, BHF Priory Centre, Pontefract Road, Lundwood, Barnsley, South Yorkshire, S71 5PN

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, please contact us:

- email: emma.smith407@nhs.net
- call: 07897735549
- address: BEST Lead Administrator, BHF Priory Centre, Pontefract Road, Lundwood, Barnsley, South Yorkshire, S71 5PN

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 \(EASS\)](#).

Technical information about this website's accessibility

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard. The non-compliances and exemptions are listed below.

Non-accessible content

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

Colour contrast: WCAG 1.4.3 Contrast (Minimum) (Level AA)

Some text does not have sufficient contrast with its background colour. Examples can be found on:

- o BEST Events
- o Homepage 'Clinical support by body system' section

These features will be reviewed and updated to allow for sufficient contrast.

Images do not have a text alternative: WCAG 2.1 success criterion 1.1.1 (non-text content)

Some images present textual/medical information without additional adequate textual description. Examples can be found within the Anatomy section of Clinical support.

Where possible, textual descriptions will be added as content is reviewed and updated.

Element focus: WCAG 2.4.11 Focus Not Obscured (Minimum), WCAG 2.4.3 Focus Order

Some navigation features, though navigable by keyboard, have a confusing focus order OR obscure elements with focus when in use. Examples include:

- o 'Clinical support by body system' and 'Clinical support by type' features on the homepage
- o The media viewer feature used for images and videos within the Relaxation area of the site

These features will be reviewed for future updates.

Features inaccessible to screen readers: WCAG 1.3.1 Info and Relationships

Some interactive features may not work as expected for screen readers and other assistive technologies, though they are available by mouse, keyboard and touchscreen. These include:

- o 'Clinical support by body system' and 'Clinical support by type' features on the homepage
- o The media viewer feature used for images and videos within the Relaxation area of the site
- o The header drop-down navigation
- o The media viewer feature used for images and videos within the Relaxation area of the site

These features will be reviewed for future updates.

Video without equivalent content in text form: WCAG 1.2.1 (Audio only and Video only - Pre-recorded)

Embedded third-party content, such as YouTube videos, has insufficient text description and is not presented with text transcription. However, in many cases these videos are of presentations and equivalent/related content is available as PDF meeting notes or PowerPoint presentations. Examples can be found within the Presentations section.

These features will be reviewed for future updates.

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

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. By October 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.