

# Accessibility Statement – Statistics Portal

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This statement applies to the Scottish Information Commissioner’s statistics portal website – [stats.itspublicknowledge.info](https://stats.itspublicknowledge.info) – and complements the statement that relates to the main website: [www.itspublicknowledge.info](https://www.itspublicknowledge.info).

This website is run by the office of the Scottish Information Commissioner. We want as many people as possible to be able to use it. This statement explains how accessible the website is, which content is not accessible and how we are working to improve it.

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

## How accessible this website is

Some parts of the website are not fully accessible:

- the layout is not responsive for example to high zoom, larger spacing or mobile device screens, so some content is lost or becomes obscured
- most buttons and input fields have insufficient contrast against the background
- some additional information such as explanations of input fields is presented in a hovered format, which obscures other content and cannot easily be dismissed
- the website can be difficult to navigate using a keyboard as there is no visual focus indicator

## Providing feedback or reporting accessibility problems

We are always looking to improve the accessibility both of our website and of the information we publish. Please [contact us](#) for any of the following:

- If you have difficulty accessing anything
- If you need information in a different format
- If you find any problems not listed on this page or think we’re not meeting accessibility requirements.

We will direct your enquiry to the relevant team who will be able to help you.

## 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

British Sign Language (BSL) users can contact us via [ContactSCOTLAND-BSL](#). **Please note** this service is currently unavailable due to our temporary office closure, but we hope to have it reinstated as soon as possible.

**contactSCOTLAND-BSL**

If you are due to visit our offices and require any assistance, including arranging a BSL interpreter or guide communicator, please contact us in advance. **Please note** our office premises are temporarily closed.

## Technical information about this website's accessibility

The office of the Scottish Information Commissioner is committed to making its statistics 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. The non-compliances and exemptions are listed below.

### Non-accessible content

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

### Non-compliance with the accessibility regulations

There is no content on the statistics portal website that is not compliant with the accessibility regulations, other than the content referred to in the "Disproportionate burden" section below.

### Disproportionate burden

For each of the following issues, we have assessed the costs involved in resolving the issue alongside the benefits to affected people, and believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. As a result, work is not currently underway to address them.

The Commissioner aims to begin work towards the development of a new website during the financial year 2021-22 (subject to funding being secured, the relevant governance and decision making procedures, procurement and project timescales). It is expected that a new site would enable us to overcome most of the issues below. We

will make another assessment when funding is secured and the project is underway, which is expected to be by November 2021.

We will also ensure information is available by other means wherever possible.

### *Responsive Page Layout*

When viewing pages with high zoom, some content becomes unavailable – i.e. it overlaps, is obscured, is no longer usable or disappears – and two-dimensional scrolling (i.e. left-to-right as well as up-and-down) is required. When viewing pages with increased line or character spacing, some content also becomes unavailable.

These issues fail the following WCAG 2.1 Success Criteria:

- 1.4.4 Resize Text [Level AA]
- 1.4.10 Reflow [Level AA]
- 1.4.12 Text Spacing [Level AA]

These issues arise because the website layout is not responsive or adaptive, including to mobile devices, as a result of the age and nature of the website design. The issues have a substantial impact on some users; however, resolving them would involve high costs as it would require significant website redevelopment.

If you require assistance – for example if you would like particular information to be provided in an accessible format – please [contact us](#).

### *Colour Contrast*

Some aspects of the website design and colour scheme do not meet minimum requirements for contrast. For example:

- the outline of form fields or boxes are too faint, and
- the colour of buttons when they are hovered over or selected is too pale.

Insufficient colour contrast makes it difficult for users with reduced vision, or anyone viewing the website in bright conditions, to read and understand the content. These issues fail the following WCAG 2.1 Success Criterion:

- 1.4.11 Non-Text Contrast [Level AA].

These issues affect both the publicly-accessible homepage of the statistics website, and the secure portal which is accessed and used only by specified individuals or teams within Scottish public authorities (approximately 600 users) – mainly on a quarterly basis for the purpose of submitting performance statistics.

To mitigate the issue for the secure portal, we have direct contact with users of the portal, and can offer assistance or alternative means of submission.

If you require assistance in downloading statistics, please [contact us](#).

### *Button Labels or Alternative Text*

Some buttons and non-text links on the statistics website do not have values, labels or alternative text that describe their purpose or where they link to.

The lack of labels or appropriate alt text can make it difficult for assistive technology users to understand non-text content or how to navigate the website. These issues fail the following WCAG 2.1 Success Criterion:

- 1.1.1 Non-Text Content [Level A].

These issues affect both the publicly-accessible homepage of the statistics website, and the secure portal which is accessed and used only by specified individuals or teams within Scottish public authorities (approximately 600 users) – mainly on a quarterly basis for the purpose of submitting performance statistics.

To mitigate the issue for the secure portal, we have direct contact with users of the portal, and can offer assistance or alternative means of submission.

If you require assistance in downloading statistics, please [contact us](#).

### *Hovered Content*

Information that appears when a question mark icon is hovered over or selected using the Tab key, cannot be dismissed without moving the cursor or tabbing elsewhere, obscuring other content behind it. It should be possible to dismiss the information using the Esc key.

This issue fails the following WCAG 2.1 Success Criterion:

- 1.4.13 Content on Hover or Focus [Level AA].

This issue is limited to the secure portal (including the login page) which is accessed and used only by specified individuals or teams within Scottish public authorities (approximately 600 users) – mainly on a quarterly basis for the purpose of submitting performance statistics.

To mitigate the issue, we have direct contact with users of the portal, and can offer assistance or alternative means of submission.

If you require assistance or would like to report an issue with the statistics portal, please [contact us](#).

### *Tab Focus Indicator*

There is no visible tab focus indicator built into the website. There should be a visible indicator – with a 3:1 contrast, over and above that provided by a web browser – to

indicate to a user where they are on the page, and which button or link is ready to be selected, when navigating using the Tab key.

This issue fails the following WCAG 2.1 Success Criterion:

- 2.4.7 Focus Visible [Level A]

Addressing these issues would enable people navigating the website using a keyboard to clearly see where they are on a page, and which link or button is active. Resolving this issue would incur substantial costs. As mitigation, users can alternatively rely on their own browser indicator or add-on in place of a website-specific indicator.

If you require assistance or would like to report an issue with the statistics portal, please [contact us](#).

## **Content that is not within the scope of the accessibility regulations**

There is no content on the statistics website that falls outside the scope of the accessibility regulations.

## **What we are doing to improve accessibility**

During 2020 we implemented some changes to the Commissioner's statistics portal website to make it more accessible.

We aim to begin work towards the development of a new website during the financial year 2021-22 (subject to funding being secured, the relevant governance and decision-making procedures, procurement and project timescales), and it is expected that a new site would enable us to overcome most of the issues described above.

We are also working to establish how our processes can change in future to improve the accessibility of the information and services we provide.

## **Preparation of this accessibility statement**

This statement was prepared on 16 September 2020. It was last reviewed on 30 June 2021.

This website was last tested in March 2020. The test was carried out by Zoonou Limited on behalf of the Scottish Information Commissioner, and included automated testing of all pages on the website as well as manual testing of key pages and user journeys.

The sample of pages was chosen by a project team of the Commissioner's staff. The sample was based on page views and behaviour observed via Google Analytics, and an assessment of the website's main user groups and the information and services that the website provides for them.

You can read the [full accessibility test report](#) for further information about the test and its findings.

