civica

Transforming the way you work



Accessibility statement

The accessibility statement covers all iCasework self service forms

We've made every effort to make web forms accessible and easy to use for everyone by supporting the latest versions of browsers, operating systems and mobile devices. We're constantly working towards improving the accessibility of our web forms to ensure we provide equal access to all of our users, by including accessibility as part of our digital strategy. Accessibility features of our web forms include:

- a logical content structure and a clear information hierarchy
- labels to correctly identify all form controls.
- alternative text descriptions for non-text elements such as images
- zoom in up to 400% without the text spilling off the screen.
- support use of speech recognition software wherever possible
- support use of screen reader technology wherever possible (including the most recent versions of JAWS, NVDA)
- use the site in plain text format (without styling)
- Maintaining colour/contrast ratios for text and icons
- All content is accessible with the keyboard interface
- Ability to bypass blocks i.e skip to content links at the top of the page

Compliance status

The web forms are fully complaint with the Web Content Accessibility Guidelines version 2.1 AA standard.

Reporting accessibility problems with web forms

If you have specific questions or concerns about the accessibility of Civica webforms, please contact us at support@icasework.com

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)](https://www.equalityadvisoryservice.com/).

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

Maps

Some forms may have an online map. Online maps and mapping services are exempt from the regulations if essential information is provided in an accessible digital manner for maps intended for navigational use.

Disproportionate burden

Navigating date picker with keyboard

Date pickers are known to fail several basic criteria in the Web Content Accessibility Guidelines (WCAG). Although the date widget is not accessible by keyboard. https://design-system.service.gov.uk/components/date-input/ recommends to use a date input field instead of calendar when asking users for dates they already know i.e. DOB.

How we tested this website

Our webforms have been audited internally and externally. Our last internal audit was conducted by the Civica central UX team which took place 23rd June 2023 – 30th June. We were audited by a third party software testing and QA company zounoo which took place in May 2022.
We provide webforms to over 70 local and central government customers where accessibility is a top concern. Many of the customers have thoroughly audited our webforms against each WCAG guideline using a range of tools and software.

Our software is compatible with the below assistive technologies which are also the most commonly used based on Testing with assistive technologies - Service Manual - GOV.UK (www.gov.uk)

Each tool has been tested in combination with a range of browsers.

- JAWS (desktop screen reader)
- NVDA (desktop screen reader)
- Windows Magnifier (screen magnifiers)
- Dragon (speech recognition)
- VoiceOver on iOS (desktop and mobile screen reader)

In addition to the above software this is a list of tools which we have used to test various other aspects of accessibility.

- WAVE evaluation tool
- Sort site
- Colour contrast analyser
- Color contrast checker by WebAIM
- Lighthouse
- aXe
- Accessibility developer tools by Google and Firefox
- CSS + HTML validator

What we're doing to improve accessibility

We have monitoring in place to review the accessibility of the site on an ongoing basis. We use this monitoring to identify and fix any new issues that arise.

This statement was prepared on 28th July 2020. It was last updated on 5th December 2024.