

# Accessibility Statement for

## **General Register Office Website**

This accessibility statement applies to – the General Register Office Website.

The URL is as follows - <https://www.gro.gov.uk/gro/content/certificates/Login.asp>

This website is run, housed and maintained by the Home Office Digital Data and Technology Team, Smedley Hydro, Southport, PR8 2HH

### **How accessible is this website?**

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)

However, we know, that some parts of this website, are not fully accessible. You can see a full list of any issues we currently know about in the Non-accessible content section of this statement.

We have 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.

### **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:

- General Register Office
- [Certificate.services@gro.gov.uk](mailto:Certificate.services@gro.gov.uk)
- 0300 123 1837

## 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 –

- General Register Office
- [Certificate.services@gro.gov.uk](mailto:Certificate.services@gro.gov.uk)
- 0300 123 1837

[Read tips on contacting organisations about inaccessible websites.](#)

## 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 are not happy with how the General Register Office (GRO) respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

If you are in Northern Ireland and are not happy with how the GRO respond to your complaint you can contact the [Equalities Commission for Northern Ireland](#) who are responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations') in Northern Ireland.

## Contacting us by phone or visiting us in person –

Users are unfortunately unable to contact Digital Data & Technology Team directly, however the following contact is applicable –

General Register Office

[Certificate.services@gro.gov.uk](mailto:Certificate.services@gro.gov.uk)

Tel: 0300 123 1837

## Technical information about this website's accessibility

The Home Office is committed to making its 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](#) A and AA standard, due to the non-compliances listed below in Non Accessibility Content.

## Non-accessible content

The content listed below is non-accessible for the following reasons. However, the service is updated periodically. As we develop the next iteration of this service we will be addressing all issues referenced within this section. Each issue has been added to the development roadmap and will be addressed as part of the next major rollout. If in the meantime you experience any blockers due to these issues please contact the following for support or alternative formats where appropriate –

- General Register Office
- [Certificate.services@gro.gov.uk](mailto:Certificate.services@gro.gov.uk)
- 0300 123 1837

## Non-compliance with the accessibility regulations

- 1.1 – **TEXT ALTERNATIVES** - Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.
- 1.3 – **ADAPTABLE** - Create content that can be presented in different ways (for example simpler layout) without losing information or structure.
- 1.4 – **DISTINGUISHABLE** – Makes it easier for users to see and hear content, separating foreground from background. \*
- 2.1 – **KEYBOARD ACCESSIBLE** – Make all functionality available from a keyboard.
- 2.2 – **ENOUGH TIME** - Provide users enough time to read and use content.
- 2.4 – **NAVIGABLE** – Provide ways to help users navigate, find content and determine where they are.
- 2.5 – **INPUT MODILITIES** – Make it easier to operate functionality through various inputs beyond keyboard. \*
- 3.2 – **PREDICTABLE** - Make Web pages appear and operate in predictable ways. \*
- 3.3 – **INPUT ASSISTANCE** - Help users avoid and correct mistakes.
- 4.1 – **COMPATIBLE** - Maximize compatibility with current and future user agents, including assistive technologies.

### 1.1.1 - TEXT ALTERNATIVES

- Credit card pictures read aloud with JAWS, but not EDGE read aloud.
- Alternative text is missing from decorative images

### **1.3.1 – INFO & RELATIONSHIPS**

- There are no page regions or landmarks that provide programmatic access to sections of a web page which will, ordinarily identify sections of a page and it is these landmarks that help assistive technology users orient themselves to a page and help them navigate easily to various sections of that page. For ease of use, a user should be able to go directly to a particular section of a document. Currently there is no way to do that. For example, if there are 30 sections in a document, and the user wished to view section 15, there is no way to go directly to section 15 without having to tab through the first 14 sections.

### **1.3.2 – MEANINGFUL SEQUENCE**

- Does not automatically show the errors, page has to reload for error to show, this should not occur.

### **1.3.3 – SENSORY CHARACTERISTICS**

- The required indicator asterisk is the sole indication, not text description accompanying it.

### **1.4.1 – USE OF COLOUR**

- Required fields are only indicated symbolically. Determined solely on size, shape and colour. Text should be added to spell out that it is required.

### **1.4.3 – CONTRAST (minimum)**

- Links do not have the required contrast ratio of 3:1 with the surrounding text.

### **1.4.10 – REFLOW.\***

- Should a user enlarge the screen size (+400%), some content cannot be viewed in its entirety. All imagery and text should appear, on screen, without any requirement to scroll left or right. All content should be viewable simply by scrolling up and/or down

### **1.4.12 – TEXT SPACING**

- Limited browsers for testing. Edge has "Reading Mode" which allows changing of text spacing but wording overlaps often and all form inputs are invisible.

### **1.4.13 – CONTENT ON HOVER OR FOCUS**

- When answering questions on the "Start Application" page, focus jumps over to the next question when trying to navigate down through the radio options, or loads the search indexes page.

## **2.1 – KEYBOARD ACCESSIBLE**

- A user is unable to completely navigate through the site utilising just a keyboard alone. They are unable to select all radio buttons on the start application screen, hover text on online indexes cannot be selected (therefore hints and tips not available), no search feature or site map, hindering keyboard navigation. No landmark (a feature on the website where you can skip directly to it).
- When tabbing and making a selection, a logical order is not followed which can cause confusion or frustration. This predominantly occurs when searching the indexes and attempting to place an order.

### **2.1.1 – KEYBOARD**

- Date picker is not available.

## **2.2 – ENOUGH TIME**

- Webchat is currently disabled within this service however, after a period of inactivity, the website asks if the user would like to chat with an agent based within the GRO. Currently, there is no option to change this setting.
- Time out present for basket items also, this is explained but users have no option to extend the time limit.

### **2.4.3 – FOCUS ORDER**

- Screen reader users scrolling down to read from line to line, sometimes, a blank row will indicate 'a picture or text' exists that does not.

### **2.4.5 – MULTIPLE WAYS**

- There is no search feature or site map on this website. Users can only navigate through the website using the main navigation.

### **2.4.7 – FOCUS VISIBLE**

- Focus visual impact is very minimal, perforated grey dots. Require the addition of a style element to the focus indicator.

### **2.5.3 – LABEL IN NAME \***

- On forms and other components the accessible name or label is not the same as any on-screen text?

### **3.2.1 – ON FOCUS \***

- Unable to avoid links, controls, or form fields that automatically trigger a change in context? Time out does not announce itself when asking "Can we help?". No context for the "Okay" and "Cancel" options presented with.

### **3.2.2 – ON INPUT**

- When a user starts their application using a keyboard only. For each question, as the user starts navigating the radio buttons, the first active radio button is taken to be selected and focus is forced onto the next question. The user should have a choice of when to move focus onwards - having been able to tab through all the radio options freely without change of keyboard or visual focus.

### **3.3.2 – LABELS OR INSTRUCTIONS**

- No labels or instructions are provided for text boxes with validation. Links to sections (so long as they are constructed accessibly) elsewhere on site for understanding GRO references to be included in situ with the fields, or descriptions concise enough to fit inside the text box or alongside.

### **3.3.3 – ERROR SUGGESTION**

- If an input error is detected (via client-side or server-side validation), suggestions should be provided for fixing the input in a timely and accessible manner. They are not there.

### **3.3.4 – ERROR PREVENTION (LEGAL, FINANCIAL, DATA)**

- Prior to making an irreversible decision, all information needs to be shown and editable in the basket summary. Delivery address is missing.

### **4.1.2 – NAME, ROLE, VALUE \***

- There are no page regions or Aria landmarks that provide programmatic access to sections of a web page. Landmark roles (or "landmarks") will ordinarily identify sections of a page and it is these landmarks that help assistive technology users orient themselves to a page and help them navigate easily to various sections of that page.
- Radio buttons on 'order a certificate' pages are not described using AT software.

### **4.1.3 – STATUS MESSAGES**

- When a user doesn't complete required fields and submits the form, the page reloads, scrolling to the top of the page where the reloaded page contains the form error descriptions. These descriptions should be read-aloud in a live capacity for screen reader users, currently they are not.

The items marked with an asterisk \* are currently under development and are expected to be remediated in the next Software deployment. The planned deployment for the next release is Autumn 2020, with intended dates to be confirmed.

GRO is also undertaking a technical transformation program, whereby the system is expected to be replaced. All outstanding accessibility compliance issues will be reviewed under this program of work.

## **Disproportionate burden**

- At this time, we do not intend to induce any disproportionate burden claims.

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

- None.

## **Preparation of this accessibility statement**

- This statement was prepared on 26/08/2020.
- It was last reviewed on 17/09/2020.
- It was last updated/amended on 17/09/2020.

This website was last tested on 26/08/2020. The testing was carried out internally by Home Office, DDaT Functional Testing Team (FTT)

We tested the service based on a user's ability to complete key journeys. All parts of the chosen journeys were tested, including documents. Journeys were chosen on a number of factors including usage statistics, risk assessments and subject matter.