

## Accessibility statement for [www.dwqr.scot](http://www.dwqr.scot)

This website is run by the Drinking Water Quality Regulator for Scotland. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- listen to most of the website using a screen reader

[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:

- A skip to main content mechanism is missing.
- The visual focus indicator is insufficient.
- Colour contrast is not always sufficient throughout the site.
- Some pages may lack correctly applied headings.
- Some links may be ambiguous.
- Some forms are not labelled adequately for screen reader users (e.g. the Contact Us form).
- Button inputs are not adequately labelled at times.
- The focus order of elements on the page are not correct at times.
- Tables have been applied incorrectly at times.
- Use of images and icons without sufficient alternative text are present.
- Some older PDF documents are not fully accessible to screen reader software. You can request an accessible version or alternative format of any PDF by contacting us.

## 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 [regulator@dwqr.scot](mailto:regulator@dwqr.scot)
- call
- by using the contact form on our website at [www.dwqr.scot/contact-us](http://www.dwqr.scot/contact-us)

We'll consider your request and get back to you in ten working 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, contact us using the contact methods above.

## 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

DWQR 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

A skip to main content mechanism is missing. This fails WCAG 2.1 success criterion 2.4.1 (Bypass Blocks).

The visual focus indicator is insufficient. This fails WCAG 2.1 success criterion 2.4.7 (Focus Visible).

Colour contrast is not always sufficient throughout the site. This fails WCAG 2.1 success criterion 1.4.3 (Contrast (Minimum)).

Some may lack correctly applied headings. This fails WCAG 2.1 success criterion 2.4.5 (Headings and Labels).

Some links are ambiguous and do not clearly indicate their purpose, so people using a screen reader may experience confusion or disorientation. This fails WCAG 2.1 success criterion 2.4.4 (Link Purpose (In Context)).

Interacting with forms could result in confusion for screen reader users as inputs are not adequately labelled (e.g. the Contact Us form). This fails WCAG 2.1 success criterion 1.3.1 (Info and Relationships) and 3.3.2 (Labels or Instructions).

Button inputs are not adequately labelled at times. This fails WCAG 2.1 success criterion 1.3.1 (Info and Relationships) and 3.3.2 (Labels or Instructions).

The focus order of elements on the page are not correct at times. This fails WCAG 2.1 success criterion 2.4.3 (Focus Order).

Tables have been applied incorrectly at times. This fails WCAG 2.1 success criterion 1.3.1 (Info and Relationships) and 1.3.2 (Meaningful Sequence).

Use of images and icons without sufficient alternative text are present. This fails WCAG 2.1 success criterion 1.1.1 (Non text content).

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

PDFs and other documents

Some older PDF documents and Word documents are not fully accessible to screen reader software. You can request an accessible version or alternative format of any document by contacting us.

### How we tested this website

This website was tested during the time period 09/09/2020 and 18/09/2020. The test was carried out by StormID web agency.

We tested:

- the majority of the pages which are present on the site during the time of testing
- pages which included forms
- pages which included images and interactive elements.

The main site <https://dwqr.scot/> was tested.

## What we're doing to improve accessibility

We are working with our website provider to improve accessibility on our website.

This statement was published on 23 September 2020 . It was last updated on 23 September 2020.