

Accessibility

We want the DWQR website to be accessible and usable for as many people as possible.

We try to make our site more accessible by using:

- easier-to-read colours
- the ability to magnify our website so that it is still readable
- plain English
- keyboard only navigation

Some of the content is for use by water industry and environmental health professionals, and is highly technical in nature including the use of specialist terms and diagrams, however if you are having difficulty in reading or understanding any content please [contact us](#).

Feedback and Contact Information

If you cannot access any part of this site or want to report an accessibility problem, please [tell us](#). We are a small, friendly team and will do our best to help.

- Email: dwqr@gov.scot
- Telephone: 0131 244 0190 . You will be asked to leave a message and contact details and someone will get back to you.

Enforcement procedure

The Equality and Human Rights Commission enforces the [accessibility regulations](#) (the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018).

If you're not happy with how we respond to your feedback, [contact the Equality Advisory and Support Service](#). They are an independent advice service. They will advise you on what to do next.

Compliance statement

DWQR commits to making its website accessible in line with the accessibility regulations. This accessibility statement applies to [dwqr.scot](https://www.dwqr.scot.nhs.uk) .

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) (WCAG) A and AA success criteria.

Non-accessible content

Not compliant with the accessibility regulations

The DWQR Annual Report is currently published as a PDF document that is not fully accessible. We will gladly supply a version in MS Word if you [contact us](#). We aim to publish next year's report (to be published Summer 2024) in a fully accessible form.

From the research tab the following are not compliant

[Verifying The Effectiveness Of Water Treatment For Toxoplasma August 2018 Research Summary](#)

[Verifying The Effectiveness Of Water Treatment For Toxoplasma August 2018](#)

[Ueh 007 19 Project Management Doc 048 Final Project Report 20 November 2020](#)

[Crew Project Water Quality And Radon 2nd Phase Final Report](#)

[Estimating The Number Of Homes In Scotland With Internal Lead Piping Summary Report](#)

Many of these are third party reports. We will try to obtain accessible versions by 31 December 2024, alternatively we will remove the reports we cannot resolve.

Disproportionate burden

We have prioritised the accessibility of information available to consumers. Some of the information on our website is designed to provide technical information for Scottish Water and Local Authorities. Specifically, this includes:

- The Private Water Supply Technical Manual
- Private Water Supply Data Return template
- Private Water Supply poster
- DWQR Public Supply Regulations 2014 (As Amended) Consolidated Guidance Version 2.1 October 2022
- DWQR NIS Guidance For Scottish Water On NIS Incident Reporting April 2023
- DWQR NIS Improvement Plans Guidance
- DWQR NIS Improvement Plan Template

We will provide accessible content on request.

Not within the scope of regulations

PDF documents published before 23 September 2018 are not in the scope of the regulations. Many of our audit reports and incident assessments are published in this form. We feel that it is important to retain these on our website as they provide an historical record of water quality in Scotland. We will gladly supply accessible content for these on request. All documents published on our website after this date will be in accessible form.

Preparation of this accessibility statement

This statement was prepared on 1 November 2023 and last reviewed on 1 November 2023. We will aim to review it at least annually.

The website was reviewed internally in November 2023, and will be audited by an external accessibility expert in December 2023.

