

ACCESSIBILITY STATEMENT FOR www.lothian-vjb.gov.uk

This website is run by Lothian Valuation Joint Board. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change contrast levels and fonts
- 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)

We've also made the website text as simple as possible to understand.

1 HOW ACCESSIBLE THIS WEBSITE IS

We know some areas of this website are not fully accessible:

- you cannot modify the line height or spacing of text
- some older PDF documents are not fully accessible to screen reader software

1.1 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, or large print:

- email enquiries@lothian-vjb.gov.uk
- call 0131 344 2500
- visit our Office at 17A South Gyle Crescent, Edinburgh EH12 9FL

We'll consider your request and get back to you in 5 working days.

If you cannot view the map on our 'contact us' page, call 0131 344 2500 or email us at enquiries@lothian-vjb.gov.uk for directions.

1.2 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:

- email our ICT Support Team at ictsupport@lothian-vjb.gov.uk
- call our ICT Support Helpdesk on 0131 344 2525
- visit our Office at 17A South Gyle Crescent, Edinburgh EH12 9FL

1.3 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 \(EASS\)](#).

2 CONTACTING US BY PHONE OR VISITING US IN PERSON

Our office has an audio induction loop, or if you contact us before your visit, we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us via our [Contact page](#).

3 TECHNICAL INFORMATION ABOUT THIS WEBSITE'S ACCESSIBILITY

Lothian Valuation Joint Board 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.

4 NON ACCESSIBLE CONTENT

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

4.1 Non Compliance With The Accessibility Regulations

- Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content). We plan to add text alternatives for all images by September 2020. When we publish new content we'll make sure our use of images meets accessibility standards.
- It's not possible for users to change text size without some of the content overlapping. This fails WCAG 2.1 success criterion 1.4.4 (resize text).

4.2 Content That's Not Within The Scope Of The Accessibility Regulations

PDFs and other documents

Some of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

5 HOW WE TESTED THIS WEBSITE

This website was last tested on 09/01/20. The test was carried out internally. Every page on the site was tested individually.

We tested:

- our main website platform, available at www.lothian-vjb.gov.uk

This statement was prepared on 15/01/20. It was last updated on 05/03/20.