

Accessibility statement for One Digital

This accessibility statement applies to the One Digital public-facing Portal.

This website is run by Stevenage Borough Council. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- Navigate most of the website using just a keyboard
- Listen to most of the website using a screen reader
- Change the majority of the colours, font, text appearance, and spacing if required via your browser
- Zoom in up to 400% with most text remaining fully visible on the page

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible is this website

We know that a specific (optional) part of the portal is not fully accessible:

- The third-party control used for online chat is not fully accessible (this is an optional addition and not always present)

We also know that for sortable tables within the BIDs, Landlord and Education Benefits module, the order is not conveyed using the aria-sort attribute (in the html) meaning this will not be read out by a screen reader.

Feedback and contact information

If you need information on this portal in a different format like accessible PDF, large print, easy read, audio recording or braille you can contact us using the following methods:

call: 01438 242875

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think that we are not meeting accessibility requirements, please contact : 01438 242875.

Enforcement procedure

The Equality and Human Right 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

Capita One (as a part of Capita Business Services Limited) and Stevenage Borough Council are committed to making this website accessible, in accordance with the Public Sectors Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is compliant with the Web Content Accessibility Guidelines version 2.2 AA standard, aside from the issues listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Navigating and accessing information

The Click4Assistance (webchat) dialog is not fully keyboard accessible at some combinations of text zoom and browser size as it is not always possible to see where the focus indication is and act on it. This fails WCAG 2.2 success criterion 2.1.1 (A) Keyboard

When an updated version of Click4Assistance (not developed by One Digital) becomes available customers will be informed.

Sortable tables within the BIDs, Landlord and Education Benefits module do not have the aria-sort attribute in the html meaning the order can not be conveyed through a screen reader. This fails WCAG 2.2 success criterion 1.3.1 (Info and Relationships). The plan is to fix this by April 2025.

What we are doing to improve accessibility

We continuously assess and improve the accessibility of this website with ongoing releases throughout the year.

Preparation of this accessibility statement

This statement was last reviewed on 26th February 2025.

The website was last tested on 13th January 2025. The test was carried out internally by One Digital.

We tested a sample of core pages within the website using tools including Axe, NVDA and WCAG Color Contrast Checker as well as some manual review; these sample pages were selected to represent most controls and functionality offered in the portal.