Accessibility Statement

This is the accessibility statement for CivicDigits' *Big Data Show* (BDS) website and associated 'Super Swipe' app. We are working to improve our digital access to better our customers' experiences.

This statement embodies our adherence to the 'Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018'. Our compliance to the regulations has been measured against the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) version 2.1 – single and double A criteria.

The website and associated 'Super Swipe' app covered in this statement includes:

- The BDS main website - thebigdatashow.online
- The BDS 'SuperSwipe' app - h[ttps://play.google.com/store/apps/developer?id=Civic+Digits](https://play.google.com/store/apps/developer?id=Civic+Digits)

We are committed to accessibility and want our users to be able to use our websites comfortably.

Using these websites

We want as many people as possible to be able to use the BDS website and its 'Super Swipe' app to explore cyber security and better understand what it mean to be a digital citizen in today's world. We built these services so you can:

- Buttons/ links have names that describe its purpose
- Non-text content is implemented in a way that it can be ignored by assistive technology
- Large-scale text and images of large-scale text have a contrast ratio of at least 3:1
- Image of text can be visually customized to the user's requirements
- Play the interactive Microbe game, with appropriate labels
- watch a video presentation with subtitles
- The website is compatible with screen reading technology

We have also made the content as simple as possible to understand.

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

How accessible these services are

We are working hard to make our platforms and content more accessible, but we know some parts of these websites are not fully accessible yet.

Here is a brief list of content that is not currently accessible:

- the website will not operate well with most screen reader technologies
- some of the website and app have gameplay features which could be perceived as a digital, timed test which may be difficult to use or play for some users
- some of the website and app give instructions for use through sensory means only meaning they only use shape, colour, sound, etc. to give instructions
- some parts of the website and app include images, videos, online forms, and buttons and links that may not be fully compatible with assistive technologies due to missing alt text, labels, descriptions, captions, media alternatives and code
- the website and app may not always work in multiple orientations like a landscape orientation on mobile, they may not adjust to different screen resolutions, and they do not zoom in when using a mouse (computer) or screen pinching (mobile devices)
- some automatically played audio and image animations cannot be paused, but there is an option to mute automatically playing audio
- colour contrasts may not be high enough for some graphical objects and some text spacing may not match minimum requirements causing difficulties if you have a visual impairment
- keyboard navigation and its focus indicator do not work or appear on every part of each website and the tabbing order may not be logical
- in the app, there isn't a way to navigate between the app pages, and you may need to close and reopen the app to go back to the homepage
- the language of the website is not set on each page which may challenge some screen reader technologies
- some website elements, interface components (buttons), content, and features may not be coded properly to allow for the most accessible experience

A full, technical list of currently inaccessible content and areas of the websites can be found in the section of this accessibility statement titled 'Non accessible content'.

What to do if you can't access parts of these services

If you need information on this website or its 'Super Swipe' app provided in a different format like an accessible PDF, large print, easy read, audio recording or braille:

email info@civicdigits.com

call us on 07960 796404

We will consider your request and try to get back to you in 2 working days, or if your request is more complex, please allow us up to 5 working days for a full reply.

When contacting us please make sure you provide:

- the service area, document name and/or the web address (URL) of the page the content is on

- a description of the format you need. For example, audio CD, braille, BSL or large print

Reporting accessibility problems with these services

We are always looking to improve the accessibility of the BDS website and its 'Super Swipe' app. If you find any problems that are not listed on this page or think we're not meeting the requirements of the accessibility regulations, contact the Civic Digits team:

email: info@civicdigits.com

call us: 07960 796404

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 submit a complaint and you're not happy with how we respond, contact the EHRC.

Technical information about these websites' accessibility

CivicDigits is committed to making the BDS website and its 'Super Swipe' app accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This services are 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.

Noncompliance with the accessibility regulations

Buttons and labels

On some parts of the websites, the headings and labels for content do not describe the topic or purpose of the content, or they are not programmatically associated to the content. This does not meet WCAG 2.1 AA-level success criterion 2.4.6 (Headings and labels).

Some buttons may be missing labels or instructions. This does not meet WCAG 2.1 A-level success criterion 3.3.2 (Labels or instructions).

Non-text content (media, tables, and text alternatives)

Some parts of the website and app are interactive games that could resemble digital tests or quizzes and limit the user's ability to access the content without passing certain digital exams. There is not sufficient alternative text or alternative media that presents the equivalent information for users who cannot use these games. This does not meet WCAG 2.1 A-level success criterion 1.1.1 (Non-text content: test content).

No alternative text or captions are provided for any prerecorded audio-only or video-only media that presents an equivalent of the information represented in said media. This makes it extremely difficult for users with visual or hearing impairments to access the same level of media content as other users. This does not meet WCAG 2.1 A-level success criterion 1.2.1 (Audio-only and video-only (prerecorded)) and 1.2.2 (Captions (prerecorded)).

Not all time-based media like prerecorded video or audio have alternative media like audio-descriptions, captions, or text transcripts to describe the content. This does not meet WCAG 2.1 A-level success criterion 1.2.3 (Audio description or media alternative (Prerecorded)).

Audio-descriptions may not be provided for any prerecorded video content in synchronised media. This means that individuals with visual impairment will not be able to access any content in videos that are either silent or only have a music overlay. This does not meet WCAG 2.1 AA-level success criterion 1.2.5 (Audio-description (prerecorded)).

Sensory characteristics and colour contrast

Some parts of the website and app are meant to create a sensory experience through sound and interactivity. This non-text, sensory content does not have sufficient alternative text to be accessible to most users. This means that the information displayed by them is not available to people with specific sensory disabilities or users using certain assistive technology. This does not meet WCAG 2.1 A-level success criterion 1.1.1 (Non-text content: sensory content).

Some parts of the website and app only explain instructions through sensory content. This non-text content does not have sufficient alternative text to be accessible to most users. This means that the information displayed by them is not available to people with specific sensory disabilities or users using certain assistive technology. This does not meet WCAG 2.1 A-level success criterion 1.3.3 (Sensory characteristics).

Some information and items (like links) on the websites are only distinguishable by colour. This means users might not be able to see or recognise the information and/or function of the item. This does not meet WCAG 2.1 A-level success criterion 1.4.1 (Use of colour).

When audio plays automatically on the app for more than 3 seconds, there is no option to pause or mute the audio. This does not meet WCAG 2.1 A-level success criterion 1.4.2 (Audio control).

The colour contrast of graphical objects on the websites may not be high enough to display content clearly. This does not meet WCAG 2.1 AA-level success criterion 1.4.11 (Non-text contrast: graphical objects).

During parts of the online show presented via the website, there is flashing content and intense visual imagery that could produce sensory overload for some sensitive users and could, although unlikely, cause seizures. This does not meet WCAG 2.1 A-level success criterion 2.3.1 (Three flashes or below: flashing content).

Visual formatting (zoom, orientation, resolution, and text spacing)

Sometimes, content on the website and app do not properly restrict themselves to being responsive at certain device orientations liker vertical or horizontal mobile orientations. This can make it difficult to interact with content if a certain orientation is essential to the user. This does not meet WCAG 2.1 AA-level success criterion 1.3.4 (Orientation).

Some parts of the content or websites may disappear or change context when zooming in up to 200%. This does not meet WCAG 2.1 AA-level success criterion 1.4.4 (Resize text).

We cannot guarantee that all the website text meets the minimum text spacing requirements. This does not meet WCAG 2.1 AA-level success criterion 1.4.12 (Text spacing).

Website navigation and page timing

When using keyboard navigation, the keyboard does not highlight essential information on some parts of the websites. This does not meet WCAG 2.1 A-level success criterion 2.1.1 (Keyboard interface).

When navigating the webpages of these websites using a keyboard, screen reader, or other non-mouse method, the user may find that the focus order of webpage navigation is illogical or non-sequential. This can be challenging for individuals who rely on surrounding content for context as it may confuse the meaning or operability of the sites. This does not meet WCAG 2.1 A-level success criterion 2.4.3 (Focus order)

In some places, the focus of the keyboard navigation is only indicated by one characteristic such as colour or a box around the focused item. As a result, if you use a keyboard to navigate, you may be unable to easily navigate the websites. This does not meet WCAG 2.1 A-level success criterion 1.4.1 (Use of colour) and AA-level success criterion 2.4.7 (Focus visible).

Web page titling, language settings, and content

When a user is expected to input information into the site, the purpose of the input is not always explicit and cannot be determined programmatically. This does not meet WCAG 2.1 AA-level criterion 1.3.5 (Identifying input purpose).

Some web pages may have multiple title elements or no title elements. This may lead to a user missing information or instruction because a screen reader may not have a page title to read. This doesn't meet WCAG 2.1 A-level success criterion 2.4.2 (Page titled).

The language of the page is not set within the settings or markup of the page. This may be confusing if a user attempts to find out the language or change the language of the website. This does not meet WCAG 2.1 A-level success criteria 3.1.1 (Language of page).

Website mark up and functionality

Some of the information, structure and relationships of items on the websites aren't coded, labelled or grouped properly, therefore assistive technologies may get confused. This can result in parts of the websites not being accessible to people using assistive technology. This does not meet WCAG 2.1 A-level success criterion 1.3.1 (Info and relationships).

There may not be an option for a user on the websites to pause, stop, or hide moving, blinking, or scrolling information on the websites. In extreme cases, this may cause seizures. This does not meet WCAG 2.1 A-level success criterion 2.2.2 (Pause, stop, hide: moving, blinking, scrolling information).

Some of our website code used to create content is not properly nested, might be missing start and end tags, have duplicated information, and IDs may not be unique. This means that the technical computing languages like HTML, JavaScript, and CSS may not be written in the most efficient, accessible way. This can sometimes confuse assisted technologies meaning that such users are unable to properly access the websites. This does not meet WCAG 2.1 A-level success criterion 4.1.1 (Parsing).

The name and role for all user interface components (things the user can interact with) may not be capable of being programmatically determined (verified in the website code); the website states, properties, and values (things used to interact with the websites) that can be set by the user may not be capable of being programmatically set (changed in the code); and notifications of changes to any of these items may not be available to user or assistive technologies. This does not meet WCAG 2.1 A-level success criterion 4.1.2 (Name, role, value).

In the event that a status message is published on the website or app, these messages may not be programmatically determined through their roles or properties and may not be presentable to users using assistive technologies without receiving focus. This does not meet WCAG 2.1 A-level success criterion 4.1.3 (Status messages).

By September 2021, we will work to update the website and app with:

- provide text alternatives to describe descriptive identification of non-text content
- Provide pre recorded media alternatives: making sure that all videos and audio files have alternatives such as captions, text transcript, and/or audio description.
- Ensure content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.
- The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s) for graphical objects.
- Ensure all functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.
- Ensure web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds
- Ensure web pages have titles that describe their topic or purpose and ensure the default human language of each Web page can be programmatically determined.

Disproportionate Burden

We are committed to improving the bulleted criteria above; however, parts of these services are game-based and are a challenge to make fully accessible. There are several cases where we felt that accommodating for the WCAG criteria would jeopardize the functionality and intent of the games' experiences. These include:

- Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.
  - Reason: operation of the game does rely solely on sensory characteristics like colour and shape, this is essential to the game
- Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element
  - Reason: This is deemed essential to the gameplay
- For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential

   o Reason: the game is limited to the time frame of the show

We have assessed the implications of fixing these accessibility issues and believe accommodating them would be counter to the intended functionality of the games. Therefore, we feel these fall under disproportionate burden within the meaning of the accessibility regulations. We will make another assessment of our decision when we review the website and app in 2021.

How we tested these websites

The BDS website and its associated 'SuperSwipe' app were tested for WCAG 2.1 A-AA accessibility requirements by web crawler tools hosted by third-party companies like Siteimprove and Axe – Accessibility Tester.

These third-party programmes do not test for all accessibility requirements outlined by the WCAG 2.1 A-AA. Because of this, we manually tested a sample of pages from the website and associated 'SuperSwipe' app for these requirements using assistive technologies, user experience journey testing, and code analyses when necessary.

We analyse and act on these tests to update our accessibility on an annual basis.

What we're doing to improve accessibility

We'll continue to update and audit our accessibility on an annual basis to ensure we fully meet WCAG single A and double AA standards.

We are always looking to improve our accessibility services and view accessibility as an essential service for our users. If you have suggestions on how we can improve our accessibility, please contact the Civic Digits Team or our Executive Producer: Suzy Glass

  email info@civicdigits.com

  email Suzy@SuzyGlass.co.uk

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