

# Accessibility statement for #aspire

This statement covers the use of **#aspire**, the Learning Management System (LMS) used by employees at Chesterfield Royal Hospital NHS Foundation Trust.

This accessibility statement applies to the domain at <https://lms.chesterfieldroyal.nhs.uk/>

This website is run by the **Digital Learning Team at Chesterfield Royal Hospital NHS Foundation Trust** and is hosted by our third-party partner [Dynamic Business Solutions LTD](#).

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- 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.

[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:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text

- many older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions
- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader
- use of obsolete browsers (namely Internet Explorer) may impact the functionality of some accessibility features

## Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email [CRHFT.Learning@nhs.net](mailto:CRHFT.Learning@nhs.net)
- call 01246 513677 / 513698

We'll consider your request and aim to get back to you within 3 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: The Digital Learning Team via email [CRHFT.Learning@nhs.net](mailto:CRHFT.Learning@nhs.net) or call 01246 513677 / 513698.

## 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 \(EASS\)](#).

# Visiting us in person

The Digital Learning Team are based in the **Admin Office on the First Floor of the Education Centre at the main Chesterfield Royal Hospital Site**. Please note that an elevator is available if required.

We may be able to provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment. If you contact us before your visit (using the details in the previous section) we can arrange a British Sign Language (BSL) interpreter.

## Technical information about this website's accessibility

Chesterfield Royal Hospital is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances, listed below.

- 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 2021. When we publish new content, we'll make sure our use of images meets accessibility standards.

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

## PDFs and other documents

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 2021, 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.

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

## Live video

There are currently no plans to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

# Using our documents

Chesterfield Royal Hospital publishes documents in a range of formats, including .docx, .PDF, .xlsx and .pptx.

We want as many people as possible to be able to use those documents. For example, when we produce a document, we make sure to:

- provide an HTML option where possible
- tag headings and other parts of the document properly, so screen readers can understand the page structure
- make sure we include alt text alongside non-decorative images, so people who cannot see them understand what they're there for
- avoid using tables, except when we're presenting data
- write in plain English

# How accessible our documents are

New documents we publish and documents you need to download or fill in to access one of the services we provide should be fully accessible.

However, we know that a small number of our older documents (published before 23 September 2018) are not accessible. For example, some of them:

- are just scanned/photocopies and are not marked up in a way that allows screen reader users to understand them
- are not tagged up properly - for example, they do not contain proper headings
- are not written in plain English

These types of documents are [exempt from the regulations](#), so we do not currently have any plans to make them accessible.

But if you need to access information in one of these document types, you can contact us and ask for an alternative format.

## What to do if you cannot use one of our documents

If you need a document we've published in a different format:

- email [CRHFT.Learning@nhs.net](mailto:CRHFT.Learning@nhs.net)
- call 01246 513677 / 513698

We'll consider the request and get back to you in [number] days.

# Reporting accessibility problems with one of our documents

## 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 the accessibility of our documents

Chesterfield Royal Hospital is committed to making our documents accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The documents [insert department name] publishes are partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances listed below.

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

A very small number of our documents have diagrams. These images do not have a text alternative, so the information in them is not available to people using a screen reader. This does not meet WCAG 2.1 success criterion 1.1.1 (non-text content).

We plan to add text alternatives for all diagrams by September 2021. When we publish new documents, we'll make sure our use of diagrams meets accessibility standards.

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

Many 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 2021, 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. For example, we do not plan to fix [example of non-essential document].

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

## How we tested our documents

We last tested a sample of our documents on 10<sup>th</sup> August 2020. The test was carried out by **Neil Drury, Digital Learning Manager**.

We tested:

- .PDF document
- .DOCX document
- .PPT

# Preparation of this accessibility statement

This statement was prepared on 11<sup>th</sup> August 2020. It is due for review on 11<sup>th</sup> August 2021.

This website was last tested on 10<sup>th</sup> August 2020. The test was carried out by Neil Drury, Digital Learning Manager at Chesterfield Royal Hospital.