Accessibility statement for the Defra eTendering Portal

This accessibility statement applies to the Defra eTendering Portal service on the defra.bravosolution.co.uk domain.

This website is run by the Department for Environment, Food and Rural Affairs. We want as many people as possible to be able to use this website, For example, this means you should be able to:

* change colours, contrast levels and fonts
* zoom in up to 200% without the text spilling off the screen

[AbilityNet](https://mcmw.abilitynet.org.uk/) 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:

* People using only a keyboard, you may find that the focus order does not match the visual order of content, with the "Save" button in particular not being placed where you may expect it to be. Additionally, some buttons - such as the "Close" button, are not reachable with a keyboard.
* People who have low vision or are colour blind will encounter a number of poor colour contrast issues across the site with some text content not meeting the required colour contrast ratio when viewing the service with high-contrast mode enabled. Similarly, not all non-text content meets the required colour contrast ratio and may be difficult to perceive.
* People who use screen readers will find that:
    * Images and icons are missing alternate text or that they may have inaccurate text assigned.
    * The service is missing semantic landmark elements.
    * Subheadings are not marked up correctly and it may not be possible to understand that they are subheadings.
    * Radio buttons are not coded correctly and may not appear to be in a group.

* Tables have been used for presenting content, which may make navigating the content difficult.
* Page titles do not reflect the main subject or topic of a page.
* Some labels are not associated with their relevant fields, which may make determining the required information to enter more difficult.
* Errors are not announced, making it difficult to understand how to resolve problems that occur.
* Mandatory questions are not described in text as being required.
* Sorting functionality has not been coded correctly and does not inform the user as to the current sort that has been applied.
* Expandable containers have not been coded correctly and do not announce when they are expanded or collapsed.
* Some date input fields do not explain the required format for which dates must be entered in.
* For words that are present within the service that are not English, these are not coded properly and as such, screen-reader software may not announce it correctly.
* Voice control users may find difficulty operating the site as some fields do not have labels correctly associated with them, meaning that there is no accessible name to access the input fields.

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:

DgC.SystemsTeam@defra.gov.uk

We'll consider your request and get back to you in 5 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 Defra Group Commercial Systems Team on:

DgC.SystemsTeam@defra.gov.uk

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)](https://www.equalityadvisoryservice.com/).

Contacting us by phone or visiting us in person

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment. Our offices have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Technical information about this website's accessibility

Defra 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](https://www.w3.org/TR/WCAG21/) AA standard, due to the non-compliances listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Images and icons do not contain alternative text or have inaccurate alternatives. This fails WCAG 2.1 success criterion 1.1.1. Non-text Content (A). People who are blind or have visual disabilities may not be able to perceive the content.

The service does not use semantic HTML5 elements. There are also areas of the site where layout tables are used, but programmatically, these tables are not identified as being for visual use only. Controls such as radio buttons are not programmatically grouped together. These items fail WCAG 2.1 success criterion 1.3.1 Info and Relationships (A). People using a screen reader may not be able to understand the context behind the information that they are accessing and may be unable to use the service.

This service has a number of colour contrast issues when using a High Contrast mode. This fails WCAG 2.1 success criterion 1.4.3 Contrast (Minimum) (AA). People who have visual impairments may encounter difficulty trying to read the content on the website.

There is poor colour contrast between non-text elements. This fails WCAG 2.1 success criterion 1.4.11 Non-text Contrast (AA). Colour contrast is too low so that people with visual impairments will not be able to make out some user interfaces or graphics.

Close buttons are not accessible using only a keyboard. This fails WCAG 2.1 success criterion 2.1.1 Keyboard (A). Keyboard-only and screen-reader users will not be able to interact with parts of the site because of this.

Page titles do not reflect the main subject or topic of the page and are not unique. This fails WCAG 2.1 success criterion 2.4.2 Page Titled (A). People may not be able to quickly and easily identify whether the information contained in the webpage is relevant to their needs. People may not be able to accurately understand the page's content and may be confused by the inconsistency between the page title and primary heading.

Some content that is visually hidden may be read out by screen readers and other content has been programmatically positioned in a way that differs from the visual layout. Additionally, the 'Back to top' link does not behave as expected. This fails WCAG 2.1 success criterion 2.4.3 Focus Order (A). People with visual impairments may become disoriented when tabbing takes the focus to an unexpected item, or to an item that should not be visible.

Form fields and interactive controls are not programmatically labelled and as such, do not have a name. This fails WCAG 2.1 success criterion 2.5.3 Label in Name (A). People using voice control software may encounter difficulty when trying to use controls. Screen reader users' software will not read the label for an input or it will not match what they see.

The language of parts of text is not programmatically determinable. This fails WCAG 2.1 success criterion 3.1.2 Language of Parts (AA). People using screen-readers of text-to-speech technology may be unable to access parts of the content on the site as the technology may not recognise the language being used.

Errors within forms are not described to users. This fails WCAG 2.1 success criterion 3.3.1 Error Identification (A). People may not know that an error has occurred and as such, may encounter difficulty when trying to progress through and use the service.

Mandatory fields are only marked as being required through the use of red asterisks. Required formats for form fields are not permanently displayed. This fails WCAG 2.1 success criterion 3.3.2 Labels or Instructions (A). People may encounter difficulty when trying to provide information correctly which may lead to people not being able to progress through and use the service.

This service has a number of user interface controls present that do not communicate a name or value as they have not been programmatically assigned these attributes. Some of the controls are also missing status attributes meaning that users will not be able to programmatically determine when sections are expanded or collapsed. This fails WCAG 2.1 success criterion 4.1.2 Name, Role, Value (A). People using assistive technologies may not be able to perceive the content or operate the service due to the lack of accessible attributes.

What we're doing to improve accessibility

JAGGAER, the suppliers of this software used to make this website, carry out regular accessibility audits using specialised third-party companies. JAGGAER plans to fix all issues found during the audits following a scaled approach depending on the issue severity and resolution complexity.

The last accessibility audit that they completed was in January 2021. This audit produced several mitigation activities that were planned and released in their 21.1 and 21.2 version releases.

JAGGAER plans to completely address all the non-accessible content listed under the non-accessible content heading, in the version release to be deployed at the end of March 2022. JAGGAER will then plan a new accessibility audit by 2023 to check that the non-accessible content has been fixed.

Preparation of this accessibility statement

This statement was prepared on 3 February 2022. It was last reviewed on 05 April 2022. The software from which this website has been developed was last tested in February 2021. The test was carried out by Criterion 508 Solutions, Inc. JAGGAER used a risk-based approach to identify the areas used most heavily by users, and to identify areas with the most important business-related functionality, in order to decide on the use cases for the accessibility audits. This specific Defra site has not been specifically tested by JAGGAER, but they state that: "our platform uses centralised components to manage the display of all pages and page elements, so we are confident that the accessibility level will be consistent across the platform regardless of which use cases are audited".