**Accessibility statement**

This accessibility statement applies to all TARGETconnect instances.

This system was developed by Group GTI as a hosted application for use by our clients, each client has their own instance of the application.

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

* Navigate efficiently through the site using a consistent menu
* Zoom in up to 300% without the text spilling off the screen
* Navigate most of the application using just a keyboard
* Listen to most of the application using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
* Navigate most of our online forms using just a keyboard

We’ve also made the application text as simple as possible to understand.

[AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

**How accessible this application is**

We know some parts of this application are not fully accessible:

* Some of our older forms may not have the correct labelling
* There may be popovers that are inaccessible via the keyboard
* Calendars aren’t accessible via the keyboard
* There may be links that are not labelled in a meaningful way
* Some of our page titles may not reflect their content as well as they should
* Some external links may open in a new window without warning
* Some of our older pages don’t have the correct heading structure

**Feedback and contact information**

If you need further information please contact: [accessibility@groupgti.com](mailto:accessibility@groupgti.com)

When contacting us, please provide:

* Page URL (web page address)
* Issue encountered (and if on mobile or desktop)
* Any particular software or assistive technology being used (for example browser, screen reader)

**Reporting accessibility problems with this application**

We’re always looking to improve the accessibility of this application. If you find any problems not listed on this page or think we’re not meeting accessibility requirements, contact: [accessibility@groupgti.com](mailto:accessibility@groupgti.com)

When contacting us, please provide:

* Page URL (web page address)
* Issue encountered (and if on mobile or desktop)
* Any particular software or assistive technology being used (for example browser, screen reader)

**Technical information about this application's accessibility**

Group GTI is committed to making its application accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

**Compliance status**

This application 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 we indicated above.

**Information for Public Sector Bodies**

Group GTI are committed to making this system accessible in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. While the regulations provides an exclusion for systems not funded or developed by a public sector body, we attempt to take into account these requirements in ensuring the overall accessibility of our systems.

**Non-accessible content**

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

**Non-compliance with the accessibility regulations**

* Some of our older forms do not clearly label input fields, this fails in WCAG 2.1 success criteria 1.3.1 (Info and Relationships), 3.3 (Input Assistance) and 4.1.2 (Name, Role, Value)
* Our calendars aren’t accessible via the keyboard, this fails in WCAG 2.1 success criteria 2.1 (keyboard accessible)
* There may be some links that are not titled in a meaningful way, this fails WCAG 2.1 success criteria 2.4.4 (Link Purpose)
* Some elements are not keyboard accessible, this fails WCAG 2.1 success criteria 2.1 (Keyboard)
* There might be pages that are not titled correctly to reflect their content, this fails WCAG 2.1 success criteria 2.4.2 (Page Titled)

**User generated content**

TARGETconnect is a highly customisable multi-tenanted system that allows clients to configure and add content. Although Group GTI aims to ensure TARGETconnect is as compliant as possible according to this statement, it cannot be responsible for content and configurations added by clients that cause non-compliance.

**What we’re doing to improve accessibility**

We are working to improve our compliance by:

* Establishing ownership of accessibility compliance across all our product and development teams
* Ensuring that accessibility is incorporated into our existing review processes
* Periodic audits of our compliance

**Preparation of this accessibility statement**

This statement was prepared on 20/07/2020. It was last reviewed on 03/09/2020.