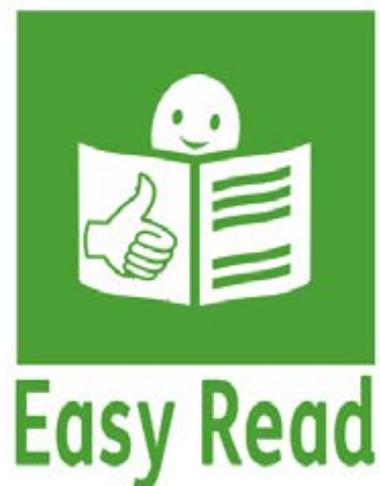




Cabinet Office

# New rules about making websites and apps accessible to everyone

## What people think



# Contents

Page

---



Introduction

3

---



Who replied

5

---



Overview

6

---



What people said

7

---



For more information

17

---

# Introduction



The **EU** has some new rules about making websites and **apps** accessible to everyone.



**EU** is the European Union.



**Apps** is short for 'mobile applications'. These are computer programmes that you can add to your computer or phone. They do different things.



The UK Government has written a draft of the new rules.

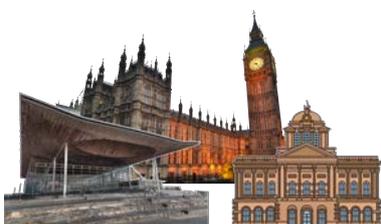
It asked people what they thought about the new rules.



This report explains what people said.



The new rules only apply to websites and apps for organisations in the **public sector**.



**Public sector** means:

- The government, the regional government and local councils



- Any organisation that has been set up by the government or local government

# Who replied



44 people sent us their views about the new rules.



16 people came to meetings about the new rules and gave some of their views then.



Many people were giving their views on behalf of an organisation.



These organisations were businesses, charities and local governments.



Some people gave their own personal views.

# Overview



People generally liked the new rules and wanted them to apply to more organisations.



They wanted the rules to also apply to schools, the BBC and **private companies**.



**Private companies** are organisations that have been set up to make money for the people who own the organisation.



Some people wanted smaller public sector organisations not to have to keep to these rules.



Some people wanted more time to be able to change their websites and apps to make them accessible to everyone.



Other people thought that organisations should have already made sure that their websites and apps were accessible.

# What people said



## Understanding which organisations are affected

### We asked:

Do you understand what a public sector body is?

### People said:

Nearly everybody did understand this.

Some people didn't know if the rules should also apply to private companies that provide services to the public for a public sector organisation.

For example if a private company runs a swimming pool for a local council.

### We think:

We will make it easier to understand which organisations need to keep to these new rules.

We don't want to make private companies keep to these new rules because this might mean the new rules don't work properly.

Private companies still have to keep to the laws that say they have to be fair to disabled people.



# Public sector organisations that don't have to keep to the new rules

## We asked:

Do you understand which sorts of public sector organisations don't have to keep to the new rules?

## People said:

Most people understood. But:



- Some people didn't understand why certain organisations don't have to keep to the new rules



- Some people thought that companies that provide information for websites should have to keep to the new rules



- Some people thought that the rules should also apply to computer systems that are used by the staff of public sector organisations



- One person thought that disabled people should be able to ask for a website to be made accessible even if the rules say it doesn't need to be accessible



- People asked for more advice about how to make websites more accessible



### **We think:**

We want the rules in the UK to be the same as the rules set out by the European Union.



We plan to look at the rules after two years to see how they are working.



We plan to make the final rules easier to understand.



We will make sure that organisations understand that their computer systems should be accessible to everyone if they are changed after September 2019.



We will give organisations advice on making their websites more accessible.

# Schools and nurseries



## We asked:

Do you agree that schools and nurseries do not have to make their websites and apps accessible to everyone?

## People said:

People didn't understand why schools and nurseries should not make their websites and apps accessible to everyone.



Some people did not know whether this would apply to colleges and some academies.



Some people thought that schools should have to make their websites accessible the next time they changed them.

## We think:



We want the rules in the UK to be the same as the rules set out by the European Union.



The government already has rules which say that schools have to provide certain information on paper when parents ask for it.



This is a way that schools could provide accessible information to people.



## Is it worth making the changes?

### We asked:

If it would be okay for an organisation not to make the changes if they would cost too much.



### People said:

The government should use the words “**reasonable adjustment**”.



**Reasonable adjustments** are the fair things that people should do to make things accessible to people with disabilities.



The government should explain more about what would be reasonable.



### We think:

We will think about changing the words we use.



We don't think that many organisations will get out of making their websites accessible by saying that it costs too much.

# Accessibility statement

## We asked:

Does your organisation have an accessibility statement and what does it say?



## People said:

Organisations should make their accessibility statements easier to understand.



Accessibility statements should also be accessible to people who use screen readers.



It should be easy for people to tell organisations that their websites are not accessible enough.



## We think:

Accessibility statements will have to be written in the way set out by the EU.



We will give advice to organisations about how to write accessibility statements.





## Training and guidance

### We asked:

Will you need any training to make your websites and apps more accessible?



### People said:

About a third of people said they would need some training.



Some people wanted free information about how to make websites more accessible.



Some people wanted training for senior managers so that they understand what they should be doing.



### We think:

We agree that we need to give clear guidance.



We are starting to work with people to produce the guidance that is needed.

# Making sure it happens



## We asked:

Do you have any comments on the way we plan to check that organisations keep to the new rules?

## People said:

Some people wanted the Government Digital Service to be responsible for making sure that organisations keep to the new rules.



Other people didn't want them to do this.



Some people thought that the Equality and Human Rights Commission (EHRC) should be responsible for making sure that organisations keep to the new rules.



Some people thought that there should be some punishment for organisations that don't make their websites accessible.





## **We think:**

The Government Digital Service want all the best people to keep a check on public sector websites.



We plan to set up a group of people from organisations including organisations of disabled people to look at how we do the checking.



We think that the Equality and Human Rights Commission should be the organisation that makes sure that websites are accessible.



We want the Minister for the Cabinet Office to be the person that makes sure that organisations have the right accessibility statements.

# For more information



If you need more information please contact us by:



Post:

**Accessibility team  
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Whitechapel High Street  
London  
E1 8QS**