

Accessibility statement for the Food Hygiene Ratings service

This accessibility statement applies to the Food Hygiene Ratings service ratings.food.gov.uk.

This website is run by the Food Standards Agency. 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.

How accessible this website is

We know some parts of this website are not fully accessible. You can see a full list of any issues we currently know about in the Non-accessible content section of this statement.

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: fsa.communications@food.gov.uk
- Phone our Helpline: 0330 332 7149 (open 9.00 until 17.00, Monday to Friday)

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:

- Email: fsa.communications@food.gov.uk
- Phone our Helpline: 0330 332 7149 (open 9.00 until 17.00, Monday to Friday)

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 \(EASS\)](#).

If you are in Northern Ireland and are not happy with how we respond to your complaint you can

contact the [Equalities Commission for Northern Ireland](#) who are responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations') in Northern Ireland.

Technical information about this website's accessibility

The Food Standards Agency 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 and exemptions listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Navigation:

- Navigating the submenu may be problematic for keyboard only users (WCAG A 2.1.1: Keyboard)
- There is no link to skip to the main content and bypass the navigation (WCAG A 2.4.1: Bypass blocks)
- Page titles are not unique (WCAG A 2.4.2 Page titled)
- Social graphic links can be navigated into more than once. (WCAG A 2.4.3: Focus order)

Search box:

- When the 'More search options' button is actioned by screen readers, they will be unaware that content has expanded above the button. And the form elements presented cannot be navigated to. (WCAG A 2.4.3: Focus order, WCAG A 1.3.1: Info and Relationships)
- The location icon visually changes colour to show the location connection status. This information is not relayed to screen reader users. (WCAG A 1.4.1: Use of colour)
- Some elements in the search box contains incorrect role that may be problematic for users of assistive technology. (WCAG A 4.1.1 Parsing)
- Search box and Non-text elements for 'Use my current location' and show 'Results on a map' do not have a sufficient colour contrast. (WCAG AA 1.4.11 Non-text Contrast)
- The 'Go' button on the Search does not contain clear label information. (WCAG AA 2.4.6 Headings and Labels)
- Search box form and non-text elements are not found in high contrast mode. (WCAG AA 1.4.3 Contrast (Minimum))

Search results:

- There is visually hidden text on the search results within the pagination 'Previous page' that is not hidden correctly (WCAG A 2.4.3: Focus order)
- Some tables are visually represented as a table but not implemented using table mark-up. This can cause confusion for screen readers and JAWS users (WCAG A 4.1.1 Parsing, 1.3.1 Info and Relationships, 4.1.2 Name, Role, Value)
- Some graphics provided on search results need a clearer description or to be hidden out of

context. The logo and social media links do not have clear image link text. (WCAG A 1.1.1 Non-text content)

Search for a local authority area:

- The interactive map is not accessible with keyboard and screen reading software. Some of the links on the 'Search a local authority area' page are announced twice (WCAG A 2.4.3: Focus order, 2.4.4: Link purpose (in context))

Formatting:

- When the browser width is set at 1280px, the breadcrumb links are partially behind the title of the webpage (WCAG AA 1.4.10 Reflow)

We plan to fix these issues by 30 November 2020.

Disproportionate burden

At this time, we have not made any disproportionate burden claims.

What we're doing to improve accessibility

We plan to fix these issues by 30 November 2020 and will update this page when the issues are resolved.

We plan to continuously monitor accessibility using automated checking services.

Preparation of this accessibility statement

This statement was prepared on 22 September 2020.

This website was last tested in September 2020. The test was carried out by Digital Accessibility Centre (DAC).