



Ref: FOI 19-20 08	Date issued: 05 July 2019
Subject: Website accessibility	
Question(s) asked and answer(s): <ol style="list-style-type: none">1. How you intend to make your website accessible, to comply with these regulations, by the September 2020 deadline2. What companies you intend to use to ensure compliance is achieved if not done within your own organisation3. What are the estimated costs involved in making your website accessible?4. How you plan to handle complaints relating to non-compliance or where visitors have problems using your website due to accessibility non-conformance? GLAA response <ol style="list-style-type: none">1. We are currently reviewing our whole website including design, content and accessibility. This process will be completed by the end of the year, allowing sufficient time to comply with the legislation. Our website developer, user testing and accessibility tools will help ensure we meet the new requirements.2. We will work with our website developer and use the Government Digital Service guidelines. In doing so, we will have regard to our internal Procurement Policy Manual, as well as the guidelines issued by the Crown Commercial Service (CCS).3. We won't know the full cost implications until the review is complete.4. We already promote a 'Website queries' section on our website for visitors who experience problems or would like to make any comments on how we can improve the site.	