

Accessibility statement for food.gov.uk

This accessibility statement applies to the FSA website 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.

[AbilityNet](#) 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. You can see a full list of any issues 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

The content that is not accessible is outlined below with details of planned dates for when issues will be fixed.

Some filter elements do not behave in the expected manner for users of assistive technologies and are not accessible to users that do not use a mouse on Google Chrome (WCAG?2.1 A 4.1.2 Name, Role, Value). Work is in progress to resolve this issue.

PDFs and other non-HTML documents

Some of our PDF documents are not fully accessible, including:

- Safer food, better business guidance has some issues with colour contrast, font size and form labels. We plan to fix these issues within a wider continuous improvement project.
- Safe Catering guidance has some issues including colour contrast, font size, inconsistent tagging order and sideways pages. We plan to fix these issues within a wider continuous improvement project.

Some of our Word documents are essential to providing our services. For example, we have forms published as Word documents. We are currently in the process of converting some of these forms into interactive accessible PDF forms, these will be live on the website soon. We're also developing a new service for the meat establishment approvals process, this new service will meet accessibility standards.

Disproportionate burden

We have not made any disproportionate burden claims.

Content that's not within the scope of the accessibility regulations

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#)

if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

What we're doing to improve accessibility

We plan to identify and fix issues according to the timescales shown for each area above.

Preparation of this accessibility statement

This statement was prepared on 21 September 2020. It was last reviewed on 13 May 2021.

This website was last tested on 21 April 2021. The test was carried out by Digital Accessibility Centre (DAC)

We selected the sample of pages to test based on common user journeys that also include a wide variety of different content types. This includes accessing guidance, reporting a food problem and accessing food alerts.