

MS-UK website accessibility

MS-UK wants people to be able to access the information we provide. We also want people to be able to communicate with us in a way that suits their needs.

This means that 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.

We also offer

- HTML, PDF documents and plain text Word documents of our Choices leaflets
- Digital and printed formats of our literature
- An audio version of New Pathways on CD upon request
- A plain text version of New Pathways upon request
- Audio description versions and subtitled versions of films where possible
- Telephone interpreting service that covers over 100 languages, for using our Helpline service

Alternative formats

If you require information featured on our website in a specific format, please let us know and we'll be happy to help.

To request a specific format for any literature, or to ask about accessibility, please call us on 01206 226500 or email info@ms-uk.org. We will aim to respond within five working days.

Text size

To increase text size using your browser:



Google Chrome

Go to the Customize and control Google Chrome icon at the extreme right of the top tool bar. Right mouse click on this and go to Zoom, increase the size as you wish.

Internet Explorer

Go to the 'View' menu and select one of the options under 'Zoom'.

Mozilla Firefox

Go to the 'View' menu and select one of the options under 'Zoom'.

Opera

Go to the 'File' menu, select 'Preferences' then 'Fonts' and then change 'Minimum font size (pixels)'.

Safari

Go to the 'View' menu and select 'Make Text Bigger' or press the Apple (cmd) Key and the plus key (+).

How accessible this website is

We know some parts of this website are not fully accessible

- The text will not reflow in a single column when you change the size of the browser window
- You cannot modify the line height or spacing of text
- Most older PDF documents are not fully accessible to screen reader software
- Live video streams do not have captions
- Some of our online forms are difficult to navigate using just a keyboard
- You cannot skip to the main content when using a screen reader
- There's a limit to how far you can magnify the map on our 'contact us' page

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: MS-UK by calling 01206 226500 or email info@ms-uk.org. Please include details of the issue you are having and we will aim to respond with five working days.

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).

MS-UK 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

The website has been tested against the Web Content Accessibility Guidelines (WCAG) [2.1 or 2.2] AA standard.

The MS-UK is not compliant of the WCAG 2.1 AA standard. This is be due to one or both of the following

- non-compliances - this means the content in question is in scope of the regulations, but there's an accessibility problem with it
- an exemption - this means the inaccessible content is out of scope of the regulations, or it'd be a disproportionate burden for you to make it accessible

This website is partially compliant with the [\[Web Content Accessibility Guidelines version 2.1 AA standard or Web Content Accessibility Guidelines version 2.2 AA standard\]](#), due to the non-compliances and exemptions listed below.

Non-accessible content

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

- Background and foreground colours do not have a sufficient contrast ratio
- Heading elements are not in a sequentially-descending order
- Links do not have a discernible name
- [user-scalable="no"] is used in the <meta name="viewport">element or the [maximum-scale] attribute is less than 5
- Amend header tags on pages to go in line, such as H1 to H4 etc.
- Amend media library images to have descriptive meta descriptions

MS-UK will work toward rectifying these issues by October 2024 when the next audit is due.

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

PDFs and other documents

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. For example, we do not plan to fix [example of non-essential document].

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

Live video

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

This statement was prepared on 15 January 2024. It was last reviewed on 15 January 2024.

This website was last tested on 04 October 2023 against the WCAG [2.1 or 2.2] AA standard.

The test was carried out by AccessibilityChecker.org. The most viewed pages were tested using automated testing tools by our website team. A further audit of the website was carried out to the WCAG 2.2 AA standard.

Document reviewed October 2023

