

# ACCESSIBILITY STATEMENT FOR NHS ENGLAND ELEARNING FOR HEALTHCARE HUB

NHS England (**NHSE**) is committed to making its websites accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (**Accessibility Regulations**), which can be found here: <https://www.legislation.gov.uk/ukxi/2018/952/regulation/4/made>.

This accessibility statement applies to elearning for Healthcare (**elfh Hub**), a website run by NHSE. It hosts elearning content developed by NHSE and elearning content developed by third parties.

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, which can be found here: <https://abilitynet.org.uk/>.

## 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
- some of the elearning content (originally developed before 2015) does not include accessible features
- some pages and elearning content have poor colour contrast
- some images do not have good alternative text

## ELEARNING FOR HEALTHCARE ELEARNING CONTENT

The elfh Hub hosts approximately 12,000 pieces of elearning content and links to approximately a further 3,000 digital resources in a variety of formats.

In 2015 we made significant changes to improve the accessibility features in the template used to produce elfh Hub elearning content and since then as part of our normal business activity approximately 5,500 pieces of elearning content have been updated to use the accessible template.

Since September 2020 all elearning content produced includes information about how to use the accessibility features in the elearning session and link to this accessibility statement.

## ELEARNING FOR HEALTHCARE HUB

In March 2018, we commissioned an external audit of the elfh Hub and made improvements during 2018 to address issues highlighted by that audit. In January 2020, we did a further internal audit and we are making further accessibility improvements to the elfh Hub and these were made live in October 2020.

We will update this statement to reflect any outstanding issues and our plans for addressing those.

We also performed an internal audit of the elfh Hub tenancies which use their own branded version of the elfh Hub during October 2020 and addressed any issues that arose.

## **THIRD PARTY ELEARNING CONTENT**

The elfh Hub also hosts a variety of digital resources such as Word documents, PDF documents, videos and elearning content developed by third parties. We also link to websites and resources hosted on third party platforms.

The Accessibility Regulations do not apply to third-party content that is neither funded nor developed by, nor under the control of NHSE.

Some of the third party organisations whose content we host have provided their own accessibility statements covering their elearning content and the links to those are listed below:

- Public Health England: <https://www.e-elfh.org.uk/accessibility-statement-for-public-health-england-screening/>

## **FEEDBACK AND CONTACT INFORMATION**

If you need information on this website in a different form then contact us here: [support@e-elfh.org.uk](mailto:support@e-elfh.org.uk) and tell us:

- your name and email address
- which elearning resource you are enquiring about
- the format you need, for example, audio CD, Braille, BSL or large print, accessible PDF

We'll review your request and get back to you within 10 days.

## **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: [support@e-elfh.org.uk](mailto:support@e-elfh.org.uk).

## **ENFORCEMENT PROCEDURE**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Accessibility Regulations. If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS) here: <https://www.equalityadvisoryservice.com/>.

## **TECHNICAL INFORMATION ABOUT THIS WEBSITE'S ACCESSIBILITY**

NHSE 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, which can be found here: <https://www.w3.org/TR/WCAG21/>.

## **NON-ACCESSIBLE CONTENT**

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

### **Non-compliance with the Accessibility Regulations**

We recognise that some of the elfh Hub elearning content doesn't comply with the Accessibility Regulations.

We already have in place processes to review our elearning content as part of our normal business activities and this has brought approximately 5,500 pieces of elearning content into compliance with the Accessibility Regulations since 2015. As we review elearning content, it is re-packaged in an accessibility compliant version of our content development tools and is re-published so over time all our elearning content will be re-published and comply with accessibility standards. We estimate that bringing the remainder of the existing elfh Hub elearning content into compliance with the Accessibility Regulations will be completed by 2025.

## **Disproportionate burden**

While we have endeavoured to ensure the elfh Hub is as compliant as possible, we believe that auditing the elearning content specifically for its compliance with the Accessibility Regulations would be a disproportionate burden.

You can read the disproportionate burden statement here: <https://www.hee.nhs.uk/disproportionate-burden-statement>

## **Content That's Not Within The Scope Of The Accessibility Regulations**

### **PDFs and other documents**

While we do not host many PDFs and Word documents on the elfh Hub, some of those will be in older formats which do not meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader.

Where possible, any new PDFs or Word documents we publish will meet accessibility standards. Where this is not possible, we will endeavour to make the information available in an accessible format. If you need documents in a different format like accessible PDF, large print, easy read, audio recording or Braille please email [support@e-lfh.org.uk](mailto:support@e-lfh.org.uk).

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. Please refer here: <http://www.legislation.gov.uk/ukxi/2018/952/regulation/4/made>.

## **HOW WE TESTED THIS WEBSITE**

This statement was prepared on 23 September 2020. It was last updated on 17 March 2023.

This website was last tested in January 2020. The test was carried out by Health Education England (**HEE**).

HEE used a variety of tools including aXe and Wave.

HEE tested:

- the main platform, available at <https://portal.e-lfh.org.uk>
- the two demonstration elearning sessions which are used to produce elfh Hub elearning content