Accessibility Policy

Website Accessibility and Inclusive Communication

Organisation: DVACT-PAI
Policy Owner: Company Director
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1. Our Commitment

DVACT-PAI is committed to making its websites and online services accessible to everyone.

We want people to be able to find, understand and use the information on our websites, whatever their age, ability, background or circumstances.

We recognise that some people may have difficulties using websites because of a disability, health condition, sensory impairment, learning difficulty or other individual need.

We will make reasonable efforts to remove barriers and make our websites as easy to use as possible.

This commitment applies to all our websites, including the website used to provide information about our Professional Standards Authority (PSA) Accredited Register.

We believe that everyone should have fair access to information about our services, registration requirements, professional standards, complaints procedures and public protection responsibilities.

2. Who This Policy Applies To

This policy applies to:

- Visitors to our websites.
- Members of the public looking for information about our services.
- Parents, families and service users.
- Professionals and organisations who work with us.
- Applicants and existing members of our register.

- People who wish to make a complaint or raise a concern.
- Anyone who needs to access our online information or services.

It also applies to employees and anyone responsible for managing, updating or providing content for our websites.

3. What We Mean by Accessibility

Accessibility means making sure that people can use our websites and access information without unnecessary difficulty.

For example, someone should be able to:

- Read information clearly.
- Make the text larger if needed.
- Navigate the website using a keyboard rather than a mouse.
- Use a screen reader to hear website content.
- Understand information without complicated language.
- Watch videos with captions where available.
- Find important information without having to search through lots of pages.
- Contact us if they need information in a different format.

We recognise that people have different needs and that one approach will not suit everyone.

4. How We Aim to Make Our Websites Accessible

We will take reasonable steps to make our websites clear, straightforward and easy to use.

This includes:

4.1 Clear and Simple Language

We will:

- Use plain English wherever possible.
- Keep sentences and paragraphs reasonably short.
- Explain technical or professional terms where necessary.

- Use clear headings to organise information.
- Avoid unnecessary jargon and complicated wording.
- Make important information easy to find.

4.2 Easy-to-Read Website Design

We will aim to:

- Use clear, readable fonts.
- Use text sizes that are comfortable to read.
- Provide good contrast between text and background.
- Avoid using colour alone to communicate important information.
- Use clear headings, spacing and page layouts.
- Make website links and buttons easy to identify.
- Keep website navigation consistent.

4.3 Using Assistive Technology

We will aim to make our websites work with commonly used assistive technologies, including:

- Screen readers.
- Keyboard navigation.
- Screen magnification software.
- Speech recognition software.
- Other accessibility tools.

Where possible, website content and images will include suitable descriptions so that people using assistive technology can understand the information.

4.4 Documents and Downloads

Where we provide documents for people to download, we will aim to make them accessible and easy to understand.

This includes policies, guidance, application forms, registration information and complaints procedures.

Where possible, documents will:

- Use clear headings and a logical structure.

- Have readable text and suitable spacing.
- Avoid unnecessarily complicated layouts.
- Be available in an accessible format where requested.

4.5 Images, Videos and Other Content

We will aim to:

- Provide alternative text for meaningful images.
- Use captions for videos where reasonably possible.
- Make important information available in text rather than relying only on images or video.
- Avoid unnecessary flashing or moving content.

5. Accessibility and Our Register

We recognise that accessibility is particularly important when providing information about our Register.

The register exists to support public protection and help members of the public make informed decisions about the professionals they choose.

We will aim to make information about the register accessible and understandable, including:

- What the register is and our steps towards PSA accreditation.
- How to check whether a professional is registered.
- Registration requirements and standards.
- The responsibilities of registered professionals.
- How to raise a concern or make a complaint.
- How our registration and decision-making processes work.
- How members of the public can contact us.

We will consider accessibility when reviewing registration information, application processes, guidance and communications with registrants and the public.

We will also consider whether people need additional support to understand information or take part in our processes.

Accessibility will not remove the need to meet registration standards or public protection requirements. However, we will aim to make sure that people are not placed at an unnecessary disadvantage when accessing our services or engaging with the register.

6. Reasonable Adjustments and Additional Support

We understand that some people may need additional support to access our websites or services.

We will consider reasonable requests for adjustments, depending on the individual's needs and the nature of the request.

Examples may include:

- Providing information in large print.
- Providing documents in a different format.
- Explaining information over the telephone.
- Allowing additional time to complete a form or process.
- Providing information in plain English.
- Offering an alternative way to contact us.
- Providing additional support to understand our registration or complaints processes.

We will consider each request individually and respond as helpfully as we can.

People who need an adjustment should contact us using the details provided on our website.

7. Reporting an Accessibility Problem

We welcome feedback about the accessibility of our websites.

If you experience a problem accessing information or using any part of our websites, please let us know.

Please tell us:

- Which website or page you were using.
- What problem you experienced.

- What would help you access the information.

You do not need to provide details about your disability or health condition unless you wish to do so.

We will consider the issue and take reasonable steps to address it.

Contact details:

Name: Claire Verney

Email: claireverney.pai@dvact.org
Telephone: 02039678368
Website: dvact.org

8. Responsibilities

The Company Director is responsible for overseeing this policy and making sure that accessibility is considered when websites and online services are developed or updated.

Employees and anyone responsible for website content should:

- Follow the principles in this policy.
- Use clear and accessible language.
- Consider the needs of different website users.
- Report accessibility problems.
- Respond positively to requests for additional support.

Where external website providers are used, we will encourage them to consider accessibility when designing, maintaining or updating our websites.

9. Monitoring and Review

We will review the accessibility of our websites from time to time.

We will consider:

- Feedback from website users.
- Any accessibility problems that have been reported.
- Whether website information is clear and easy to understand.

- Whether documents and online forms are accessible.
- Whether changes to our websites have created new barriers.
- Whether improvements are needed.

This policy will be reviewed at least annually, or sooner if there are significant changes to our websites, services or relevant legal requirements.

10. Our Overall Commitment

We want everyone to feel able to access and understand the information we provide.

We recognise that accessibility is an ongoing responsibility and that there is always room for improvement.

We will listen to feedback, consider individual needs and make reasonable efforts to ensure that our websites and online services are welcoming, inclusive and accessible to everyone.