

Accessibility Policy at Domestic & General:

Domestic & General is committed to ensuring our online products and services are accessible to everyone, including those who wish to customise their computer or other device. We also try to ensure that it is compatible with any browser, including access technologies. Providing an accessible website has a positive effect on general usability and we believe that websites that are accessible and usable benefit everyone.

We will continue to review, test and modify our website and any future releases of the site, for web accessibility issues and aim to ensure that this is an ongoing commitment.

Web accessibility standards

Our website complies with the Web Content Accessibility Guidelines (WCAG) 2.0 for web documentation, tools and user interfaces.

For full details of the WCAG 2.0 guidelines, please see www.w3.org/TR/WCAG20.

Changing display properties

By changing the 'resolution' setting you can make text and images look either larger or smaller. This website is designed to be viewed at different resolutions without affecting your use of the website. Please refer to your device manual for more information on how to change screen displays, including colours.

How we make this website accessible

WCAG 2.0 states that websites should be:

1. Perceivable;
2. Operable;
3. Understandable; and
4. Robust.

Below is a non-exhaustive list of examples of how we believe we meet those standards.

1. Our website is Perceivable:

- All non-text content has text based alternatives; the videos are sample videos with descriptions, and the images have text alternatives. Non-text content that is presented to the user has a text alternative that serves the equivalent purpose. There is no time-based media.
- Captions are provided for Show Me videos.
- Users can control contrast, text size, audio and display settings.
- All pages use headings
- Pages and images on this website are optimised to load quickly and smoothly
- Consistent navigation and page layouts are used

- We have submit buttons on all forms
- Form elements such as the search box have text labels. Web pages are readable without requiring style sheets.
- Instructions provided in generated content for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. However, the application neither enforces nor prevents user input that complies with this requirement.
- Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. However, the application neither enforces nor prevents user input that complies with this requirement.
- The visual presentation of text and images of generated text has a contrast ratio of at least 4.5:1.
- Text is used to convey information rather than images; however, the application neither enforces nor prevents user input that complies with this requirement.

2. Our website is Operable:

- Functionality of the content is operable through a keyboard without requiring specific timing for individual keystrokes. However, the application neither enforces nor prevents user input that complies with this requirement. Scripts are keyboard accessible. If the generated content affected by scripting is not accessible, an alternative is provided. However, the application neither enforces nor prevents user input that complies with this requirement.
- No applets, plugins and non-HTML content.
- If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface. If it requires more than unmodified arrow or tab keys, the user is advised of the method for moving focus away. However, the application neither enforces nor prevents user input that complies with this requirement.
- Our website does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.
- The purpose of each link can be determined from the link text alone or from the link text together with its link context, except where the purpose of the link would be ambiguous to users in general. However, the application neither enforces nor prevents user input that complies with this requirement.

3. Our website is Understandable:

- The language of content is only displayed in one language.
- Our content is written clearly, concisely, free of jargon and in plain English.

- All error messages can be read out, including message dialogs, tooltips, and logon failure messages.
- If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
- Changing the setting of user interface will not automatically cause a change of context.
- Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. We make content appear and operate in predictable ways. We help users avoid and correct mistakes.
- Text can be resized without assistive technology up to 200 percent without loss of content.

4. Our website is Robust:

- When content is implemented using mark-up languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. However, the application neither enforces nor prevents user input that complies with this requirement.
- For the user interface components, name and role can be set using assistive technology.