

Accessibility statement for www.usel.co.uk

This accessibility statement applies to content published on the www.usel.co.uk domain.

It does not apply to our separately branded websites, such as ushredni.co.uk, or to our jobs board at usel.getgotjobs.co.uk, which is provided by a third party and has its own accessibility statement.

This website is run by Ulster Supported Employment Ltd (USEL) using the Wix platform. We want as many people as possible to be able to use it. That means you should be able to:

- change colours, contrast levels and fonts using browser or device settings
- 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 have also tried to make the website text as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability: <https://mcmw.abilitynet.org.uk/>

How accessible this website is

We know some parts of this website are not fully accessible:

- most images do not have useful alternative text, so screen reader users will not know what they show
- headings are not used consistently to describe page structure, which makes it harder to navigate pages with a screen reader
- there is no search function and no sitemap, so there are not multiple ways to find content
- some link text does not describe where the link goes
- some of our published documents are not fully accessible
- some video content does not have captions or an accessible alternative

Feedback and contact information

If you need information on this website in a different format, such as accessible PDF, large print, easy read, audio recording or braille, contact us:

- email info@usel.co.uk
- telephone 028 9035 6600
- write to USEL, 182 to 188 Cambrai Street, Belfast, BT13 3JH

Please tell us the web address (URL) of the content, your name and email address, and the format you need.

We will acknowledge your request within 48 hours and tell you when you can expect to receive the content.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems that are not listed on this page, or you think we are not meeting the accessibility requirements, contact us by email at info@usel.co.uk or by telephone on 028 9035 6600. We will acknowledge your report within 48 hours.

Enforcement procedure

The Equality Commission for Northern Ireland (ECNI) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations') in Northern Ireland.

If you are not happy with how we respond to your complaint, contact the Equality Commission for Northern Ireland by email at information@equalityni.org or by telephone on 028 9050 0600, and ask to speak to a Discrimination Advice Officer.

Technical information about this website's accessibility

USEL 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 2.2 AA standard, due to the non-compliances listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Most images on the website use the image filename as their alternative text, and some have no alternative text at all. This means screen reader users cannot tell what the images show. This fails WCAG 2.2 success criterion 1.1.1 (Non-text Content). We plan to review and rewrite alternative text across the site by [date].

Headings are applied for visual styling rather than to describe page structure. Body text and footer links are marked up as headings, some pages have no main heading and others have more than one. This means the heading structure does not reflect the content and is confusing to navigate with a screen reader. This fails WCAG 2.2 success criteria 1.3.1 (Info and Relationships) and 2.4.6 (Headings and Labels). We plan to correct the heading structure by [date].

There is only one way to find content on the website. The site does not have a search function or a sitemap. This fails WCAG 2.2 success criterion 2.4.5 (Multiple Ways). We plan to add a sitemap by [date].

Some links do not describe their destination, some point to the wrong page, and some contain no text at all. This fails WCAG 2.2 success criteria 2.4.4 (Link Purpose (In Context)) and 4.1.2 (Name, Role, Value). We plan to review all link text by [date].

On at least one page, content is presented in the code in a different order to the order it appears on screen, so screen reader and keyboard users encounter it in a sequence that does not make sense. This fails WCAG 2.2 success criterion 1.3.2 (Meaningful Sequence). We plan to fix this by [date].

[Confirm and keep only the items below that testing shows are actually failing, and delete the rest.]

Some text does not have sufficient colour contrast against its background. This fails WCAG 2.2 success criterion 1.4.3 (Contrast (Minimum)). We plan to fix this by [date].

Some form fields are not correctly labelled, and error messages do not always identify which field needs attention. This fails WCAG 2.2 success criteria 3.3.1 (Error Identification), 3.3.2 (Labels or Instructions) and 4.1.2 (Name, Role, Value). We plan to fix this by [date].

Video content published on the website does not have captions or an accessible alternative. This fails WCAG 2.2 success criteria 1.2.2 (Captions (Prerecorded)) and 1.2.3 (Audio Description or Media Alternative (Prerecorded)). We plan to add captions to all video content by [date].

Disproportionate burden

[If USEL intends to claim disproportionate burden for any issue, it must be set out here with a documented assessment covering the size and resources of the organisation, the

cost of fixing the issue, and the benefit to disabled users. A claim without an assessment behind it is not valid. If no claim is being made, delete this section.]

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

Some parts of this website are provided by third parties, including embedded social media feeds, our online ordering form and our jobs board. We do not control how these are built and cannot guarantee the same standard of accessibility applies to them.

Our website is built on the Wix platform. Some aspects of the underlying page structure are determined by Wix and cannot be changed by us. This includes the way blog listings are constructed, which means blog post titles are not marked up as headings.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they are not essential to providing our services. Any new documents we publish will meet accessibility standards.

Many of the documents published in the corporate section of this website, including board minutes, policies and annual reports, are not fully accessible. We are working through these in priority order. If you need any document in an accessible format, contact us using the details above and we will provide it.

What we're doing to improve accessibility

We have a plan to address the issues listed above, with target dates shown for each item. We will review this statement and our progress against the plan at least once a year.

We have also changed our publishing process so that new documents are produced in accessible formats.

Longer term, we are reviewing whether our current website platform allows us to meet the accessibility standard in full. Any new site will be tested against WCAG 2.2 AA before launch.

Preparation of this accessibility statement

This statement was prepared on 21 September 2020. It was last reviewed and updated 23rd July 2026.

This website was last tested on 23th July 2026. The test was carried out internally by the USEL Communications team following the Government Digital Service guidance on doing a basic accessibility check.