

Accessibility statement for Life in the UK

This accessibility statement applies to the Life in the UK booking and payment site.

This website is run by PSI Services (UK) Limited (“PSI”). PSI is committed to achieving the highest levels of satisfaction for all aspects of its online services. As part of these efforts, PSI is dedicated to offering online services to those individuals with disabilities which is equal to that provided to persons without disabilities.

We are in the process of implementing a range of changes to improve accessibility, which will then mean for example, 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

We have also tried to make the content simple to understand.

Should you require support guidance on making your device easier to use if you have a disability, please refer to [AbilityNet](#).

How accessible this website is

We are aware parts of this website are not fully accessible. You can see a full list of any areas in the Non-accessible content section of this statement.

Feedback and contact information

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

- email support@lituk.psionline.com
- call 0800 015 4245, Monday to Friday between 8am and 8pm
- By post at:
PSI e-Assessment
PO BOX 10358
Leicester
LE1 8EL

We will consider your request and get back to you within fourteen (14) days of receiving the request.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements apart from as stated below, please contact us via email support@lituk.psonline.com.

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 are not happy with how we respond to your complaint, you can [contact the Equality Advisory and Support Service \(EASS\)](#).

If you are in Northern Ireland and are not happy with how we respond to your complaint you can contact the [Equalities Commission for Northern Ireland](#) who are responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations') in Northern Ireland.

Technical information about this website's accessibility

PSI is committed to making this website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is not compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Non-compliance with the accessibility regulations

The non-compliances are listed below, all of which apply at some point to the site.

- Screen readers support not fully supported
- Users are timed out of the service after a short length of time
- Aria-controls are not used correctly
- Images are used for decorative purposes and not ignored by screen readers
- Mandatory input fields are not identified
- Colour alone is used to convey important information
- Sensory characteristics are relied upon to convey instructions

- Not all pages can be presented in a single column without a loss of content
- The colour contrast ratio does not meet the standards
- The 'autocomplete' attribute is not always used where appropriate

We are working on identifying and resolving as many of these issues as soon as possible. As we do this we will publish updated accessibility statements.

Disproportionate burden

At this time, we have not made any disproportionate burden claims.

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

PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services.

Preparation of this accessibility statement

This statement was prepared on the 14th of September. It was last reviewed on the 14th of September.

This website was last tested on 19th March 2020. The test was carried out by Digital Accessibility Centre Ltd.

We tested the service based on a user's ability to complete standard booking journeys. All parts of the chosen journeys were tested, including documents. Journeys were chosen on a number of factors including usage statistics, risk assessments and subject matter.