

# Accessibility Statement

This accessibility statement applies to the Love Clean Streets mobile application (app).

This mobile app is run by BBits on behalf of local councils who use our service

We want as many people as possible to be able to use this mobile app

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
- get from the start of the service to the end using just touch
- get from the start of the service to the end using speech recognition software
- get from the start of the service to the end using an external keyboard
- listen to the service using a screen reader

We've also made the text in the service as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

## How accessible this mobile application is

We know some parts of this app are not fully accessible.

- the reporting map requires users to use two fingers to zoom in and out.

## Feedback and contact information

If you have difficulty using this service, please get in touch by emailing us at [support@lovecleanstreets.com](mailto:support@lovecleanstreets.com)

## Reporting accessibility problems with this mobile application

We're always looking to improve the accessibility of this mobile app.

If you find any problems not listed on this page or think we're not meeting accessibility requirements, email us at [support@lovecleanstreets.com](mailto:support@lovecleanstreets.com) let us know.

## 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're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

## Technical information about this mobile application accessibility

BBits is committed to making its mobile application accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## Compliance status.

This mobile application is fully compliant with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.

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

### Maps

We use emaps on this mobile application so users can report an issue and view where existing incidents have been reported. To zoom in and out of the reporting map, users must use two-fingers in a pinch and zoom motion. This fails WCAG 2.1 success criterion 2.5.1 (pointer gestures).

Under the accessibility regulations, maps not used for navigational use are exempt from the regulations. However, we provide a text box for additional information to be given if users are unable to move the map to position the pin accurately when reporting an issue.

Maps used for navigation on Find My Nearest are passed out of the mobile application to your mobile device's native navigation service and settings.

## Preparation of this accessibility statement

This statement was prepared on 16 June 2021. It was last reviewed on 27th October 2021

This mobile application was last tested on 11 August 2021 by Web Usability Partnership Ltd and on the 27th October 2021 by the Love Clean Streets Test Team.

This mobile application was tested using native assistive technologies including Screen. Readers-TalkBack on Android and VoiceOver on IOS, Accessibility Scanners, Screen Magnifiers, Voice Recognition Software and Bluetooth and USB keyboards.