

How we will improve accessibility of the Integrated Care System website

We are carrying out a review of all our PDF documents and assessing how we can make this content more accessible. This review should be complete by May 2024.

It is proposed that existing PDFs are put into four categories:

- High importance / highly viewed – these will be rectified over the short term (1 – 3 months)
- Medium importance – these will be rectified over the medium term (4 – 6 months)
- Historical documents / difficult to fix – due to length, amount of detail, timescale for being published ahead of meetings. It is proposed that these will not be made accessible due to the small number of people accessing the documents and the need to prioritise the ICB's resources to ensuring high and medium importance documents are made accessible, while also implementing changes to the way in which documents are created, so as to avoid these issues continuing to occur. These historical documents will be available in alternative formats on request via nnicb-nn.comms@nhs.net / 0115 845 4545.
- Removal of old / unused information.

We will carry out training within three months with people who add information to our website to ensure that content is created in the most accessible format.

Wherever possible, we will avoid using PDFs, and instead create content as structured web pages. The Communications and Engagement team will support colleagues in this process.

We will produce accessibility guidelines and use a 'train the trainer' approach to support staff with this.

We will make an accessibility training video available for all staff who will need to confirm they have watched the video before they receive website editing access.

