

Accessibility Statement for Live Group

Live Group Limited is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Measures to support accessibility

Live Group takes the following measures to ensure accessibility of all its websites and applications:

- Integrate accessibility into our procurement practices.
- Appoint an accessibility officer and/or ombudsperson.
- Provide continual accessibility training for our staff.
- Consider people with disabilities in our design personas.

Accessibility on embedded apps

If you are unable to submit chat/Q&A or respond to polls during the live sessions due to a visual impairment or you are neurodivert, then our team will be happy to do this live on your behalf. Please email the session name and response you want to submit to civilserviceliveonline2020@livegroup.co.uk If you are unable to email, then you can also call the team on 0208 481 3302

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Live Group websites are partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Additional accessibility considerations

Although our goal is WCAG 2.1 Level AA conformance, we have also applied some Level AAA Success Criteria: Images of text are only used for decorative purposes. Some videos have captioning.

Feedback

We welcome your feedback on the accessibility of Live Group Websites. Please let us know if you encounter accessibility barriers:

- Phone: 020 8481 2000
- E-mail: hello@livegroup.co.uk
- Postal address: Units 2-3, Princess Mews, Horace Rd, Kingston upon Thames KT1 2SZ

We try to respond to feedback within 5 business days.

Compatibility with browsers and assistive technology

Live Group websites are designed to be compatible with the following assistive technologies:

- Jaws assistive technology
- Up to date browsers incl. Chrome, Edge, Safari, Firefox.

Technical specifications

Accessibility of Live Group websites relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of the Live Group websites and applications, there may be some limitations. Please contact us if you observe an issue.

Assessment approach

Live Group assessed the accessibility of Live Group Websites by the following approaches:

- Internal evaluation

Formal approval of this accessibility statement

This Accessibility Statement is approved by:

Helen Kronheim
Chief Operating Officer at Live Group

Formal complaints

We aim to respond to accessibility feedback within 5 business days, and to propose a solution within 10 business days. You are entitled to escalate a complaint to the national authority, should you be dissatisfied with our response to you.