



Accessibility statement

National Galleries of Scotland Website



1 Accessibility statement for National Galleries of Scotland website

This accessibility statement applies to the National Galleries of Scotland website hosted at <https://www.nationalgalleries.org/>.

This website is run by the National Galleries of Scotland. We want as many people as possible to be able to use this website. 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
- 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've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

1.1 How accessible this website is

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

- you cannot modify the line height or spacing of text
- some older PDF documents are not fully accessible to screen reader software
- there's a limit to how far you can magnify the website and its content
- some colour combinations (background, text, focus indicator) are not in line with WCAG 2.1 colour contrast requirements
- some iFrames are missing accessible names
- some form element names are missing accessible names
- aria labels are missing on a few pages

1.2 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:

- access@nationalgalleries.org
- +44 (0)131 624 6200



We'll consider your request and get back to you in 5 days.

1.3 Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed in this document or think we're not meeting accessibility requirements, you can submit feedback or make a complaint using our online contact form. Contact us | National Galleries of Scotland.

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 \(EASS\)](#).

2 Contacting us by phone or visiting us in person

Portable hearing loops are available for all public talks and lectures. These are free of charge and do not have to be booked. We can arrange a British Sign Language interpreter with prior notice. There are no fixed hearing loops throughout the galleries.

Find out how to contact us [Accessibility | National Galleries of Scotland](#)

2.1 Technical information about this website's accessibility

National Galleries of Scotland are committed to making their website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

2.2 Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the exemptions listed below:

- some colour combinations (background, text, focus indicator) are not in line with WCAG 2.1 colour contrast requirements
- some iFrames are missing accessible names
- some form element names are missing accessible names



- aria labels are missing on a few pages

3 Non-accessible content

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

3.1 Non-compliance with the accessibility regulations

#1

Accessibility problem:

The focus is barely visible in these cases:

- 'settings' section of the cookie bar, such as on the 'Essential' tickbox text
- 'What's on' button used to navigate back to the previous page
- 'Browse Grayson Perry shop' link under the 'EXHIBITION: Grayson Perry | Smash Hits' heading
- 'Book your tickets', 'Receive updates' and 'Filter results' buttons

WCAG 2.1 failure:

[WCAG 2.4.7 Focus Visible](#)

Plan:

We plan to resolve this issue by the end of November 2023.

#2

Accessibility problem:

There are some elements that do not have sufficient colour contrast such as:

- Some exhibition pages where white text is overlaid onto an image
- 'Click and collect your art gifts' heading and links below

WCAG 2.1 failure:

[WCAG 1.4.3 Contrast \(minimum\)](#)

Plan:



We plan to resolve this issue by the end of November 2023.

#3

Accessibility problem:

YouTube videos served via iFrames do not have accessible names.

WCAG 2.1 failure:

[WCAG 2.4.1 Bypass Blocks](#)

Plan:

We plan to resolve this issue by the end of November 2023.

#4

Accessibility problem:

The 'Build the tallest tower' PDF and several other PDF documents contain the following issues:

- missing within the document settings
- language of the page is missing within the document settings
- elements in this document that do not have alternate text

WCAG

2.1

failure:

[WCAG 2.4.2 Page titled](#)

[WCAG 3.1.1 Language of Page](#)

[WCAG 1.1.1 Non-text content](#)

Plan:

We plan to resolve this issue by the end of November 2023.

3.2 Disproportionate burden

We are carefully trying to balance the needs of disabled users and the potential for [disproportionate burden](#) within the meaning of the accessibility regulations. A large



proportion of the following will be resolved when the whole website will be replaced with a new system. Those remaining will be reviewed as we strive to ensure that our website adheres to the rigorous standards of WCAG Level AA accessibility,.

Navigation covers large part of the screen

At 400% zoom the page header covers large part of the screen, leaving only a small portion of the screen through which the user can view the content underneath.

Colour combinations with insufficient contrast

While most colour combinations used through the website are already compliant with WCAG 2.1 AA there are a few instances where the contrast ratio between text and a background does not meet WCAG 2.1 requirements. Some of these issues will soon be fixed (see section 'Non-compliance with the accessibility regulations'), but some require an extensive review and update of website styles

Form element names

Some elements presented in webforms ('What can we help you with?' tickbox for example) do not have accessible names. To address these issues all webforms and all webform elements must be reviewed and updated.

'Sponsored by' section – link text and focus

The 'Sponsored by' section is missing link text and focus indication is not sufficient. To address these issues this whole custom-made element must be rebuilt.

Image/card carrousels – missing ARIA names

Some of our custom-made carrousels do not have ARIA names assigned to them and have nested interactive controls. To address these issues this custom-made element must be reprogrammed.



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

PDFs and other documents

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

5 What we're doing to improve accessibility

The National Galleries of Scotland are excited to announce that we are currently in the process of developing a brand-new website. The new platform will harness the latest in web technology to provide our visitors with safe and user-friendly online experience. At the heart of this project lies a strong commitment to inclusivity, as we strive to ensure that our website adheres to the rigorous standards of WCAG Level AA accessibility, making art and culture accessible to all.

6 Preparation of this accessibility statement

This statement was prepared on 03/10/2023. It was last reviewed on 25 October 2023

This website was last tested on 28/09/2023. The test was carried out by our internal team.

We used this approach to deciding on a sample of pages to test:

- Identify top 25 visited pages based on data from Google Analytics
- Review selected pages using various tools like:
 - [WAVE](#)
 - [axe DevTools](#)
 - [Siteimprove Accessibility Checker](#)