

# **Accessibility statement for Story of Leicester: Picturing the Past App**

This accessibility statement applies to the 'Story of Leicester: Picturing the Past mobile app, which is published on the Google Play Store and the Apple App Store.

This mobile app is run by Leicester City Council. We want as many people as possible to be able to use this mobile app.

## **How accessible this mobile app is**

We know some parts of this mobile app are not fully accessible:

- It is not possible to view any part of the app in landscape orientation, it is only available in portrait.
- The app cannot be accessed or controlled using a Bluetooth keyboard.
- Text cannot be resized within the app
- Motion is required to activate and engage with the augmented reality functionality within the app
- The entire app is inaccessible to screen readers.

## **Feedback and contact information**

If you need information on this mobile app in a different format, please contact:

[museums@leicester.gov.uk](mailto:museums@leicester.gov.uk)

Leicester Museums & Galleries  
53 New Walk  
Leicester LE1 7EA

We'll consider your request and get back to you as soon as possible.

## **Reporting accessibility problems with this mobile app**

If you find any problems that aren't listed on this page, or think we're not meeting accessibility requirements, contact the Web Management Team. Our email address is [webteam@leicester.gov.uk](mailto:webteam@leicester.gov.uk).

## **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 app's accessibility**

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

### **Compliance status**

This mobile app is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to 'the non-compliances' listed below.

### **Non-accessible content**

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

#### **Disproportionate burden**

- It is not possible to view any part of the app in portrait orientation, it is only available in landscape. This fails WCAG success criterion 1.3.4 (Orientation).
- It is not possible to resize text within the app. This fails WCAG success criterion 1.4.4 (Resize Text)
- The app cannot be accessed or controlled using a Bluetooth keyboard. This fails WCAG success criterion 2.1.1 (Keyboard)
- Motion is required to activate and engage with the augmented reality functionality within the app. This fails WCAG success criterion 2.5.4 (Motion Actuation)
- The entire app is inaccessible to screen readers. This fails WCAG success criterion 4.1.2 (Name, Role, Value)

It would not be possible to meet all the listed accessibility standards while retaining the augmented reality (AR) function of the app. Trying to achieve this would be a disproportionate burden within the meaning of the accessibility regulations. This is primarily due to the complex nature of augmented reality (AR); a relatively new visual medium on which research is ongoing regarding how to make these AR experiences accessible.

### **What we're doing to improve accessibility**

For any future mobile applications that require AR, we will endeavour to address the issues identified with this app during development to ensure the final product is accessible to all users.

### **Preparation of this accessibility statement**

This statement was prepared on 25 February 2022 and was last reviewed on 25 February 2022.

This mobile app was last tested on 01 February 2022. This app was tested for compliance with the Web Content Accessibility Guidelines V2.1 level A and level AA, and the test was carried out by [The Web Usability Partnership Ltd.](#)

We used the Web Accessibility Conformance Evaluation Methodology (WCAG-EM) approach to deciding on a sample of screens to test.