

Accessibility Statement for the Suspensions System

How accessible our website is, how to report issues and what to do if you cannot access parts of it.

This accessibility statement applies to the following Suspension url(s)

- suspensions.lbhf.gov.uk

This website is developed and maintained by Polaris Software and managed by Hammersmith & Fulham Council.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- read and access most content without colour or contrast barriers
- zoom in up to 400 per cent 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

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.

How accessible is this website

We know some parts of this website aren't fully accessible, for example:

- Some form fields do not have accessible labels
- Some text does not meet minimum colour contrast requirements
- Some interactive elements do not show a visible keyboard focus indicator
- Some controls and links are not fully operable using a keyboard
- The Export dropdown in the back office does not work correctly with assistive technologies

Feedback and contact information

We're always looking to improve the accessibility and usability of this website.

If you find any problems that are not listed on this page or think we are not meeting accessibility requirements, please contact [insert accessibility contact email or service desk details]. If you need information on this website in a different format, contact us, and we will consider your request.

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

We are committed to making this website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines \(WCAG\) 2.2](#) standard, due to the non-compliances listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

1. Some form fields do not have a programmatically associated label, including the spaces count field below the map and the Enter Sign field in the Print Bay popup. This means some screen reader users may not be told what the field is for. This fails WCAG 2.2 success criteria 1.3.1 Info and Relationships and 4.1.2 Name, Role, Value. We plan to fix this by March 2027.
2. Some text has insufficient colour contrast against its background, including text shown around Suspension Details, Suspension Reason and similar back-office screens. This can make content difficult to read for users with low vision or colour vision deficiency. This fails WCAG 2.2 success criterion 1.4.3 Contrast (Minimum). We plan to fix this by March 2027.
3. Some interactive elements do not show a clear visible keyboard focus indicator, including Update my account details, Apply, Proceed and Save in some journeys. This can make it difficult for keyboard users to know where they are on the page. This fails WCAG 2.2 success criteria 2.4.7 Focus Visible and 2.4.13 Focus Appearance. We plan to fix this by March 2027.
4. Some controls are not fully operable using a keyboard, including certain calendar and time selection icons and some links used in back-office journeys. This can prevent keyboard-only users from completing tasks. This fails WCAG 2.2 success criterion 2.1.1 Keyboard. We plan to fix this by March 2027.
5. The Export dropdown in the back office contains an ARIA menu implementation that is not correctly exposed to assistive technologies. This can make the menu

difficult to understand and use with a screen reader. This fails WCAG 2.2 success criterion 4.1.2 Name, Role, Value. We plan to fix this by March 2027.

Disproportionate burden

We have not made any disproportionate burden claims for this website.

Content that is not within the scope of the accessibility regulations

No content has currently been identified as being outside the scope of the accessibility regulations in this statement.

What we're doing to improve accessibility

We're doing our best to fix the issues outlined above and continually monitor the accessibility of our website. Improving the Suspensions web application is part of the development teams' daily work.

We are actively working towards achieving full WCAG 2.2 AA compliance. Where we identify content or functionality that does not meet WCAG 2.2 AA, we will either fix it, provide an accessible alternative, or explain in this statement why it is not yet possible to do so and what we are doing next.

Preparation of this accessibility statement

This statement was first prepared on 10th March 2026.

This website was last tested in January 2026 against the WCAG 2.2 AA standard.

The test was carried out by self-assessment. A combination of automated testing and manual keyboard and screen reader checks was used.