

Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) Annual Accessibility and Communications Statement 2023/24

The Staffordshire and Stoke on Trent Integrated Care Board want our patients, service users, carers, public, staff. Stakeholders and partner organisations to know that reasonable steps are taken to ensure that the information we produce is accessible to a range of individual needs. This also applies to the way we communicate.

This includes identifying and reasonably removing 'barriers' for people accessing our information, services, premises, any employment or engagement opportunities and considering requests for reasonable adjustments as appropriate.

In response to the Accessibility Regulations, which was introduced on 23 September 2018 and came into force on 23 September 2020 to ensure reasonable adjustments are made to websites and mobile apps for people requiring additional communication support. We continue to ensure that all documents on all website are being assessed for accessibility. Although they are in line with the accessibility requirements from a technical perspective, there is more we need to do to ensure all the documents support technology such as screen readers or speech recognition software.

ICB External Website

The ICB website is managed by Midlands and Lancashire Commissioning Support Unit (MLCSU). 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 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.

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

Not all of the PDF's/Word documents are fully accessible from September 2018 onwards. Disproportionate burden: to make the PDFs created from 2018 accessible would create a disproportionate burden to the ICB. We recognise that a number of PDFs which needs to be amended and we will work to provide accessible content on If you require help accessing any inaccessible PDFs, please contact: ssotics.comms@nhs.net

Internal website - Information and News (IAN)

Information and News (IAN) is also managed by Midlands and Lancashire Commissioning Support Unit (MLCSU). Not all of documents and videos held on the intranet sites are fully accessible from September 2019 onwards. To make the documents created from 2019 accessible would create a disproportionate burden to the ICB. We recognise that a number of documents need to be amended and we will work to provide accessible content where we receive individual requests.

- We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#). Pre-recorded videos after September 2020 will be accessible.
- If you need information on this intranet site in a different format like accessible PDF, large print, easy read, audio recording or braille please email ssotics.comms@nhs.net . We'll consider how we can support your request and get back to you in 2 working days.
- We're always looking to improve the accessibility of this intranet site. If you find any problems or have any feedback on how we can make the internet site or communications more accessible, please send this to ssotics.comms@nhs.net
- As we move towards the Integrated Care System (ICS) model and greater collaboration with partner organisations, we will continue to ensure that communication and information will be delivered considering the differing communication needs of staff, patients and stakeholders.

In relation to the NHS [Accessible Information Standard](#) which sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss, the ICB is required to:

1. Ensure that our commissioning and procurement processes, including contracts, tariffs, frameworks and performance management arrangements (including incentivisation and penalisation), with providers of health and / or adult social care reflect, enable and support implementation and compliance with this Standard.
2. Commissioners MUST seek assurance from provider organisations of their compliance with this Standard, including evidence of identifying, recording, flagging, sharing, and meeting of needs.
3. As part of the ICS the ICB will continue to support an environment in which the varied communication needs of staff, patients and stakeholders are considered.

4. As part of the Equality Delivery System (EDS) process Staffordshire and Stoke on Trent NHS Commissioners and Providers will be working collaboratively to assess the Language and Translation services for patients across the patch.
5. As part of the mandated Equality and Inclusion induction session that new employees to the Staffordshire and Stoke on Trent ICB are required to complete, an overview of the Accessible Information Standard is provided.

This Accessibility and Communications Statement will be reviewed annually. This statement may be reviewed considering the implementation of the ICS.

If you would like to receive material from the six Staffordshire and Stoke-on-Trent ICB websites or our key publications in another format – such as audio, Clear Information, Easy Read, British Sign Language, interpreter services, large print, or Braille – please contact the administration team on 07395851582/ 07540668539 or use [‘Next Generation Text’](#) service for deaf and hard of hearing patients, carers and staff.