Accessibility statement for the HR & Payroll Service Desk Portal (Sunrise Software Platform)

Hertfordshire County Council uses the third-party Sunrise Software HR system for receiving and responding to HR queries. We strive to ensure this platform is accessible to everyone, including those with disabilities and those who use assistive technologies.

This platform is run by Hertfordshire County Council. We want as many people as possible to be able to use it to raise HR queries. For example, that means you should be able to:

- change colours, contrast levels and fonts using browser or device settings

- zoom in up to 400% without the text spilling off the screen

- navigate most of the platform using a keyboard or speech recognition software

- listen to most of the platform using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

- We've also made the platform 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 platform?

We know some parts of this platform are not fully accessible and we are working with our third-party provider Sunrise to achieve full compliancy:

- **keyboard navigation:** in some areas of the platform the focus indicator is obscured or not easily visible
- **skip to link:** a link at the top of each page to scroll the user down to the main body of the page is not currently available
- **Colour contrast:** there are several issues across the platform including the Homepage background colour when viewing using a smaller viewport than 1080 and the banner on sub-pages
- **Headings:** pages do not contain a level one heading nor are hierarchical heading levels used
- **Alt text:** images do not have alternative text.

Feedback and contact information

If you are not able to access the Platform for the above reasons, please contact the HR & Payroll Service Desk team to raise your query via the telephone lines below.. The team will support you with your query and provide written advice if required in an alternative format to the Portal. This will remain in place while we progress with resolving the accessibility issues, and the telephone lines will continue to be an alternative contact method thereafter.

- Payroll Team: Monday to Thursday, 8.30am-5pm, Fridays to 4.30pm, 01992 556500 (26500) Option 5,

Technical information about this platform's accessibility

Hertfordshire County Council is committed to making this platform accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

The platform has been tested against the Web Content Accessibility Guidelines (WCAG) [2.1 or 2.2] AA standard.

This platform is not compliant with the [Web Content Accessibility Guidelines version 2.1 AA standard or Web Content Accessibility Guidelines version 2.2 AA standard]. non-compliances are listed below.

This platform website is not compliant with the Web Content Accessibility Guidelines version 2.2 AA standard and we are working with our third-party provider 'Sunrise' to achieve full compliancy.

Non-accessible content

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

Non-compliance with the accessibility regulations

1. **Contrast Issues**:
   - **Homepage**: Low contrast between text and background fails WCAG 2.2 success criterion 1.4.3 (Contrast Minimum). This issue has been raised with Sunrise, the third-party supplier.

- o **Sub-pages**: Banner contrast issues also fail WCAG 2.2 success criterion 1.4.3. This issue has been raised with Sunrise, the third-party supplier.
2. **Focus Visibility**:
   - o **Buttons**: Focus is difficult to see, failing WCAG 2.2 success criterion 2.4.7 (Focus Visible). This issue has been raised with Sunrise, the third-party supplier.
   - o **Menu Items**: Focus not displaying on homepage menu items, failing WCAG 2.2 success criterion 4.12 (Focus Not Obscured). This issue has been raised with Sunrise, the third-party supplier.
3. **Alternative Text for Images**:
   - o **Homepage**: Missing alternative text for images fails WCAG 2.2 success criterion 1.1.1 (Non-text Content). This issue has been raised with Sunrise, the third-party supplier.
4. **Headings and Navigation**:
   - o **Level One Heading**: Missing on all pages, failing WCAG 2.2 success criterion 1.3.1 (Info and Relationships). This issue has been raised with Sunrise, the third-party supplier.
   - o **Heading Levels**: Incorrect order, failing WCAG 2.2 success criterion 1.3.1. This issue has been raised with Sunrise, the third-party supplier.
   - o **Skip to Content Button**: Missing on all pages, failing WCAG 2.2 success criterion 2.4.1 (Bypass Blocks). This issue has been raised with Sunrise, the third-party supplier.

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).

What we're doing to improve accessibility

We periodically carry out formal accessibility audits of the Sunrise platform using WCAG 2.2 AA standards. These audits guide our long-term improvement plans, ensuring we continuously enhance the accessibility of our system. Any issues identified are addressed to maintain compliance and improve user experience. All issues that cannot be addressed internally have been logged with Sunrise the third-party provider.

Sunrise have advised us that the issues will be resolved with the roll out of their next version of the platform (v7.3). This is expected in February/March 2025. When we receive the update, we will test it to ensure it meets our requirements and update colleagues of the outcome.

Preparation of this accessibility statement

This statement was prepared on 6th September 2024. It was last reviewed on 21st November 2024.

The HR & Payroll Service Desk Portal (the platform) was last tested on 6th September 2024. The most critical and frequently used areas of the Sunrise HR platform, including the Homepage, View My Requests page, and various sub-pages, were tested using automated testing tools and manual checks by the HCC Web Team and audited to WCAG 2.2 AA Standard. All identified issues have been raised with Sunrise, the third-party supplier.