
Redress Scotland Accessibility Report Action Plan



Introduction

Redress Scotland recently carried out an in-depth accessibility review. This review was undertaken between October 2024 and May 2025. Its purpose was to examine Redress Scotland's information, communications, and engagement with survivors to assess accessibility for people who may have difficulty with reading and / or writing.

It followed a [recommendation in our 2023/23 Annual Report](#) to review the accessibility of our information, communications and engagement with survivors to identify strengths, areas for improvement and recommendations for change.

Accessibility means working in a way that is easy for people to understand. This includes identifying and meeting people's information and communication support needs. To comply with the Equality Act 2010, information must be provided in formats that suit the needs of disabled people. It is especially important to consider the needs of people who find reading and writing difficult. This includes people with literacy difficulties, sensory impairment or sensory loss, physical disabilities, learning disabilities, neurodivergence, and mental health difficulties.

Below, are the 21 recommendations from the Accessibility Report and the actions we will take to make information about our work more accessible.

Recommendation	Area	Action	Who	Status and deadline
Complete an audit of survivor disabilities and accessibility needs to evaluate what survivors' accessibility needs were, what adaptations were made to meet those needs and what support was provided.	Survivor accessibility needs	UPDATE AUG 25 -Discussion to take place with SG colleague about equality information that is captured on application forms and how it is reviewed and monitored. Equalities questions to be added to be added to our engagement sign-up forms. These will be recorded and monitored to enable us to ensure our sessions are accessible to all. <i>(NB this is already done on an informal basis through the pre-engagement support/communication)</i> UPDATE JAN 26 – Tab has been added to engagement session spreadsheet to capture accessibility requirements. During pre-phonecalls with survivors, discussions are had whether they have any requirements for events. Data will be reviewed and reflected in our annual engagement report going forward. This work will continue throughout the lifespan of Redress Scotland.	Engagement Lead Head of Engagement, Communications and Knowledge	COMPLETED MARCH 26
External accessibility audit	Website	UPDATE AUG 25 - Discussion and agreement on external accessibility audit taken place with APS, in August 2025. Revised website to be launched in	APS	COMPLETED MARCH 2026

of the website is required		October/November 2025. Accessibility audit will take place on revised website. UPDATE OCT 25 - The accessibility audit referenced in the accessibility report was conducted on the previous website. Since then, a new website has been developed with a more intuitive navigation path for users, that has been built to meet WCAG 2.1 AA standards. This ensures that the digital content is accessible and inclusive in line with current best practice and legal requirements. Key improvements in the new website include: • Proper heading structure maintained throughout the site (H1, H2, H3, H4) to ensure logical navigation for screen readers. • Alternative (alt) text provided for all images where required. • Tables converted to text wherever possible; where tables remain necessary, they are	Communication Lead	
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		correctly tagged so that screen readers can interpret them fully. The Accessibility Report, highlights a cross over in the concepts of accessibility and user experience. While user experience is important for overall satisfaction and ease of use, it is not in itself a pass/fail criterion for accessibility compliance. A website can be fully compliant with accessibility standards while still having aspects of its user experience open for improvement, and vice versa. Additional accessibility plugin recommendation: In our view the absence of a third-party accessibility tool, such as Recite Me® or UserWay®, does not constitute a failure to meet accessibility requirements. These plugins are a good to have enhancement, not a legal necessity, provided that the site itself meets WCAG standards (which the new website meets). Such plugins typically cost between £900–£2,000 per year and, while they can offer extra flexibility for some users, they are not required for compliance. APS' approach ensures that accessibility is built into the core website design, rather than relying		
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		on an add-on. The decision to add an accessibility plugin is something that APS and RS can discuss as to its benefits and whether this would be desired or not. UPDATE MAR 26 – New website build complete. External accessibility audit undertaken by APS as part of the website re-design and preparation of the new accessibility statement. Comms and Quality Assurance lead will undertake an internal audit of website and web content. This will enable us to check content for accessibility, simple language, factual accuracy, presentation. Check that links are working, easily identified as links, opening in a new window if going to an external site. Any images or graphics are either not copyrighted or we have permission to use – also that all images have a text description for accessibility purposes. Any other elements such as reports/documents open as expected. ONGOING INTO 2026/27		
Prepare new accessibility statement to reflect the website's compliance with current WCAG	Website	UPDATE AUG 25 -New accessibility statement will be developed once accessibility audit has taken place. This will clearly highlight that we are happy to accept feedback, and will offer to provide information in alternative formats on request.	Communications Lead Head of Engagement, Communications and Knowledge	COMPLETED JAN 2026

Guidelines. This should summarise the accessibility policy, offer to accept feedback, and offer to provide information in alternative formats on request		UPDATE OCT 25 – As part of the accessibility compliance, an up-to-date Accessibility Statement should be developed and provided by Redress Scotland and published on the website. APS recommend that this statement is reviewed and approved by our legal team to ensure it meets all statutory requirements under the Equality Act 2010 and the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018. A suitable template for preparing an accessibility statement can be found here: https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility-statement-for-a-fictional-public-sector-website This statement should clearly outline: • Our accessibility policy and commitment • The level of WCAG compliance (e.g., WCAG 2.1 AA) • Known accessibility issues and timelines for resolution		
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		How users can request alternative formats or report accessibility barriers UPDATE JAN 26 – COMPLETED		
Install e-reader software on website to cover all web content and documents and provide flexible online access to survivors and other stakeholders	Website	UPDATE AUG 25 - APS web team currently reviewing this recommendation and will provide a response in September 2025 UPDATE OCT 25 – APS are content that the absence of a third-party accessibility tool, such as Recite Me® or UserWay®, does not constitute a failure to meet accessibility requirements. These plugins are a good to have enhancement, not a legal necessity, provided that the site itself meets WCAG standards (which the new website meets). Such plugins typically cost between £900–£2,000 per year and, while they can offer extra flexibility for some users, they are not required for compliance. APS' approach to the overall website build ensures that accessibility is built into the core website design, rather than relying on an add-on. The decision to add an accessibility plugin is something that APS and RS can discuss as to its benefits and whether this would be desired or not. UPDATE MAR 26 – NO FURTHER ACTION REQUIRED	Communications Lead	NO FURTHER ACTION

Update 'Our People' page with photos of Chair, Chief Executive and SMT	Website	UPDATE AUG 25 - Communication lead currently reviewing the 'Our People' page and updating the content to include photos of Chair, Chief Executive and SMT. New panel members will be added as soon as they are 'ready to practice'. This will go live on new website. UPDATE OCT 25 – First cohort of new panel members from 2025 added to website. Images of Chair, Chief Executive and Senior Management Team to be added to the 'Our People' section of the website can be done as all photography/headshots exist and APS can add to the page. UPDATE MAR 26 – Website build was delayed and Scott/Rachael only received CMS access on Wednesday 18th March. A new Our People page is part of our working plan and will be completed in April ONGOING INTO 2026/27	Communications Lead	DELAYS TO WEBSITE LAUNCH AND CMS ACCESS (FINALISED IN MARCH 26). TO COMPLETE IN 2026/27
Add a BSL section to website with video content and add BSL	Website	UPDATE AUG 25 - Met with members of the deaf community in July 2025 to discuss the development of BSL content and a BSL section on the website. We are in contact with a videographer who specialises in BSL videos (from	Communications Lead	IN PROGRESS WORK WILL CONTINUE

signing on documents		the deaf community). The first 2 videos will be focused on 'Who we are' and our 'Step by Step guide'. We are also keen to develop a BSL 'dictionary' explaining the meaning of key words we use. We need to explore the cost, as it may be prohibitive, in relation to adding BSL interpretation on our videos (we already have subtitles available). UPDATE OCT 25 – Discussion with Yvonne Waddle about developing our own BSL videos. Due to the resource constraints we will look to develop 2 videos for 2025/26. One will focus on who Redress Scotland are and the other will be framed around our current step by step guide. These will be hosted as a conversation between a member of the deaf community and RS team member with Yvonne as the interpreter. Yvonne has suggested someone outside of Scotland to take part in the videos. UPDATE MAR 26 – delays in contact from external expert. Alternative approach now being explored utilising the existing Redress videos currently available and adding in BSL interpretation. 4 year		INTO 2026/27
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		NCA being drafted to utilise Yvonne's expertise. WORK ONGOING INTO 2026/27 This work will continue throughout the lifespan of Redress Scotland.		
Review FAQs page monthly and update as required	Website	UPDATE AUG 25 - Communications lead and Engagement lead are currently developing content for an FAQ section on the website. This will be available in alternative formats on request. Accessibility action plan has been added into the new P&I x Ops Team Meeting as a rolling item. UPDATE JAN 26 – Initial FAQs writeup has been completed and will be signed off during P&I/Ops Team Day in February UPDATE MAR 26 – Wider team have added to FAQs page. Rachael to take to survivor engagement working group and survivors for feedback. WORK ONGOING INTO 2026/27 This will feed into the wider internal website audit being undertaken by the Comms and Quality Assurance lead(s)	Communications Lead Engagement Lead Operations Team	IN PROGRESS WORK WILL CONTINUE INTO 2026/27
Create an FAQ video and update regularly (this may be costly)	Website	UPDATE AUG 25 - As noted in the recommendation this may be prohibitive due to the cost of developing and then keeping under review video content. To	N/A	COMPLETE

		support this recommendation we will instead be developing an easy read version of the FAQ section, this will be available along with alternative formats on request. UPDATE OCT 25 – Engagement session with Ops and P&I team undertaken to discuss FAQs that arise during discussion with survivors. This will inform a new FAQ section on the website. Once drafted we will engage with survivors to check the FAQs are relevant and helpful. UPDATE JAN 26 – As Above UPDATE MAR 26 – No further action required as FAQ web page will be developed.		
Review web content regularly to ensure it is up to date and accessible	Website	UPDATE AUG 25 - This is already undertaken by the Communication Lead on an informal basis but will now be built into the joint work undertaken by the Operations and Policy and Improvement Team. A formal review will be undertaken twice a year. UPDATE OCT 25 – Formal review of content undertaken by P&I team end SEPT/begin OCT as part of the website review. Old content removed or updated. Next formal review of content due MAR 26.	Policy and Improvement Team Operations Team	IN PROGRESS WORK WILL CONTINUE INTO 2026/27

		UPDATE MAR 26 – Comms and Quality Assurance lead will undertake an internal audit of website and web content. This will enable us to check content for accessibility, simple language, factual accuracy, presentation. Check that links are working, easily identified as links, opening in a new window if going to an external site. Any images or graphics are either not copyrighted or we have permission to use – also that all images have a text description for accessibility purposes. Any other elements such as reports/documents open as expected. ONGOING INTO 2026/27 This work will continue throughout the lifespan of Redress Scotland.		
Create future documents using Microsoft Word accessibility standards and make clear that alternative formats including large print, Braille, audio and BSL are available on request	Documents	UPDATE AUG 25 - Our standard approach will now be to ensure that when drafting documents we utilise and ensure the use of Microsoft Word accessibility standards. We will also make clear on any documents published that alternative formats are available on request. The Communication lead will have overarching responsibility for this being implemented across the organisation. Need to consider whether we need to develop guidance/training for staff on how to implement/support the introduction of this. UPDATE MAR 26 - COMPLETE	All	COMPLETE

		This work will continue throughout the lifespan of Redress Scotland.		
Look into contactscotland-bsl.org - a BSL video interpreting service for all Scottish public bodies and Third sector organisations that enables deaf people to make interpreted video calls to services	Documents	UPDATE AUG 25 -We will contact contactscotland-bsl.org about highlighting their services on our website for people to access their services to support them when contacting us. Contact made – September 25 UPDATE JAN 26 – Follow up email sent. UPDATE MAR 26 – Information on our website now included which links directly to Contact Scotland and its services.	Communications Lead	COMPLETE
Produce easy-read versions of leaflets and other key documents	Documents	UPDATE AUG 25 -We are already in contact with Disability Equality Scotland for them to deliver their Easy Read Development training to the Communications lead, Engagement lead and Quality Assurance lead. Training to take place in March 2026 across two half-day sessions. We will then have the skills and knowledge to develop our own easy-read documents. Alongside this we are currently looking to procure work with Disability Equality Scotland to develop 4 key documents into easy-read versions for us to host on our website. The documents/information pieces we are proposing to be developed into	Communications Working Group Communications Lead Engagement Lead Head of Engagement, Communications and Knowledge	PARTIALLY COMPLETE IN PROGRESS WORK WILL CONTINUE INTO 2026/27

		easy read versions are: decision making; step by step guide; end to end process leaflet and in-person meeting leaflet. This is to ensure that we have accessible easy read versions of key documents available in the interim while we wait for staff to be upskilled UPDATE JAN 26 – Documents are now live on website within Engagement tile of the website UPDATE MAR 26 – Communications Lead, Engagement Lead and Quality Assurance Lead have completed Easy Read course and will now work on producing further Easy Read versions of resources on website. This work will continue throughout the lifespan of Redress Scotland.	Operations Team	
Create blogs that can be shared with survivor support organisations	Awareness Raising	UPDATE AUG 25 - Quarterly themed blogs will be developed and sent to survivor support organisations. These will replace our quarterly newsletter. To be introduced by the 3rd Qtr of the year. These will start in November and focus on the podcasts and AGM. UPDATE MAR 26 – Due to resource capacity in the team we will be starting the blogs in 2026/27 ONGOING 2026/27	Communications Lead Engagement Lead	IN PROGRESS WORK WILL CONTINUE INTO 2026/27

Include people who face barriers to accessing information in survivor engagement sessions	Engagemen t	UPDATE AUG 25 – We already have people who face barriers to accessing information attending our survivor engagements sessions. With the wider work we are planning around making all of our communication accessible to all this will ensure that more survivors who face barriers to accessing information will be aware of and attend our engagement sessions. This is already planned in as part of our engagement work and survivors with accessibility barriers are included in survivor engagement events and engagement. This work will continue throughout the lifespan of Redress Scotland.	Engagement Lead	COMPLETED MARCH 2026
Continue to provide accessibility support tailored to the individual survivors attending online and in-person events	Engagemen t	UPDATE AUG 25 – We already provide accessibility support tailored to the individual survivors attending our online and in-person events and this will continue. We do pre-engagement and post engagement communication on an individual basis with all survivors that sign up to our events to ensure that any barriers to access the events/information are addressed and met in-advance of the events. We are going to formalise how this information is captured as part of our forms sign up process. This work will continue throughout the lifespan of Redress Scotland.	Engagement Lead	COMPLETED MARCH 2026
Continue to consult with and request regular	Engagemen t	UPDATE AUG 25 – We will continue to consult with and request regular feedback from survivors, whether that be at our engagement events, on a	Engagement Lead	COMPLETED MARCH 2026

feedback from survivors		1 2 1 basis as part of wider communication work, or supporting the development of our communication pieces. As part of the revised website we will have a sign up section for survivors to note, through forms, their interest in providing feedback to us. This work will continue throughout the lifespan of Redress Scotland.	Communication Lead	
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