

Accessibility Statement

Accessibility Statement for Leesman Index Survey

This Accessibility Statement applies to the website based [Leesman Index survey](#).

We want as many people as possible to be able to use this survey.

This means you should be able to:

- change colours, contrast levels and fonts using browser functionality
- zoom in up to 200% 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
- interact with most of the website using a screen reader (including recent versions of JAWS, NVDA and VoiceOver)

We have tried to make the questionnaire text as simple as possible to understand including providing support and guidance to organisations providing text for the questions, but these may not meet WCAG expectations in all cases.

If you have a disability, [AbilityNet has advice on making your device easier to use](#).

How accessible this website is

Many of the issues identified in our review process have been immediately addressed and resolved. We are aware that some parts of the questionnaire are not fully accessible. We are working as quickly as we can to improve this that we have identified, working with people with lived experience of disability, in the updated version of this questionnaire to be deployed from August 2026. We are planning to refresh the questionnaire platform at the end of 2026 where we hope unresolved issues will be addressed. Examples include:

- Heading structure is incorrectly applied in a very few areas, including page 1, of the questionnaire, with paragraph text marked up as H1
- Due to the methodology that underpins this questionnaire, rating scales vary throughout the survey, using different numeric ranges across question types.
- The dropdown format used is different for single-item scale questions compared to the radio button format used elsewhere. This is requested by the questionnaire client.

Accessible formats

The questionnaire can be provided in alternative formats including MS Forms, PDF, large print, easy read, audio recording or braille:

- Email accountmanager@leesmanindex.com
- Call +44 (0) 20 3239 5980

We'll consider your request and get back to you in 3 days.

Reporting accessibility problems

We're always looking to improve the accessibility of this website. If you find any problems that are not listed on this page, or you think we are not meeting accessibility requirements, please contact us.

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 website's accessibility

Leesman Index is committed to making its 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 \(WCAG\) version 2.2](#) AA standard, due to the non-compliances listed. Leesman are working on many of these areas and anticipate resolution within the next 12 months.

Non-accessible content

The content listed is non-accessible for the following reasons:

Non-compliance with the accessibility regulations

1. Heading structure is incorrectly applied in some areas of the questionnaire, with paragraph text marked up as H1. This will be reviewed as part of the new platform development in late 2026. (WCAG 2.4.6 Headings and Labels)
2. Rating scales vary across the survey, using different numeric ranges across question types. This is a feature of the survey methodology but is subject to intermittent review along with other aspects of the methodology. (WCAG 3.2 Predictable)
3. Throughout the survey there are some wording choices and question format choices 3.1.5. Reading Level & 3.3.5 Help: Context-Sensitive help is available (WCAG 2.2) that may put cognitive load on some respondents, particularly people with neurodiverse profiles. This will be reviewed as part of the new platform development in late 2026.

Preparation of this Accessibility Statement

This statement was prepared on 5 April 2024 and was last reviewed on 7 July 2026.

This website was last tested on 2 and 8 June 2026. The test was carried out by [Goss Consultancy Ltd](#) (GCL) and included input from representative pan-disability reviewers with lived experience of disability including a user of JAWS.

Using the most recent international WCAG standards and mindful of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 we tested all the pages relating to the questionnaire. Following a scoping discussion with Leesman Index personnel a demonstration questionnaire was provided and appraised by a GCL digital accessibility specialist, with lived experience of disability, using the following general terms as a focus:

- Aesthetic
- Function
- Accessibility
- Navigation

A parallel assessment was undertaken by a number of individuals who have a neurodiverse profile, a user of Assistive Technology who has a visual impairment as well as a specialist provider of Assistive Technology for users who have a visual impairment, who undertook a survey test using Assistive Technology software and screen readers, text to speech software using a varied selection of browsers including 4

Google Chrome, Firefox, Opera and Microsoft Edge and running software on Microsoft 11 operating platforms to mirror the experience of the majority of hardware and software that questionnaire respondents would utilise. Firefox on a OnePlus Android device was also utilised.

What we are doing to improve accessibility

Using the recommendations from prior and recent reports (June 2021 to date) provided by [Goss Consultancy Ltd](#) (GCL) with input from a representative pan-disability group with lived experience of disability, including neurodiversity, visual impairment, long term health and chronic conditions, we are continually working to improve the accessibility of the questionnaire in the order of priority suggested by the pan-disability group. We collaborate regularly with GCL in terms of digital accessibility and inclusive practice more generally annually and for interim advice and guidance provided through dialogue. A copy of recent reports is available upon [request](#).