Niche Technology UK Limited.

Accessibility Statement

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| Date of review | Version of NicheRMS | Date of next scheduled review |
| 01/02/2024 | RMS 6.03.02.12 | 01/02/2025 |



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**Full title:** Niche Technology Accessibility Statement

**Date:** February 01 2024

Introduction

The accessibility regulations (Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018) came into force in the UK for public sector bodies on 23 September 2018. These require websites or mobile apps to be made more accessible by making them ‘perceivable, operable, understandable and robust’.

The Regulations include Intranet and extranet websites which disabled employees working in or with the public sector may use. Public sector mobile apps which are developed for use by the public are covered also but specific defined groups such as employees are not covered by these Regulations.

The Web Content Accessibility Guidelines (known as WCAG) are an internationally recognised set of recommendations for improving web accessibility. By meeting level AA of the WCAG, digital services will meet standard accessibility requirements.

NicheRMS Universal Application version 6.03.06 has been tested against the Web Content Accessibility Guidelines version 2.2 AA standard and Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018, with a goal of WCAG 2.2 Level AA conformance.

Preparation of this Accessibility Statement

Niche Technology has evaluated the accessibility of NicheRMS Universal Application using the following approaches:

* Self-evaluation: Testing was based on general product knowledge and the manual use of assistive technologies such as Microsoft Windows accessibility tools, Narrator, Jaws 2021, Color Contrast Analyzer, Text Help Read and Write. The Microsoft Word and HTML versions of the support documents were used in conjunction with assistive technologies to evaluate the document accessibility.

Accessibility statement

NicheRMS is developed by Niche Technology Inc for use across the globe. Configuration of NicheRMS in local installations is managed by individual forces (or consortiums of forces). Local configuration of NicheRMS can also assist users to improve their user experience. Niche Technology is committed to making our Record Management System accessible, for all users regardless of abilities or disabilities.

Niche Technology welcomes feedback and details of how to contact us are set out in section 4 below.

## 3.1 Review

This accessibility statement will be reviewed when a new version of the Web Content Accessibility Guidelines has been published; new accessibility enhancements have been developed for use by NicheRMS users by Niche Technology; or at every 12 month period whichever is the earlier.

3.2 Compliance Status

The NicheRMS Universal Application is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard with a goal of WCAG 2.2 Level AA conformance.

3.3 Non-compliance with the Accessibility Regulations

NicheRMS does not fully meet the Success Criterion of WCAG 2.1 in the following areas:

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| --- | --- |
| [1.3.3 Sensory Characteristics](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A)  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software**: There are assumptions made in the design of NicheRMS regarding icons that user understand what these icons represents. See below for some examples of icons shape or size that conveys meaning and does not always use labels to describe that element.  this icon to the left means an inline edit, the user will stay on the current page while editing some fields. This icon typically does not have any text or Alt text that a screen reader could read aloud.  this icon means navigate to the full view of a particular entity. This icon typically does not have any text or Alt text that a screen reader could read aloud. The icon assumes the user understand the shape to mean navigate to.  **Additional icons and descriptions** are located in Online user Manuals for description [Reference (sharepoint.com)](https://nicherms.sharepoint.com/sites/DocumentationLearningCenter/Knowledge%20Base/Access%20Knowledge%20Base%20Online/United%20Kingdom%20(UK)/Content/99_Appendix/9904_Reference.aspx?tocpath=Appendix%7C_____4) these are not readily available in the application  **Support Docs:** Support docs includes embedded images as a way of describing application behaviourhowever these embedded images typically do not include Alt text for the embedded images/icons being used. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) **(Level A)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software**: The Software uses colour as a means of indicating mandatory or missing mandatory fields without the use of any additional labels or visual indicators. Some buttons and statuses use colour indicators without other visual indicators. Some examples of these are:  Section shortcut dot colours (images are available in reference document above)  Occurrence records and golden nominal records have section shortcuts on the Navigation side panel that include coloured dots (❶). The meaning of each dot colour is summarised below:   * **Blue:** The section includes some data. * **Grey:** The section does not include any data. * **Black:** The section might have data - you must expand the section to find out. Once expanded, the dot colour should change to blue or grey (based on whether or not it has data). |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) **(Level A)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software:** The purpose of each link can be determined from the link text but there are some issues with programmatically determining link context due to differences in programmed names versus displayed text, lack of Alternative text for images/buttons  Generic names are used programmatically within NicheRMS which can be user defined which can cause a difference in the link context. This mismatch in names can lead to incorrect dictation for assistive technologies.  **Proper Link and Link Context**    **Link without context.** Until the link is activated, all readers are unsure of the function, the person with a disability is not at any disadvantage.    Images/buttons with Label text **(meets requirements)**    Images without Alternate text or Labels **(does not meets requirements)** |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) **(Level A)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software:** Labels are descriptive, predictable and are positioned correctly above or beside controls; however, most mandatory fields only use a yellow highlight to indicate required status. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) **(Level A)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software:** Some controls are generic and are missing elements used to assist user agents identify them.   * Some combo boxes are missing the name attribute (all Search entity combo boxes). * Some edit boxes are missing the name attribute (all Search view edit boxes). * Generic names are being used as name attributes in many cases. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) **(Level AA)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software**: Contrast minimum is supported natively in NicheRMS through [INI configuration].  NicheRMS fully supports using windows High contrast mode. Most settings can be tailored to user specific needs using windows.  NicheRMS does, however, have some custom colours such as a red on white background (number of tasks, task priority, task status) that fails contrast minimum. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) **(Level AA)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software**: NicheRMS supports text resizing through updating the [niche.ini] file. Using the Windows “Make text Bigger” option currently only affects text size in containers such as message boxes and Windows-drawn objects in the application. The Zoom option is not available for resizing of text. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) **(Level AA)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software**: Most images in NicheRMS have text which can be identified by assistive technology. However:   * Some images of text cannot be visually customized to the user's requirements. * Some visual indicators use generic names which makes it virtually unintuitive to assistive technology.   **Support Docs**: No OCR text is provided for scanned images. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) **(Level AA)**  Also applies to: Revised 508 Standards   * **501 (Software)** * **602 (Support Docs)** | **Software**: Error messages do suggest proper response to errors; however, the messages are not always provided in an accessible manner do not always identify fields with a succinct identifier.  When Errors occur in Niche RMS, specifically Business rule validation, the messages will typically only point to the field names with no suggestions on remediation. |

### 3.4 NicheRMS Desktop Application

NicheRMS Desktop is based on a legacy platform with insufficient support for contemporary accessibility features. NicheRMS Desktop remains a supported application, but use is dwindling and it is past active development lifetime. NicheRMS Universal, which this accessibility statement reflects, is the intended successor to NicheRMS Desktop, and is in increasing production use across the UK and globally.

Pursuing further accessibility conformance in NicheRMS Desktop would create a disproportionate burden to meet all the accessibility requirements by utilising a significant amount of resource and decrease our capacity to do other work. Most importantly, such investment would not significantly improve accessibility for disabled users. Niche Technology is opting not to pursue further conformance in the NicheRMS Desktop application due to the age of the application and the availability of newer technology in NicheRMS Universal application. Our Universal Application provides an enhanced experience for users with accessibility needs.

Feedback and contact information

We welcome your feedback on the accessibility of NicheRMS. Please let us know if you encounter accessibility barriers:

**Colin Stanger, Business Support Director**

E-mail: [colin.stanger@nicheRMS.com](mailto:colin.stanger@nicheRMS.com)