

GREATER LONDON AUTHORITY

██████████
(By email)

Our Ref: MGLA171018-5408

09 November 2018

Dear ██████████

Thank you for your request for information which the Greater London Authority (GLA) received on 16 October 2018. Your request has been dealt with under the Freedom of Information Act 2000.

You requested:

What actions have been taken, at what cost by whom in the last 12 months to ensure the authority doesn't become a litigation target as it currently is one of the bottom 25% across UK Local authorities for web accessibility compliance.

Who is the appointed official looking at this subject and what plans are in place to ensure compliance and risks mitigated?

Please find below the information we hold within the scope of your request:

The GLA is working with the Government Digital Service to review our approach to accessibility across the organisation and develop a plan on how we will approach this in the future. This was initiated in response to the new laws that came into force this September, which require the public sector to ensure they take steps to make their websites and mobile apps more accessible.

The aim is to get a full picture of how we currently work across the different teams involved in creating and developing online information and services – and understand the challenges faced by all, so that we can develop a plan to address these. We want to ensure that we not only achieve legal compliance, but build in the necessary practices and expertise to maintain this.

As part of this we are currently carrying out interviews with key people across the organisation, as well as external suppliers and partners where relevant. Insights from these will feed into a co-creation process to develop an accessibility action plan by January 2019. At this stage no costs have been incurred on this project beyond staff time – these will become clear once the review process is complete.

On new development work the focus is on ensuring accessibility requirements are being covered via the procurement process and in testing during the development cycle - in line with legislation which requires new web sites and apps to be compliant by September 2019. Depending on the product, this may involve technical and user testing.

The work is being led by a Digital Product Manager in the Digital team and the person responsible is Martin Chaney, Senior Manager - Digital Transformation.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA171018-5408.

Yours sincerely

Ruth Phillips
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>