Pando Accessibility Statement.

The Pando app is run by Forward Clinical Ltd. We want as many people as possible to be able to use the app.

Compliance status.

The Pando apps for Apple iOS and Android devices, and the Web app online accessed from a browser on your desktop or laptop computer, are partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

How accessible is the Pando App?

In the Pando online Web app and Mobile app, a version of the app you can access from the browser on your desktop or laptop computer, you should be able to:

- change colours, contrast levels and fonts.
- zoom in up to 200% with the text staying visible on the screen.
- navigate using just a keyboard.
- navigate using speech recognition software.
- read using a screen reader, including the latest versions of JAWS, NVDA and VoiceOver.
- touch targets close to minimum size are surrounded by a small amount of inactive space.
- aria targeting is applied for button selection on the majority of screens.

Parts of this Pando app are not fully accessible. For example:

- Not all labels for links and images are available using a screen reader.
- Some underline links of the site are not navigable for colour-blind users.
- Some images do not have good alternative text.
- Some pages have poor colour contrast.
- Some heading elements are not consistent.

How to request feedback and contact information.

In the Pando app for Apple iOS and Android devices, you can use the built-in:

- Apple iOS accessibility settings
- Android accessibility settings

If you need information or give us feedback, send an email to support@hellopando.com

Technical information about accessibility.

As a provider to the NHS, Forward Clinical Ltd is committed to making the Pando app and Website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

How we tested the Pando App.

This Pando Web App and Mobile App have been tested for compliance with the Web Content Accessibility Guidelines V2.1 level A and level AA, and these tests have been carried out internally.

The Web App and IOS and Android apps are built to meet WCAG 2.1, Section 508 of the Rehabilitation Act 82 FR 5790, and WAI-ARIA 1.1. These standards are enforced by using the LightHouse tool and PowerMapper to check scores. Respective scores are 84/100 and with PowerMapper.

There are no Priority 1 issues and 8 Priority 3 issues. LightHouse uses a subset of WCAG 2.1, while PowerMapper conforms to WCAG 2.1 level AA, Section 508 of the Rehabilitation Act - 82 FR 5790 and WAI-ARIA 1.1.

The Priority 3 issues relate to font-sizing which is under the users' control and can be set to whatever they are most comfortable using, and to usages of newer CSS properties that PowerMapper inaccurately references as an issue.

Adjustments for specific disabilities:

For colour blindness (protanomaly, deuteranomaly, tritanomaly) we use a restricted palette that avoids red/green, blue/yellow, blue/green, and violet/red proximity. Text is always a dark black, or dark blue on a white or very light background.

For blindness, we ensure that all images and inputs have suitable metadata that screen-readers can use to indicate where a user is. We also use native inputs that have better support for screen-readers. Textual information is never embedded within images.

For the hearing impaired and deaf, we do not use sound as a primary communication modality currently. All information is conveyed as text or image.

Preparation of this accessibility statement.

This statement was last updated on the 27th of August 2021.

We continually test the Pando apps for accessibility needs. We're also committed to regular audits of the apps by independent specialist assessors.