

Accessibility

We want Rural Payments and Services to be accessible and usable for as many people as possible.

We try to make our site more accessible by using where possible:

- easier-to-read colours
- plain English
- keyboard and screen reader friendly navigation
- video subtitles
- alternative text on images

Feedback

If you cannot access any part of this site or want to report an accessibility problem, please tell us.

You can send feedback directly to: engage.are@gov.scot

Enforcement procedure

The Equality and Human Rights Commission enforces the accessibility regulations (the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018).

If you're not happy with how we respond to your feedback, contact the Equality Advisory and Support Service. They are an independent advice service. They will advise you on what to do next.

Compliance statement

The Scottish Government commits to making its websites accessible in line with the accessibility regulations. This accessibility statement applies to Rural Payments and Services. This statement was prepared on 12/03/2024 and last reviewed on 14/05/2024.

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 (WCAG) A and AA success criteria.

Non-accessible content

Some PDFs and Word documents may not be fully accessible to all users.

Some flow charts may not be accessible. These have limited use on the site and where they are present, plain text accompanies them to display the same information.

We are currently reviewing Rural Payments and Services to ensure hyperlinks and images are accessible. However, there may be hyperlinks or images on some pages that have not yet been changed to ensure they are using correct linking text or alternative text.

Some but not all videos have downloadable video transcripts – we are working to improve this so all videos have transcripts.

Help to get online

Using our online system means you can apply for funding and tell us about changes to your business in a quick and easy way.

We have worked hard to make sure our system is as simple to use as possible but we recognise that everyone has a different level of ability when it comes to using computers and the internet. If you would like help to get started, you can find more information in our Customer Services section, including video guides and details on how you can book a one-to-one session with a member of our staff at your local area office.

[Customer services](#)

[Further support](#)

Further help on viewing websites in a more accessible way, can be found on the BBC website.

[My Web My Way](#)