

Accessibility statement

This accessibility statement applies to the Signals from Helsinki website. The website's address is <https://www.signalsfromhelsinki.fi/fi>.

Legislation applicable to the website

This website was published after 23 September 2018. The website must comply with the accessibility requirements as required by law.

The City of Helsinki's objective

Regarding the City's digital services, the City's objective is to achieve the AA level or higher as defined in the Web Content Accessibility Guidelines, as far as reasonably possible.

Compliance status

This website complies with the critical accessibility requirements at the AA level of WCAG 2.1 but includes the following deficiencies:

Inaccessible content

The content specified below does not comply with all the accessibility requirements set by the law.

Observed deficiencies

- The site has content that has not been assigned an appropriate lang attribute. (3.1.2 Language of Parts)
- The header's buttons are insufficiently described in the mobile view, and the menu cannot be opened by keyboard. (2.1.1 Keyboard, 2.4.3 Focus Order, 4.1.2 Name, Role, Value)
- The site contains inadequately described links. (2.4.4 Link Purpose (In Context))
- Some of the embedded elements on the site are missing the title determination. (4.1.2 Name, Role, Value)
- The site has titles that do not have text content. (1.3.1 Info and Relationships, 4.1.1 Parsing)
- The site has links that open an external site in a new tab without warning. (3.2.4 Consistent Identification)
- Some images on the site have insufficient alt texts. (1.1.1 Non-text Content)
- The site's elements have been designed with HTML marks. (1.3.1 Info and Relationships)

Correction of deficiencies

We will attempt to correct the deficiencies observed so that the website can be used both by keyboard and assistive technologies. The corrective measures require that the operating principles of the current publication system are changed. We will attempt to make the necessary changes as rapidly as possible in connection with a system update.

Access to information in an accessible form

Due to the deficiencies described, you may request inaccessible content from the administrator of this website:

Helsinki City Executive Office, Communications Department, External Communications Unit

E-mail: kaupunginkanslia.viestinta@hel.fi

Creating the accessibility statement

This accessibility statement was created on 15 September 2020.

Accessibility assessment

The accessibility assessment complies with the guidelines of the City of Helsinki and methods that aim to ensure the accessibility of the website at all stages.

Accessibility has been verified through an audit performed by an external specialist and through self-assessment.

Accessibility has been verified using a programmatic accessibility verification and manual inspection of the website and content. The programmatic verification has been carried out using the Siteimprove automatic accessibility testing tool and browser extension.

Updating the accessibility statement

The accessibility of the website will be maintained through constant supervision as the technology or content change, as well as through regular inspections. This statement will be updated in connection with the changes to the website and as accessibility is inspected.

Feedback and contact information

The operator responsible for the website's accessibility:

Helsinki City Executive Office, Communications Department, External Communications Unit

E-mail: kaupunginkanslia.viestinta@hel.fi

Reporting inaccessible content

If a user feels accessibility requirements are not met, they can report this via e-mail to

helsinki.palaute@hel.fi or the feedback form

www.hel.fi/helsinki/en/administration/participate/feedback.

Requesting information in an accessible form

If a user feels they are not receiving the website's content in an accessible form, they may request this information via e-mail to helsinki.palaute@hel.fi or the feedback form

www.hel.fi/helsinki/en/administration/participate/feedback. We attempt to respond to any requests within a reasonable time.

[Legal protection of accessibility, Execution proceedings](#)

If a person feels their report or request has not been responded to or the response is not satisfactory, they may report the matters to the Regional State Administrative Agency of Southern Finland. The website of the Regional State Administrative Agency of Southern Finland has a detailed description of how matters are handled.

Regional State Administrative Agency of Southern Finland

Accessibility Supervision Unit

www.saavutettavuusvaatimukset.fi

saavutettavuus@avi.fi

Telephone exchange: +358 (0)2 95 016 000

Available: Mon–Fri 8:00–16:15

[Accessibility in the City of Helsinki](#)

The City of Helsinki aims to be accessible to all. The City's goal is for all residents to be able move and function in Helsinki with ease, and for all content and services to be accessible to all.

The City contributes to the accessibility of digital services by making publications more consistent and organising accessibility-related training for its employees.

The accessibility level of websites is constantly monitored in the maintenance of the sites. Deficiencies observed are reacted to immediately. We attempt to make the necessary changes as rapidly as possible.

[People with disabilities and users of assistive technologies](#)

The City offers guidance and support to people with disabilities and people using assistive technologies. Support is available on the guidance pages specified on the City's websites and via the phone service.

[Approval of the accessibility statement](#)

This statement was approved on 17 September 2020 by:

Helsinki City Executive Office, Communications Department, External Communications Unit