

Publications
**Website
accessibility
and publishing
guidelines**

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INTRODUCTION

This document written by Aubergine contains a simple set of step-by-step guidelines that explains what website accessibility is and what local (parish and town) councils must do to achieve the required standard of WCAG 2.1AA compliance as required since September 2018 and for implementation by September 2020.

It also contains step-by-step guidelines for local councils who fall under the Transparency Code 2015 for Local Government and Smaller Authorities and what they must publish on their website to meet its compliance.

The guidelines will provide an overview of requirement and serve as a practical reference tool but, where necessary, provide a reference link to the fuller document issued by the government or NALC.

WHAT IS WEBSITE ACCESSIBILITY?

Website accessibility is the practice and application of methods to ensure that a website or mobile application (and the information published on it) is accessible to all users without barriers and specifically for those users with disabilities or impairments that use assistive technology. When websites are constructed badly, this creates exclusion.

The website must meet the needs of those users with disabilities that include, but not limited to:

- impaired vision
- motor difficulties
- cognitive impairments
- learning disabilities
- deafness or impaired hearing

Websites must be coded and published in a way that allows users, whether with the aid of assistive technology such as screen readers and other software and hardware-based technology that helps those with disabilities to use a computer, or through controls within their browser, to access the information on the page. This includes the text, files and documents or other assets published on it.

The website must be able to have its text enlarged and be sufficiently clear, have a good level of colour and contrast and a page layout and navigation that does not present any barriers for users with disabilities or those who use the assistive technology in ways other than by using a monitor, keyboard and mouse.

Website accessibility is not limited to just viewing the website in a computer browser but also the mobile phone experience of the website and any mobile application (an 'app'), too.

For the most part and historically, website accessibility has not been a requirement for any website owner or publisher to meet. However, with the wider

adoption of a more inclusive approach and accessibility for all, website accessibility has been made a legal requirement for all UK Public Bodies to meet since 23 September 2018.

WHAT IS WCAG2.1AA ACCESSIBILITY COMPLIANCE?

The accessible nature of a website is measured according to guidelines and agreed levels of use as set down by the Worldwide Web Consortium (W3C) under the WCAG (Website Content Accessibility Guidelines) Standard – currently at version WCAG 2.1. These guidelines are made up from different levels according to the level of measures that the website needs to include and build on the existing obligations to people who have a disability under the Equality Act 2010 (or the Disability Discrimination Act 1995 in Northern Ireland). These say that all UK service providers must consider ‘reasonable adjustments’ for disabled people.

WCAG 2.1 has 3 ratings, A, AA & AAA. UK Public Bodies need to meet the level WCAG 2.1 AA compliance and this is part of The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 which came into force on 23 September 2018 for compliance no later than September 2020.

A - Minimum level

Without addressing these items, barriers exist that cannot be overcome by assistive technology. This level affects the broadest group with the most benefits and is essential.

AA - More accessible

With the minimum level of support, some barriers will still exist which impact certain groups of users. The criteria at this level establish a level of accessibility which should work with most assistive technology on desktop and mobile devices. Addressing Level AA criteria may impact the look of a page or affect site logic to a greater extent.

AAA - Even more accessible

Some Level AAA criteria cannot be applied everywhere, so level AAA is generally not required. That being said, even meeting level AAA does not make web pages accessible to everyone.

The breadth of WCAG 2.1AA compliance in respect to a website covers many areas, some relate to how it is technically constructed, how the information is presented and the alternative options for users if they cannot access the website’s information in a way that works for them.

WHY WEBSITE ACCESSIBILITY AFFECTS LOCAL COUNCILS

All UK Public Bodies, which includes parish, town, borough and city councils, must comply with the legal requirement to meet the accessible standards of their website. The accessibility regulations build on the existing obligations to people who have a disability under the Equality Act 2010 (or the Disability Discrimination

Act 1995 in Northern Ireland). These say that all UK service providers must consider 'reasonable adjustments' for disabled people.

Moreover, and taking into consideration, at least 1 in 5 people in the UK have a long term illness, impairment or disability. Many more have a temporary disability, so it is the right thing to do to ensure that publicly-funded bodies make their information transparent and accessible.

WHAT IS THE REQUIREMENT?

A council must, regardless of its size, but with the exception of a Parish Meeting, meet the Standard WCAG 2.1AA for its website and the documents it publishes on it.

This must be done whilst adhering to The Transparency Code according to the size of the council (see *What a council must publish on its website under the Transparency Code*)

This includes:

1. A fully compliant website or mobile application meeting WCAG 2.1AA standards
2. A compliant Accessibility Statement and Accessible Document Statement
3. All documents published (or commissioned) by the council to meet accessibility standards

This must be no later than 23 September 2020 (September 2021 for mobile applications).

WHAT A COUNCIL MUST PUBLISH ON ITS WEBSITE UNDER THE TRANSPARENCY CODE

Published by The Department for Communities and Local Government in 2015, The Transparency Code defines clearly what a council must publish on its website for full transparency as a Public Body. The Code is set out in two documents and encompass the following types of Public Body:

- Smaller public bodies and councils with an annual turnover of <£25,000 - this is the Transparency Code for Smaller Authorities (<https://www.gov.uk/government/publications/transparency-code-for-smaller-authorities>).
- Larger Authorities and councils with an annual turnover of >£200,000 - this is the Local Government Transparency Code 2015 (<https://www.gov.uk/government/publications/local-government-transparency-code-2015>).

Whilst there is no specific set of guidelines for those public bodies and councils that fall in between these two financial bands, they are expected to meet the standard of a Larger Authority.

Small parish councils and authorities should publish on their website

- a) All items of expenditure above £100 (see paragraphs 13 - 15 of the full document above)
- b) End of year accounts (see paragraphs 16 and 17 of the full document linked above)
- c) Annual governance statement (see paragraphs 18 and 19 of the full document linked above) (it is recommended 5 years of historical statements are published)
- d) Internal audit report (see paragraphs 20 - 22 of the full document linked above)
- e) List of councillor or member responsibilities and their register or declaration of interest (see paragraph 23 of the full document linked above)
- f) The details of public land and building assets (see paragraphs 24 - 27 of the full document linked above)
- g) Minutes, agendas and meeting papers of formal meetings (see paragraphs 29 and 30 of the full document linked above)

Larger Authorities and councils should publish on their website

The following in addition to those items defined in the smaller authorities list of requirements:

- a) All items of expenditure above £500 (see paragraphs 28 - 29 of the full document)
- b) Government Procurement Card transactions (see paragraph 30 of the full document)
- c) Procurement information (see paragraphs 31 - 32 of the full document), in addition to the following published annually
- d) Local authority land (see paragraphs 35 to 37 of the full document)
- e) Social housing assets (see paragraphs 38 to 41 of the full document)
- f) Grants to voluntary, community and social enterprise organisations (see paragraphs 42 and 43 of the full document)
- g) Organisation chart (see paragraph 44 of the full document)
- h) Trade union facility time (see paragraph 45 of the full document)
- i) Parking account (see paragraph 46 of the full document)
- j) Parking spaces (see paragraph 47 of the full document)
- k) Senior salaries (see paragraphs 48 and 49 of the full document)
- l) Constitution (see paragraph 50 of the full document)
- m) Pay multiple (see paragraphs 51 and 52 of the full document)
- n) Fraud (see paragraph 53 of the full document)

HOW DOES WEBSITE ACCESSIBILITY FIT WITH THE TRANSPARENCY CODE?

As these requirements meet different needs and laws, a Public Body must meet both aspects of compliance. One cannot be at the cost or compromise of the other.

If you are unsure or feel that in doing so may break a law or fail to meet compliance, you should consult NALC.

A STEP-BY-STEP GUIDE

Domain names

If you are a parish council, you can operate from a domain name that has a suffix of .org, co.uk, .com or any TLD (top level domain) that you choose. You do not have to operate using a .gov.uk domain suffix. However, it is preferable as it adds a visible and clear demonstration of authenticity.

The domain name does not determine whether you should comply with website accessibility requirements, or not – it is your organisation being a public body that demands you meet the accessibility guidelines.

However, if you operate from a .gov.uk domain name, as part of the terms for its use as set down by JISC and the Cabinet Office, you must ensure both compliance with current website accessibility guidelines and other criteria.

You must ensure your registrar (the person who looks after the registration of your domain name) is JISC authorised (<https://community.jisc.ac.uk/library/janet-services-documentation/list-registrars>) if using a .gov.uk domain. The service provider should also be Cyber Essentials Certified (<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>).

If you use a .gov.uk domain, you must also ensure to have an email service for the domain as the registration of the domain requires an official contact address, such as clerk@yourparish.gov.uk.

It is also recommended that you subscribe to the free Domain Lock service (<https://surveys.domains.gov.uk/s/GDSRegistryLock>) provided by the Cabinet Office and GDS (Government Digital Service). This will ensure that all changes to your domain name need to be verified with the official at your council by the Cabinet Office and JISC.

Whatever the domain name, you must ensure that the domain is registered (the 'Registrant') in the name of your parish or town council and not in the name of your developer or host. The registrant is the legal owner of the domain and the person who controls the domain.

An aspect of the Transparency Code requires all public bodies must be in full control of the domain and be able to publish and control all official publications itself.

Website hosting

There are no specific requirements relating to either accessibility or Transparency Code compliance. However, as a Public Body, it is your responsibility to ensure that your website host meets a good level of security and best practices.

It is recommended that your web host service provider has attained the Minimum of Cyber Essentials Certification (<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>) which demonstrates that organisation has a documented and tested security and best practice I.T methodology.

It is also encouraged, but not formally required, to operate a strong password level for all logins that are reviewed and changed every six months. In addition, using an extra layer of security on your website through the introduction of 2-factor authentication (https://www.ncsc.gov.uk/cyberaware/home#section_4) in addition to a username and password will improve overall security and reduce unauthorised access to the website's admin area.

Ask your web developer how they meet these requirements and how they can help you operate a safer website.

The website

The website **must conform to WCAG2.1AA Standard** and maintain it.

You must **publish an Accessibility Statement** that conforms to the required standard and is a genuine reflection of your assessment of the website and its contents. As the website will constantly change with new material, the Accessibility Statement should be regularly revisited to ensure it still accurately reflects the accessibility of the website and its content. If you publish directly to .gov.uk, you may also need to **publish an Accessible Documents Statement**. For more information on whether you must publish one of these, visit the Government's Digital Service web page on Accessible Documents (<https://www.gov.uk/government/publications/sample-accessible-document-policy>).

It must **comply with Transparency Code** according to your council's size in terms of what you must publish and how.

Ensure you **publish a Privacy Policy** that relates to any data captured by the website and how your council uses that information. This is a requirement since 25th May 2018 under the GDPR General Data Protection Regulation.

Make sure you have **access to your website's host space, domain name** and you can control the updates.

Make sure **what you publish is accessible** and meets the Standard. If you are unsure, consult your web developer.

Use a website **accessibility checking tool** for day-to-day checking of the website's pages. See later section 'Accessibility Checking Services' for details.

Consider using a WCAG2.1AA compliant website service provider that offer packages that include website, support and best practice guidance.

Content (Text, headings, style formatting, tables, images and links)

The website **must meet WCAG2.1AA standards throughout**. As such, the text used on the page must meet the requirements in terms of size, colour and clarity and must be formatted using HTML that allows the user of assistive technology to have full control over that text so that they can adapt it to suit their needs.

A fully-accessible web page is well-structured with **sequential headings** throughout the page. A separate article on why headings are vital to accessibility and not just styling tools is available from the Aubergine website (<https://www.aubergine262.com/why-headings-and-subheadings-are-vital-to-accessibility-and-are-not-styling-tools/>).

The **text is not over-formatted**; a sparse use of bold, italic, capitalisation and underlines in addition to minimal use of coloured text, using black or very dark grey on a white background where possible.

All images to have an ALT TEXT (Alternative Textual description of the image) to describe the image to those who have visual impairments. Note: most images that are added to a website from a camera will have a file name similar to 'DSC1234.jpg'. This is the default name of image and very often how the ALT TEXT gets displayed unless altered. You must ensure that all images have a clear, simple textual description of the image. Icons, such as arrows and other graphic devices, as well as stock photography should be marked as "decorative" and not given ALT TEXT.

All links through the website, whether to a file, page or other website must describe purpose of the link, for example if you are linking to an accessible PDF of the parish council's minutes from April 2020, the link text to the document should read 'April 2020 Parish Council Minutes (PDF)' or if you are linking to another website, describe the name of the website in the link text, for example 'the local authority website' – thereby informing the user exactly what or where they will have access to if selected.

The use of 'click here', 'read more' or other non-descriptive link texts could render the page non-compliant as they create a barrier to the user.

It is also important to display on the web page if there are links off to another website that may not be accessible. You are not responsible for the content of that site, but you should inform the user.

Tables

One of the most difficult elements of a document or page to make accessible is a table. Historically, these have been used for styling and formatting purposes, particular on Minutes and Agenda documents for a consistent way to format the content. The problem is that a table is notoriously hard for users of assistive technology to navigate their way through. A table, even with table headings, does not pose any form of help or instruction to the user as to which direction they must read the content. A table relies on vision to navigate and as such, creates barriers for those that have sight or motor-related disabilities.

A table is really only recommended for the displaying of numerical information and kept within the original MS Excel format or accessible PDF produced from Excel so that the user can better interact with the file using their assistive technology.

Email

Email services are sometimes also linked to your domain name and also the website. For example, your website may have the web address www.xyzparishcouncil.org.uk and the clerk may use the email address clerk@xyzparishcouncil.org.uk. Alternatively, clerk and councillors may operate from a more generic email service, such as xyzparishcouncil@gmail.com. Both are fine and must be used according to GDPR requirements of a Public Body.

The main emphasis is to ensure that clerk and councillors do not use council-related email addresses for personal use and vice versa.

However, if your council operates from a .gov.uk domain, you are required by JISC and the Cabinet Office to operate a GDPR compliant email service using that domain, e.g. clerk@xyztowncouncil.gov.uk – this is a minimum requirement to maintain the use of a .gov.uk domain.

Accessibility statement

An accessibility statement is a fundamental aspect to ensuring the website is and stays accessible. It is the expression and end result of the assessment of the website and describes the state of the website's accessibility.

In addition to this, it is a place to define where your council can set out your commitment to ensuring you continue to meet its accessibility responsibilities as well as setting out how it (the council) performs regular checks.

It is also a place to define and identify what non-accessible content exists on the site and the reason for it being there along with the process that a user should follow if they require additional support from the council in gaining access to that information.

The Government's Digital Service (GDS) have produced an excellent template that councils can use as a starting point and includes all the areas that need to be

reviewed and considered as part of the assessment and Statement writing process.

The government's Accessibility Statement template can be found on the Government's Digital Service website (<https://www.gov.uk/government/publications/sample-accessibility-statement>).

Accessibility checking methods

The accessibility of a website requires checking using a blend of methods – automatic (using specialised software-based tools) and manual (a human-based check for both experience and real-life usage). For the most part, once a website achieves WCAG 2.1AA compliance, checking a web page regularly using the automatic method (software checking tools) will provide a good ongoing way to ensure the website stays accessible.

The checking services range from free browser-based extensions through to paid-for services by organisations that perform thorough checks of every part of the website and provide a report on the results.

The following provide a selection of popular free and paid-for checking tools services for checking website accessibility compliance with WCAG 2.1AA. It is worth noting these are third party services and tools and by using them you must undertake your own due diligence for suitability and not an endorsement of their abilities:

Free tools:

- Wave by Webaim — <https://chrome.google.com/webstore/detail/wave-evaluation-tool/jbbplnpkjmmeebjijfeglcdilcofh>
- Google Lighthouse Chrome Browser Extension — <https://chrome.google.com/webstore/detail/lighthouse/blipmdconlkpinefehnmjammfjpmpbjk?hl=en>
- Siteimprove Chrome Browser Extension — <https://chrome.google.com/webstore/detail/siteimprove-accessibility/efcfolpjihicnikpmhnmphjhpiclljc>
- Tingtun web page checker — <http://checkers.eiii.eu/>

Paid-for services:

- Popetech — <https://pope.tech/>
- Tenon — <https://tenon.io/>
- Deque — <https://www.deque.com/>

In addition, PDFs can also be checked for their accessibility by using a web browser-based tool, such as:

- Tingtun PDF checker — <http://checkers.eiii.eu/en/pdfcheck/>

Document types

Publishing a document in an accessible format is a requirement for all councils and public bodies. If the document originates from, or has been commissioned by, the council it must meet accessibility requirements.

Documents provided by third parties do not need to meet accessibility standards. However, if a council makes this document available on its website, it must ensure there is a clear notice to the user that the document is not accessible and must provide instruction for the user to request the information from it in another, more accessible format.

This process must be defined in the accessibility statement and any documents that are not accessible are likely to have been discovered as part of the assessment process performed prior to drafting the accessibility statement.

Document types that meet accessibility requirements include:

1. Microsoft Word (MS Word) files (.doc and .docx) can be added to a website provided they have been checked for accessibility. Since 2016, MS Word has included an accessibility checker tool which is simple to use and provides tips and guidance to address any inaccessible elements a document may contain. It is also useful for checking prior to saving as a PDF(A). If the source document (MS Word) has been made accessible, the resulting PDF will maintain that accessible attribute, too.

The pros: High level of accessibility control for users.

The cons: Possible conflicts with newer version file types being added to a website. Requires the user to have a paid-for software (MS Word). Has the potential for security and fraud problems as the file can be downloaded from the website and, whilst it cannot be added back to it by the user, it can be edited and distributed by email or on social media for nefarious purpose purporting to be in the name of the council.

2. PDF files (.pdf) This type of document can be added to a website provided it has been checked for accessibility. The majority of PDFs have been created from an MS Word master and by using the MS Word inbuilt accessibility checking, the resulting PDF will be accessible. Care must be taken when embedding images, formatting (including horizontal lines) and tables in the MS Word master as they will require extra attention and adjustment in order to retain the accessible nature of the document.

PDFs that have been made by someone else that you do not have the master document for will prove very difficult to make accessible.

PDFs made from design programmes are almost certainly not going to be accessible. Design programmes used to create posters, brochures,

newsletters and leaflets do not possess any accessibility tools and so when that document is then made into a PDF, it will not be accessible. This is a particular challenge for councils that produce newsletters but important to consider when commissioning as it is unlikely you will be able to upload it to your website knowing it is not accessible.

Pros: Once the source document is known to be accessible, it is easy to make and does not require paid-for proprietary software to open. Retains all formatting and can be opened by an PDF reader or web browser. Cannot be edited by the viewer.

Cons: PDFs aren't very usable on a mobile device. They may still contain non-accessible elements whilst purporting to be accessible.

3. HTML (.html) This is the native format of most web pages. Provided the web page has been created using accessible formatting and meets WCAG 2.1AA compliance, anyone who uses assistive technology will be able to access the information on the page. It is important to emphasise the need to have a well-structured page, navigation, correct use of headings along with a sparse use of text styling and descriptive link text formatting.

Pros: It is the most accessible format possible. Requires little modification by the user and scales for the mobile experience.

Cons: HTML relies on the website being correctly formatted. Requires potentially large amounts of document text being transferred to a web page.

4. Microsoft Excel (.xls and .xlsx) Most suitable for presenting financial information. The MS Excel application contains limited accessibility tools but can be exported into a PDF. For the same reasons as an MS Word document, caution should be taken when publishing an Excel document on the website as it can be downloaded, edited and distributed without permission.

Pros: The most suitable application for presenting numerical information in an accessible format. Can be exported to a PDF.

Cons: Possible conflicts with newer version file types being added to a website. Requires the user to have a paid-for software (MS Excel). Has the potential for security and fraud problems as the file can be downloaded from the website and, whilst it cannot be added back to it by the user, it can be edited and distributed by email or on social media for nefarious purpose purporting to be in the name of the council.

5. Microsoft Powerpoint (.ppt and .pptx) and Microsoft Publisher (.pub and .pubx) Both these document formats are not suitable for adding to the website. They are neither accessible due to their design-based nature and they require the user to have paid-for proprietary software (MS Office).

What document format should you use on your website?

For a balance between full accessibility and security of the document, having the information in HTML (the webpage itself) presents the most accessible format. This can be augmented by an additional accessible PDF that contains content that has been produced by the council, such as meeting minutes and agendas.

The MS Word or MS Excel file can be added in addition to this but with the notable caution on file security.

FINANCING THE WEBSITE AND ITS ONGOING COSTS

It is recommended that your council ensures there is a sufficient budget included in each year's precept to meet your legal requirements in respect to website accessibility compliance and Transparency Code. The first year set up costs to get a compliant website will be higher than subsequent years and you should ensure you set a budget that includes:

1. A new, compliant website or work to make an existing website compliant
2. Domain name registration
3. Website hosting
4. Website support and help
5. Email services

You may also consider using a WCAG 2.1AA checking service for the first year until such time as you feel more aware of the day-to-day specifics of updating a website in an accessible way.

An article on why councils should budget for good IT services (<https://www.aubergine262.com/council-precepts-and-website-budgets/>) is available on the Aubergine website.

ONGOING CHECKING AND PROCESSES

Meeting accessibility compliance is just the start. It is the council's responsibility that WCAG 2.1AA compliance is maintained. It is recommended that you:

1. Regularly check the website and its pages using WCAG2.1AA checking tools and services.
2. Ensure all documents that are added to the website, such as minutes, agendas, Finance documents and any other file that you produce are accessible.
3. Perform periodical checks on the website's pages that have changed. Consider creating a reporting document in an Excel spreadsheet that records the URLs in the first column and then the recorded date of

checking along with any notes. You can save time by not checking a page that you know has not been edited since the last check.

4. Use free browser checking tools, such as:
 - a. Free Google Chrome browser extension WAVE by Webaim (<https://chrome.google.com/webstore/detail/wave-evaluation-tool/jbbplnpkjmmeebjijfcdilcofh>)
 - b. Free Google Chrome browser extension Lighthouse by Google (<https://chrome.google.com/webstore/detail/lighthouse/blipmdconlkpinefehnmjammfjpmpbjk>)
 - c. Free Google Chrome and Edge browsers Axe Accessibility checker by Deque (<https://www.deque.com/axe/browser%20extensions/>)
5. Fuller paid-for services are also available and include:
 - a. Deque Worldspace Comply (<https://www.deque.com/services/accessibility-audits/>)
 - b. Popetech (<https://pope.tech>)

It is also important that you update your Accessibility Statement with the frequency and method of checking processes.

WHAT DOES THE FUTURE HOLD FOR WEBSITE ACCESSIBILITY?

The WCAG (Website Content Accessibility Guidelines) are always being updated and improved to ensure a better, more inclusive experience for everyone who uses the web. The current law references the requirement to meet the Standard of WCAG 2.1AA, it is likely that incremental changes will be made in order to meet newer versions of the Standard in the future.

This is why it is important that your council understands the reasoning and basis behind good website accessibility and what it means, meets the current standards and has a process in place to continually monitor adherence to those guidelines and any changes that occur.

Inevitably, as technology changes, the guidelines will change to reflect these advancements and as WCAG 2.2 becomes more widely adopted, elements of this may be included in future requirements for public bodies.

WHERE TO GET HELP

You can get help in to understand what your council must do to meet the requirements by approaching any of the following organisations:

- National Association of Local Councils (NALC) — <https://www.nalc.gov.uk>
- SLCC - Society of Local Council Clerks (SLCC) — <https://www.slcc.co.uk>
- Your local county association — <https://www.nalc.gov.uk/about-county-associations>

- Government's Digital Service (GDS) — <https://www.gov.uk/government/organisations/government-digital-service>
- Aubergine — <https://www.aubergine262.com/wcag-compliant-websites-for-public-bodies/>

RESOURCES

- Transparency Code for Smaller Authorities (Annual turnover <£25,000) — <https://www.gov.uk/government/publications/transparency-code-for-smaller-authorities>
- Transparency Code for Larger Authorities (Annual turnover >£200,000) (aka Local Government Transparency Code 2015) — <https://www.gov.uk/government/publications/local-government-transparency-code-2015>
- NALC: The Transparency Code and what councils must publish — <https://www.nalc.gov.uk/our-work/other#transparency>
- Government's official announcement for compliance with WCAG for UK Public Bodies— <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>
- Government's example Accessibility Statement — <https://www.gov.uk/government/publications/sample-accessibility-statement>
- Government's example Accessible Documents Statement — <https://www.gov.uk/government/publications/sample-accessible-document-policy>
- Cabinet Office Domain Lock Service — <https://surveys.domains.gov.uk/s/GDSRegistryLock>
- Cyber Essentials Certification — <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>
- 2-factor authentication and Cyber Aware guidance — https://www.ncsc.gov.uk/cyberaware/home#section_4