# Disproportionate burden assessment for [item/service name]

## GUIDANCE [delete this section]

You can’t claim a disproportionate burden for the whole site. You can only claim for some accessibility problems.

You have to carry out an assessment to justify the burden of fixing something against the benefits of making it accessible. You can’t use arguments about lack of knowledge or time.

If you claim disproportionate burden without evidence, or make a weak case, you could receive a challenge or enforcement, with the Equality and Human Rights Commission getting involved.

The law says that you must take account of relevant circumstances, including the following:

(a) the size, resources and nature of the public sector body concerned; and

(b) the estimated costs and benefits for the public sector body concerned in relation to the estimated benefits for persons with disabilities, taking into account the frequency and duration of use of the specific website or mobile application.

### Common mistakes

* claiming disproportionate burden without conducting an assessment
* mistakenly claiming disproportionate burden for things that could be easily fixed
* only conducting a disproportionate burden assessment in response to a freedom of information request
* claiming that it was decided in a discussion, rather than through documented assessment
* blaming a third-party supplier for any problems

### Further guidance

For further guidance read [Understanding accessibility requirements for public sector bodies - GOV.UK](https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#when-complying-with-accessibility-regulations-might-be-a-disproportionate-burden)

END GUIDANCE]

Assessment for: [item/service name]

URL: [URL]

Assessment completed on: [Date]

## Impact on users

[GUIDANCE: you probably can’t claim disproportionate burden if the questions below are not true. END GUIDANCE]

Our service and information is not specifically aimed at disabled people.

Our service and information does not specifically enable people to participate in general society.

### Impact

[EXAMPLE: the form is a Word document with some locked sections. It has the following accessibility issues that we think will make it difficult for screen reader users to fill in the form:

* No table headers
* Merged cells in the table
* Text aligned within a single cell that will not have the correct reading order
* A broken tab order

END EXAMPLE]

### Numbers affected

Estimate of users affected if we don’t make the information or service completely accessible: [number - EXAMPLE ‘less than 100’]

Source of this data: [source if known - EXAMPLE ‘estimate by the service team based on the number of UK businesses using service].

## The burden that making those things accessible places on your organisation

### Details of the public sector body

Name of the public body: [Enter name]

Nature of the public sector body: [Enter a brief (2 to 3 sentence) description of the public body and what it does.]

Size, resources and budget: [Summarise the total budget of the body, total staff and any other relevant measures of size and scale - this should be for the body in total and not just the digital function or the service itself.]

### Reason for burden

[Give reason why this is a burden - either cost or other types of reason - EXAMPLE:

1. We can’t change this form as it is an EU requirement and the EU VI-1 specimen document is defined in: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32018R0273&from=EN>
2. There is a defined internal process that we cannot change that requires passing versions of the Word document between different parties.

END EXAMPLE]

### Time or cost to make accessible

[Give details - EXAMPLE we would have to research and create a new process for passing a certified version of the form between businesses. We expect that this would need custom software and would cost in excess of £10,000.]

## Decision and claim

### Claim

We claim that it would be a disproportionate burden to make this [add thing - eg page/form/service/screen] accessible.

We have added the claim for disproportionate burden to our accessibility statement.

### Reason

[Explain briefly and in plain English how you took account of relevant circumstances in making the assessment and the decision, including the following:

(a) the size, resources and nature of the public sector body concerned; and

(b) the estimated costs and benefits for the public sector body concerned in relation to the estimated benefits for persons with disabilities, taking into account the frequency and duration of use of the specific website or mobile application.]

### Review date

We will review this assessment on [DATE].

[Guidance DELETE - we recommend that you review it yearly at the same time that you review your accessibility statement or when anything relevant changes.]

## Review and approval

### Legal

[Guidance DELETE - you must have this claim and assessment signed off by the legal officers working for the public body.]

This claim and assessment was checked and approved by the [Name of body] legal officer [Name if allowed] on [Date].

### Sign off by a senior responsible officer

[Guidance DELETE - you must have this claim and assessment signed off by the senior responsible officer on behalf of the public body. This officer must have the right to sign off delegated to them.]

This claim and assessment was checked and approved by the [Name of body] legal officer [Name if allowed] on [Date].

[GUIDANCE - DELETE]

## Storing this assessment and making it available

Teams should be able to provide this assessment within 7 days of it being requested. Everything in the assessment must be made available when requested and you should also be able to provide it in an accessible format or in an alternative format if requested.

We strongly suggest that you store this in a known location and make teams and colleagues aware of its existence.

You should also store the record of approval by legal and by the senior responsible officer.

[END GUIDANCE]

[DELETE] Defra Disproportionate burden assessment template v1.1 5 January 2022 [END DELETE]

ENDS