

## Note to broadcasters and Video-On-Demand Service Providers

### Accessibility Action Plans

Ofcom encourages broadcasters and video-on-demand service (“ODPS”) providers to develop accessibility action plans with a view to continuously and progressively making their services more accessible to people with disabilities.<sup>1</sup> We remind broadcasters and ODPS providers that they are required to notify any such plans to Ofcom.<sup>2</sup>

Action plans should ensure that accessibility considerations are fully embedded within broader product development strategies. They can help to deliver progress both in the availability of accessibility features (such as subtitles, audio description and signing) and in their quality and usability for disabled people.

We encourage you to engage with access service users in identifying priorities for improvement and developing your plans. We recommend that your plans include clearly defined and measurable goals against which you can regularly track progress.

**Ofcom is currently reviewing its [best practice guidelines](#) on providing television access services** (primarily subtitles, audio description and signing) to disabled people. As part of this work, we plan to include advice on best practice in relation to video-on-demand access services, and to take account of the different platforms through which programming is now delivered. **We will consult publicly** on changes to the guidelines in due course but encourage providers to contact us at [accessibility@ofcom.org.uk](mailto:accessibility@ofcom.org.uk) if they wish to share initial views on improving the guidelines.

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<sup>1</sup> This is in line with our statutory duties: see our [TV Access Services Code](#) (2.3) and s368C(2) of the [Communications Act 2003](#).

<sup>2</sup> See our [TV Access Services Code](#) (7.2) and s368D(3)(zza) of the [Communications Act 2003](#).