

HELLO

LAMP POST

Accessibility Statement

Accessibility Statement

Hello Lamp Post Limited is committed to making its digital assistant platform accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This accessibility statement applies only to the Hello Lamp Post digital assistant platform, accessible via **hlpst.app** and via QR codes in public spaces. It does not apply to the Hello Lamp Post website (**hlp.city**).

Compliance status

The digital assistant platform (**hlpst.app**) is partially compliant with the Web Content Accessibility Guidelines (WCAG) version 2.2 AA standard, due to the non-compliances and exemptions listed below.

Non-accessible content

The content listed below is non-accessible for the following reasons:

(a) Non-compliance with the accessibility regulations

Some newer features have introduced compatibility issues with certain screen readers and language selection. This affects WCAG 2.2 success criterion. Our development team is actively resolving these issues.

(b) Disproportionate burden

On iOS devices, zoom functionality is restricted when a text field is given focus. This was implemented to resolve a significant usability issue affecting the core conversation flow. We have assessed this as a proportionate response and are claiming disproportionate burden for this specific non-compliance with WCAG 2.2 success criterion. We will reassess this decision if circumstances change.

Preparation of this accessibility statement

This statement was prepared on **16 March 2026**, following an evaluation of the web app platform using a combination of automated testing tools and manual review by our development team, in addition to results from a prior audit performed by the UK Cabinet Office.

The statement was last reviewed on 24 March 2026.

Feedback and contact information

If you encounter any accessibility issues or need information in a different format, please contact us at:
contact@hlp.city

We will consider your request and aim to respond within **five working days**.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations').

If you are not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).