

## ACCESSIBILITY STATEMENT FOR CVSBEH

### Summary

We at CVS for Broxbourne and East Herts want as many people as possible to be able to use this website; we aim to make our website accessible and usable by people of all abilities and disabilities.

We have carried out an initial snapshot assessment of our website against accessibility standards **WCAG 2.1** and are actively working to increase the accessibility and usability. We are currently updating our website to do this including:

- Improving colour contrast ratio in our website headers
- Ensuring all website text is of a minimum font size 14
- Ensuring all images and hypertext links include an alternative text description
- Making sure that we offer alternative forms of contact
- Checking that key webpages follow the correct heading structure

If you have any questions regarding the accessibility or usability of our website, please contact us through the [contact us](#) email.

If you would like advice on making your device easier to use if you have a disability, get in touch with [AbilityNet](#).

### How accessible this website is:

We know some parts of this website are not fully accessible:

- Our homepage does not follow the correct heading structure
- Our images and hypertext links do not always include an alternative text description
- We do not always offer an alternative method of getting in contact with us, with a tendency towards email as a form of communication
- There isn't sufficient contrast between foreground and background colours in some of our headings

### Feedback and contact information

If you need information on this website in a different format (accessible PDF, large print, easy read, audio recording or braille), please get contact and we will consider your request and get back to you within two days:

- email [admin@cvsbeh.org.uk](mailto:admin@cvsbeh.org.uk)
- call 0300 123 1034

If you cannot view the map on our '[contact us](#)' page, call or email us for directions.

### Reporting accessibility problems with this website

We know that the accessibility of this website needs to be improved and we are working hard to make changes; if you find any problems not listed on this page or think we're not meeting accessibility requirements, email [admin@cvsbeh.org.uk](mailto:admin@cvsbeh.org.uk) with details of the problem and the relevant

member of staff will get back to you as soon as possible. Alternatively, you can phone 0300 111 1250 to report any problems with the accessibility of the website.

## **Technical information about this website's accessibility**

CVS for Broxbourne and East Herts is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### **Compliance status**

This website is partially compliant with the **Web Content Accessibility Guidelines version 2.1** AA standard, due to the non-compliances and exemptions.

### **Non-compliance with the accessibility regulations**

We will be undertaking a full report to examine all website content, but a snapshot report has highlighted some issues. For example, there are some images that do not have a text alternative so people using a screen reader cannot access the information – this fails WCAG 2.1 success criterion 1.1.1.

We are continuing to review our website to ensure that all images have text alternatives; when we publish new content, we will ensure images meet accessibility standards.

### **Disproportionate burden**

We will be refreshing our website in 2022 to ensure that we are fully compliant with the guidelines but as a small voluntary organisation we need to ensure we have the resources to do this.

#### **i. Navigation and accessing information**

Details will be added following a more detailed assessment of the website. Any accessibility issues regarding navigation and accessing information, and the cost of fixing those issues, will be assessed at that time.

#### **ii. Interactive tools and transactions**

Details will be added following a more detailed assessment of the website. Any accessibility issues regarding navigation and accessing information, and the cost of fixing those issues, will be assessed at that time.

### **Content that's not within the scope of the accessibility regulations**

#### **i. PDFs and other documents**

Some of our PDFs and Word documents are essential to providing our services. We plan to either improve the accessibility of these or replace them with accessible HTML pages.

The accessibility regulations **do not require us to fix PDFs or other documents published before 23 September 2018** if they're not essential to providing our services. Any new PDFs or Word documents we publish will meet accessibility standards.

## **ii. Live video**

We do not plan to add captions to any live video streams we may share because live video is **exempt from meeting the accessibility regulations**.

### **What we're doing to improve accessibility**

We are reviewing our website and other forms of communication, including our newsletters, email formats, and design guidelines to meet the WCAG 2.1 guidelines.

We will also be producing guidelines to ensure that all future content – on the website and in other forms of communication – meet the WCAG 2.1 guidelines.

We will refresh the website during 2022.

**March 2022**