

Accessibility Statement for Heads Up Limited CIC

At Heads Up Limited CIC, we are committed to ensure the ease of use of our website for as many disabled and impaired people as possible.

Measures to Support Accessibility

We are aiming to continually improve the user experience for as many website visitors as possible by applying the relevant accessibility standards and listening to the feedback of affected users. We will then aim to make the necessary adjustments to the usability of our website.

Heads Up Limited CIC takes the following measures to ensure accessibility of our <https://headsupcic.org.uk> website:

- We aim to monitor and maintain the accessibility of our web pages & resources and encourage user feedback on usability issues encountered on our site.

Conformance Status

The [Web Content Accessibility Guidelines \(WCAG\)](#) define requirements for designers and developers to improve accessibility for people with disabilities.

It defines three levels of conformance:

Level A,

Level AA, and

Level AAA.

The Heads Up Limited CIC website is conformant with WCAG 2.1 level AA.

- Images have been provided with Alternative Text Descriptions,
- Skip to content link is available on keyboard use.
- Colour contrasts have been optimised to a 4:5:1 ratio.
- Written content has been made readable and understandable.
- Page titles, headers, links and buttons are descriptive.
- Navigation via screen readers, keyboard-only and other modalities is optimised.
- Forms are written to be used with autofill.

- Text doesn't fall "off-screen" when zoom text is applied.
- Our shop pages are keyboard and screen reader user friendly.

We also aim to supply audio descriptions and transcripts for video and/or podcast content in the future.

Feedback

We want your feedback on the accessibility of the Heads Up Limited CIC website. Please let us know if you encounter accessibility barriers on our website so that we can help you and others who may be experiencing the same. You can submit your feedback at:

info@headsupcic.org.uk

We try to respond to feedback within 5 business days.

Compatibility with Browsers and Assistive Technology

The Heads Up Limited CIC website is designed to be compatible with the following browsers and assistive technologies:

- All up-to-date browser versions of Google Chrome, Firefox, Safari, Edge, Opera, IE 11 with assistive technology on recent versions of operating systems (desktop and mobile) mac OS X, Microsoft Windows & Android and Apple iOS.
- Screen readers: NVDA, Windows Narrator and Apple VoiceOver. JAWS has not been tested on this site. We welcome JAWS user feedback if any issues are encountered.

The Heads Up Limited CIC website is not compatible with:

- Any browsers that are older than 3 major versions or mobile operating systems that are older than 5 years.

Technical Specifications

Accessibility of the Heads Up Limited CIC website relies on the following technologies to work with the particular combination of web browsers and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS

- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and Alternatives

Although our website has been designed and developed in accordance with the four WCAG principles – perceivable, operable, understandable, robust – and with a broad spectrum of physical, cognitive and situational limitations in mind, we realise that it cannot cater to all possible conditions.

We would ask that any user affected by limitations should contact us so that we may advise alternatives.

Please contact us if you observe an issue not listed below.

Known limitations for the Heads Up Limited CIC website

PDFs haven't been checked for accessibility. If there are any problems, feedback and request for alternatives should be directed to info@headsupcic.org.uk.

Third-party plugins or third-party software that are installed on this website currently or in the future may not be standards compliant.

Our Shop offers Google Pay as a payment option. Please refer to the Google Accessibility Statement for standards compliance:
<https://www.google.co.uk/accessibility>.

Please note that we are unable to make changes to third-party platforms. This needs to be done by them. We would recommend that you contact us if you require their contact details.

Assessment Approach

Jackdaw Web Design assessed the accessibility of the Heads Up Limited CIC website by the following approaches:

- Two automatic evaluations via <https://wave.webaim.org/> & AXE
- Manual assessment of keyboard navigation
- NVDA and Windows Narrator screen reader testing

Formal Approval of this Accessibility Statement

This Accessibility Statement is approved by:

Heads Up Limited CIC
Carol Grimes, Director

Date of last approval/adjustments made: 7th July 2022.

Formal Complaints

We aim to respond to accessibility feedback within 5 business days and to propose a solution within 10 business days.

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're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).