

Accessibility Statement For SEND and YOU

SEND and You is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This accessibility statement applies to <https://www.sendandyou.org.uk>

This website is run by SEND and YOU. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

We have added accessibility tool [ReachDeck](#) to our website – making our content more accessible with reading and translation support.

Also, [AbilityNet](#) has advice on making your device easier to use if you have a disability.

How Accessible this website is:

SEND and You website has been developed to align with WCAG 2.1 AA accessibility standards.

We know some parts of the website are not fully accessible which we are working to address:

- Some links are not labelled correctly
- Some icons are linked twice
- Contrast of the navigation panel is low contrast
- Some images are not read with screen reader
- Some images are pixelated when magnifying to 300%
- There are two videos without captions this is due to them being in Somali and feedback from these service users did not require captions.

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- Email: support@sendandyou.org.uk
- Call: [0117 9897725](tel:01179897725)

We'll consider your request and get back to you in five working days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact:

- Email: support@sendandyou.org.uk
- Call: [0117 9897725](tel:01179897725)

Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliance(s) listed below.

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What we're doing to improve accessibility

Having identified specific areas to improve we will envisage to work with the web development team to address these.

Preparation of this accessibility statement

This statement was prepared on 07/11/23

It was last reviewed on 08/08/22

This website was last tested on 07/11/23

The test was carried out by G Russell

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