

Accessibility Statement

We want as many people as possible to be able to use the Calderdale Family Hubs website (<https://calderdalefamilyhubs.org.uk/>) to find support, services and information. This includes people of all ages and abilities.

How accessible this website is

We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard, which means:

- You can adjust text size and zoom in to make content easier to read.
- You should be able to navigate most of the site using a keyboard rather than a mouse.
- The site should work with assistive technologies such as screen readers.

However, some parts of the site may not yet be fully accessible.

For example:

- Some images or links may not have full descriptions for screen readers.
- Certain forms or interactive elements may not be easy to use with all devices or assistive tools.
- Third-party content (for example embedded documents or files) may not meet accessibility standards.

We are working to improve these areas.

Feedback and contact

If you find any accessibility issues that are not listed here, or need information in a different format (such as large print, easy-read, audio, braille or British Sign Language), please contact us so we can help:

Email: communications@nhpltd.org.uk

We aim to respond to requests within 10 working days where possible.

Reporting problems

We welcome feedback on how to improve accessibility. If you think the website is not meeting the accessibility standards and are unhappy with our response, you can contact the Equality Advisory and Support Service (EASS), or the Equality and Human Rights Commission (EHRC), who are responsible for enforcing web accessibility regulations in the UK.

Ongoing improvements

We regularly test and update the website to maintain and improve accessibility. As new content and features are added, we aim to ensure they meet accessibility standards.