**Accessibility statement for** [**www.karbonhomes.co.uk**](http://www.karbonhomes.co.uk)

This accessibility statement applies to [www.karbonhomes.co.uk](http://www.karbonhomes.co.uk).

This website is run by Karbon Homes Ltd. 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 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

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

[AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

Translations of this site are provided with the help of the Recite Me toolbar.

To use the toolbar, just click ‘Recite Me’ at the top of the homepage and you’ll be able to select your preferred language. The site will automatically be translated into your chosen language. Because Recite Me is a third-party application, we have no control over any inaccuracies arising from this translation.

### Recite Me toolbar

The Recite Me accessibility and language toolbar allows you to customise the Karbon Homes’ website according to your own preferences.

You can change:

* Language – one of 90 options
* Font size and type
* Colour background and contrast
* Magnification
* Text into audio

The toolbar also offers additional accessibility features:

* Ruler
* Dictionary
* Audio file download

To learn more about the Recite Me toolbar, please read this [**user guide**](http://reciteme.com/user-guide).

**How accessible this website is**

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

* there isn’t always text alternatives for non-text content
* the text will not reflow in a single column when you change the size of the browser window
* you cannot modify the line height or spacing of text
* most older PDF documents are not fully accessible to screen reader software
* some of our online forms are difficult to navigate using just a keyboard
* you cannot skip to the main content when using a screen reader

**Feedback and contact information**

If you need information on this website in a different format:

* email [communications@karbonhomes.co.uk](mailto:communications@karbonhomes.co.uk)
* call our freephone number and ask to be put through to the Communications Team **0808 164 0111**

**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, please email: [communications@karbonhomes.co.uk](mailto:communications@karbonhomes.co.uk)

**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)](https://www.equalityadvisoryservice.com/).

**Technical information about this website’s accessibility**

Karbon Homes Ltd 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](https://www.w3.org/TR/WCAG21/) AA standard, due to the following non-compliances and exemptions listed below.

**Non-accessible content**

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

**Non-compliance with the accessibility regulations**

1. Some images 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 (non-text content).

We plan to add text alternatives for all images by April 2021. When we publish new content we’ll make sure our use of images meets accessibility standards.

1. Some of our forms cannot be presented in different ways without losing information and structure. This fails WCAG 2.1 success criterion 1.3.1 (info and relationships).

We plan to fix this issue by November 2020. When we publish new content we’ll make sure any new forms meet accessibility standards.

1. Some of our content is hard to distinguish due to italics being used. This fails WCAG 2.1 success criterion 1.4.4 (resize text AA).

We plan to use these elements with a non-italic font by November 2020. When we publish new content we’ll make sure any fonts / styles meet accessibility standards.

1. Some of our H2 headers are incorrect and should be labelled H3. This fails WCAG 2.1 success criterion 2.4.6 (headings and labels).

We plan to fix all header issues by November 2020. When we publish new content we’ll make sure headers are labelled correctly to meet accessibility standards.

1. Some of our form elements have multiple labels which can cause confusion which could cause mistakes. This fails WCAG 2.1 success criterion 3.3.2 (labels and instructions).

We plan to remove any multi-labelled elements by November 2020. When we publish new content we’ll make sure forms are labelled correctly to meet accessibility standards.

1. Some of our content contains a parsing issue which could cause assistive technologies to error or crash. This fails WCAG 2.1 success criterion 4.1.1 (parsing A).

We plan to fix all parsing errors by November 2020. When we publish new content we’ll make sure parsing errors are fixed to meet accessibility standards.

**Disproportionate burden**

**Navigation and accessing information**

It’s not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It’s not possible for users to change text size without some of the content overlapping.

**Interactive tools and transactions**

Some of our interactive forms are difficult to navigate using a keyboard.

**Content that’s not within the scope of the accessibility regulations**

**PDFs and other documents**

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) if they’re not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards from April 2021.

**Live video**

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made).

**Preparation of this accessibility statement**

This statement was prepared on 21/09/2020

This website was last tested 04/07/2022. The test was carried out by The Works Digital.As part an annual accessibility review, we identified a set of key pages and templates within the website that provided approximately 95% coverage of all pages within the site. The review was conducted by testing each page individually using the WebAIM WAVE tool (<https://wave.webaim.org/>). The WAVE tool produces a number of structure errors as well as contract errors, it also defines alerts that should be considered for further improvement. After compiling a plan of work based on the errors produced from the review, we executed fixes across the site and the CMS to minimise all accessibility errors where possible. We reduced reported accessibility errors from around 25 on average per page to 2, contrast errors were halved. The remaining errors were considered either detrimental to overall functionality / security of the website or were reported incorrectly by WAVE (i.e. contrast errors on the menu when hidden which are correct when shown). We are reviewing the alerts to form a plan to improve accessibility further.