

Hever Landscapes Ltd

Accessibility Statement

28.08.20

This accessibility statement applies to Hever Landscapes Ltd's website www.heverlandscapes.com. The content on this website is designed for everyone to find, read, and understand. It has some compatibility with assistive technologies. Our aim is to ensure that the website is

- Perceivable
- Operable
- Understandable, and
- Robust

View the site your way

There are a number of customisation options for your browser and device that could help you use this website and other websites more effectively. [AbilityNet](#) provides advice on making your device easier to use if you have a disability.

Feedback and contact information

Please contact us if you have an accessibility query including:

- if you are experiencing issues with accessing information or using the website
- if you find an accessibility problem not listed on this statement
- if you have positive feedback on the accessibility considerations made.

When you contact us there is a process in place that will acknowledge your contact, tell you who is dealing with it and give you a timescale by which you can expect a reply. Please email karl.hever.landscapes@gmail.com or ring 01892-740133.

Alternative formats

If you need information in an alternative format, such as a language other than English, please contact us by emailing karl.hever.landscapes@gmail.com or calling 01892-740133. An English-speaker will take details of what you need and arrange a translation or interpreting service for you. You may need an English-speaking friend or a family member to help you with this.

Complaints process

If you have reported a problem with our website or asked for an alternative format, but you are not happy with our response, please let us know.

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).

Technical information about this website's accessibility

Hever Landscapes Ltd is committed to making this 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 (WCAG) version 2.1 AA standard, due to the non-compliances listed below.

Non-accessible content

We formally test the accessibility of key user journeys that represent the breadth of content across our website on a regular basis against WCAG 2.1 AA standards. Some parts of the website may not work for everyone. Below are known issues that we either need to fix, cannot fix, or do not need to fix right now. If you find something that does not work that we missed, please let us know.

Non-compliance with the accessibility regulations

Below you will see where the website has not been able to comply with regulations and we are working to fix these issues:

Website wide issues

Headings

Unfortunately our website does not support a headings map at this time. We will correct this when we have the technology to assist.

Insufficient alt text

Some images contain text which cannot be read by assistive technology, such as screen readers. Any relevant text is included in the image's alt-text, which is visible to assistive technology. Branded text such as logos, slogans or other marketing messages, may not be included in the alt-text if they are not relevant to what the image is conveying. Images that do not contain sufficiently descriptive alt-text are not compliant with WCAG guideline 1.1.1, and WCAG guideline 1.3.3. We will correct insufficient alt-text over time as we review each page.

Insufficient colour contrast

Some images contain text that does not meet minimum colour contrast requirements. Images with insufficient colour contrast are not compliant with WCAG guideline 1.4.3. We will correct the contrast on these images over time as we review each page.

Image backgrounds

Images with text may be hard to see or understand, due to the colour contrast being affected when CSS is disabled. Images with insufficient colour contrast are not compliant with WCAG guideline 1.4.3. We will correct the contrast on these images over time as we review each page.

Content specific issues

Overlapping and cropped text in tables

Tables may include overlapping or cropped text when viewed through a viewport width of 320 pixels or less: This affects smaller smartphones such as the iPhone SE. This is not compliant with WCAG guideline 1.4.10. We are investigating solutions for this.

Content that is not within the scope of the accessibility regulations

This section covers issues that we do not need to fix right now. The law calls these exemptions.

Disproportionate burden

Compatibility with all aspects of the Web Content Accessibility Guidelines (WCAG) version 2.1 AA is not possible at this time due as our website needs to be upgraded. We hope that this can be done within a reasonable timeframe, we will update you here when we have more information.

Preparation of this accessibility statement

This statement was prepared on 29th June 2020. This website was last tested on 29th June 2020. The test was carried out by Hever Landscapes Ltd.