Group Governance

Accessibility Statement

Version Control

This document will be updated from time to time through our compliance periodic reviews, or where prompted outside of this. Following any changes, the updated version will be circulated and any relevant training will be delivered. For version information please see the footer of page 1.

This Document

This document contains our public statement which is published on our websites in relation to accessibility. For more information on how we ensure our services are accessible please see the Accessibility Policy.

Accessibility Statement

This statement applies to "insert website". This website is run by "insert brand name". We are committed to providing excellent customer service and making our website and services accessible to as many people as possible. When developing and updating our customer journeys we have strict processes in place to ensure that the functionality and any changes we make are done with being as inclusive as possible and delivering the best customer service. By law we must make reasonable adjustments to assist people accessing our service for people who may be disadvantaged by a disability.

Accessing Our Website

"insert brand name" website is compatible with most browsers and you are able to;

- change colours, contrast levels and fonts using browser or device settings
- zoom in up to 400% without the text spilling off the screen
- navigate most of the website using a keyboard or 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.

Accessing Our Services

We can make a number of adjustments to support the use of our services. The below list is not exhaustive, but an indication of the types of adjustments we can make. We can;

- Offer documents in different formats
  - o Digital format
  - o Paper hard copy
  - o Large print
- Help to complete some paperwork needed under our services
  - o Complete a complaint submission
  - o Add your details to our portal
- Communicate with you in your preferred way
  - o Email only
  - o Telephone only
- Speak with third-parties if you ask us to
  - o An advocate
  - o Family member
  - o Carer

If you need to make an adjustment request or have some feedback on the accessibility regarding our services, please contact us.

Downloading Documents

All of our documents are downloadable as a PDF. You will need Acrobat Reader to view PDF documents on our website and downloaded. Most devices come with compatible software installed but, if you do not have or wish to download the latest version you can install from the Adobe website for free.