



Accessibility Statement for Borough Care Website

Borough Care is committed to ensuring our website is accessible to as many people as possible, including those with disabilities. We strive to provide a positive and inclusive digital experience for all users and are continually working to improve accessibility.

Our Commitment

We aim to meet the requirements of the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA wherever possible. Accessibility is an ongoing priority, and we regularly review our website to identify and address any issues.

Accessibility Features

To support accessibility, our website includes:

- Clear, consistent navigation and page structure
- Responsive design for use across devices (desktop, tablet, and mobile)
- Use of plain English to make information easy to understand
- Appropriate colour contrast for readability
- Compatibility with screen readers and assistive technologies

In addition, we use the One Tap accessibility tool, which allows users to customise their browsing experience according to their needs. This tool provides features such as:

- Text size adjustment
- Colour and contrast changes
- Dyslexia-friendly fonts
- Screen masking and reading aids
- Enhanced keyboard navigation options

The One Tap tool can be accessed directly from the website and enables users to tailor the interface without needing additional software.

Ongoing Improvements

We recognise that accessibility is not a one-time effort. We are committed to ongoing monitoring and improvement of our website and digital content, including regular testing and updates.

Known Limitations

Please note that we cannot guarantee the accessibility of third party websites, documents and multimedia content that we may link to.

Feedback and Contact Information

We welcome feedback on the accessibility of our website. If you experience any difficulty or require information in an alternative format, please contact us via email: enquiries@boroughcare.org.uk

We aim to respond to all accessibility enquiries promptly.

Enforcement Procedure

If you are not satisfied with our response, you can contact the Equality Advisory and Support Service (EASS) for further guidance.

Statement Review

This statement was last reviewed on 16th March 2026. We will review and update this statement regularly.