

# Digital accessibility statement

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We want to ensure our services are accessible to everyone who require them and that the information we provide can be adapted to meet individual needs and is culturally appropriate. We are working to enhance the accessibility of our online information and services to meet web standards and guidelines.

## Web standards

All of our websites are audited quarterly against Level AA of the Web Content Accessibility Guidelines (WCAG) 2.2. Our user experience (UX), development and search engine optimization (SEO) principles support this. Their implementation helps ensure that better quality digital properties are being created, and not only for users who may have a disability. We set these requirements out in our plans and testing.

We test against [Web Content Accessibility Guidelines 2.2 \(WCAG\)](#), published by [World Wide Web Consortium \(W3C\)](#).

## Other digital properties

We use the same principles when selecting third-party platforms including:

- Our peer support platform, My Community, which is based on Mighty Networks. You can read about their [approach to accessibility here](#).
- Our donations platform, Fundraise Up. You can read about their [approach to accessibility here](#).

- Our counselling platform, Zanda Health. You can read about [improving visual accessibility here](#)

### **Current status**

We know that parts of our websites are not yet fully accessible and our accessibility roadmap will prioritise work in four broad areas:

1. Readability of our content with clear, understandable language and text alternatives for non-text content.
2. Design of user-interfaces ensuring our websites can be fully navigated by a mouse or keyboard, and meet the diverse needs of our service users.
3. Establishing technical development standards based on best practise.
4. Developing digital accessibility awareness and skills among our staff.

### **Personalising your website experience**

AbilityNet provides advice on making your [computer or mobile device](#) easier to use.

Information is also available from:

- [Apple accessibility](#)
- [Google accessibility](#)
- [Microsoft accessibility](#)

Our main website, [tth.org.uk](http://tth.org.uk), is developed specifically with accessibility in mind and access features are built into site. Please see below for details of how to make the website accessible for you.

With our other websites, we are rolling out the EqualWeb accessibility widget. This appears as a button on the left of the screen and enables users to personalise their experience including being able to read text to speech and adjust content including:

- Scaling
- Readable font, font size, line height, spacing, alignment and text magnifier
- Highlight titles and links
- Colours, contrast and saturation
- Orientation adjustments

*EqualWeb can be opened by clicking the floating button at the bottom left of the screen.*

## Making our website accessible for you

### Text

We aim to write our text as clearly as possible using straight forward language and fonts that are clear and of high contrast. You can resize text using your browser settings or the accessibility widget. We use headings and sub-headings to break up text and to aid screen readers.

### These are common browsers and you make text larger using them:

Using Microsoft Edge on a PC or Mac

1. Click ...
2. Select Accessibility
3. Choose the page zoom you want

Using Internet Explorer on a PC or Mac

1. Go to View
2. Zoom In.

Using Google Chrome for PC

1. Go to Page menu bar at the top right of the page
2. Adjust the zoom.

Using Firefox for PC

1. Go to View
2. Text size and select Increase.

Using Firefox for Mac

1. Go to View
2. Zoom In.

### Images

We are working to ensure all our images have alternative text which describes what is displayed on the screen. This is an on-going piece of work.

## Links

All links written in sentences are clearly displayed in a different colour.

## Navigation

We use consistent navigational aids throughout our websites.

You can use the Tab key to move between links and between parts of a form.

Holding down the Shift key and pressing Tab will move you back up the page.

You can use the Return key to follow a link or to select an option in a form.

The Up and Down keys allow you to select options from drop-down menus.

You can return to the homepage at any time by clicking our logo at the top left-hand corner.

## Downloads

All our information publications are available to download as Adobe PDF files.

To open our PDF files, you will need Adobe Acrobat Reader. You can [download Adobe Acrobat Reader for free](#).

## Page layout

We use CSS (Cascading Style Sheets) to build page layouts which means that pages are well structured and support most assistive technologies.