



## **Willow Family Care Ltd**

Accessibility Statement

**Version:** 1.0

**Effective Date:** July 2026

**Review Date:** July 2027

### **Accessibility Statement**

#### **Our Commitment**

Willow Family Care Ltd is committed to making our website and online information as accessible and inclusive as reasonably possible.

We believe everyone should be able to access information about our services, regardless of disability, age, technology or individual circumstances.

We are committed to continually improving the accessibility and usability of our website and welcome feedback that helps us achieve this.

### **About This Statement**

This Accessibility Statement applies to:

**[www.willowfamilycare.co.uk](http://www.willowfamilycare.co.uk)**

It explains:

- our commitment to accessibility;
- the accessibility standards we aim to follow;

- how to report accessibility issues;
- how to request information in alternative formats.

## **Accessibility Standards**

When developing and maintaining our website, we aim to have regard to the principles of the **Web Content Accessibility Guidelines (WCAG) 2.1**, Level AA, where reasonably practicable for our organisation.

These internationally recognised guidelines are designed to make web content more accessible for people with a wide range of disabilities, including those affecting:

- vision;
- hearing;
- mobility;
- cognition;
- speech;
- neurodiversity.

Accessibility is an ongoing process, and we continue to review our website as it develops.

## **Our Approach**

We aim to ensure that our website:

- is easy to navigate;
- uses clear and understandable language;
- has logical page structures and headings;
- uses sufficient colour contrast where possible;
- supports keyboard navigation where practicable;
- is compatible with modern browsers and devices;
- works with commonly used assistive technologies where reasonably practicable.

## **Alternative Formats**

If you require information in an alternative format, we will consider reasonable requests.

Examples include:

- larger print;
- accessible PDF;
- plain text;
- electronic documents compatible with screen readers.

If another format would better meet your needs, please let us know and we will discuss how we can help.

### **Reporting Accessibility Problems**

We are always looking to improve the accessibility of our website.

If you experience difficulty accessing any information or functionality, please contact us.

When contacting us, it is helpful if you can tell us:

- the page you were trying to access;
- the problem you experienced;
- the device and browser you were using;
- any assistive technology you use (if you are comfortable sharing this).

We will investigate the issue and, where appropriate, make improvements.

### **Children and Young People**

Willow Family Care recognises that some children and young people may require information in formats that are easier to understand.

Where appropriate, we will endeavour to provide information that is:

- written in plain English;
- age appropriate;
- suitable for different communication needs.

We encourage children, parents, carers and professionals to tell us if they require information in another format.

### **Continuous Improvement**

Accessibility is an ongoing commitment.

We periodically review our website and online content to identify opportunities for improvement.

As our website evolves, we will continue to consider accessibility when introducing new pages, documents and online services.

### **Third-Party Content**

Some areas of our website may contain links to external websites or content provided by third parties.

Although we aim to signpost accessible resources, we cannot guarantee the accessibility of websites or services that we do not own or control.

### **Feedback**

We welcome comments about the accessibility of our website.

Your feedback helps us improve the experience for all users.

### **Contact Us**

If you require information in an alternative format or wish to report an accessibility issue, please contact:

#### **Willow Family Care Ltd**

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Data Protection Lead:

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## Review

This Accessibility Statement will be reviewed at least annually and updated where necessary to reflect changes to our website, accessibility improvements or changes in relevant guidance.