Accessibility Statement

2021

Accessibility statement

This accessibility statement applies to http://www.wolverhamptonhomes.org.uk

This website is run by Wolverhampton Homes. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We have rewitten the website text to make it as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- not all videos have captions

What to do if you can't access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email communications@wolverhamptonhomes.org.uk
- call 01902 556789
- talk to us using webchat

We'll consider your request and get back to you as soon as possible.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, please contact communications@wolverhamptonhomes.org.uk, call 01902 556789 or talk to us using webchat.

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

Wolverhampton Homes is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Content outside the scope of accessibility regulations

PDFs and other documents

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services. We will publish new content in HTML instead of pdf format to meet accessibility standards.

This accessibility statement

This statement was prepared on 1 February 2021.

This website was last tested on 1 February 2021. The test was carried out by Prodo and Wolverhampton Homes.

Housing Online Accessibility Statement 2021

Accessibility statement for: [Login (wolverhampton.gov.uk)](). This website is run by Wolverhampton Homes. This accessibility statement applies to NPS Housing Online. It applies to all pages contained within the site.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts, albeit these are not applied to text embedded within images. We would recommend using the 'Text only' version to take advantage of this
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader
- we've also made the website text as simple as possible to understand. AbilityNet has advice on making your device easier to use if you have a disability

How accessible this website is?

We know some parts of this website are not fully accessible:

- there are a number of areas where a screen reader will not fully work, especially when navigation using the tab key
- when increasing the magnification of pages, some of the labels do not show and the text at the base of the page extends and overlaps

Feedback and contact information

This website allows you to view information about your housing services and interact with us. We can provide some of this in a different format for you. If you would like to request this or have any other feedback, please contact us as follows:

- email [communications@wolverhamptonhomes.org.uk]()
- call 01902 556789
- talk to us using webchat.

We'll consider your request and get back to you as soon as possible.
Reporting accessibility problems with this website
We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements.

- email [communications@wolverhamptonhomes.org.uk]()
- call 01902 556789
- talk to us using webchat.

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

Wolverhampton Homes is committed to making its 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 version 2.1 AA standard, due to following non-compliances listed below:

- there are a number of areas where a screen reader will not fully work, especially when navigation using the tab key
- when increasing the magnification of pages, some of the labels do not show and the text at the base of the page extends and overlaps

Non-accessible content

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations

The content listed below is non-accessible for the following reasons:

- when zooming in on the chrome browser some labels disappear
- when zooming in on all browsers the text at the bottom of the page extends beyond the standard styling and overlaps
- when you navigate using the TAB key a number of buttons are not being recognised and communicated by screen readers, which includes back and cancel buttons, login buttons and some general buttons
- the option to skip to the main Content page cannot be found by screen readers when using the TAB key
- viewing a document is not notified by the screen reader
- the lower level menu options under the action button is not notified by the screen reader
- some errors are not being notified by the screen reader
- the calendar / date picker does not work with the screen reader and cannot be navigated to using shortcuts
- password Strength does not have any hint text so the screen reader does not read it correctly
- some hyperlinks are not allowing the screen reader to provide a meaningful description

What we're doing to improve accessibility

The current site is only partially accessible, as per the statement. It is our intention to upgrade this site to the latest version of the software by September 2021 to ensure compliance.

Preparation of this accessibility statement

This statement was prepared 25/06/2021. This website was last tested on 28 August 2020. The test was carried out by Northgate Public Services Ltd personnel and Wolverhampton Homes.

The team tested the most used customer journeys through the website and the different types of page. The testing followed the WCAG 2.1 AA guidelines and considered the needs of users with sight impairment, physical disabilities, hearing impairment and cognitive disabilities.

We tested every page within the site for:

- keyboard (only) access
- magnification of up to 300%
- errors detected by tools such as Codesniffer, Lighthouse or Wave
- access and site usage using voice recognition software
- access and site usage using screen reading tools

The tools used are listed below:

- screen readers: JAWS, NVDA and VoiceOver
- evaluation tools: WAVE, Web Accessibility Toolbar and ARC Toolkit
- other tools: browser zoom tool and Windows Speech Recognition