

Accessibility statement

Making our website accessible for everyone

This accessibility statement applies to the Yorkshire Housing website: www.yorkshirehousing.co.uk. The website is managed by Yorkshire Housing and hosted by Spindogs.

We want everyone to be able to use our website, including people with disabilities or different access needs.

We've built accessibility into our website from the start and continue to improve it so it's easy for everyone to use. We've made good progress, but we know there's still more to do.

Our commitment

We want to be an employer and housing provider of choice. That means making accessibility a part of everything we do.

We're committed to:

- Embedding inclusive design principles in every change we make to our website, guided by best practice.
- Working with website providers who share our commitment to accessibility and inclusion.
- Listening to customer feedback so we keep improving and make our website and services easy to use.

We aim to meet **Web Content Accessibility Guidelines (WCAG) 2.2 AA standards** as a minimum and welcome feedback on how we can keep improving.

On this website you should be able to:

- Understand our content easily.
- Navigate most of the site using a keyboard or speech recognition software.
- Zoom in up to 300% without text spilling off the screen and still navigate the menu bar clearly.
- Change text size, font colour, contrast levels to suit you.

- Watch videos with captions and view images with alt text.
- Return to the top of a page using a keyboard.
- Use a screen reader to listen to most of the site.

If you need help, [AbilityNet](#) has advice on making your device easier to use if you have a disability or access needs.

What we're doing to improve accessibility

We're reviewing our website to find and fix anything that could make it harder to use. Our digital audit is helping us identify and make improvements so the website works better for everyone.

We've also developed new processes to make sure we keep meeting accessibility standards.

1. Accessibility checks for all development releases

We'll check all new content, designs, and developments to make sure they meet accessibility standards.

2. Regular accessibility checking

As we design, build and update the site, we'll regularly do audits and quality checks to make sure no new barriers appear.

3. Involving people with different access needs

We included people with different access needs in the early stages of development and will keep doing this for future improvements.

4. Keeping up to date with accessibility standards

Regularly review updates to the **Web Content Accessibility Guidelines (WCAG)** and other recognised standards, updating our website as needed to stay compliant. We will also work with the **Housing Diversity Network (HDN)** and **EMBED Inclusion** to make sure we follow current accessibility guidance and best practice.

Compliance status

This website partially complies with the **Web Content Accessibility Guidelines (WCAG) 2.2 AA standard**, due to the non-compliance issues listed below.

Non-accessible content

Our website doesn't yet fully meet the **WCAG 2.2 AA standard**.

The most recent accessibility audit found several issues that affect how some people use our site. Some of these problems make it harder for people using screen readers, keyboards or other assistive technology to move around the site. Others affect readability, colour contrast, or navigation.

We're working with our website partner to fix these as part of our ongoing accessibility improvements.

Key areas we're improving

- Accessibility tool: Making our ReciteMe accessibility toolbar easier to find and use.
- Form labels and headings: Making sure every field and heading is properly coded so screen readers can describe them correctly.
- Buttons and icons: Adding clear text labels so users know what each button does.
- Keyboard navigation: Fixing tab order and adding visible focus indicators.
- Skip-to-content link: Adding a quick way for keyboard users to jump straight to the main content.
- Colour contrast and font size: Improving text readability and colour balance across the site.
- Page structure: Replacing layout tables and duplicated links with cleaner, accessible code.
- Video content: We're making sure all new videos include accurate captions and transcripts. *Videos published before 23 September 2020 may not meet these standards, as the regulations don't require us to update them.
- Older content: Reviewing and updating embedded maps, videos and PDFs that don't yet meet accessibility standards.

Feedback and contact information

If you have any feedback about this website, please email:
communications@yorkshirehousing.co.uk.

Reporting accessibility problems with this website

If you find any problems not listed on this page or think we're not meeting accessibility requirements, get in touch with the Yorkshire Housing communications team:
communications@yorkshirehousing.co.uk

Enforcement procedure

The Equality and Human Rights Commission (EHRC) enforces 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, you can contact the Equality Advisory and Support Service (EASS) for advice.

Technical information about this website's accessibility

Yorkshire Housing is committed to making sure that our website meets the *Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018*.

Preparation of this accessibility statement

Accessibility statement created: July 2025

Website audit complete: July 2025 (to WCAG 2.2 AA Standard)

Next review date: June 2026

*We used the Website Accessibility Conformance Evaluation Methodology (WCAG-EM) approach to select a representative sample of pages to test. The most-viewed pages were tested using automated tools and manual checks.