# Accessibility Policy

CODE: ACP24

VERSION: 1

CREATED: NOV24

REVIEW: NOV25

AUTHOR(S): ITS

# Accessibility Policy

## Accessibility Statement

This accessibility statement applies to Sparrow, the owner and operator of the corporate Sparrow Shared Ownership is dedicated to ensuring that this website is accessible to all users, providing a universally enjoyable experience. We are committed to not only achieving this goal but also adhering to all legal and best practice standards for accessibility. Our website is regularly reviewed, and we continuously seek to enhance it with new features and improvements. If you encounter any difficulties accessing our website, please feel free to reach out to us using this email: Sparrowsharedownership@sagehomes.co.uk

You can also visit   AbilityNet  website, which offers a variety of tools and specialised helplines designed to assist users with diverse abilities in optimising their use of digital resources.

Non-Accessible Content

We acknowledge that, despite our dedicated efforts, certain areas of this website may not be fully accessible.

We are actively addressing the following concerns:

- some PDF documents may not be entirely compatible with screen reader software
- navigation of certain pages and online forms may be challenging when using a keyboard
- you might encounter difficulties navigating all pages and forms with a screen reader. If you experience any issues not mentioned above, please reach out to us.

What to do if you encounter accessibility challenges on this website or wish to provide feedback

Should you find it difficult to access information on this website or require it in an alternative format such as accessible PDF, large print, easy read, audio recording, or braille, please contact our customer service centre via email Sparrowsharedownership@sagehomes.co.uk

Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

Non-compliance with the accessibility regulations

Our website currently fails on the following WCAG 2.1 success criterion:

1. Keyboard Accessible

Some of our pages and webforms would not allow a user to complete the form easily using just a keyboard interface.

2. Parsing (G134 - Validating Web pages, G192 - Fully conforming to specifications, H75 - Ensuring that Web pages are well-formed and H88 - Using HTML according to spec).

On some of our content pages, some elements have incomplete start and end tags and some of the page elements are not nested according to their specifications. This means that some user agents or assistive technologies, are unable to accurately interpret and parse the content on our website.

What we're doing to test and improve accessibility

We have added Recite Me to our website. This has a number of options including a language translator. It also enables users to change the format or colours of the website. Recite Me can be accessed via the 'Accessibility tools' link at the top-right of the site if viewing on a desktop or at the bottom of the screen if viewing from a mobile phone.

Our website is still under development to an extent.  We are testing it and evaluating it with the aim of ensuring a full accessibility and compliance with all guidelines and regulations.