

Accessibility Statement

Youth Start Limited

Company Number: 16864238

Registered Office: 370 Osmaston Park Road, Derby, DE24 8FB

Website: youthstart.co.uk

Effective Date

1 January 2026

Last Updated

1 January 2026

Introduction

Youth Start Limited is committed to ensuring that our website (youthstart.co.uk) is accessible to all users, including people with disabilities. We believe that everyone should be able to access information and services online, regardless of their abilities or the technology they use.

This Accessibility Statement explains the accessibility features of our website, the standards we aim to meet, any known limitations, and how you can contact us if you experience accessibility issues.

Our Commitment to Accessibility

Youth Start is committed to:

- Making our website accessible to the widest possible audience
- Meeting recognised accessibility standards and best practice
- Continuously improving the accessibility of our website
- Providing accessible alternatives where necessary
- Responding promptly to accessibility concerns and feedback
- Training our staff on accessibility requirements and best practice

We recognise that accessibility is an ongoing process, and we are committed to making continuous improvements to ensure that our website is accessible to all users.

Accessibility Standards

Youth Start aims to meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard. WCAG 2.1 is an internationally recognised set of guidelines developed by the World Wide Web Consortium (W3C) to make web content more accessible to people with disabilities.

The WCAG 2.1 guidelines are organised around four principles, known as POUR:

Perceivable:

Information and user interface components must be presentable to users in ways they can perceive. This means that users must be able to see or hear content, and content must be presented in different ways without losing meaning.

Operable:

User interface components and navigation must be operable. This means that users must be able to interact with the website using a variety of input methods, including keyboard, mouse, and assistive technologies.

Understandable:

Information and the operation of the user interface must be understandable. This means that content must be readable and predictable, and users must be supported to avoid and correct mistakes.

Robust:

Content must be robust enough to be interpreted reliably by a wide variety of user agents, including assistive technologies. This means that content must be compatible with current and future technologies.

Accessibility Features of Our Website

Youth Start has implemented a range of accessibility features to ensure that our website is accessible to all users.

Navigation and Structure

Clear Navigation:

Our website has a clear and consistent navigation structure. The main navigation menu is located at the top of every page and provides access to all key sections of the website.

Logical Heading Structure:

We use a logical heading structure (H1, H2, H3, etc.) to organise content and make it easier for screen reader users to navigate the page.

Skip Links:

We provide skip links at the top of each page to allow keyboard and screen reader users to skip directly to the main content, bypassing repetitive navigation elements.

Breadcrumb Navigation:

Where appropriate, we provide breadcrumb navigation to help users understand where they are within the website structure and to navigate back to previous pages.

Text and Content

Clear and Simple Language:

We use clear and simple language throughout the website to ensure that content is easy to understand. We avoid jargon and technical terms where possible, and we provide explanations where necessary.

Readable Fonts:

We use readable, sans-serif fonts with appropriate font sizes to ensure that text is easy to read. Users can adjust text size using their browser settings.

Sufficient Colour Contrast:

We ensure that there is sufficient colour contrast between text and background colours to make content readable for users with visual impairments or colour blindness. We aim to meet WCAG 2.1 Level AA contrast requirements (a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text).

Text Alternatives for Images:

We provide alternative text (alt text) for all meaningful images to ensure that screen reader users can understand the content and purpose of images. Decorative images are marked as such so that they are ignored by screen readers.

Links and Buttons

Descriptive Link Text:

We use descriptive link text that clearly indicates the destination or purpose of the link. We avoid vague link text such as “click here” or “read more” without context.

Keyboard Accessible:

All links and buttons on our website are keyboard accessible. Users can navigate through links and buttons using the Tab key and activate them using the Enter or Space key.

Focus Indicators:

We provide clear visual focus indicators for links, buttons, and form fields to help keyboard users see which element is currently focused.

Forms

Clear Labels:

All form fields have clear and descriptive labels that are associated with the correct input field. Labels are visible and positioned close to the input field.

Error Identification and Suggestions:

If a user makes an error when completing a form, we provide clear error messages that identify the error and suggest how to correct it. Error messages are associated with the relevant form field.



Required Fields:

We clearly indicate which form fields are required, using both visual indicators (such as an asterisk) and text labels.

Accessible Form Validation:

We use accessible form validation techniques to ensure that error messages and validation feedback are accessible to screen reader users.

Multimedia

Captions and Transcripts:

We provide captions for all video content and transcripts for audio content to ensure that multimedia content is accessible to users who are deaf or hard of hearing.

Audio Descriptions:

Where appropriate, we provide audio descriptions for video content to ensure that visual information is accessible to users who are blind or have low vision.

Media Controls:

We provide accessible media controls (play, pause, volume, etc.) for all video and audio content, and we ensure that media does not autoplay.

Responsive Design

Mobile Accessibility:

Our website is designed to be responsive and accessible on a range of devices, including desktop computers, tablets, and mobile phones. Content is optimised for different screen sizes and orientations.

Touch Target Size:

We ensure that touch targets (links, buttons, form fields) are large enough to be easily tapped on touchscreen devices.

Assistive Technology Compatibility

Screen Reader Compatibility:

We test our website with screen readers (such as JAWS, NVDA, and VoiceOver) to ensure that content is accessible to screen reader users.

Keyboard Navigation:

Our website is fully navigable using a keyboard alone, without requiring a mouse. This is essential for users who cannot use a mouse due to disability or preference.

ARIA Landmarks:

We use ARIA (Accessible Rich Internet Applications) landmarks to identify key regions of the page (such as navigation, main content, and footer) to help screen reader users navigate the website more efficiently.

Known Accessibility Limitations

While we strive to make our website as accessible as possible, we acknowledge that there may be some limitations. We are committed to addressing these limitations as part of our ongoing accessibility improvements.

Third-Party Content

External Links and Embedded Content:

Our website may contain links to third-party websites or embedded content from third-party providers (such as social media feeds, videos, or maps). We do not have control over the accessibility of third-party content, and we cannot guarantee that it meets accessibility standards. We encourage users to contact the third-party provider if they experience accessibility issues with external content.

PDF Documents

Accessibility of PDF Documents:

Some documents on our website may be provided in PDF format. We aim to ensure that all PDF documents are accessible, with appropriate tagging, alternative text for images, and logical reading order. However, some older PDF documents may not meet current accessibility standards. If you require an accessible version of a PDF document, please contact us, and we will provide an alternative format (such as HTML, Word, or large print).

Legacy Content

Older Content:

Some older content on our website may not fully meet current accessibility standards. We are working to review and update legacy content to improve accessibility. If you experience accessibility issues with older content, please contact us, and we will prioritise updating that content.

Feedback and Contact Information

We welcome feedback on the accessibility of our website. If you experience any accessibility issues or barriers when using our website, please contact us. We will do our best to resolve the issue promptly and to provide accessible alternatives where necessary.

How to Contact Us

Email:

contact@youthstart.co.uk

Telephone:

07470435603

Post:

Youth Start Limited
370 Osmaston Park Road
Derby
DE24 8FB

When contacting us about an accessibility issue, please provide as much detail as possible, including:

- The page or section of the website where you experienced the issue
- A description of the issue or barrier
- The assistive technology or browser you were using (if applicable)
- Any error messages you received

We aim to respond to accessibility feedback within 5 working days and to resolve issues within 14 working days. If the issue is complex and requires more time to resolve, we will keep you informed of our progress.

Alternative Formats

If you require information from our website in an alternative format (such as large print, audio, braille, or easy read), please contact us, and we will do our best to provide the information in a format that meets your needs.

We aim to provide alternative formats within 10 working days of your request.

Enforcement and Complaints

Enforcement Procedure

This Accessibility Statement is prepared in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. While Youth Start Limited is not a public sector body and is therefore not legally required to comply with these regulations, we have chosen to adopt them as best practice to demonstrate our commitment to accessibility.

Complaints

If you are not satisfied with our response to your accessibility feedback or complaint, you may escalate your complaint in accordance with Youth Start's Complaints and Dispute Resolution Policy.

You may also contact the Equality and Human Rights Commission (EHRC) if you believe that we have discriminated against you on the basis of disability. The EHRC is responsible for enforcing the Equality Act 2010.

Equality and Human Rights Commission (EHRC)

Website: www.equalityhumanrights.com

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Testing and Monitoring

Youth Start is committed to regularly testing and monitoring the accessibility of our website to ensure that we continue to meet accessibility standards.

Testing Methods

Automated Testing:

We use automated accessibility testing tools (such as WAVE, Axe, and Lighthouse) to identify accessibility issues. Automated testing helps us to identify common issues such as missing alt text, insufficient colour contrast, and missing form labels.

Manual Testing:

We conduct manual testing to identify accessibility issues that cannot be detected by automated tools. Manual testing includes keyboard navigation testing, screen reader testing, and user testing with people with disabilities.

User Testing:

We involve users with disabilities in testing our website to ensure that it is accessible and usable in real-world scenarios. User testing provides valuable insights into the accessibility and usability of our website.

Monitoring and Review

We monitor the accessibility of our website on an ongoing basis and conduct regular accessibility audits. We review and update this Accessibility Statement at least annually, or whenever significant changes are made to the website.

Accessibility Training

Youth Start is committed to ensuring that all staff members who are responsible for creating, managing, or publishing website content receive appropriate accessibility training.

Training Topics

Accessibility training covers: - Introduction to web accessibility and disability - WCAG 2.1 guidelines and standards - How to create accessible content (text, images, links, forms, multimedia) - How to use accessibility testing tools - How to respond to accessibility feedback and complaints - Legal requirements and best practice

Ongoing Training:

Staff members receive ongoing training and updates on accessibility best practice and new accessibility requirements.

Continuous Improvement

Youth Start is committed to continuously improving the accessibility of our website. We recognise that accessibility is an ongoing process, and we are committed to making regular improvements based on user feedback, testing results, and changes to accessibility standards.

Accessibility Roadmap

Our accessibility improvement priorities include: - Conducting a comprehensive accessibility audit of the entire website - Updating legacy content to meet current accessibility standards - Ensuring that all PDF documents are accessible or providing alternative formats - Improving the accessibility of third-party content and embedded media - Enhancing keyboard navigation and screen reader compatibility - Providing more accessible alternatives for complex content (such as infographics and data visualisations) - Expanding accessibility training for staff members - Involving users with disabilities in website design and testing

We will review and update our accessibility roadmap regularly to ensure that we continue to prioritise accessibility improvements.

Related Policies

This Accessibility Statement should be read in conjunction with the following policies:

- Terms and Conditions
 - Privacy Policy
 - Website Use Policy
 - Equal Opportunities Policy
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Changes to This Statement

We may update this Accessibility Statement from time to time to reflect changes to our website, accessibility standards, or legal requirements. We will notify users of material changes by posting an updated statement on our website.

We recommend that you review this Accessibility Statement periodically to stay informed of our accessibility commitments and any changes.

Acknowledgment

Youth Start Limited acknowledges that accessibility is a fundamental right and that everyone should be able to access information and services online. We are committed to making our website accessible to all users and to continuously improving accessibility based on user feedback and best practice.

If you have any questions about this Accessibility Statement or about the accessibility of our website, please contact us using the contact details provided above.

Contact Information

Youth Start Limited

Registered Office: 370 Osmaston Park Road, Derby, DE24 8FB

Email: contact@youthstart.co.uk

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