

Website Digital Accessibility statement

January 2026



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Accessibility Statement

Berkshire Healthcare NHS Foundation Trust is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This accessibility statement applies to:

- Our main trust website (<https://www.berkshirehealthcare.nhs.uk/>) which covers adults, and children and young people
- Nurseries (<https://nurseries.berkshirehealthcare.nhs.uk/>)
- SHaRON (<http://www.sharon.nhs.uk/>)
- EDTS (<https://edts.berkshirehealthcare.nhs.uk/>)

This accessibility statement does not apply to some other websites and digital tools which are currently being reviewed:

- OpCOURAGE website (<https://www.opcouragesoutheast.nhs.uk/>) – our website to support veterans is being reviewed in another website project
- e-Forms (for example, <https://forms.berkshirehealthcare.nhs.uk/cypf/>) – a collection of our data capture forms are being reviewed as part of another digital project

We launched our new websites in January 2026. During development, we made every effort to adhere fully to WCAG 2.2 AA standards, and in some areas push towards AAA compliance.

We're committed to being transparent with our accessibility approach and have also shared our roadmap to continuous development.

We want as many patients, families, and carers as possible to be able to use our websites. For example, our websites allow you to:

- view page text in Standard or Bigger size
- view any page in a simplified version
- invert page colours and contrast levels using browser or device settings
- zoom in up to 300% without the text spilling off the screen
- navigate the majority of the website using a keyboard
- listen to most of the website using a screen reader (including the most recent versions of NVDA)

We've also made the website text, calls to action, and multimedia as simple as possible to understand, using our brand guidelines which were updated in 2024.

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

Web mcmw.abilitynet.org.uk/

Preparation of this accessibility statement

Full statement review

This statement was prepared in November 2025, when our websites were tested against the WCAG 2.2 AA standard.

Our next full statement review is scheduled for December 2026, with the aim to publish the new statement in January 2027 as part of our annual accessibility statement update.

The full accessibility test was carried out by our internal Digital Marketing Communications Team, with support from our external website provider.

We used a combination of Methods 1 (detailed self-audit) and 2 (third-party review), as outlined by the GDS (GOV.UK) guidance.

Web gov.uk/service-manual/helping-people-to-use-your-service/testing-for-accessibility

Web gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement#decide-how-to-check-your-website-or-app-for-accessibility-problems

The areas tested were chosen based on their perceived popularity with our service users, and core functionality for our websites.

This includes:

- homepages
- service page templates
- condition page templates
- document and news item repository pages
- emergency contact blocks
- content blocks, for rich text, video, and graphics
- contact us pages and forms
- search result page

Feedback and contact information

You can contact our digital team if you have any accessibility issues when using any of our websites, or you have any suggestions about how we can make our websites better for everyone.

Email digital.marcomms@berkshire.nhs.uk

We aim to respond to all public queries within 5 working days.

When you contact us, remember to include:

- A clear explanation of the issue you've found
- The URL link to the page, or a copy of the document
- A screenshot of the issue, if possible

You don't have to provide details of your accessibility needs, or the type of health issue you need support for if you don't want to.

Accessibility and inclusive care

Our care is available to all.

We're making every effort to ensure all our information, guides, videos, and resources are as accessible as possible.

You can find more information on our website

- Information in Multiple Formats: We provide information in BSL videos, large-print documents, Braille, audio recordings, easy-read summaries, email and plain-text versions to meet different communication needs
- Accessible Information Standard: We follow the NHS Accessible Information Standard, which means patient records can flag any required adjustments so staff are aware before your appointment
- e-Health Passport: Patients can share sensory and communication preferences with staff before an appointment using the e-Health Passport, helping us tailor your experience
- Interpretation Services: We fund interpretation for non-English speakers and deaf/hard-of-hearing users, including a BSL telephone line available via NHS 111 from 8 am to midnight

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).

Web equalityadvisoryservice.com/

Technical information about this website's accessibility

Berkshire Healthcare 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

The website has been tested against the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard.

We have selected statement (a). Our websites are fully compliant with the Web Content Accessibility Guidelines version 2.2 AA standard.

Content that's not within the scope of the accessibility regulations (exceptions)

Content

The accessibility regulations do not require us to amend PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

However, we launched a new branding style in early 2024 and currently have a process for updating all our digital resources.

This includes:

- all service guides for patients, carers, and families
- replacing referral forms with new updated PDFs, or digital online form alternatives
- all key documents, including strategies and reports we're required to publish for legal and clinical safety reasons

All new PDF, word, presentation, and spreadsheet documents which are published for the first time on our website will fully meet our branding and digital accessibility guidelines.

Third-party

- TRAC API – we use the Trac jobs website API in our careers section. We make every effort to ensure sizing and button controls are accessible, but it is Trac's responsibility to manage their API system

What we're doing to improve accessibility

We make every effort to consider digital accessibility criteria in all our digital content.

We use a combination of methods, automated and manual, suggested by GOV.UK, W3C, and the broader digital accessibility community.

Manual criteria check

With each new review of our digital accessibility statement, we conduct a full check of our websites against the current AA and AAA criteria and then schedule any necessary updates. This is often done by several members of the team, for validity.

Community Engagement

We regularly seek guidance from our own staff networks and web accessibility panels, and our patient services, which can include Learning Disabilities and Talking Therapies.

This ensures we have a balance of perspectives from those who provide our services, and those receiving care.

Browser tools (automated)

We use a variety of browser extensions to review and test our content accessibility. We aim to use tools which are publicly available and mentioned by GDS, to ensure full transparency and consistency.

GDS approved

- Axe Dev Tools
- WAVE
- SiteImprove

Additional tools

- IBM Equal Access (www.ibm.com/able/)
- AInspector for WCAG (www.opena11y.github.io/ainspector/)

Accessibiliy roadmap

In the spirit of transparency, we have published our digital accessibility roadmap.

We're committed to keeping our website content accurate, relevant, and up to date for all users. As part of our content management approach, we will:

- conduct monthly checks to ensure all external links remain active and relevant
- review and resolve 404 errors on a weekly basis
- carry out an annual, site-wide content review
- update content as part of our business-as-usual processes whenever changes are requested

We take a continuous improvement approach to our website management. This includes enhancing existing functionality and introducing new features to provide value to our users.

This includes:

- providing downloadable transcripts for YouTube videos
- introducing font and colour contrast options designed to support users with dyslexia
- developing easy-read modules to help users with learning disabilities access our content in clearer, more structured sections

When evaluating new functionality, accessibility is a core requirement. All new features will aim to meet WCAG 2.2 AA standards as a minimum and strive toward AAA compliance.

Website Accessibiliy Group

Members of our steering group comprise of digital content creators, representatives from our staff inclusivity networks, carers, and individuals with lived experience of neurodivergence and accessibility challenges.

Our group met monthly during the development of our website and have agreed to meet at least once per quarter as a minimum post-launch from January 2026.

Members are encouraged to review the website, and share their insights during Teams calls, or through our issue tracker.