



RestoreWeb Accessibility Statement



Accessibility Statement for RestoreWeb

This accessibility statement applies to the RestoreWeb platform.

This platform is run by Restore PLC and is designed to be used by as many people as possible. That means you should be able to:

- change colours, contrast levels and fonts using browser or device settings
- zoom in up to 400% without loss of content or the text spilling off the screen
- navigate most of the platform using a keyboard or speech recognition software
- listen to most of the platform using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this platform is

We know some parts of the platform are not fully accessible:

Input boxes and select elements are not correctly labelled

- Heading levels are not in the correct order
- The colour contrast of some content will not be accessible to some users
- There is no skip to main content functionality
- Status messages are not identified by assistive technology

Feedback and contact information

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: oneilsupport@restore.co.uk.

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

- Email: oneilsupport@restore.co.uk
- call 01684 855089

We'll consider your request and get back to you within 14 days.

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 platform's accessibility

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

Compliance status

This platform has been tested against the Web Content Accessibility (WCAG) 2.2 AA standards. This platform is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard, due to the non-compliances and exemptions listed below.

Non-accessible content

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

Non-compliance with accessibility regulations

Colour contrast

The colour contrast of text against a coloured background does not meet the ratio of 4.5:1 across the platform. This fails WCAG 1.4.3 Contrast Minimum Level AA. We plan to make sure the colour contrast meets a 4.5:1 ratio by 30/09/2025. We will make sure that any new content or features meet the accessible contrast ratio.

Keyboard accessible

There are some interactive elements on the platform that are not accessible for keyboard users. This fails WCAG 2.1.1 Keyboard Level A. We plan to fix these elements

and make them accessible for keyboard navigation by 30/09/2025. We will make sure that any new interactive elements added are accessible for keyboard users.

Missing keyboard focus

The Keyboard focus indicator is missing on some interactive elements. This fails WCAG 2.4.7 Focus Visible Level AA. We plan to add keyboard focus indicators to all interactive elements by 30/09/2025. We will make sure that any new interactive features will have clear keyboard focus indicators.

Status messages

Loading states and some confirmation messages are not announced to screen reader users. This fails WCAG 4.1.3 Status message Level AA. We plan to make sure status messages are announced to screen reader users by 30/09/2025. We will make sure that all status messages that are added in the future are announced to assistive technology users.

Associated link text

Some link text does not clearly describe to users what will happen if the link is clicked. This fails WCAG 2.4.4 Link Purpose (in context) Level A. We plan to make sure that link text is clear and descriptive by 30/09/2025. We will make sure that all new links that are added have clear and descriptive link text that describe what each link will do.

Calendar functionality

The date picker calendar functionality is not accessible for screen reader users. This fails WCAG 1.3.1 Info and Relationships Level A and WCAG 4.1.2 Name, Role, Value Level A. We plan to make sure that the interactive calendar functionality can be used by screen reader and keyboard users by 30/09/2025. We will make sure that all new functionality is accessible for assistive technology users.

Zoom to 400%

Some content, including large tables and form elements, does not reflow correctly when the browser is resized to 400% zoom. This fails WCAG 1.4.10 Reflow AA. We plan to make sure that the content on the platform reflows correctly at 400% zoom by 30/09/2025. We will make sure that all new content is available and accessible at 400% zoom.

Section headings

Some headings do not accurately describe the purpose or context of the page. This fails WCAG 2.4.6 Headings and Labels Level AA. We plan to make sure that headings and

labels are clear and descriptive by 30/09/2025. We will make sure that all new headings and labels support users when navigating the platform.

Heading structure

The heading levels on the platform do not currently follow a linear structure. This fails WCAG 1.3.1 Info and Relationships Level A. We plan to make sure that heading levels follow a linear structure by 30/09/2025. We will make sure that all new headings follow the correct heading level structure.

Form labels

The input boxes on the platform are not all correctly labelled meaning the purpose and functionality of the elements could be confusing to assistive technology users. This fails WCAG 1.1.1 Non-text Content Level A, WCAG 1.3.1 Info and Relationships Level A, WCAG 2.4.6 Headings and Labels Level AA and WCAG 3.3.2 Labels or Instructions Level A. We plan to make sure that all interactive elements have associated labels that describe their purpose by 30/09/2025. We will make sure that all new features have an associated form label that describes its purpose.

Empty table headers

Some tables have a missing table header for a column where an action is required. This fails WCAG 1.3.1 Info and Relationships Level A. We plan to add the correct table headers by 30/09/2025. We will make sure that all new tables that are added have table headers in every column.

Changes to content

A JavaScript jump menu is present, meaning when a keyboard user browses a dropdown the page content will change automatically. This fails WCAG 2.1.1 Keyboard (Level A) and WCAG 3.2.2 On Input. We plan to make sure keyboard users can browse the dropdown menu without unidentified changes being made to the content by 30/09/2025. We will make sure that any new elements added to the platform do not make changes to the content without user input.

Disproportionate burden

There are no parts of Restore Web considered "disproportionate burden"

Content that's not within the scope of the accessibility regulations

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.

What we're doing to improve accessibility

We are aiming to complete remedial work by 30/09/2025

Preparation of this accessibility statement

This statement was prepared on 3rd August 2025. It was last reviewed on 4th August 2025.

The platform was last tested on 29th July 2025 against the WCAG 2.2 AA standard.

The test was carried out by Invuse. The most viewed pages and key user journeys were tested using automated and manual testing tools using Google Chrome, Microsoft Edge and Apple Safari.

You can read the full accessibility test report on request.

Restore



Information
Management



Datashred



Relocation



Technology



