

Accessibility

This accessibility statement applies to the website located at the domain memorialfund.org.uk.

[Visit the \[heritagefund.org.uk\]\(http://heritagefund.org.uk\) website for the statement regarding the application portal.](#)

This website is run by the National Heritage Memorial Fund. We want as many people as possible to be able to use this website. For example:

- Navigation has been implemented in a logical and consistent way
- Skip navigation link has been provided
- Content has been written as clearly and simply as possible
- Text size can be changed using the web browser (more information below)
- Headings are clear and use a logical structure
- Links can be understood out of context
- Links open in the same window unless stated otherwise
- Images have alternative text
- Decorative images have null alternative text

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

How accessible this website is

We know some parts of this website are not fully accessible:

- you cannot modify the line height or spacing of text
- the site logo is not editable by admin - though the current alt text of 'Home' should meet requirements
- some older PDF documents are not fully accessible to screen reader software
- our mailing list sign-up form does not currently cater for allowing consent via the use of keyboard
- there are instances of duplicate links where text and images send users to same piece of content

Feedback and contact information

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

- Phone: 020 7591 6044
- Email: digital@heritagefund.org.uk
- Post: 4th Floor, Cannon Bridge House, 25 Dowgate Hill, London, EC4R 2YA

We'll consider your request and get back to you as soon as possible.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact the website manager by emailing digital@heritagefund.org.uk or phoning 020 7591 6044.

Enforcement procedure

In England, Wales and Scotland, 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 \(EASS\)](#).

In Northern Ireland, the Equality Commission for Northern Ireland 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 Commission for Northern Ireland](#).

Contacting us by phone or visiting us in person

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

[Find out how to contact us.](#)

Technical information about this website's accessibility

The National Heritage Memorial Fund 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

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard, due to the non-compliances listed below.

Non-accessible content

Due to certain constraints, we have had to include technologies and features that may cause accessibility issues. These include:

Non compliance with the accessibility regulations

- **Timing adjustable (2.2.1)** - the email sign-up form currently relies on browser validation fields which do not always persist for users. We hope to have native validation in place by December 2025.

Disproportionate burden

Not applicable at the present time.

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

- The site logo utilises text in an image as an essential part of the NHMF brand and is not currently editable. It currently has an alt text of 'Home' which reflects its other function of linking to the site homepage. The W3C advises that images used as logos are exempt from some of the accessibility requirements that apply to other images of text
- Some older PDFs (that are not vital to the application process and predate 23 September 2018) are not accessible
- Social media embeds (third-party applications)
- YouTube (third-party video application), including videos generated by partners
- Grant application system (third-party database)

We are making every effort to overcome these limitations by improving their accessibility and failing that, provide accessible alternatives.

If you need alternative versions to our downloadable documents (such as plain text or Braille) or if you experience any accessibility problems with our site, please [contact us](#).

The National Heritage Memorial Fund does not assume responsibility for third party applications.

Preparation of this accessibility statement

This statement was prepared on 1 December 2020. It was last reviewed on 12 September 2024.

It was tested by conducting an internal audit on the most frequented pages utilising manual and automated techniques (which include WAVE and axe-core browser extensions), and the use of the NVDA screen reader.