

Cardiff and Vale Credit Union Accessibility Statement

This accessibility statement applies to www.cardiffcu.com

The goal of this website is to guarantee the accessibility of its content and services for individuals with disabilities who require additional access support. Resources have been dedicated to enhancing the website's user-friendliness and accessibility, driven by the aligned mission with [Recite Me](#) that every individual deserves to experience and engage with digital content, equally.

Measures to support accessibility

This website takes the following measures to ensure accessibility:

- Include accessibility as part of our mission statement.
- Include accessibility throughout our internal policies.
- Integrate accessibility into our procurement practices.

Conformance status

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. We currently conform with WCAG 2.1 level AA.

Accessibility Efforts & Disclaimer

We remain dedicated to the ongoing enhancement of the accessibility of its website and services. This commitment is rooted in the belief that ensuring a smooth, inclusive, and unrestricted experience for individuals with disabilities is a shared ethical responsibility.

We are always striving to enhance the accessibility of all pages and materials on our website, it's possible that some content has not yet been fully aligned with accessibility standards. This could be attributed to the fact that we may not have identified the most suitable fix to improve a user's experience.

Recite Me Assistive Technology

We want as many people as possible to be able to use our website. To provide additional support to aid a more inclusive user experience we provide the [Recite Me assistive technology tool](#). This Toolbar enables all website visitors to customise their experience through a range of options to suit their online accessibility and language needs.

The Recite Me toolbar provides text-to-speech functionality, fully customisable styling features, reading aids and a translation tool with over 100 languages, including 65 text-to-speech voices and many other features.

This means that when the toolbar is activated by the user they can:

- Listen to the website using text-to-speech functionality

- Customise background, text and accessibility tool colours
- Modify the font, line height or spacing of text
- Zoom in up to 200% without text spilling off the screen
- The text will reflow in a single column when you change the size of your browser window
- Navigate the website using just a keyboard
- Translate the website into a different language
- Download mp3 files of web page text
- View website pages in text-only mode

Reporting Accessibility Problems with this Website

We're always looking to improve the accessibility of our website. If you encounter content that you cannot access, then please contact us on the details below and we will provide you with an accessible alternative.

029 2111 1720 / ccu@cardiffcu.com / Visit us in branch

Any feedback we receive we aim to get back to you within a suitable time. (if a response is requested).

If you are not happy with how we have responded to the issue you have raised with us about the accessibility of our website, then please contact the Equality Advisory and Support Service (EASS). The Equality and Human Rights Commission (EHRC) is responsible for ensuring websites meet accessibility standards.

Third-party content and functionality

We may make use of third-party resources that embed content on our website. Wherever possible we will ensure these are conformant.

Technical Information About this Website's Accessibility

Our organisation is committed to making its website accessible to all visitors, in line with regional regulations and we conform with the WCAG 2.1 (Web Content Accessibility Guidelines 2.1) at level AA.

What we're doing to improve accessibility

Our accessibility journey is continuing. We regularly review our website and its content to identify and fix known issues. We can do this by running a check of our website with the [Recite Me Accessibility Checker](#).

This statement is reviewed at least once a year and updated.