

Accessibility Statement

Prime Community Support Services CIC

Company No. 17432310 | Registered Community Interest Company | Private company limited by guarantee | Registered in England and Wales

How we aim to make primecss.org.uk and our services easier to use.

Effective date: 2 September 2026 **Review:** at least annually and whenever services, law or website functionality materially change.

1. Our accessibility commitment

Prime Community Support Services CIC, Company No. **17432310**, wants as many people as possible to be able to use our website and understand our information. Accessibility is particularly important because some people we support may face disability, language, literacy or digital barriers.

2. What we aim to provide

- Clear headings, plain language and logical page structure.
- Good colour contrast and readable text.
- Keyboard-friendly navigation where supported.
- Alternative text for meaningful images.
- Forms with clear labels and instructions.
- Links that make sense in context.
- Content that works reasonably across desktop, tablet and mobile.
- Alternative ways to contact us where a person cannot use an online form.

3. Standards and testing

We aim to work towards recognised web accessibility good practice, including relevant WCAG 2.2 principles, proportionate to our website and resources. Key pages and forms should be tested before launch and after significant changes.

4. Known limitations

Some third-party content, embedded tools or externally supplied documents may not be fully within our control. Where we become aware of a significant barrier, we will try to provide an accessible alternative.

5. Alternative formats and reporting problems

If you cannot access information or want to report an accessibility problem, contact info@primecss.org.uk. Tell us what you need, the page or document concerned and what format or support would help.

6. Continuous improvement

Accessibility is an ongoing process. We will review feedback, website changes and new content and make reasonable improvements over time.

Organisation details: Prime Community Support Services CIC, Company No. 17432310. Registered Community Interest Company, private company limited by guarantee, registered in England and Wales. Website: primecss.org.uk. Email: info@primecss.org.uk.