Accessibility Statement

Company: Moffatt & Scott Holdings Limited Company No. 16540481
Trading Name: Moffatt Scott
Website: www.moffattscott.com
Statement Date: 4 September 2025
Last Reviewed: 5 August 2026

Our Commitment To Accessibility

Moffatt Scott is committed to ensuring that our website is accessible to everyone, including people with disabilities. We believe that everyone should be able to access information about our property consultancy services easily and independently.

We are continually improving the accessibility of our website to ensure it provides a positive experience for all users and meets the highest standards of accessibility.

Accessibility Standards

Our Target Standards:
We aim to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA standard. These guidelines explain how to make web content more accessible for people with disabilities and improve the user experience for everyone.

Legal Compliance:

- Our accessibility efforts align with:
- Equality Act 2010
- Public Sector Bodies Accessibility Regulations 2018 (best practice)
- European Accessibility Act (where applicable)
- RICS professional standards for client accessibility

Accessibility Features

Navigation and Structure:

- Clear Navigation: Consistent menu structure across all pages
- Logical Headings: Properly structured H1, H2, H3 headings
- Skip Links: Jump to main content functionality
- Breadcrumbs: Clear page location indicators
- Search Function: Easy-to-find site search capability

Visual Design:

- Colour Contrast: High contrast ratios for text and backgrounds
- Readable Fonts: Clear, legible typography throughout
- Scalable Text: Text can be enlarged up to 200% without loss of functionality
- Focus Indicators: Visible keyboard navigation indicators
- Alternative Navigation: Multiple ways to find information

Content Accessibility:

- Alt Text: Descriptive alternative text for all images
- Document Formats: Accessible PDF reports and documents
- Video Content: Captions and transcripts where applicable
- Plain English: Clear, understandable language
- Contact Options: Multiple ways to get in touch

Technical Features:

- Keyboard Navigation: Full site navigation using keyboard only
- Screen Reader Compatible: Works with assistive technologies
- Mobile Responsive: Accessible on all device sizes
- Fast Loading: Optimized for slower internet connections
- Stable Layout: No unexpected changes or auto-playing content

Assistive Technology Compatibility

Our Website Works With:

- Screen Readers: JAWS, NVDA, VoiceOver, TalkBack
- Voice Recognition Software: Dragon NaturallySpeaking
- Magnification Tools: ZoomText, built-in browser zoom
- Alternative Keyboards: On-screen keyboards, switch navigation
- Mobile Accessibility: iOS VoiceOver, Android TalkBack

Browser Compatibility:

- Chrome, Firefox, Safari, Edge (current and previous versions)
- Mobile browsers on iOS and Android
- Internet Explorer 11 (basic support)

CURRENT ACCESSIBILITY STATUS

What We've Achieved:

- Level AA Compliance for most website sections
- Keyboard Navigation throughout the site
- Screen Reader Testing completed
- Colour Contrast meets WCAG standards
- Mobile Accessibility optimized

Areas of Ongoing Improvement:

- Third-Party Content: Some embedded content may have limitations
- Legacy Documents: Older PDF files being converted to accessible formats
- Interactive Features: Continuous testing and refinement
- User Feedback Integration: Implementing suggestions from users

Known Issues And Limitations

Current Limitations:
We are aware of the following accessibility limitations and are working to address them:
1. Some PDF Documents: Older survey reports may not be fully accessible
   - Timeline: Converting to accessible format by 1 Dec 2026
   - Workaround: Contact us for alternative formats
2. Third-Party Map Integration: Google Maps may have limited keyboard navigation
   - Alternative: Full address and directions provided in text
3. Contact Forms: Some advanced form features are being improved
   - Alternative: Phone and email contact always available

Alternative Formats And Support

Document Formats Available:

- Large Print: Available on request
- Audio Format: Available for key documents
- Braille: Can be arranged through specialist services
- Easy Read: Simplified versions of complex documents
- Alternative Languages: Available for our local community

Communication Support:

Email: info@moffattscott.com
Phone: 0151 5599600 (voice calls)
Text Phone: Available on request
Video Calls: Available for consultations
In-Person Meetings: Accessible venue options

How To Request Support

If You Need Help:
Contact us if you:

- Cannot access any content on our website
- Need information in a different format
- Experience any accessibility barriers
- Have suggestions for improvement

Contact Methods:
Phone: 0151 5599600
Email: info@moffattscott.com
Post: Moffatt Scott, Suite 3, 14 Castle Street, Liverpool L2 0NE

Response Time: We aim to respond to accessibility queries within 2 working days.

Feedback And Complaints

We Welcome Your Feedback:
Your input helps us improve accessibility for everyone. Please tell us:

- What accessibility features work well for you
- Any barriers you encounter
- Suggestions for improvement
- Positive experiences you'd like to share

How to Provide Feedback:

Email: info@moffattscott.com (subject: "Website Accessibility")
Phone: 0151 5599600
Online: Use our contact form with "Accessibility" in the message

Formal Complaints:
If you're not satisfied with our accessibility provisions:
1. First Step: Contact us using the details above
2. Formal Complaint: Use our Complaints Handling Procedure
3. External Support: Equality and Human Rights Commission (www.equalityhumanrights.com)

Contact Information

For Accessibility Support:
Moffatt Scott
Suite 3, 14 Castle Street
Liverpool L2 0NE
Phone: 0151 5599600
Email: info@moffattscott.com
Website: www.moffattscott.com

Company: Moffatt & Scott Holdings Limited Company No. 16540481
Professional Standards:
Regulated by: Royal Institution of Chartered Surveyors
RICS Registration: 910890

This accessibility statement demonstrates our commitment to inclusive design and equal access to information for all users.

Last Updated: 5 August 2026
Next Review: March 2027