Accessibility statement

See all updates

We are committed to providing a website that is accessible to all.

Scope of this statement

This accessibility statement applies to the website heritagefund.org.uk.

It does not apply to:

- the beta application portal – funding.heritagefund.org.uk
- our recruitment portal
- our project completion impact survey

These services have separate accessibility statements where applicable.

The National Lottery Heritage Fund is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Using this website

We want as many people as possible to be able to use this website. This means you should be able to:

- change colours, contrast levels and fonts using browser or device settings
- zoom in up to 400% without text spilling off the screen in most areas of the website
- navigate most of the website using a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader
- understand the content because we aim to write in plain English

We have also:

- provided a skip navigation link
- used clear headings with a logical structure
- designed links so that their purpose can usually be understood from the link text
- provided alternative text for informative images
- used empty alternative text for decorative images
- avoided automatically playing audio and video
- provided transcripts or subtitles for audio and video content where available
- made the website available in Welsh through the language option in the website header

AbilityNet has advice on making your device easier to use.

How accessible this website is

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

- some content and controls may be unavailable when the website is viewed at higher zoom levels
- the cookie banner may cover content and keyboard-focused elements at higher zoom levels
- keyboard focus is not visible on part of the News page
- some form controls may not have an appropriate accessible label
- the News page filter contains an unsupported ARIA attribute
- some legacy embedded videos do not have appropriate titles
- some third-party content may not be fully accessible
- some older documents may not be fully accessible

More information about these issues is provided under **Non-compliance with the accessibility regulations**.

Independent accessibility monitoring

The National Lottery Heritage Fund website is independently monitored by Shaw Trust Accessibility Services.

Shaw Trust carries out regular accessibility testing, including testing by people with a range of disabilities, to help identify barriers and improve the accessibility of our website. Findings from these reviews are considered as part of our ongoing website development and accessibility improvement programme.

Accessibility issues identified through Shaw Trust reviews, internal testing and external monitoring activities are added to our development backlog and prioritised for resolution where appropriate.

Feedback and contact information

If you find any problems not listed on this page, or think we are not meeting accessibility requirements, contact us:

- Email: digital@heritagefund.org.uk
- Telephone: 020 7591 6044
- Textphone: 18001 020 7591 6044

If you need information from this website in a different format, such as an accessible PDF, large print, easy read, audio recording or braille, contact us using the details above.

We will consider your request and respond to you.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find an accessibility problem that is not listed in this statement, or believe that we are not meeting the requirements of the accessibility regulations, please contact us using the details under **Feedback and contact information**.

Enforcement procedure

The Equality and Human Rights Commission is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

If you are not satisfied with how we respond to your complaint, contact the Equality Advisory and Support Service.

If you are in Northern Ireland and are not satisfied with how we respond to your complaint, contact the Equality Commission for Northern Ireland.

Contacting us or visiting our offices

If you need accessibility-related information about contacting us or visiting one of our offices, please contact us:

- Email: enquire@heritagefund.org.uk
- Telephone: 020 7591 6044
- Textphone: 18001 020 7591 6044

Technical information about this website's accessibility

The National Lottery Heritage 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

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

Non-compliance with the accessibility regulations

Content and functionality at higher zoom levels

When the website is viewed at 200% zoom and the search panel is expanded, some users cannot access content further down the page.

This affects the Home, Contact Us, About and News pages and does not meet WCAG 2.2 success criterion 1.4.4, Resize Text.

At 200% zoom, the cookie banner can obscure the Privacy link in the footer when it receives keyboard focus. At 400% zoom, focused elements may be hidden from view.

This affects multiple pages and does not meet WCAG 2.2 success criterion 2.4.11, Focus Not Obscured (Minimum).

On the accessibility statement page, the Back to top control can be covered by the cookie banner at 200% and 400% zoom. It is also not accessible using a keyboard.

This does not meet WCAG 2.2 success criteria:

- 1.4.4, Resize Text
- 1.4.10, Reflow
- 2.1.1, Keyboard
- 2.4.11, Focus Not Obscured (Minimum)

We are investigating changes to the search panel, cookie banner and Back to top control. We aim to fix these issues by December 2026.

Keyboard focus on the News page

The keyboard focus indicator is not visible when users move from the Refine control to the first article on the News page.

This does not meet WCAG 2.2 success criterion 2.4.7, Focus Visible.

We aim to fix this issue by December 2026.

Form label on the News page

The search field near the Application portal link on the News page has a label that is hidden in a way that may prevent assistive technologies from identifying the field correctly.

This does not meet WCAG 2.2 success criteria:

- 1.3.1, Info and Relationships
- 4.1.2, Name, Role, Value

We aim to fix this issue by December 2026.

ARIA implementation on the News page

When the Refine panel is expanded, an `aria-expanded` attribute is used on an element that does not support it. Unsupported ARIA attributes can cause problems for people using assistive technologies.

This does not meet WCAG 2.2 success criterion 4.1.2, Name, Role, Value.

We aim to fix this issue by December 2026.

Legacy embedded videos

Some legacy embedded videos do not provide appropriate titles or alternative descriptions. This should mainly affect time-sensitive content published before 2022. More recent videos should include the appropriate information.

This may affect WCAG success criteria 1.2.2 and 1.2.4.

We are reviewing affected legacy content and will update or remove it where appropriate.

Content that is not within the scope of the accessibility regulations

Older PDFs and other documents

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they are not essential to providing our services.

We aim to make new PDFs and documents accessible. Where an inaccessible document is essential to using our services, we will provide it in an accessible format or offer an accessible alternative.

Third-party content

Some parts of the website may include content or functionality provided by third parties that is not funded, developed or controlled by the National Lottery Heritage Fund.

We will work with third-party suppliers to improve accessibility where possible.

What we are doing to improve accessibility

We regularly review the website for accessibility issues and add identified improvements to our website development backlog.

The website is monitored by Shaw Trust Accessibility Services. Identified barriers are considered as part of our continuing accessibility and website development work.

We are also reviewing the findings from the Government Digital Service accessibility monitoring test completed on 22 September 2026. We will update this statement as issues are fixed or if further barriers are identified.

Preparation of this accessibility statement

This statement was prepared on **30 Jul 2019**.

It was last reviewed on **28 September 2026**.

The website was most recently tested on **22 September 2026** against WCAG 2.2 AA. The test was carried out by the Government Digital Service using automated and manual checks on a sample of pages.

The sample included:

- the Home page
- the Contact Us page
- the About page
- the News page

- the accessibility statement
- The National Lottery Heritage Fund Annual Report and Accounts 2024–2025 PDF

The monitoring test found no major accessibility issues in the Annual Report and Accounts 2024–2025 PDF.

We also carry out continuing accessibility monitoring and review through our accessibility assessment and development processes.