

Accessibility statement for project completion impact survey

[See all updates](#)

This accessibility statement applies to the project completion impact survey.

The survey is run by The National Lottery Heritage Fund, using the third-party software SmartSurvey.

We want as many people as possible to be able to use this survey. For example, that means you should be able to:

- listen to the survey using a screen reader, and for some screen readers (eg NVDA or JAWs) fill out the survey in forms/focus mode
- navigate the survey using only a keyboard
- use high contrast mode in Windows

This survey has been built only using question types that SmartSurvey has identified as [fully WCAG 2.2 AA compliant](#).

We've also made the survey text as simple as possible to understand.

[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 survey are not fully accessible:

- you cannot modify the line height or spacing of text
- you cannot skip to the main content when using a screen reader
- some elements have insufficient colour contrast making them difficult to read

Feedback and contact information

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

insight@heritagefund.org.uk.

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

- Email: insight@heritagefund.org.uk
- Phone: 0161 200 8474

We'll consider your request and get back to you in 10 working days.

Enforcement procedure

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](#).

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

SmartSurvey forms are partially compliant with the Web Content Accessibility Guidelines (WCAG) version 2.2 AA standard, due to the non-compliances listed in the non-accessible content section.

For information on how accessible SmartSurvey forms and surveys are, see the [SmartSurvey accessibility statement](#).

Non-accessible content

Some content in SmartSurvey forms is not accessible. As the SmartSurvey is third-party software, we are unable to directly fix the issues.

Non-compliance with the accessibility regulations

Some content and question types in SmartSurvey surveys and forms do not fully comply with the accessibility regulations.

See [SmartSurvey's accessibility statement](#) for detailed information.

Where possible, the Heritage Fund will work with SmartSurvey to limit these issues.

What we're doing to improve accessibility

SmartSurvey are working to improve accessibility features in each new release of the software.

We will identify accessibility issues and inform SmartSurvey.

Improvements SmartSurvey are working on include:

- making the next major release of the codebase fully WCAG 2.2 AA compliant
- removing layout tables when SmartSurvey's codebase is updated
- improving the accessibility of date, slider scale, ranking and searchable dropdown question types
- improving the accessibility of standard survey themes

- conducting testing, including further testing with expert users and speech recognition testing
- making continuous improvements and inviting feedback from users with access needs

SmartSurvey has published [advice for screen reader users on completing its surveys](#) on its website.

This accessibility statement will be kept up to date, to reflect any issues identified or changes made to the SmartSurvey software.

Preparation of this accessibility statement

This statement was prepared on 19 March 2026.

It was tested internally – utilising manual and automated techniques (which include WAVE and axe-core browser extensions), and the use of the NVDA screen reader.