

Accessibility Statement

Working towards WCAG 2.2 Level AA | Updated 12 October 2026

Current status: RFTUK has not established through a complete independent audit that all pages and services meet WCAG 2.2 AA. This is a statement of our target and approach, not a certification of full compliance.

1. Who this statement covers

This statement covers public information pages, campaigns, forms, member and subscriber services, the Parent Contribution Service (PCS), downloadable documents and other digital tools controlled by Right First Time UK Ltd (RFTUK).

Some linked or embedded services are operated by other organisations. We aim to choose accessible options and provide alternative routes where reasonable, but cannot directly change third-party systems.

2. Our commitment and current position

We want our services to be usable by as many people as possible, including disabled people, neurodivergent people, people with communication or processing differences and users of assistive technology.

We are working towards the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA. We have not established through a complete independent audit that every page or tool meets that standard, and we do not claim full compliance.

Accessibility is an ongoing part of website development. We prioritise barriers that prevent access to essential information or services.

3. How we aim to make the site accessible

When developing or improving pages and tools, we aim to:

- Enable keyboard use, visible focus and clearly labelled controls.
- Provide readable text, useful headings, sufficient contrast and meaningful alternative text for informative images.
- Support mobile screens, text enlargement and normal browser zoom without unnecessary horizontal scrolling.
- Use clear form labels, helpful error messages and enough time to complete tasks.
- Present information in manageable sections and written formats suited to different cognitive and communication needs.
- Provide captions, transcripts or equivalent information for content we produce where reasonably practicable.
- Avoid making essential public information available only through an interactive game, chart or other difficult-to-use feature.

4. Documents, media and external services

We aim to make new PDF and other downloadable documents readable and appropriately structured. Some older, scanned or third-party documents may be difficult to access. Please ask us for an alternative version if needed.

Video players, social-media embeds, maps, payment services and other third-party content may have accessibility limitations. We will consider an explanation, direct link or alternative route where we reasonably can.

5. Possible accessibility barriers

Because our website and apps are still developing, barriers may exist on older pages, complex tables or interactive tools, some forms, external embeds and historical documents. The exact extent of these issues has not yet been established by a complete site-wide audit.

If you report a barrier, we will assess its effect, available fixes and whether an accessible alternative is needed. Please do not assume every feature has already been tested to WCAG 2.2 AA.

6. Requesting an alternative format or adjustment

If a page, document or process is difficult to use, you may request an alternative or reasonable adjustment. Depending on the circumstances, this might include plain text or HTML, larger text, a written explanation, extra processing time or another practical communication method.

We will consider requests fairly and reasonably, although not every format or technical adjustment can always be supplied immediately.

7. Reporting an accessibility problem

Use the RFTUK contact form at <https://rightfirsttimeuk.com/contact-us.php> and explain that your message concerns accessibility. You may also request help accessing an RFTUK document or service.

It helps to tell us the page address, what went wrong and what would help. Device or browser details are useful if known, but are not required. You do not need to give a diagnosis or medical evidence simply to report a problem.

8. How we respond and complaints

We aim to acknowledge and review accessibility reports within a reasonable time, with priority for issues affecting essential information, forms, membership, safeguarding or other important services.

If a fix will take time, we will consider whether information or assistance can be provided another way. Unresolved concerns may be raised through our Complaints Policy. Your legal rights are not reduced by this statement.

9. Testing and improvement

We aim to combine automated checks with manual testing, including keyboard navigation, mobile layout, zoom, headings, forms, image descriptions, contrast and focus visibility. Automated checks alone cannot establish full accessibility.

New templates, high-use pages and significant changes receive priority for review. We will update this statement when testing reveals important new findings or services materially change.

10. Relevant standards and legal context

We use WCAG 2.2 Level AA as our target standard. Relevant duties may arise under the Equality Act 2010 in Great Britain and the Disability Discrimination Act 1995 in Northern Ireland, including duties concerning reasonable adjustments where applicable.

The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 apply to organisations within their scope. Our status as a private company limited by guarantee does not, by itself, make RFTUK a public sector body.

11. Company details and review

Right First Time UK Ltd is a private company limited by guarantee, company number 17493370. Website: <https://rightfirsttimeuk.com/>.

This statement was updated on 12 October 2026. We will review it at least annually and sooner after significant website changes, material accessibility findings or changes to relevant requirements.

12. Official accessibility references

[W3C - Web Content Accessibility Guidelines 2.2](#)

[GOV.UK - Make your website or app accessible](#)

[Legislation.gov.uk - Equality Act 2010](#)