

Accessibility Statement

Last updated: 22.10.2025

Focus Contractors Ltd is committed to making our website accessible to as many people as possible, regardless of technology or ability.

We want everyone who visits www.focus-contractors.com to feel welcome and to be able to find the information they need easily.

Our Commitment

We are continually improving the user experience for everyone and applying the relevant accessibility standards to ensure our digital content is inclusive and user-friendly.

Our approach follows the principles of the **Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018** and the **Equality Act 2010**, which reflect the standards of **Wates Group** and the **London Borough of Lambeth**.

How We Make Our Website Accessible

We aim for our website to:

- Be **perceivable**, so all users can access and understand information presented.
- Be **operable**, so everyone can navigate and interact with content easily.
- Be **understandable**, so text and functions are clear and predictable.
- Be **robust**, so the website works reliably across modern browsers, devices, and assistive technologies.

To achieve this, we:

- Use plain, clear language wherever possible.
- Structure pages and headings logically for screen readers.
- Provide descriptive alternative text for images.
- Ensure colour contrast meets accessibility standards.
- Allow text resizing and zooming up to 200% without loss of content or functionality.
- Avoid flashing or moving elements that could cause discomfort.
- Test compatibility with screen readers and keyboard navigation.

Technical Standards

Our website aims to conform to **WCAG 2.1 AA** standards (Web Content Accessibility Guidelines), which are widely accepted as the benchmark for good accessibility.

While we strive for full compliance, we recognise that some areas of the website may not yet meet the required standards. We are actively working to improve these areas and welcome feedback to help us continue making progress.

Known Issues

Some third-party content or embedded materials (such as maps or external videos) may not yet fully meet accessibility standards, as we do not have control over their code or design.

We are liaising with our suppliers and partners to improve accessibility wherever possible.

Feedback and Contact Information

We are always looking to improve the accessibility of this website.

If you experience any difficulty using www.focus-contractors.com or think any part of it is not fully accessible, please let us know.

Contact us:

 Email: info@focus-contractors.com

 Phone: 02087719696

 Address: 15A Electric Lane Brixton London SW9 8LA

When you contact us, please describe:

- The issue you encountered.
- The web address (URL) of the page you were on.
- The device, operating system, and browser you were using (if possible).

We will acknowledge your message within 5 working days and aim to provide a response or solution within 15 working days.

Enforcement Procedure

If you are not satisfied with our response, you can contact the **Equality Advisory and Support Service (EASS)** for advice or to make a formal complaint.

Website: <https://www.equalityadvisoryservice.com>

Phone: 0808 800 0082

Ongoing Commitment

Accessibility is an ongoing priority for Focus Contractors Ltd.
We regularly review our website design, content, and development practices to ensure continuous improvement in accessibility and inclusivity for all users.