

Accessibility Statement

This website is run by Jump (Green Rewards Ltd)

We are aware that people living with disabilities may have difficulty using our website, we are very sorry for this and wish to do everything we can to help you whilst we are working to resolve them.

How accessible this website is

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

- there are no skip links
- there are no options to change the colour contrast
- there are no options to change the text size
- there is no sitemap
- landmarks are missing or incorrectly defined
- some navigation elements are not accessible or incorrectly defined
- some of our forms cannot be completed with assistive technology
- some elements use design functionality that is not accessible

Feedback and contact information

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

- info@teamjump.co.uk
- 020 7326 5055

We aim to return all priority enquiries within 2 hours during working hours.

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

- info@teamjump.co.uk
- 020 7326 5055

We will consider your request and get back to you within 1 working day

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 \(EASS\)](#).

Technical information about this website’s accessibility

Jump 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 2.1](#) AA standard, due to the non-compliances listed below.

Non-accessible content

A detailed audit of this website has been carried out and each page has been tested for the following areas. Each of these either directly or indirectly affects the accessibility of the website.

- Website Accessibility Errors Priority A
- Website Accessibility Errors Priority AA
- Website Accessibility Errors Priority AAA
- Website Accessibility Errors for Screen Readers
- Website Coding Errors that affect Search Engines
- Website Coding Errors (W3C Standards)
- Usability and Navigation Issues

In addition, a thorough manual evaluation of different aspects of this website has been undertaken.

If you would like a copy of the full accessibility report, please contact us:

email: info@teamjump.co.uk

phone: 020 7326 5055

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

Non-compliance with the accessibility regulations (WCAG 2.2)

Priority A

An alternative for prerecorded video content is provided for synchronized media

(Fails under WCAG 2.2 A 1.2.3)

PDFs must be tagged to be accessible by screen readers.

(Fails under WCAG 2.2 A 1.3.1)

Use the lang attribute to identify the language of the page.

(Fails under WCAG 2.2 A 3.1.1)

This element uses JavaScript to behave like a link. Links like this cannot be tabbed to from the keyboard and are not read out when screen readers list the links on a page.

(Fails under WCAG 2.2 A F42)

Figures and images in PDF documents should have non blank ALT text, except for decorative images which should be marked as artifacts.

(Fails under WCAG 2.2 A F65)

HTML form control has no accessible name.

(Fails under WCAG 2.2 A F68)

We aim to resolve these issues by May 2024

Priority AA

Provide two or more ways to reach each page: via links, search, a site map or table of contents.

(Fails under WCAG 2.2 AA)

If you set any of the colors on the body or a elements you must set all of them.

(Fails under WCAG 2.2 AA)

The CSS outline or border style on this element makes it difficult or impossible to see the link focus outline.

(Fails under WCAG 2.2 AA)

We aim to resolve these issues by June 2024

Disproportionate burden

None

Content that's not within the scope of the accessibility regulations

PDFs and other documents

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

If you have found a document that is not accessible and you wish to receive an accessible version, please email info@teamjump.co.uk and we will aim to provide an accessible version within 2 working days.

Any new PDFs or Word documents we publish will meet accessibility standards.

WCAG 2.2 Priority AAA

Audio description is provided for all prerecorded video content in synchronized media.

(Fails under WCAG 2.1 AAA 1.2.5)

Sign language interpretation is provided for all prerecorded audio content in synchronized media.

(Fails under WCAG 2.1 AAA 1.2.6)

Ensure that text and background colors have a 7:1 contrast ratio.

(Fails under WCAG 2.2 AAA 1.4.6)

Clickable targets must be at least 44 by 44 CSS pixels.

(Fails under WCAG 2.2 AAA 2.5.5)

Avoid specifying a new window as the target of a link with target=_blank.

(Fails under WCAG 2.2 AAA F22)

Best Practice

Users should be able to quickly look at each link and tell where it goes.

(Fails under Usability.gov 10:1)

Avoid underlined text - people will click on it and think it's a broken link.

(Fails under Usability.gov 10:4)

Omitting img width or height attributes makes the page layout jump about as images load.

(Fails under Usability.gov 14:3 W3C)

To enhance readability, sentences should be 20 words or less, and paragraphs 6 sentences or less.

(Fails under Usability.gov 15:7 Readability Guidelines)

Provide a search option on each page of content-rich websites.

(Fails under Usability.gov 17:4)

An active 'Home' link on the home page makes some users think that it's not the home page.

(Fails under Usability.gov 5:6)

On long pages, provide a list of contents with links that take users to the corresponding content farther down the page.

(Fails under Usability.gov 7:3)

This page has a default title like 'Untitled' or 'Title'. Each page should have a descriptive and meaningfully different title.

(Fails under Usability.gov 9:2)

Use link text between 3 and 100 characters so it's long enough to be understood, but avoids line wrapping.

(Fails under Usability.gov 10:11)

Use italic text sparingly - for one or two words or a short phrase.

(Fails under Usability.gov 11:10)

Use bold text sparingly - for one or two words or a short phrase.

(Fails under Usability.gov 11:5)

Use at least a 12-point font on all web pages.

(Fails under Usability.gov 11:8)

Radio buttons are easier to use than drop-downs when there are 6 choices or fewer.

(Fails under Usability.gov 13:9)

Make sure one radio button in a radio button group is always selected. If users can choose not to activate any of the radio button choices, provide

a choice labeled 'None'.

(Fails under Usability.gov 13:23)

Capitalize the first letter of the first word in lists.

(Fails under Usability.gov 12:9)

What we're doing to improve accessibility

We plan to identify and fix issues, which fail the Web Content Accessibility Guidelines version 2.2 A and AA standards by July 2024

We plan to identify and fix issues, which fail the Web Content Accessibility Guidelines version 2.2 AAA standards by September 2024

We plan to identify and fix other issues raised in the audit by September 2024

We will update the accessibility statement when issues are fixed or when we expect them to be fixed.

Preparation of this accessibility statement

This statement was prepared on 14th December 2023. It was last reviewed on 14th December 2023 .

This website was last tested on 12th December 2023.

The test was carried out by Clive Loseby and his team of disabled testers at Access by Design, using a combination of automated and manual methods.

The full audit, along with this accessibility statement, was prepared and produced by Clive Loseby, [Access by Design](#).

If you wish for a copy of the audit please contact us:

email: info@teamjump.co.uk

phone: 020 7326 5055

