

CSSC Accessibility Statement

Version 1 04/2026

(for www.cssc.co.uk and associated digital platforms)

CSSC (Civil Service Sports Council) is committed to ensuring that our digital services are accessible, inclusive, and usable by as many people as possible. Our mission is to provide equal access to wellbeing, sport, recreation, and opportunities for all members and potential members, reflecting our strong organisational commitment to equality, diversity, and inclusion. [\[store.cssc.co.uk\]](http://store.cssc.co.uk), [\[store.cssc.co.uk\]](http://store.cssc.co.uk)

Our Commitment to Digital Accessibility

CSSC is committed to making our website and online services accessible in line with the **Web Content Accessibility Guidelines (WCAG)**.

As outlined in our EDI Inclusion Plan, CSSC has committed that **all new activities and events will meet WCAG and inclusion standards**, supported by **annual web content accessibility audits**. [\[store.cssc.co.uk\]](http://store.cssc.co.uk)


We aim to ensure that our website is perceivable, operable, understandable, and robust for users with a wide range of accessibility needs, including:

- People using screen readers
- People with visual, hearing, cognitive, or motor impairments
- People needing alternative navigation methods
- Users accessing content via mobile devices or assistive technologies

What We Are Doing

1. Accessibility Audits & Continuous Improvement

CSSC undertakes **regular WCAG-focused web content audits**, including a baseline accessibility audit, and continues to review our digital content annually to ensure ongoing compliance and improvement. [\[store.cssc.co.uk\]](http://store.cssc.co.uk)

Decorative graphic elements at the bottom of the page, including a blue rounded rectangle on the left, a red rounded rectangle in the center, and a purple and green rounded rectangle on the right.

2. Inclusive Design Across All Projects

Every CSSC project includes an **EDI assessment section** to ensure accessibility is considered from inception and built into our digital tools, activities, and event information. [\[store.cssc.co.uk\]](https://store.cssc.co.uk)

3. Removing Barriers

CSSC is committed to identifying and removing barriers to participation across all platforms, ensuring equal access to wellbeing, sport, and recreational opportunities for all members. [\[store.cssc.co.uk\]](https://store.cssc.co.uk)

4. Inclusive Policies & Governance

CSSC's Board EDI Statement expresses our organisational commitment to belonging, fairness, openness and removing structural barriers, which includes ensuring that all digital communication and services are accessible. [\[store.cssc.co.uk\]](https://store.cssc.co.uk)

Measures We Are Taking

- Developing content that is clear, simple and easy to navigate
- Ensuring text alternatives exist for images and multimedia
- Providing keyboard navigable interfaces
- Improving colour contrast and layout for readability
- Reducing reliance on complex PDFs, or improving their accessibility where needed
- Ensuring forms, login areas, and member only content are usable for assistive technology users
- Reviewing user feedback as part of ongoing improvements

These measures reflect the organisation's commitment to strengthening governance, member experience, and inclusion across all areas.

[\[store.cssc.co.uk\]](https://store.cssc.co.uk), [\[store.cssc.co.uk\]](https://store.cssc.co.uk)



Accessibility Support for Members

We understand that accessibility needs vary. CSSC already provides support through:

- Assistance for members requiring support with applications or forms (including disability support funding applications). [\[store.cssc.co.uk\]](https://store.cssc.co.uk)
- Ensuring that information is kept confidential and handled in line with data protection and member care standards. [\[store.cssc.co.uk\]](https://store.cssc.co.uk)

If you need documents in alternative formats, help accessing information, or have suggestions for improvements, please contact us.

Feedback and Contact Information

We welcome feedback on the accessibility of the CSSC website.

If you experience any difficulty accessing content, please contact us:

 active@cssc.co.uk

 **01494 888413**

 CSSC Sports & Leisure, Compton Court, 20–24 Temple End, High Wycombe, HP13 5DR [\[store.cssc.co.uk\]](https://store.cssc.co.uk)


We aim to respond to all accessibility related queries within **10 working days**.

Enforcement Procedure

If you are not satisfied with how CSSC responds to your accessibility concern, you may raise the matter through CSSC's formal **complaints and discipline processes**, designed to ensure a fair and reasonable resolution for all members. [\[store.cssc.co.uk\]](https://store.cssc.co.uk)

Ongoing Commitment

Accessibility is a continuous journey, and CSSC is committed to learning, improving, and ensuring that **everyone can belong, participate, and thrive**, both online and offline. [\[store.cssc.co.uk\]](https://store.cssc.co.uk)

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