Accessibility statement

Tyne & Wear Commercial Cleaning Ltd

We want our website to be usable by as many people as possible. This statement explains the standard we follow, what we tested and how to contact us if you need help.

Current status

The pages covered by this statement conform to the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA, based on the testing described below.

Website
https://www.twcommercialcleaning.co.uk/

Prepared
18 September 2026

Last tested
18 September 2026

Standard
WCAG 2.2 Level AA

Using this website

You should be able to:

- navigate the site and its menus using a keyboard;
- use the skip link to move directly to the main content;
- zoom and resize text without losing content or functionality;
- read content on a narrow screen without horizontal scrolling;
- see a clear focus indicator when using the keyboard;
- understand links, headings, labels and form instructions;
- receive form errors and status messages through assistive technology; and
- reduce non-essential motion through your device or browser preference.

Meaningful images have text alternatives. Decorative brand images are hidden from assistive technology where the same information is already available as text.

Alternative formats and help

If you need information from this website in another format, such as large print or a simpler text version, contact us. Please tell us which page or information you need and the format that would help.

Email: info@twcommercialcleaning.co.uk
Telephone: 0800 292 2883

Reporting an accessibility problem

If you find an accessibility problem that is not listed in this statement, or believe we are not meeting accessibility requirements, contact us using the details above. Include the page address, what you were trying to do and the device, browser or assistive technology you were using if you are comfortable sharing that information.

If you are not satisfied with our response, the Equality Advisory and Support Service can provide advice about rights under the Equality Act 2010: equalityadvisoryservice.com.

Technical information

Tyne & Wear Commercial Cleaning Ltd is committed to making its website accessible in accordance with WCAG 2.2 Level AA.

The site relies on HTML, CSS and JavaScript interpreted by modern web browsers. This PDF contains document structure, headings, lists, links, language information and selectable text.

Scope of this statement

This statement covers the current public page templates for:

- the home, about, services and contact pages;
- commercial cleaning;
- kitchen extraction and TR19 cleaning;
- warehouse and industrial cleaning; and
- trauma and biohazard cleaning.

It does not cover third-party websites reached by following an external link, such as WhatsApp. Those services are controlled by their respective providers.

How we tested the website

The website was assessed on 18 September 2026 using automated and manual checks across all current page templates. Testing included:

- automated WCAG 2.2 A and AA checks using axe-core in Google Chrome;
- keyboard navigation, focus order, visible focus and the skip link;
- headings, landmarks, link names, image alternatives and form labels;
- colour contrast for text, controls and focus indicators;
- responsive reflow at 320 CSS pixels;
- text spacing and text resize checks;
- minimum pointer target size and spacing;
- form instructions, validation errors and status messages; and
- the reduced-motion preference.

Accessibility is not proven by an automated scan alone. Manual checks were included because automated tools cannot assess every success criterion or every user experience.

Known limitations

No WCAG 2.2 Level A or AA failures were identified in the pages and states tested. If we identify a barrier, we will record it here with the affected content and the action planned to address it.

Conformance does not mean the site will meet every individual access need. We welcome feedback from people using different browsers, devices and assistive technologies.

Reviewing this statement

We will review this statement after a significant change to the site or no later than September 2027. The website should be retested when content, components, forms or third-party services change.

Web Content Accessibility Guidelines (WCAG) 2.2, W3C Recommendation: https://www.w3.org/TR/WCAG22/