



## Accessibility Statement for Falmouth Town Council

This accessibility statement applies to the websites of Falmouth Town Council ([www.falmouthtowncouncil.co.uk](http://www.falmouthtowncouncil.co.uk)), Falmouth Art Gallery ([www.falmouthartgallery.com](http://www.falmouthartgallery.com)) and Princess Pavilion ([www.princesspavilion.co.uk](http://www.princesspavilion.co.uk)).

Falmouth Town Council, Falmouth Art Gallery and Princess Pavilion websites are owned and run by Falmouth Town Council.

Falmouth Town Council is committed to making its websites as accessible as possible, in accordance with the [Public Sector Bodies \(Website and Mobile Applications\) \(No.2\) Accessibility Regulations 2018](#).

### Using our Websites

We want as many people as possible to be able to use our websites. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

We are constantly working to make our websites as accessible as possible.

[AbilityNet](#) provides guidance on how to make your device easier to use if you have a disability.

Please note Falmouth Town Council is not responsible for the content or accessibility of external sites that we provide links to.

## **Compliance status**

These websites are currently partially compliant with the Web Content Accessibility Guidelines (WCAG) version 2.1 AA standard, as of testing on the 7 September 2024.

## **Non-Accessible Issues**

### **Issues with PDFs and Other Documents**

Many of our older PDFs and Word Documents don't meet accessibility standards – for example they may not be marked up so they're accessible to a screen reader.

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

### **Issues with images**

There are a small number of images on the website that don't have alternative text. We are working to rectify this as soon as possible.

## **What we're doing to fix accessibility issues**

We have a plan in place and are working to fix the issues already outlined. We have limited resources, but we are putting a large proportion of our time into making our website compliant and as accessible as possible.

We are also training staff who are responsible for providing content for the website in how to make content more accessible and to improve the content already on the site that may have issues.

The sites will also be routinely tested for accessibility to confirm continuous compliance with the WCAG 2.2 regulations and future versions.

## **Feedback and contact information**

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact the Falmouth Town Council via:

1. email: [admin@falmouthtowncouncil.com](mailto:admin@falmouthtowncouncil.com)
2. call: 01326 315 559
3. write to: Falmouth Town Council, The Old Post Office, The Moor, Falmouth, TR11 4QA
4. Come and visit us in person. Our Office open hours are Monday-Friday, 9.30am to 4pm (except Bank Holidays and Weekends).

Please give the nature of the problem and the URL, if possible.

## **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 \(EASS\)](#).

## **Preparation of this accessibility statement**

This statement was prepared on 07/09/2024.

Our websites were last fully tested in September 2024. The test was carried out by Connect Internet Solutions. The following websites were tested: [www.falmouthtowncouncil.co.uk](http://www.falmouthtowncouncil.co.uk), [www.falmouthartgallery.com](http://www.falmouthartgallery.com) and [www.princesspavilion.co.uk](http://www.princesspavilion.co.uk) This statement was last reviewed on 25/09/2024.

The sites were tested using SortSite accessibility tool and the accessibility tool CodeSniffer.

SortSite is an automated testing method that spiders all discoverable pages.

The sites will be routinely tested for accessibility to confirm continuous compliance with the

WCAG 2.2 regulations and future versions.