



Folkestone Town Council's Website Accessibility Statement

Accessibility Statement for www.folkestone-tc.gov.uk

This website is run by **Folkestone Town Council**. We want as many people as possible to be able to use this website. For example, you should be able to:

- Zoom in up to 400% without text spilling off the screen
- Navigate most of the website using just a keyboard
- Navigate most of the website using speech recognition software
- Listen to most of the website using a screen reader (including JAWS, NVDA and VoiceOver)
- We also aim to make the text as simple as possible to understand.
AbilityNet has advice on making your device easier to use if you have a disability.

How accessible this website is

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

- Some older PDF documents are not fully accessible to screen reader software.
- Live video streams do not have captions.
- There are limitations on zooming/magnifying the map on the 'Contact us' page (provided by Google).

What to do if you cannot access parts of this website

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:

- Email: townclerk@folkestone-tc.gov.uk
- Telephone: 01303 257946
- Write to: Folkestone Town Council, Town Hall, 1-2 Guildhall Street, Folkestone, Kent, CT20 1DY

We'll do our best to meet your request and will get back to you within 10 working days.

If you cannot view the map on our 'Contact us' page, please call or email us for directions.

Reporting accessibility problems

We are always looking to improve the accessibility of this website. If you find any problems not listed here, or think we are not meeting accessibility requirements, please contact the **Town Clerk**:

- Email: townclerk@folkestone-tc.gov.uk
- Telephone: 01303 257946
- Post: Town Clerk, Folkestone Town Council, 1-2 Guildhall Street, Folkestone, Kent, CT20 1DY

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**.

If you are not happy with how we respond to your complaint, contact the **Equality Advisory and Support Service (EASS)**.

Technical information about this website's accessibility

Folkestone Town Council is committed to making its website accessible, in accordance with the **2018 Accessibility Regulations**.

This website aims to be compliant with the **Web Content Accessibility Guidelines WCAG 2.2 AA**, published in 2023, and will update our practices accordingly.

Non-accessible content

The following content is not fully accessible:

- most older PDF documents are not fully accessible to screen reader software.
- Some images without alternative text.
- Some video content without captions.
- Content produced by third parties or using third-party software.

We are working to correct these issues for new content and documents.

Disproportionate burden

At present, we have not identified any content that would constitute a disproportionate burden to fix. This will be kept under review.

Content not within the scope of the regulations

- Not all documents on this website are created by us. Some documents and content may be created by third parties or using third party software. Where this is the case we will endeavour, on request, to obtain an accessible copy from the original source or to convey the information contained in the document in an accessible way.
- Many of our older PDFs and Word documents do not meet accessibility standards – for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).
- 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. For example, we do not plan to fix meeting agendas or minutes for meetings which were published prior to 23 September 2018.
- Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents.
- Some third-party content (for example, documents hosted on Modern.Gov or embedded Google Maps) may not fully meet accessibility standards. Where possible, we will provide accessible alternatives or assistance on request.
- Any new PDFs or Word documents created by us will meet accessibility standards.

How we tested this website

This website is tested regularly using automated tools, manual checks, and by our website provider. The most recent accessibility audit was carried out November 2025.

We tested a representative sample of pages, including:

- www.folkestone-tc.gov.uk (homepage and core service pages)
- Meeting minutes and agendas platform
- Contact us page

What we are doing to improve accessibility

We are committed to continuous improvement, and we:

- Provide staff training to ensure new content meets accessibility standards.
- Monitor accessibility issues monthly and quarterly using automated tools.
- Replace inaccessible PDFs with HTML pages where possible.
- Ensure all new documents and content are fully accessible.

Modern.Gov

- We link to some content which is hosted by Modern.Gov
- The Modern.gov accessibility statement is as follows: “The content of this website has been designed to work towards AA standards of the W3C 2.2 Web Content Accessibility Guidelines. We aim to continually make improvements to meet these guidelines. The design and coding of the website has been implemented to support adaptive technologies (such as screen readers and text-only browsers). Maintaining an accessible site is an ongoing process and Civica are continually working to offer a user-friendly experience. However, if you have any problems using this web site, please let us know via the Modern.gov Contacts page.”

Statement preparation

This statement was prepared on 19 December 2025.