

Accessibility Statement

Accessibility statement for www.fwtc.co.uk Frinton & Walton Town Council

This website is run by Frinton & Walton Town Council. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- 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 using 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.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some content uploaded to this website is not fully accessible:

- most older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions
- there's a limit to how far you can magnify the map on our 'Contact us' page, which is provided by a third party (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:

- email clerk@fwtc.co.uk
- call 01255 676666
- write to us or visit us at: Frinton & Walton Town Council, The Council House, Triangle Shopping Centre, Rockford Way, Frinton On Sea, Essex, CO13 0AU
- We'll consider your request and get back to you in 10 working days.

If you cannot view the map on our 'contact us' page, call or email us for directions <https://www.fwtc.co.uk/contact>

Reporting accessibility problems with this website

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:

Town Clerk
Frinton & Walton Town Council
The Council House
Triangle Shopping Centre
Rochford Way
Frinton On Sea
Essex, CO13 0AU

Email: Clerk@fwtc.co.uk

Tel: 01255 676666

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 \(EASS\)](#).

Contacting us by phone or visiting us in person

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Our facilities at the Council House, have an audio induction loop and we are looking at introducing this in other Town Council owned buildings. If you contact us before your visit we can try to arrange a British Sign Language (BSL) interpreter.

Find out how to contact us <https://www.fwtc.co.uk/contact/>

Compatibility with browsers and assistive technology

The websites are designed to be compatible with the following technologies:

- Mobile telephones
- PC and MAC computers
- Tablet devices
- All known internet browsers
- Screen readers

Technical information about this website's accessibility

Frinton & Walton Town Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website framework is compliant with the [Web Content Accessibility Guidelines version 2.2 AA](#) standard. For example, we have placed buttons consistently and to ensure other buttons and links are not blocked, have made changes to non-text content and improved navigation.

Some content is partially compliant, due to the non-compliances listed below.

Non accessible content

Some pages may contain attachments which are not currently compliant, such as:

- Older PDF files such as Meeting Minutes and Agendas published before 23rd September 2018.
- Videos which have captions.
- Content produced by third parties or using third party software.

Non compliance with the accessibility regulations

We will do all we can to identify content that is non-compliant.

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

When we publish new content we will make sure our use of images meets accessibility standards.

Disproportionate burden

We have not identified any areas that we believe constitute a disproportionate burden.

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

PDFs and other documents

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..

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..

Any new PDFs or Word documents created by us will meet accessibility standards.

How we tested this website

This website was last tested in February 2026. Tests were carried out by both internal systems and our website provider, Aubergine 262.

We tested a sample of pages:

- our main website platform, available at www.fwtc.co.uk

- our campaign microsites such as tactic-centre.co.uk
- services based on a different technical platform but ‘skinned’ to look like our website (Meeting minutes and agendas)

Tests will continue to be undertaken at least once a quarter.

What we’re doing to improve accessibility

We are working continually to improve the accessibility of our website.

We will provide staff training to ensure that all new content added meets accessibility criteria.

We also run monthly and quarterly reports to identify and address accessibility issues.

This statement was updated on 26th February 2026