Accessibility Statement for the website for Tunbridge Wells and Rusthall Commons (www.twcommons.org)

Accessibility Statement

The Commons Conservators are committed to making the Tunbridge Wells and Rusthall Commons website accessible to as many people as possible, regardless of technology or ability.

This accessibility statement applies to:

www.twcommons.org

We aim to make our website accessible and easy to use and to follow the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard wherever reasonably possible.

Compliance status

We consider this website to be partially compliant with the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard.

We recognise that some aspects of the website and some older documents may not fully meet current accessibility standards. We are committed to improving accessibility over time and to addressing accessibility problems when they are identified.

Documents on the website

We check new documents for accessibility as part of our process for adding content to the website. We aim to ensure that documents published from 1 November 2025 meet relevant accessibility requirements.

Where an accessibility issue is identified in a new document, we will correct it where reasonably possible before publication or as soon as practicable afterwards.

Some documents published before 1 November 2025 do not fully meet current accessibility standards. These include some older PDF documents, newsletters containing photographs and Annual Governance and Accountability Return (AGAR) documents.

These older documents are not routinely being retrospectively converted into accessible formats. We will, however, consider requests for accessible versions of documents and will make information available in an appropriate accessible format wherever reasonably possible.

Older documents and disproportionate burden

We have considered the resources available to the Commons Conservators and the likely costs and benefits of converting all historic documents to fully accessible formats.

We have concluded that retrospectively converting all of these older documents would currently impose a disproportionate burden on the organisation.

This position will be kept under review. If circumstances or resources change, we will reconsider whether additional older documents can reasonably be made accessible.

Accessibility features

We have taken steps to make the website as accessible and easy to use as possible. These include:

- keyboard-navigable menus and interactive elements
- support for navigation using assistive technologies, including screen readers
- the ability to enlarge content using browser zoom
- clear headings and a consistent page structure
- the use of straightforward language wherever possible.

We recognise that accessibility is an ongoing process and that there may still be areas of the website that could be improved.

Feedback and alternative formats

If you encounter an accessibility problem when using this website, please let us know.

If you need information from the website in a different format, we will consider requests for formats such as:

- accessible HTML or PDF
- plain text
- large print
- Easy Read
- audio
- Braille.

Please provide details of the page or document concerned and, if possible, describe the accessibility problem you have experienced.

We will consider your request and do our best to provide the information in a suitable accessible format or address the problem promptly.

Email: info@twcommons.org

Post:
PO Box 729
Tunbridge Wells
TN9 9WF

Enforcement procedure

If you contact us about an accessibility problem and are not satisfied with our response, you can seek advice and support from the Equality Advisory and Support Service (EASS): https://www.equalityadvisoryservice.com/

Ongoing improvement

We are committed to improving the accessibility of our website.

As part of our normal website maintenance, we will continue to address accessibility problems when they are identified. New documents are checked for accessibility when they are added to the website.

We will also review this accessibility statement annually to ensure that it accurately reflects the accessibility of the website and our current processes.

Preparation of this accessibility statement

This statement was prepared by reviewing the accessibility arrangements currently used for the website, including our process for checking new documents before they are added.

It has not been based on a full formal accessibility audit of every page and function of the website.

This statement was last reviewed in October 2026 and will next be reviewed in October 2027.