Kresen Kernow Web Accessibility Statement

Using the Kresen Kernow website

This website is run by the Archives and Cornish Studies Service of Cornwall Council, based at Kresen Kernow. We want as many people as possible to be able to use the site and have worked to make the site suitable for everyone. We have run regular access checks throughout development, carried out access user testing with visually impaired, blind screen magnifier and screen-reader technology users, and have written html for WCAAGAA standards.

In this section we outline some of the access features that are on the site, how to contact us to make suggestions for improving accessibility, and how you can get content in alternative formats if something is not accessible to you.

On this website you should be able to:
- adjust some of the visual settings of the website, changing colours, contrast levels and fonts (using the short-cuts in the web accessibility section, where you can choose between different colour contrast options and different text sizes)
- 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)
- change the size of the browser window but still read the text - as it will reflow in a single column

There are other access changes that you can make depending on how you prefer to access the web, including:
- speech output
- magnifying the screen
- making the mouse point bigger
- slowing down the mouse speed
- using the keyboard to move around a website

Abilitynet has advice on making your device easier to use if you have a disability

How accessible this website is

The site includes some features to increase accessibility including:

- using headings
- adding descriptions to images
- text content written in plain English to make it easier to understand
- a logical layout and easy to find contact details
- well-structured html

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

- some archive material isn't fully described, for example, images of documents from our collections linked to catalogue entries
- the map connected to the 'Find us' information is not described
- the 'My collection' tool (for collecting links to specific content) is not fully accessible to screen readers
- some external sites that we link to are not fully accessible, for example, Cornwall Council's interactive mapping site
- you cannot modify the line height or spacing of text
- some older PDF documents may not be fully accessible to screen reader software

What to do if you cannot access parts of this website

If you need information on this website in a different format including large print, easy read, audio recording or braille, please get in touch with us and we will try to help.

- **email** kresenkernow@cornwall.gov.uk
- **telephone** 01209 614430
- **post** Kresen Kernow, Little Vauxhall, Redruth TR15 1AS

We'll consider your request and get back to you to discuss it.

If you cannot view the map on our 'Contact us' page, telephone or email us for directions, using the details above.

Reporting accessibility problems with this website

Accessibility is an ongoing focus for us and we're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting the requirements of the accessibility regulations, contact us via:

- **email** kresenkernow@cornwall.gov.uk

- **telephone** 01209 614430
- **post** Kresen Kernow, Little Vauxhall, Redruth TR15 1AS

Please also get in touch if you have any ideas for improving accessibility, or if you have any other questions or suggestions - we'd like to hear from you.

Enforcement procedure
The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond to your suggestion contact the Equality Advisory and Support Service (EASS).

Visiting us in person
Our venue has audio induction loops, or if you contact us before your visit we can try to arrange a British Sign Language (BSL) interpreter.

Technical information about this website's accessibility
Kresen Kernow 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 is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

Non-accessible content
The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations
Some images do not have a text alternative, so the information in them isn't available to people using a screen reader. This doesn't meet WCAG 2.1 success criterion 1.1.1 (non-text content).

We have included alternative text for many images on our site, especially the main landing pages for each section and online exhibitions. However, due to the large and growing number of archival images on the site, linked to catalogue entries, some images do not have alternative text.
We will do what we can to improve this. We work with a team of volunteers who are adding transcriptions to some catalogue items to enable them to be found and accessed more easily. This is an ongoing project and there are thousands of items.

If there is a specific item that is not accessible to you and you would like it in an alternative format, please get in touch to see if what we can provide via:

- **email** kresenkernow@cornwall.gov.uk
- **telephone** 01209 614430
- **post** Kresen Kernow, Little Vauxhall, Redruth TR15 1AS

Disproportionate burden

We've assessed the cost of addressing the issue of describing all images on the site. We believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations.

Content that is not within the scope of the accessibility regulations

PDFs and other documents

Some of our older PDF documents do not meet accessibility standards - for example, they may not be structured so they are accessible to a screen reader. This doesn't meet WCAG 2.1 success criterion 4.1.2 (name, role value).

We do not plan to fix these or replace them as they are very specific historic archives (rather than new website content), but we should be able to make them accessible on request. 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.

Any new PDFs or Word documents we publish will meet accessibility standards.

Some external sites that we link to are not fully accessible, for example, Cornwall Council's interactive mapping site, and the location map connected to the 'Find us' information are not described. We are not able to make external sites more accessible to users as they are outside of our remit, but would be happy to discuss specific queries relating to them if users need more information.

How we tested this website

This website was last tested with users with different access needs during June-August 2019. The test was carried out by an independent access test facilitator (Shelley Boden) and by members of disAbility Cornwall.

The testing included questions in a test script, which involved typical user journeys and scenarios to help test participants explore each section of the site. We tested the site with a range of technology users including blind screen reader users and partially sighted screen magnifier users, and a user using speech input and output. The test facilitator captured the

users' feedback and progress through the site, including any access barriers that they encountered on the way.

We tested the site during development, to ensure that accessibility was built into every stage, and to make sure the target users' point of view was included as much as possible. There were three main stages of testing, of:

- 'wireframe' plans of the site to test the site's logic and usability
- early flat designs of the site - testing usability / visual accessibility
- a pre-release version of our main website - with assistive technologies

All findings were rounded up into reports which included the access auditor's recommendations for improving the overall usability and accessibility of the site.

What we are doing to improve accessibility
We will review the website and content for accessibility after the site has been published, via our new Kresen Kernow Access Forum and ongoing work with disAbility Cornwall. We will also review our Access Statement annually.

This statement was prepared on 20 August 2019.
It was last updated in March 2021.