Accessibility Statement - Plain English Template

We want everyone who uses our website to be able to find, read and understand our content.

We create content to meet the accessibility standards outline in this statement. All content we create is compatible with assistive technology.

# View the site your way

You can change the colours, contrast levels, font styles and magnify the page to 200% or more without the text spilling off the screen.

# Navigation

## Navigating by headings

Use browser plugins or assistive technology such as screen readers to list the headings and subheadings in the page and go straight to the heading you need.

## Navigating by links

Users of assistive technology such as screen readers can get a list of all the links on a page and understand their purpose from the link text.

## Navigating by keyboard

Users navigating by keyboard can see the currently focused on interactive element, such as links and form fields through a highlighted outline.

## Skip to content:

Use a keyboard to find the skip links and jump directly to the main content on the page.

# Listening to content

Use text to speech browser plugins or assistive technology to listen to content you select with the mouse or keyboard.

Screen reader users can both listen to the content and navigate around through the site pages and menus.

# Tools and plugins to help your online experience

Explore some of our recommendations for [tools that can make your online experience better](https://www.kent.ac.uk/tools).

# Using different devices

[My Computer My Way (MCMW) offer guides to using assistive technologies to use websites with a range of devices.](https://mcmw.abilitynet.org.uk/)

# Alternative formats

We’ve designed our content to be as accessible as possible by providing maximum personalisation. If you still experience barriers, contact us to request alternative format documents.

# Web standards

Our website is developed using valid HTML5, CSS, and JavaScript to the standards laid out in the [Web Content Accessibility Guidelines (WCAG 2.1)](http://www.w3.org/TR/WCAG21/) - Level AA.

The website content works with assistive technologies that visitors might use. For example, screen readers or text only browsers.

## Auditing

We undertake formal accessibility audits of the website on a yearly basis using WCAG 2.1 AA standards which guide our long term audit and improvement plans.

For more information about our commitment to compliance and how we check and maintain the accessibility of the website read our Technical accessibility statement.

## What we do about known issues

We work to achieve and maintain WCAG 2.1 AA standards, but it is not always possible for all our content to be accessible. Where content is likely to create a barrier, we’ll state a reason, warn users and offer alternatives - see our Known issues page for more details.

If we have failed to identify a barrier, please contact us at ProjectSupportSP@kent.gov.uk

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# 3rd party content

Our site includes 3rd party content: This may direct you to a related service, a partner we work with, or supporting documentation. We are not responsible for the accessibility of 3rd party content.

Your feedback counts: please tell us [ProjectSupportSP@kent.gov.uk](mailto:ProjectSupportSP@kent.gov.uk) if you have any problems, or if you find anything particularly useful.

Our site includes 3rd party content and functionality.

Depending on our relationship with the 3rd party, we cannot always guarantee its accessibility.

## Links to other websites

We link to other websites that may offer benefit to our users. This may include:

* news websites
* social media platforms
* official information sources, such as The Met Office, GOV.UK or NHS.UK.

We are not responsible for the accessibility of these or any other websites we do not manage.

## Using 3rd party content or functionality on our website

We sometimes feature 3rd party content or functionality on our website. This may include:

* survey tools to collect feedback from users
* insight tools which tell us how people are using the website
* applications for creating forms and storing data

Where we choose to feature 3rd party content or functionality on our website, we are responsible for ensuring it meets accessibility standards.

If we have paid for content to be created, or have a contractual relationship with the commissioner, we ensure accessibility guidelines are met as part of contractual obligations.

Where we are legally required to feature 3rd party content or functionality, we cannot reasonably accept responsibility for ensuring it meets accessibility standards. However, where it is within our control, we will make every reasonable effort to work towards meeting accessibility requirements

## 3rd party platforms

We often create content which is hosted on 3rd party platforms. This includes:

* content we create for social media, such as Facebook or Twitter
* video which we host on YouTube or Vimeo
* data we supply to national databases such as Roadworks.org

We are responsible for ensuring the content we supply meets accessibility requirements and are responsible for the accessibility of the platform itself.

For example, when we add video to one of our YouTube channels, we will ensure any subtitling, captions and audio-description are included as required: However, we are not responsible for the accessibility of the video player itself.

# Video, audio and downloads

Where we use rich media we make sure the media control buttons can be used without a mouse and are labelled for screen readers.

All video content has one or more of the following: close-captioning, a transcript or a summary of the key information.

Our website has some downloadable resources including Word documents and PDFs: [Read about the accessibility of downloadable content.](https://www.gov.uk/guidance/how-to-publish-on-gov-uk/accessible-pdfs)

# Contacting us and what happens next

Please contact us if you have any problems; be as specific and detailed as you can. Please also tell us what you like and find useful.

The World Wide Web Consortium (W3C) has [useful tips on contacting organisations about inaccessible websites.](http://www.w3.org/WAI/users/inaccessible)

When you contact us by email or phone there is a process in place that will acknowledge your contact, tell you who is dealing with it and give you a timescale by which you can expect a reply.

# Complaints process

Once you have reported a problem with our website or asked for an alternative format, but you are not happy with our response, you can use our complaints process to register your difficulty. This helps us improve our systems.

## 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 complaint, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

# Last update

This statement was last updated on 06/11/2019 We update this statement annually and will next review it in April 2020.

Accessibility Statement - Known Issues Template

As part of our commitment to accessibility we are required to publish where we know there are issues with our website.

We list below areas within the website that we know are not fully accessible. We also explain what we're doing to fix the issues and give information on alternative ways you can get the content.

# Website-wide issues

|  |
| --- |
| **Issue** |
| Alternative text is not available for some pictures related to the navigation of the website. |
| There is a colour contrast issue at the bottom of each page making our contact us and other links difficult to see for some users. |
| On certain pages the main content does not work with screen readers. |
| We do not yet provide a skip to content button to allow users to go straight to the main content on pages. |

# Content issues

The issues listed in this section are related to content on the website.

|  |
| --- |
| **Issue** |
| Alternative text is not available for some images on pages of the website. |
| Some of our links are not as clear as they should be in what they lead to. |
| The submit a new request section of the website asks you to provide info but isn't very good at telling you what info it needs when you select an input box |

# Other Issues

Often there will be other things that are identified that don’t fit into either of the categories above. In this section we list all other issues.

|  |
| --- |
| **Issue** |
| As part of our Service 1 page, we provide content that is highly visual to help describe the process to users. This is not accessible to all however we have provided alternate formats for explanations. |
| On our contact us page we have a map to show users where our offices are located. If you cannot read the map we also have our address listed and full contact information if you need help finding us. |

# Exemptions

There are some types of content that are exempt from accessibility regulations. All exemptions are listed here.

|  |
| --- |
| **Exemption** |
| As part of our Service 1 page, we provide content that is highly visual to help describe the process to users. This is not accessible to all however we have provided alternate formats for explanations. |
| On our contact us page we have a map to show users where our offices are located. If you cannot read the map we also have our address listed and full contact information if you need help finding us. |

# What we are doing to fix accessibility issues

We have a plan in place and are working to fix these issues.

We are working with our suppliers to fix all the issues listed here as is stated in contracts we hold with them.

We are also working with all our staff who are responsible for content on the website, to train them in producing more accessible content and to improve all the content already up on the site that has issues.

If you would like more detailed information on our assessments, or a more detailed look at the steps we are taking to fix a particular issue please contact us at [ProjectSupportSP@kent.gov.uk](mailto:ProjectSupportSP@kent.gov.uk) referencing KPMR.

# Something missing?

If you believe that something is missing from this list, please contact us at [ProjectSupportSP@kent.gov.uk](mailto:ProjectSupportSP@kent.gov.uk) referencing KPMR. Be as specific and detailed as you can. Please also tell us if you had a good experience on our website.

This page was last updated on 06/11/2019.

# GDS General text to use for these widely affecting issues. (preferable to listing each page with common issue)

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## Issues with text

Some link text doesn’t make sense when read on its own (for example, ‘click here’).

We plan to fix the existing links by September 2020. When we publish new content we’ll make sure link text meets accessibility standards.

## 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.

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. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [don’t require us to fix PDFs or other documents published before 23 September 2018](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) if they’re not essential to providing our services.

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

Accessibility Statement - Technical Template

We are committed to making our websites and mobile application accessible, in accordance with [The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 No.952](http://www.legislation.gov.uk/uksi/2018/952/contents/made).

This accessibility statement applies to all website, mobile applications and relevant digital content that we own, that falls within the remit of the above mentioned legislation and the [Equality Act 2010](https://www.legislation.gov.uk/ukpga/2010/15/contents) as appropriate.

# Compliance Status

This website is are partially compliant with [The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 No.952](http://www.legislation.gov.uk/uksi/2018/952/contents/made), due to the non-compliance(s) on our [Known Issues](https://docs.google.com/document/d/1wXZdgKWCA_etb2xRgNFzcqJU8fmCdW47g4gfE6iVsNQ/edit?usp=sharing) page.

# Non-Accessible Content

We work to achieve and maintain WCAG 2.1 AA standards, but it is not always possible for all our content to be accessible. Where content is likely to create a barrier, we’ll state a reason, warn users and offer alternatives - see our Known issues page for more details.

If we have failed to identify a barrier, please contact us at [ProjectSupportSP@kent.gov.uk](mailto:ProjectSupportSP@kent.gov.uk) referencing KPMR.

# Preparation of this accessibility statement

This statement was prepared on 6/11/2019 by Kent County Council.

The declaration made in this statement regarding compliance with [The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 No.952](http://www.legislation.gov.uk/uksi/2018/952/contents/made) is accurate and based on an evaluation of the website’s compliance with the [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21/) (WCAG) to AA standard.

For information on our self-assessment auditing process and to see how our checks align with the WCAG 2.1 AA please contact us.

# Feedback and Contact Information

Please contact us at einfor@kent.gov.uk referencing KPMR, if you have any problems; be as specific and detailed as you can. Please also tell us what you like and find useful.

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This page was last updated on 06/11/2019.