

# Accessibility Statement for Kent Local Council Services

This accessibility statement applies to [www.kentlocalcouncilservices.co.uk](http://www.kentlocalcouncilservices.co.uk)

This website is run by Kent Local Council Services. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- 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 parts of this website are not fully accessible:
- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader

## **Feedback and contact information**

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email [hello@kentlocalcouncilservices.co.uk](mailto:hello@kentlocalcouncilservices.co.uk)
- call 07810 897913

We'll consider your request and get back to you in 5 working days.

## **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: [hello@kentlocalcouncilservices.co.uk](mailto:hello@kentlocalcouncilservices.co.uk)

## **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**

Facilities for telephoning or visiting our offices in person are not currently available.

## **Technical information about this website's accessibility**

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

## **Compliance status**

This website is fully compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

## **Non-accessible content**

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

- Please contact us if you find non-accessible content

## **Non-compliance with the accessibility regulations**

We have carried out a website accessibility test and met both A and AA criteria at 100% success rate. Should you find non-compliance with the accessibility regulations, please contact us.

## **Navigation and accessing information**

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some of the content overlapping.

## **Interactive tools and transactions**

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

Our forms are built and hosted through third party software and 'skinned' to look like our website.

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations.

## **PDFs and other documents**

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. If you

require this information, please contact us and we will provide them in an accessible format.

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 [example of non-essential document].

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

## **Preparation of this accessibility statement**

This statement was prepared on 19<sup>th</sup> December 2022. It will be reviewed annually.

This website was last tested on 19<sup>th</sup> December 2022. The test was carried out by [siteimprove.com](https://www.siteimprove.com).