

Accessibility Statement

This accessibility statement applies to [Kent Film Office website](#), run by Kent County Council.

The content on this website is designed for everyone to find, read, and understand. It is compatible with assistive technologies and developed to meet the accessibility standards outlined in this statement.

View the site your way

There are a number of customisation options for your browser and device that could help you use this website and other websites more effectively.

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

Feedback and contact information

Please [contact us via Kent Film Office email](#) if you have an accessibility query including:

- If you are experiencing issues with accessing information or using the website
- If you find an accessibility problem not listed on this statement
- If you have positive feedback on the accessibility considerations made.

When you contact us 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.

Alternative formats

If you need information in an alternative format, such as braille or a language other than English:

- Email: alternativeformats@kent.gov.uk
- Call: 03000 421 553.

An English-speaker will take details of what you need and arrange a translation or interpreting service for you. You may need an English-speaking friend or a family member to help you with this.

We may not be able to meet your requirements immediately, but we will try to provide an interpreter (or translation service) to help you as quickly as possible.

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 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 \(EASS\)](#).

Technical information about this website's accessibility

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

Compliance status

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

We formally test the accessibility of key user journeys that represent the breadth of content across our website on a regular basis against [WCAG 2.1 AA standards](#).

If you find something that does not work that we missed, remember to [contact us via Kent Film Office email](#).

The content listed below is non-accessible for the following reason(s):

Non-compliance with the accessibility regulations

Not applicable.

Disproportionate burden

Not applicable.

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

PDFs and documents

The Kent Movie Map is not essential to providing our services and was published before 23rd September 2018. Any new PDFs or documents we publish will meet accessibility standards.

Maps

Our website uses an online Movie Map and the information being displayed is provided in an alternative format on the same web page.

3rd Party content

Our website contains third-party content. We do not have control over and are not responsible for the accessibility of this content, but we make best endeavours to work with the 3rd party to improve its accessibility. This may include:

- Links to non-KCC websites
- Content/functionality on our website
- Content hosted on other websites, such as YouTube, MovieSite, Google and social media sites.

Preparation of this accessibility statement

This statement was prepared on 29/07/2020.

This website was last tested on 09/04/2020. The test was carried out by Kent County Council.