

Diversionsary Schemes Accessibility Statement

This accessibility statement applies to [Driver Education Courses](#), 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](#) 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: KDE@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.

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 2.2](#) AA standard, due to the non-compliances listed below.

- No Accessibility Statement on the website.
- "Skip to main content" doesn't work
- The logos of Kent County Council, NDORS, and FASTFORM contain inappropriate alt text, which fails to provide meaningful descriptions for users relying on screen readers. This can lead to confusion and a lack of understanding regarding the purpose of these logos.
- The KCC logo has "KDE" popup text displayed when hovered over and when clicked redirects user to the www.kentcourses.org.uk (not the kent.gov.uk) which is misleading.
- Insufficient contrast ratio between the keyboard focus and the white background.
- "Toggle navigation menu" button doesn't perform its intended function, when CSS is disabled.
- Redundant hyperlink: Links that are next to each other lead to the same destination. This redundancy can confuse users and dilute user experience by cluttering the interface.
- The links are inconsistent; some change colour when hovered over, while others do not.

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 [Web Content Accessibility Guidelines version 2.2](#).

If you find something that does not work that we missed, remember to [Contact Us](#).

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

Non-compliance with the accessibility regulations

This section covers issues that we need to fix and are working to do so.

Example: Images, Video and Media

Some images on the website do not have a text alternative, so people using a screen reader cannot access the information. (WCAG: 1.1.1).

We are working to fix this issue by 31st December, 2025.

Example: Forms

Contact Us form does not provide suggestions for fixing errors (WCAG: 3.3.1, 3.3.3).

This will be fixed in the next update of the website which is planned for 31st December, 2025. If you need support filling out the form in the meantime, please contact us via an alternative method such as telephone or email.

Disproportionate burden

Not applicable.

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

This section covers issues that we do not need to fix right now.

Online Maps

The accessibility regulations do not require us to fix online maps provided there is an accessible alternative.

Our website uses online maps and where there is a map, the information being displayed is provided in an alternative format on the same web page.

Third-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 3rd party websites.

Preparation of this accessibility statement

This statement was prepared on 25 June 2022. It was last reviewed on 3 April 2025.

This website was last tested on 7 November 2024. The test was carried out by Kent County Council.