Accessibility statement for King’s Venues website

We want as many people as possible to be able to use King’s Venues website (www.kingsvenues.com) to find, read and understand the content.

King’s Venues website is made up of hundreds of web pages and assets such as PDF documents, videos etc. The template was created in 2011 and has not been updated since.

Using King’s Venues website

King’s Venues website is run by King’s College London and we want as many people as possible to be able to use it. Due to the age of the site it is not currently accessible.

Technical information about King’s Venues website accessibility

King’s College London is committed to making King’s Venues website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. We work to achieve and maintain WCAG 2.1 AA standards, but it is not always possible for all our content to be accessible. The King’s Venues site is planned to be rebuilt Q2/Q3, these changes will deliver an accessible site.

PDFs and other documents

Many of our older PDFs and Word documents don’t meet accessibility standards - for example, they may not be structured so they’re accessible to a screen reader. This doesn’t meet WCAG 2.1 success criterion 4.1.2 (name, role value).

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.

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

What to do if you can’t access parts of King’s Venues website?

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

- email diversity@kcl.ac.uk

We’ll consider your request and get back to you in 7 days.

Reporting accessibility problems with King’s Venues website

We’re always looking to improve the accessibility of King’s Venues website. If you find any problems that aren’t listed on this page or think we’re not meeting accessibility requirements, contact:
Escalation procedure

If you need to escalate your issue further, contact the Director of Diversity & Inclusion via diversity@kcl.ac.uk You can expect an acknowledgement of your issue within 7 days and a full reply within 14 days. If your complaint raises complex issues that cannot be answered within 14 days, we will keep you informed of progress until we can fully respond.

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).

How we tested this website

This website was last tested on 4 September 2019. The test was carried out manually by the IT Services team in King’s College London. We scan all the site weekly to review content. All content editors then have access to reports to allow them to correct the content.

What we’re doing to improve accessibility

King’s College London has convened a college-wide action group to address the accessibility of its digital information and actions are currently being undertaken around:

- Assessing, prioritising and improving the accessibility of the 100+ digital platforms in use at King’s and highest priority is being given to those holding student teaching materials;
- Improving the accessibility of online teaching materials;
- ensuring all future purchases or development of digital platforms are accessible;
- ensuring that all future teaching materials being developed and uploaded are accessible.
- The King’s Venues site is going to be redeveloped in Q2/Q3 of 2020 to deliver an accessible site.

This statement was prepared on 17th February 2020. It was last updated on 17th February 2020.