



WestKent

Places to live. Space to grow.

Communication formats

Your guide

Introduction

We want to make sure that you can access the information and any documents we provide easily. We cover a range of different services to make sure you receive information that is convenient for you to use.

This document explains these services, how you can access them, and how you can give feedback on any you may use.

If you need information from us in a different format:

- Email help@wkha.org.uk
- Visit www.westkent.org/contactus
- Call 01732 749400

We'll consider your request and get back to you by the end of the next working day.



How we provide information to you

We can provide information



By phone



By email



In person



On our website



Through printed material;
for example
Neighbourhood
News, posters,
leaflets and
by letter

Plain English



This means we use everyday, simple language that is easy to understand.

We don't use jargon or business-specific terms.

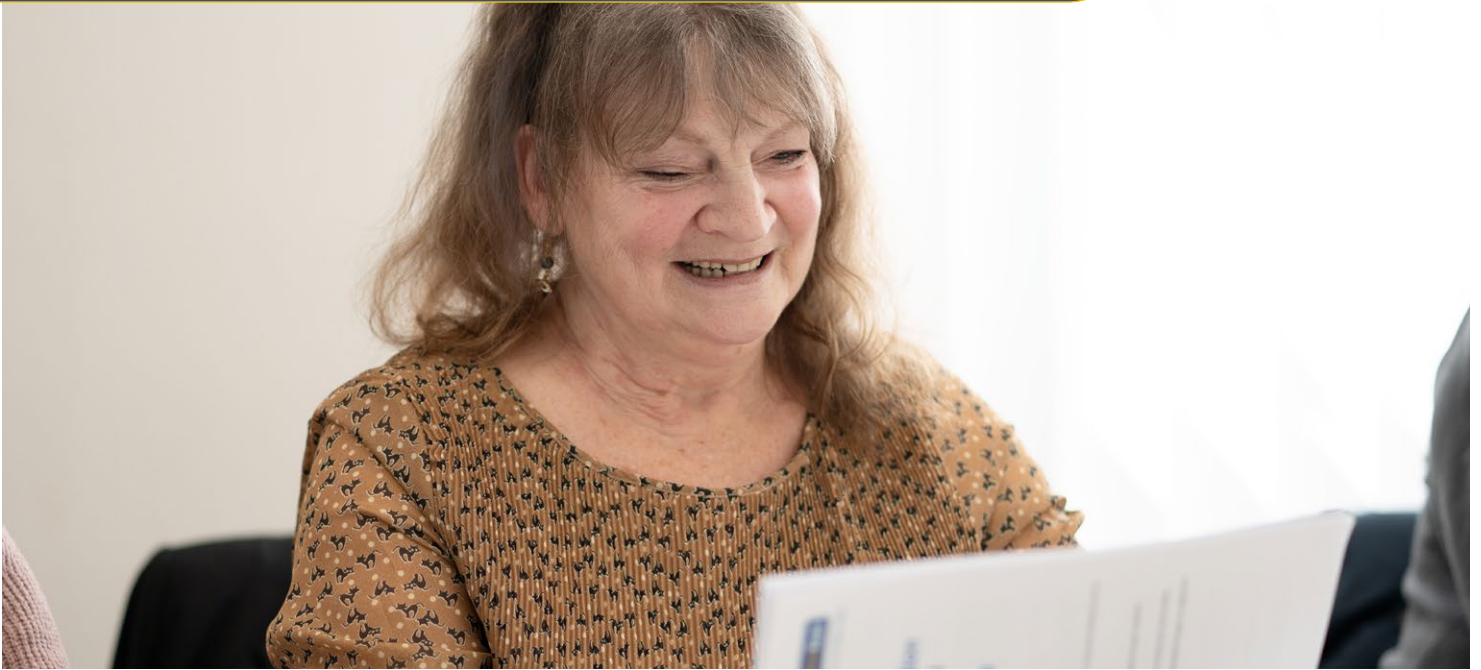
We use clear print



We use text and fonts that are clear and easy to read. We follow accessibility guidelines and guidelines from the Royal National Institute for the Blind (RNIB).

Our font size is never below 11 points, with a minimum of 14 points for large print documents.

Communication formats



We can translate documents and information

Please let us know if English is not your first language and you have difficulties understanding English.

We can organise a translator by phone

Using a translation service called Language Line, we can put you in touch with a telephone translator.

We can provide information in the following formats:

- large print
- yellow paper
- accessible PDF
- braille
- over the phone interpretation
- face-to-face interpretation.

We will not normally translate longer documents in full, or use an external interpreter unless we have discussed and agreed with you that it is strictly necessary.

If you need information in a particular format, please contact help@wkha.org.uk to let us know.

Online communication



We review our website regularly, incorporating feedback from residents to make improvements.

Our web content is accessible following the Disability Rights Commission British Standards Institute Guidelines and Web Content Accessibility Guidelines 2.2, produced by the World Wide Web Consortium.

We've supplied a variety of accessibility tools to make our website easier to understand.
You can:

- 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)
- translate the page into another language.

More information can be found by reading our Accessibility Statement by visiting www.westkent.org/accessibility

Help and advice

If you have any questions, or need help understanding this document, please contact us.



Email
help@wkha.org.uk



Visit
[westkent.org/
contactus](http://westkent.org/contactus)



Call
01732 749400



You can also visit us
by appointment only.
Our address is:

101 London Road
Sevenoaks
Kent
TN13 1YG

If you have any feedback on this document, please email communicationsteam@wkha.org.uk

