

Accessibility Audit Worcestershire County Council website

07 March 2024

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This manual audit

This manual audit was conducted by the web team of Worcestershire County Council from 7 March to 14 March 2024. Further detailed web accessibility testing is planned at quarterly intervals throughout the year to maintain the website and feedback to our third-party provider.

This manual audit will work alongside the internal accessibility monitoring at Worcestershire County Council conducted using the automated [SilkTide](#) tool. A snapshot of this monitoring can be found on the national [public SilkTide index](#).

The audit was conducted using manual testing against the [Web Content Accessibility Guidelines \(WCAG\) 2.2](#) framework and the results are listed in the order of the POUR principles.

How was the audit conducted

User personas were used to test journeys, as well as specific pages were tested throughout the site that display different content features, menus, and paragraph types.

This audit is only a manual testing audit.

Prior accessibility audits completed:

After launch in February 2023 a live audit was conducted on the Worcestershire website by [Hassell Inclusion](#).

A member of the Worcestershire community also tested the website using his JAWS screen reader and his findings are highlighted alongside the results found. His findings also contributed to the mystery shopper report in March 2023 from Healthwatch Worcestershire: [Finding out about Adult Social Care Services from Worcestershire County Council website | Healthwatch Worcestershire](#)

An [internal audit](#) is completed quarterly by the web team at Worcestershire County Council.

During July and August 2023, we were also monitored by Government Digital Service who offered additional advice and guidance for the accessibility of the website.

The POUR principles covered and a link to their specific WCAG criteria

1. [Perceivable](#) is about making content available through multiple senses, e.g., sight, sound, touch and speech.
2. [Operable](#) is about making the *input methods* of web content functionally available to a wide range of inputs and devices, including mouse or touchpad, keyboard, touchscreen, voice recognition software and other specialized input devices (most of which emulate the keyboard or mouse).
3. [Understandable](#) is about making *content* and *interfaces* that people can comprehend, such as setting the language, writing in clear language, adding supplementary alternatives, consistent and predictable layouts, error prevention and correction, clear instructions and helpful tips.
4. [Robust](#) is about ensuring *compatibility* with a broad range of user agents, including assistive technologies, browsers, devices and clear labelling e.g., do users know how to use interactive elements and what they are doing (ARIA)

Testing was conducted using the following methods:

- Screen reader (NVDA)
- Keyboard only navigation
- Multiple browser capability (Edge, Chrome, Firefox, Safari etc)
- Resize zoom testing up to 400%
- Mobile phones devices

Pages of the website tested during this audit

[Welcome to Worcestershire County Council](#)

[Contact | Worcestershire County Council](#)

[News | Worcestershire County Council](#)

[Events | Worcestershire County Council](#)

[What we do in adult social care | Worcestershire County Council](#)

[What is adult social care? | Worcestershire County Council](#)

[Alcohol use | Worcestershire County Council](#)

[SEND Local Offer | Worcestershire County Council](#)

[Short break groups and activities | Worcestershire County Council](#)

[Are you already fostering? | Worcestershire County Council](#)

[Start or grow a business | Worcestershire County Council](#)

[Search results | Worcestershire County Council](#)

[Learning Services Worcestershire | Worcestershire County Council](#)

[Let's Waste Less | Worcestershire County Council](#)

[Ceremony venues | Worcestershire County Council](#)

[Find a library | Worcestershire County Council](#)

[Droitwich Spa Library | Worcestershire County Council](#)

[Travel and highways | Worcestershire County Council](#)

Audit and testing results

These findings only relate to content on the www.worcestershire.gov.uk domain name, it does not include testing for forms and systems that sit within the website on the following domains:

- www.civicaepay.co.uk
- emsi.worcestershire.gov.uk
- capublic.worcestershire.gov.uk
- lasportal.worcestershire.gov.uk
- registrationsworcestershireportal.icasework.com

Perceivable

Issue	Description	Impact	WCAG Notes
Video audio content on some pages	Information given in the video visually doesn't have an alternative for non-sighted users in audio description or a transcript	Non-sighted users only get half of what the video is conveying	1.2.5 Audio Description (Pre-recorded)
Video captions	Some embedded videos do not have captions or transcript alternatives	Those with hearing or situational impairments will only see the visual content with no audio alternative	1.2.2 Captions (Pre-recorded)
Decorative images	Decorative images aren't always hidden from screen reader	In some areas image alt text can be distracting to be able to navigate the page, especially when other navigation features do not do this, this happens when there is a two column image menu, such as	1.1.1 Non-text Content

Issue	Description	Impact	WCAG Notes
		on Travel and highways Worcestershire County Council	
Contacts page menu	Menu levels does not clearly announce open and closed state	Non-sighted users will not know what useful parts of the menu are open and closed to be able to find the contact details that they need	1.4 Distinguishable
Home page and related items carousels	The carousel has buttons sequenced before and after the items	Without clear instruction the logical reading order is confusing for non-sighted users. The controls do not read out their purpose	1.3.2 Meaningful Sequence
Tables	Some tables do not have a caption element to describe their content	Tables may not have a context for non-sighted users	1.3.1 Info and relationships
Search results	Some search terms and findings appear in the descriptors on search results. These descriptors do not read in a screen reader elements list.	Non sighted users only get the headings for the search results therefore will miss the descriptors and not find what they are looking for. Content is better in separate pages to aid the searching of the site	1.3.1 Info and relationships
Search results	Page does not announce what search has been conducted or the number of results found	A user hearing the page will not know that the search has been performed and what results have been returned. Several clicks down the page you can get this information.	1.3.1 Info and relationships
Text and background	In some areas of the site text falls on poor contrast background due to gradients. This is mainly in lighter gradients and on long breadcrumbs over the right-hand grey columns on some pages	Those with low vision may not be able to see or read the content of the page without struggling	1.4.3 Colour contrast minimum
Menus on contacts list	Contacts page does not function when zoomed in	Those who need to zoom into the site will not be able to use the contacts area	1.4.10 Reflow, 1.3.2 Meaningful Sequence
A to Z directories in several areas of the site	A to Z filters results but it means those reliant on keyboard and screen reader accessibility do not know the filter has worked and have to navigate whole page to find results	Non-sighted users and those navigating with a keyboard have to navigate the entire page from the top to get to filtered results. Non-sighted users are not told the pages has performed a search or filtered content	1.3.2 Meaningful Sequence

Operable

Issue	Description	Impact	WCAG Notes
Chat with us	Chat with us button floating and obscuring on zoomed content	This obscures content, but becomes more of a barrier when zoomed to 300%	2.4.11 Focus Not Obscured (Minimum)
Chat with us	Difficult to get out of the chat function once in it	Those using keyboard navigation or screen readers will find it difficult to escape the chat with us function, logical placement of exit	2.1.1 Keyboard
Events page	There are many different filters on the news page	Those on keyboard have to tab through all of the filters and options before they hear the events listings. There is no way to avoid this.	2.4.1 Bypass blocks.
Filters on news and events	When tabbing down through the menu on zoom items are focused but off the page and out of view	Keyboard users would not be able to see where they are on the menu navigation to read it.	2.4.11 Focus Not Obscured (Minimum)
Twitter embeds	Once you get into a twitter feed on the website you cannot leave it	Users on keyboard or screen readers are trapped in the twitter feed and cannot return to the site	2.1.2 No keyboard trap
In this section	The menu is a tab not an arrow navigation function.	Once users have opened the menu, they have to tab through all content in the dropdown to be able to escape it. If this was arrow keys the tab would help users escape it.	2.1.1 Keyboard, 2.4.1 Bypass blocks.
Carousel web page parts	Carousel navigation	Carousels don't announce logically for users, you get to the left arrow, then the carousel items and then after the right arrow. This is especially difficult when the menu appears e.g., more than 3 items on a larger screen or more than 1 on a mobile phone view.	2.1.1 Keyboard
Related items carousel	Related items carousel headings are h4.	The h4 means that headings are often jumped on the page to account for the carousel and many not appear properly for those navigating via the headings structure	2.4.6 Headings and labels
Both homepage carousels on mobile	The lines to be able to select a specific item are too small and too close to the arrows	Users with difficulties of dexterity will struggle with the target size of those buttons. They are also difficult to see on mobile devices	2.5.5 Target Size (Minimum)

Issue	Description	Impact	WCAG Notes
A-Z directory pages	When using filters page resets without announcing the results.	Keyboard and screen reader users still have to navigate all of the page again to get to the results. That is if they assume the results have been filtered.	2.4.1 Bypass blocks 2.1.1 Keyboard, 2.4.2 page titled
Collapsible content	Some content is hidden in collapsible content sections	On screen readers people using continuous read have to perform extra interactive functions instead of hearing the pages read the content.	3.2.3 Consistent Navigation
Contacts area	Users can't easily start again to find a new contact	Users have to tab back through where they came from to be able to make a different selection, there is no way to start again	2.4.1 Bypass blocks
Contacts area	Users cannot use the page on zoom with a keyboard.	Those who need content zoomed and use a keyboard will not be able to use the page as content overlaps itself and is confusing. This function on zoom does not work.	2.1.1 Keyboard
Page titles on search	Screen reader users don't get page titles announced on some pages	NVDA users don't hear the page titles when search or search filters have been applied.	2.4.2 page titled
Date filters on events	Not keyboard accessible	Keyboard and screen reader users get trapped in the date selector and can't escape it meaning they can no longer use the page.	2.1.1 Keyboard
News page	News items don't tab in a logical order	When tabbing through news items on the news page the logical tabbing order against what is visual on the page are not the same. This may be due to not being a uniform size.	2.4.3 Focus order
RSS feed button	Not keyboard accessible and no focus.	Users on keyboard or screen readers cannot access the RSS feed button.	2.4.4 Link purpose, 2.1.1 Keyboard, 2.4.7 Focus visible

Understandable

Issue	Description	Impact	WCAG Notes
Some pages have unexplained abbreviations	Some abbreviations or acronyms are not	This might cause confusion to those who do not know or are not familiar with the words.	3.1.4 Abbreviations

Issue	Description	Impact	WCAG Notes
	explained in the content	Abbreviations or acronyms need to be clearly explained	
Some pages use complex language or excessive text	Some pages have a considerable amount of text on them.	Some users struggle with complex sentences and a plain English approach needs to be adopted	3.1.5 Reading Level
Image buttons announced as link	Image buttons announced as link, not consistent with other button types	This may be confusing as they are not consistent with the other button types on the site	3.2.4 Consistent Identification, 3.2.3 Consistent Navigation
Alerts menu at the top of the pages	The alerts menu that is a carousel that cycles through	With no controls it means users have no way to navigate through them or find the specific one they need	3.2.5 Change on Request
News section when filtered	The tab order is incorrect as it goes from right to left in some cases not all	This may be confusing as the filtered results do not read out in the same consistent way	3.2.4 Consistent Identification, 3.2.3 Consistent Navigation
RSS feed icon on News page	Can not tab to the icon and it does not read out	Users may think the button will take them to the news	3.2.4 Consistent Identification, 2.4.3 Focus Order
Contacts page	Page moves around unexpectedly, difficult to tab and go back	This is confusing and a user would not know where they are, and they would not be able to navigate back	3.2.3 Consistent navigation and 3.2.4 Consistent identification
Related content carousel items	Section not announced correctly or it's corresponding buttons	Related content carousel items read out as 'blank'. Clicking the 'next' button doesn't announce the move so you don't know where you are. You also cannot read out the headings on zoom	3.2.3 Consistent navigation and 3.2.4 Consistent identification

Robust

Issue	Description	Impact	WCAG Notes
Date fields on forms - events	Date fields are not keyboard accessible.	Users on assistive technology end up in a keyboard trap	4.1.2 Name Role Value
Search results	Search result total is not read out to screen readers.	Screen reader users do not know that the search results have been actioned or how many results their search found	4.1.2 Name Role Value, 4.1.3 Status Messages

Web chat	When the web chat is selected it is difficult to exit.	Screen reader and keyboard users are unable to escape the chat bot.	4.1.2 Name Role Value
Contact us section	Announcements are not clear when navigating the menus on the page.	Screen reader users would find it hard to understand going back and forth through the contacts area.	4.1.2 Name Role Value
Screen readers	Some content is not compatible with screen readers	Screen reader users will struggle to use many interactive features and menus on the website.	4.1 Compatible

Summary of findings and recommendations

High priority items to address

- Website contacts page does not work on mobile phones to navigate through alternative contacts
- Contacts area does not function in zoom for keyboard accessibility
- Site search does not announce results when a search has been conducted
- A-Z searches do not announce results when a search has been conducted and users on a keyboard or screen reader have to navigate the entire page to get back to the filtered results
- Website contacts page is not labelled helpfully for screen reader users to understand the menu and does not work for those zoomed in
- Many PDFs across the site are not accessible to screen reader users and where these are forms no other alternative is available
- Focus state on events and news filters cannot be seen when zoomed in
- There is a keyboard trap on the date selector on the events page

Medium priority items to address

- Patterns for using menus are different across the site, e.g., in this section menu uses tab, whereas filters on other pages are navigated using arrow keys.
- Some important information that is given visually in videos is not given as an alternative for those who can't see it, use of audio descriptions is recommended
- Additional clicks and functionality add extra effort to read content in collapsible blocks
- Language of content needs to be reviewed in some areas for all reading levels

Low priority items to address

- Carousel navigation is confusing for screen reader users
- Colour contrast could be enhanced on gradient backgrounds
- Add captions on tables to describe context
- Text size and spacing for content and breadcrumb links, especially on a mobile device
- Twitter embeds cause a keyboard trap, these could be a link instead