

A close-up photograph of an elderly person's ear wearing a hearing aid. The hearing aid is a behind-the-ear (BTE) model with a white and gold receiver and a clear plastic earmold. The person has white hair and wrinkled skin.

Live Audit High Level Summary Report

Audit Date: 13th & 20th Feb 2023

Note: PDFs of PowerPoints are complex and expensive to make accessible. So, while we take reasonable steps to do this, aspects of this PDF aren't accessible by default, but will be considered on demand.

© Hassell Inclusion, 2023.



What journey's did we review?

Pages reviewed include the links below and branching from these:

- The home page has carousels and various promotion items <https://beta.worcestershire.gov.uk>
- This landing that has a video <https://beta.worcestershire.gov.uk/learning-services-worcestershire>
- This is a directory page <https://beta.worcestershire.gov.uk/find-library>
- This has a carousel <https://beta.worcestershire.gov.uk/jobs-and-careers>
- This is a content page with collapsible layout and related items at the bottom <https://beta.worcestershire.gov.uk/schools-education-and-learning/apply-school-place>
- This page has web chat <https://beta.worcestershire.gov.uk/blue-badge>
- Contact <https://beta.worcestershire.gov.uk/contact>
- This has embedded content other than video and a social media feed <https://beta.worcestershire.gov.uk/roads/roadworks-and-live-updates>
- Events has a searchable menu <https://beta.worcestershire.gov.uk/events>
- News: <https://beta.worcestershire.gov.uk/news-search>
- Galaxy site <https://beta.worcestershire.gov.uk/lieutenancy/worcestershire-lieutenancy>

Executive Summary

- Overall the pages show good accessibility features: heading structure is excellent, links are well labelled, and the site has a very good responsive layout which works well on magnification and mobile.
- Unfortunately, some high priority issues with menus, keyboard accessibility in subsections, and lower priority issues with consistency make some user journeys more confusing and complex
- Issues outside of WCAG including digital inclusion, support, and guidance may also need to be improved to help users understand availability of support, clarity on locations of libraries and alternative formats for documents
- Further details given below

Issues

Issue	Description	Impact	Notes
Menu	On magnification the expanded menu overlaps content and cannot be closed automatically	High Focus moves behind the menu and users cannot locate this easily to close menu	At higher magnification when burger nav is present
Keyboard accessibility	In the 'report a pothole' service keyboard users cannot access content that needs interaction	High Users are prevented from selecting interactive sections that mouse users can	WCAG https://www.w3.org/WAI/WCAG21/Understanding/keyboard.html
PDF and Word documents	There are several issues across the documents viewed during the sessions.	High Flagged as high due to the number of documents and the variety of issues, including but not limited to: Reading order Colour contrast Mark up	WCAG https://www.w3.org/TR/WCAG20-TECHS/pdf Several standards exist for PDF accessibility. WCAG link given as one example

Issues

Issue	Description	Impact	Notes
Menu bar	The menu bar isn't fixed and moves down the page on scrolling	Medium Content often overlapped especially at higher magnification	WCAG https://www.w3.org/WAI/tutorials/menus/
	Patterns for opening sub menus are different to other areas of the site	Medium Indicators for sub menus are missing, menus don't close on losing focus.	Menu item has multiple failure points. The above link gives guidance on fixing some issues
Images	Decorative images aren't hidden from screen reader users	Medium Duplicate content is read out sometimes causing confusion	WCAG https://www.w3.org/WAI/tutorials/images/
Video	Information given in the video visually doesn't have an alternative for non-sighted users in audio description or a transcript	Medium Important information is lost for some users	WCAG https://www.w3.org/WAI/media/av/

Compliance and Risk Information

- The journeys undertaken throughout the audit are partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.
- Accessibility is generally good but inconsistencies and non-compliance throughout a journey can make navigation and interaction harder for some users especially where journeys contain multiple steps
- Contact information is given on the accessibility statement but the pages are hard to navigate through and no details are given as to contact times. Known issues don't have reasonable alternatives or workarounds stated.
- Some journeys involve multiple touch points – completing a Word document for school applications, reading a PDF etc. Parts of the journey are not accessible increasing risk, both reputational and legal.
- Support for users is good but further improvements could be made to clearly signpost locations of mobile libraries, indicate the state of collapsed content to assistive technologies, and improve some labelling

Information on the Testing

- The journey was testing using
 - Firefox
 - NVDA,
 - Windows
- against WCAG 2.1 AA checkpoints and industry best practise.
- Additional digital inclusion, UX, design and usability issues were discussed in the audit.