Accessibility Audit Worcestershire County Council website

June 2023

Contents

This manual audit

This manual audit was conducted by the web team of Worcestershire County Council on 31 May 2023. Further detailed web accessibility testing is planned at quarterly intervals throughout the year to maintain the website.

This manual audit will alongside the internal accessibility monitoring at Worcestershire County Council. This is 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) 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.

In February 2023 a live audit was conducted on the Worcestershire website by [Hassell Inclusion](#) and the findings from their testing is echoed in the results.

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: Finding out about Adult Social Care Services from Worcestershire County Council website | Healthwatch Worcestershire

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 predicable 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

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 site within the website on the following domains:

- www.civicaepay.co.uk
- emsi.worcestershire.gov.uk
- capublic.worcestershire.gov.uk
- lasportal.worcestershire.gov.uk

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 hidden from screen reader	Duplicate content is read out sometimes causing confusion	1.1.1 Non-text Content
Menu items	Main menu does not announce open and closed state	Non-sighted users will not know when parts of the menu are open and closed to be able to use the navigation	Guideline 1.4 Distinguishable
Sub menu 'in this section'	Main menu does not announce open and closed state	Non-sighted users will not know when parts of the menu are open and closed to be able to use the navigation	Guideline 1.4 Distinguishable
Contacts page menu	Menu levels does not announce open and closed state	Non-sighted users will not know when parts of the menu are open and closed to be able to find the contact details that they need	Guideline 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

Issue	Description	Impact	WCAG Notes
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
Text and background	In some areas of the site text falls on poor contrast background. 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
Keyboard focus colour contrast	The webchat in focus state does not have enough contrast	When keyboard navigating the website the chatbot function when focused on has poor colour contrast with text and background, this also is problematic as it turns red over the red footer.	1.4.3 Colour contrast minimum
Menus on smaller monitors	Scroll bars appear in the main site menu on smaller screen sizes	Menu items become hidden without using the scrollbars, some users may miss these sections of the menu	1.4.10 Reflow
Menu filters in news, events and directories. This is also true of the filters on the search results page.	Items do not read out to users the name of the selection	Non-sighted users will not know what menu items they are tabbing through, they currently all read out 'blank'	1.4.13 Content on hover or focus
Text size for 'In this section'	The test size is very small, it is also still small on zoom	Users with low vision may struggle with this without zooming in	1.4.4 Resize Text
Text size and target size for Popular services on the homepage	The test size is very small and close together	Users with low vision or dexterity of touch may struggle with this without zooming in	1.4.4 Resize text, 2.5.5 Target Size (Enhanced), 1.4.12 Text Spacing
Page descriptions in boxes at the top of pages	Text is very close together	Text that is close together may cause problems for those with low vision or reading difficulties	1.4.12 Text Spacing
Space between breadcrumbs and alters banner	The space between the breadcrumbs and alerts banner on a	Users with low dexterity of touch may struggle with this	1.4.12 Text Spacing, 2.5.5

Issue	Description	Impact	WCAG Notes
	mobile is very close together	target and accidentally click on the alert in error	Target Size (Minimum)

Operable

Issue	Description	Impact	WCAG Notes
The menu bar isn't fixed	The menu moves down the page on scrolling and obscures some content as the page scrolls.	This obscures content, but becomes more of a barrier when zoomed to 300%	2.4.11 Focus Not Obscured (Minimum)
Let's waste less breadcrumbs	On mobile the breadcrumbs are completely obscured by the main navigation menu	Users lose a part of the navigation to get back to where they need to be.	2.4.11 Focus Not Obscured (Minimum)
Menu items	Main menu does not announce open and closed state	This prevents non-sighted users for being able to navigate the website	2.4.6 Headings and labels
Filters on search page	The filter menus do not announce what the selections are	Non-sighted users cannot use the filter, nor can they bypass it to get to the results	2.4.6 Headings and labels
Keyboard trap	The 'was this page useful' feature opens a modal form. Users are not announced content or instructions	Without clear instruction users are trapped within the model and can't get back to the website	2.1.2 No keyboard trap, 2.4.6 Headings and labels
Keyboard trap on zoom	The 'was this page useful' feature opens a modal form. This is obscured by the navigation menu and footer on zoom	The mechanisms to escape the modal are hidden by the navigation menu and footer so users are unable to get back to the main website	2.1.2 No keyboard trap
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
Directory records, news, and events	When in a directory record, news item or event you cannot go back easily to the filtering page, breadcrumbs do not work logically and there is no other navigation	This is confusing for all users, but more difficult for those using keyboard only navigation or screen readers	2.1.2 No keyboard trap, 2.4.5 Multiple Ways
In this section	Focus state is just a yellow outline.	On focus does not have an obvious change of appearance to those with low vision. Ideally the whole button should change	2.4.13 Focus Appearance

Issue	Description	Impact	WCAG Notes
		colour, not just a yellow outline on a white background that is poor contrast	
Alerts banner at the top of the page	Alerts banner has no controls for people to navigate through them	Carousel of information when there is more than one alert. Users cannot stop it or navigate through it.	2.2.2 Pause Stop Hide
Related items carousel	Navigating the related items carousel on some pages read items out as blank.	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.	2.4.6 Headings and labels
In this section menu	The menu reads out regardless to screen reader users and there is no way to bypass it on continuous read as it isn't operated via the menu	This menu reads before the page content with not option to bypass. This menu would be better suited in another location on the page to read and be available at the end.	2.4.1 Bypass Blocks
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)
A-Z directory pages	The A-Z letter menu is a small target size without zooming into the screen	Users with difficulties of dexterity will struggle with the target size of those buttons.	2.5.5 Target Size (Minimum)
Collapsible content	Some content is hidden in collapsible content sections	Some users need less effort to click and navigate through content, some pages would be better to be plain text without the need for extra functionality to read what is needed	3.2.3 Consistent Navigation

Understandable

Issue	Description	Impact	WCAG Notes
Menus and sub menus	Patterns for opening sub menus are different to other areas of the site	When those using screen readers learn patterns to understand how to navigate through content this can become confusing	3.2.3 Consistent Navigation, 3.2.4 Consistent Identification
Some pages have unexplained abbreviations	Some abbreviations or acronyms are not explained in the content	This might cause confusion to those who do not know or are not familiar with the words. Abbreviations or acronyms need to be clearly explained	3.1.4 Abbreviations

Issue	Description	Impact	WCAG Notes
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
Selection menus in events, news and directories	Menus when selected are open but so not read out as they are focused on or selected	A non-sighted user would struggle to understand how these filters work	3.2.1 On Focus, 3.3.2 Labels or Instructions
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 one they need	3.2.5 Change on Request
Interface buttons with title and description	In screen reader elements navigation, all the content on the button reads out.	Having a few sentences instead of the button name makes hearing navigation links confusing	3.2.4 Consistent Identification
In this section submenu	Continuously reads out on a screen reader even when menu is not clicked or collapsed	This may be confusing as the main button 'in this section; suggests it is clickable, but the menu items read out regardless	3.2.4 Consistent Identification, 3.2.3 Consistent Navigation,
Latest news section on homepage	Users are announced the heading latest news, then a button for 'view all news'.	Users may think the button will take them to the news, yet the news items are after the button. The button needs to logically appear, so it needs appear after the news items to go to more of the news to prevent confusion	3.2.4 Consistent Identification, 2.4.3 Focus Order

Robust

Issue	Description	Impact	WCAG Notes
Menus	Main menu and contacts page menu does not announce open and closed state	Non-sighted users on screen reader inputs will not know when parts of the menu are open and closed to be able to use the navigation of the site	4.1.2 Name Role Value
Date fields on forms	Date fields are not properly labelled	It is difficult to filter by date using key board navigation and using screen readers this is more complex because it also doesn't announce or navigate logically.	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
Thumbs up and down website feedback	The thumbs up and thumbs down features are not labelled correctly.	Screen reader users wanting to give feedback on the website cannot use the modal window or form as the filters do not announce.	4.1.2 Name Role Value

Issue	Description	Impact	WCAG Notes
Thumbs up and down website feedback form	Users can get stuck in the modal window as it does not announce errors and completion of the form	No error messages are announced if the form has not been filled in correctly. There is also no message to say when or if feedback has been sent or instructions of how to close the modal window. Users get stuck in the window.	4.1.3 Status messages
Sub menus and search filters	Filters across the site do not tell a screen reader the state, property or value of the items in the list.	Screen reader users only hear 'blank' repeatedly when trying to select filters, they therefore cannot use the search functions.	4.1.2 Name Role Value
Main navigation menu	When navigating with a keyboard, council services dropdown menu is not announced to screen reader as open or closed.	Screen reader users are unable to use the main site navigation as it does not announce when the second level of menu items are opened. Users can get stuck in the second level menu unable to use the website.	4.1.2 Name Role Value

Summary of findings and recommendations

High priority items to address

Many of the most important features on the website pose some significant barriers to users of assistive technologies. This happens when using keyboard navigation functionality and when screen reader users navigate the website using their elements list.

- Main navigation menu throughout the website is not labelled for screen reader users
- Floating main menu obscures content for users who need magnification
- Sub menus not working as navigation lists
- Search filters and form components are not labelled, and all announce as 'blank'
- Site search does not announce results when a search has been conducted
- Website contacts page is not labelled for screen reader users to understand the menu
- Website feedback tool (thumbs up and down) creates a modal keyboard trap and the selections, instructions and acknowledgement of submission not announced
- Landing page buttons have a confusing appearing in a screen reader elements list navigation as sentences rather than button title
- Breadcrumbs are not consistent throughout the site, making navigation confusing
- Many PDFs across the site are not accessible to screen reader users and where these are forms no other alternative is available

Medium priority items to address

- Patterns for using menus are different across the site. There are also different ways that similar features behave that means screen reader users must use and remember different patterns depending what page they are on
- Decorative images aren't hidden from screen reader in pages where this would be helpful, instead they have long alt text descriptions that could be distracting and confusing

- 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
- Language of content needs to be reviewed in some areas for all reading levels

Low priority items to address

- Text size for 'In this section title'
- Carousel button and function sizes
- Alerts bar announcement
- Tab reading order on homepage for 'view all news' and carousel functionality
- Colour contrast could be enhanced on gradient backgrounds
- Chatbot colour contrast focus needs to be enhanced for text and background, but use a colour that also makes it distinguishable from the red footer it sits over
- Add tables captions to enhance context
- Menu scroll bars on smaller monitor sizes
- 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