

Accessibility Audit Worcestershire County Council website

November 2023

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This manual audit

This manual audit was conducted by the web team of Worcestershire County Council on 27 November 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

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](#)

[Find a Household Recycling Centre in Worcestershire | Worcestershire County Council](#)

[Bilford Road \(Worcester East\) | Worcestershire County Council](#)

Audit and testing results

These findings only relate to content on the www.worcestershire.gov.uk domain name only, it does not include testing for any forms or online systems that site within or are linked to from the website.

Perceivable

Issue	Description	WCAG Notes
Video content	Some embedded videos do not have captions or a transcript	1.2.2 Captions (Pre-recorded)
Video content	Some video content does not have an alternative for non-sighted users in the form of an audio description or transcript	1.2.5 Audio Description (Pre-recorded)
Tables	Some tables do not have a caption element to describe their content,	1.3.1 Info and relationships
Forms	There are forms where the form elements are not grouped	1.3.1 Info and relationships
Forms	There are some pages where we use input fields that have no description	1.3.1 Info and relationships
Links and navigation	Lists of related links should be written semantically as a list	1.3.1 Info and relationships
Carousel content	Some carousels read in an illogical order	1.3.2 Meaningful Sequence

Issue	Description	WCAG Notes
A-Z Directories	The A-Z features on the site use anchors to display filtered results, this means those on the keyboard don't benefit from filtered content and have to always navigate the whole page	1.3.2 Meaningful Sequence
Menus	Some menu items and menus in the contacts area do not announce open and closed states	1.4 Distinguishable
Contrast	In some areas of the site text falls on poor contrast background	1.4.3 Colour contrast minimum
Text size	Some text size in our website is very small and does not zoom	1.4.4 Resize text
Menu bars	Scroll bars appear in some menus on smaller screen sizes hiding some menu content	1.4.10 Reflow
Text size	Some text and interactive functions are close together meaning it might be difficult to use with poor dexterity	1.4.12 Text Spacing

Operable

Issue	Description	WCAG Notes
Forms	There are forms where the form elements are not grouped there are some pages where we use input fields that have no description	2.1 Keyboard
Forms	Unable to amend select options after navigating forward and backwards with a keyboard	2.1 Keyboard
A-Z	The A-Z features on the site use anchors to display filtered results, this means those on the keyboard don't benefit from filtered content and have to always navigate the whole page	2.1 Keyboard
Carousel content	Carousels don't announce logically for users, you get to the left arrow, then the carousel items and then after the right arrow	2.1 Keyboard
Twitter feeds	When using Twitter feeds users on keyboard or screen readers are trapped in the twitter feed and cannot return to the site, this fails	2.1.2 No keyboard trap
A-Z	The A-Z features on the site use anchors to display filtered results, this means those on the keyboard don't benefit from filtered content and have to always navigate the whole page	2.4.1 Bypass blocks
Contacts	On the contacts area you need to navigate through a multi-layered menu to get to contacts, it means there is considerable navigation to be able to select a different contact	2.4.1 Bypass blocks
Page titles	Some page titles throughout the site do not announce	2.4.2 page titled
Links	Some download links may not make sense when read on their own	2.4.4 link purpose in context
Links	The same link text is used for links going to different destinations	2.4.4 link purpose in context
Carousels	Some items on homepage carousels do not announce	2.4.6 Headings and labels
Obscuring content	The back to top and chatbot functions are floating objects that obscure content	2.4.11 Focus Not Obscured (Minimum)
Focus states	Not all elements on focus have an obvious change of appearance to those with low vision	2.4.13 Focus Appearance

Issue	Description	WCAG Notes
Button size	Users with difficulties of dexterity will struggle with the target size of some buttons	2.5.8 Target Size (Minimum)

Understandable

Issue	Description	WCAG Notes
Cookie pop-up	On load of the website the cookie item receives focus which is confusing for keyboard navigation	3.2.1 On focus
	There are some pages where we use input fields that have no description	3.3.2 (labels or instructions)
	Some pages use collapsible content instead of navigating to a new page, which may be confusing as its inconsistent navigation	3.2.3 Consistent Navigation fail
Forms	There are forms where the form elements are not grouped	3.3.2 Label instructions
Language	Some pages have unexplained abbreviations	3.1.4 Abbreviations
Language	Some pages have a considerable amount of text and complex language	3.1.5 Reading Level

Robust

Issue	Description	WCAG Notes
Forms	There are some pages where we use input fields that have no description	4.1.2 name, role, value
Webchat	When the web chat is selected, it is not announced to screen reader as open or closed	4.1.2 name, role, value
Contacts area	On the contacts page 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

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.

- 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
- 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

- Carousel button and function sizes
- Alerts bar announcement
- Colour contrast could be enhanced on some gradient backgrounds
- Add tables captions to enhance context
- Twitter embeds cause a keyboard trap, these could be a link instead