

Accessibility Audit Worcestershire County Council website

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This manual audit

This manual audit was conducted by the web team of Worcestershire County Council from 31 August to 12 September 2023. 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 \(WCAG\) 2.1](#) 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:

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: [Finding out about Adult Social Care Services from Worcestershire County Council website | Healthwatch Worcestershire](#)

In June 2023 an [internal audit](#) was completed by the web team at Worcestershire County Council.

During July and August 2023 we were monitored by Government Digital Service who have given 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](#)

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 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	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	1.4 Distinguishable

Issue	Description	Impact	WCAG Notes
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	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
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
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 text 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 text 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

Issue	Description	Impact	WCAG Notes
A to Z	A to Z uses anchors to filter results.	Non-sighted users and those navigating with a keyboard may not be able to navigate from the anchor forcing them to read all of the results	1.3.2 Meaningful Sequence

Operable

Issue	Description	Impact	WCAG Notes
The menu bar isn't fixed, it's floating	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)
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)
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 from being able to navigate the website	2.4.2 Name, role, value
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	2.4.2 Name, role, value
Search button top right (site-wide)	Search button does not click to open	The search button is not clickable on a screen reader, users cannot access the search function.	2.1.1 Keyboard
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
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 colour, not just a yellow outline on a white background that is poor contrast	2.4.13 Focus Appearance

Issue	Description	Impact	WCAG Notes
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
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.	2.1.1 Keyboard
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
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)
A-Z directory pages	When selecting a letter, the page jumps to an anchor visually	When page jumps to an anchor keyboard and screen reader users still have to navigate all of the page and don't get a filtered experience.	2.4.1 Bypass blocks 2.1.1 Keyboard
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, or go to new pages of content for consistent navigation.	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
Page titles	Screen reader users don't get page titles announced	NVDA users don't hear the page titles, just 'loading complete'	2.4.2 page titled
Focus states on date filters on events	Focus needs a more obvious state, e.g. a clear outline is needed as well as colour. (NHS use a bold line as well as yellow)	The outline on some items is yellow against a white background therefore those with visual impairments using keyboard navigation would not clearly see the item selected	2.4.7 Focus visible

Issue	Description	Impact	WCAG Notes
News items	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 maybe due to not being a uniform size.	2.4.3 Focus order
Events filters	Filters are actioned by focus and not select	On focus the filters automatically open, they also automatically select items whether the user wanted to or not.	2.1.1 Keyboard
News filters	Filters are actioned by focus and not select	On focus the filters automatically open, they also automatically select items whether the user wanted to or not.	2.1.1 Keyboard 3.2.1 On focus
Language selection	Filters are actioned by focus and not select	On focus the filters automatically open, they also automatically select items whether the user wanted to or not.	2.1.1 Keyboard 3.2.1 On focus
Facebook icon alt text	Follow us on Facebook icon has poor alt text	On Let's Waste Less page the 'Follow us on Facebook' link announces the full url such at http://www.facebook.com/... Instead of a descriptive alt text.	2.4.4 Link purpose

Understandable

Issue	Description	Impact	WCAG Notes
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
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
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
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	2.4.3 Focus Order

Issue	Description	Impact	WCAG Notes
		logically appear, so it needs appear after the news items to go to more of the news to prevent confusion	
Different types of carousel.	Some carousels do not have a visible button.	Some users may presume the carousel without a button does not link to another page.	3.2.3 Consistent navigation
Filters and dropdown menus open on focus.	In this section, event filters, news filters, tell us why (when selecting no) and select a language dropdown open as they receive focus.	When a item is opened without an input from the user, it can be confusing.	3.2.1 On focus
News card tabbing order is illogical.	When using a keyboard to navigate, focus appears in a random order.	This can make it difficult for users to select the item they are looking for.	3.2.3 Consistent navigation
When a carousel has more than three cards, the navigation is illogical.		This can make it difficult for users to select the item they are looking for. They may miss the fourth card.	3.2.3 Consistent navigation
“Skip to main content” goes to the alert banner which receives no visual focus.	A screen reader receives context but no visual focus.	There is no visual cue for the user as to what is selected.	3.2.1 On focus
Contacts are not announced as a list of links.	When using a screen reader in the contacts page, the number of items in the list are not announced.	A screen reader user has no idea how many links are on the page.	3.2.3 Consistent navigation
When selecting a service from the contact page, a change of state occurs but it doesn’t tell the user.	When using a screen reader the change in focus isn’t announced.	A screen reader user would find it very difficult to navigate.	3.2.2 On input
Event filters field labels are announced as clickable a screen reader.	Event filters field labels are announced as clickable to select on a screen reader, but select on focus instead	A screen reader user would find it difficult to understand the filters and end up selecting things they didn’t want.	3.3.2 Label instructions
Labels on the filters in Find a Library are inside the box.	Field labels are positioned inside the filters.	A screen reader user would find it difficult to understand the purpose of the filters.	3.3.2 Label instructions
On a mobile (Safari) the cookie item receives focus without being selected.	On load of the website the cookie item receives focus.	On load of the website the cookie item receives focus which is confusing for keyboard navigation.	3.2.1 On focus

Robust

Issue	Description	Impact	WCAG Notes
Menus	Main navigation menu and the contacts page- menu 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 in the events section.	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
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
Web chat	When the web chat is selected it is not announced to screen reader as open or closed.	Screen reader users are unable to use the chat bot.	4.1.2 Name Role Value
A to Z	Pages that have an A to A do not work with a screen reader.	Screen reader users are unable to use a page that has an A to Z on it.	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

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.

- 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 announced as navigation lists
- All search filters and form components are being selected on focus but announce it is clickable to select
- 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
- Landing page buttons have a confusing appearing in a screen reader elements list navigation as sentences rather than button title
- Many PDFs across the site are not accessible to screen reader users and where these are forms no other alternative is available
- Directories use an anchor to filter results that is not accessible to keyboard or screen reader users

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 of selecting on enter or focus depending what type of menu or filter 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
- Add captions on tables to describe 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