

Westminster City Council

Accessibility Award Check Report

6th October 2015

Accessibility
Services

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Introduction

Shaw Trust Accessibility Services conducted an accessibility audit on the Westminster City Council website. This report documents the outcomes of the accessibility audit, identifying accessibility issues and describing their impact on users. In addition, to help solve each accessibility issue, practical solutions and best practices are provided.

The aims of this report are to firstly, identify accessibility barriers, and secondly, provide guidance on how to remove barriers to prevent older people and people with disabilities from being excluded.

Executive Summary

This report documents the outcomes of the accessibility audit on the Westminster City Council website carried out by Shaw Trust Accessibility Services, 22 September 2015. The website was evaluated against the W3C Web Content Accessibility Guidelines (WCAG) 2.0 up to conformance level AA (see [Web Content Accessibility Guidelines](#) for details). Automated evaluation tools and manual testing by an experienced in-house pan-disabled testing team were utilised to complete a comprehensive accessibility audit (see [Methodology](#) for details).

The Westminster City Council website met 11 of the 23 applicable success criteria required for level A conformance and 8 of the 11 applicable success criteria required for level AA conformance.

Based on these results, Shaw Trust Accessibility Services is unable to award the Westminster City Council website an accessibility accreditation at this time. In order to be awarded a Shaw Trust Level A accreditation, 100% conformance with level A success criteria must be achieved. In order to be awarded a Shaw Trust AA accreditation, 100% conformance with level A and level AA must be achieved.

At present, the Westminster City Council website does not conform to the minimum level of accessibility (level A). Non-conformance to the minimum level of accessibility will result in a wide range of users from being excluded from being able to access the website. However, this report also provides guidance to help achieve accessibility conformance and accreditation in the future.

Web Content Accessibility Guidelines

The World Wide Web Consortium (W3C) is the leading standards organisation for the World Wide Web who provides guidelines and specifications for many web technologies. The Web Accessibility Initiative (WAI), a branch of the W3C, is responsible for developing the Web Content Accessibility Guidelines (WCAG). The WCAG documents explain how to make Web content more accessible to people with disabilities including people with visual, hearing, cognitive and physical conditions. WCAG is recognised as the international standard for building accessible websites and measuring web accessibility.

Web Content Accessibility Guidelines 2.0

WCAG 2.0 was published in 2008, bringing web accessibility guidance up to date with modern web technologies and development techniques. As a result, the W3C WAI recommends using WCAG 2.0, instead of WCAG 1.0.

WCAG 2.0 is comprised of four principles: perceivable, operable, understandable, and robust. The principles are broken down into 12 guidelines consisting of success criteria. WCAG 2.0 defines three levels of success criteria:

Level A – Lowest success criteria

Level AA – Intermediate success criteria

Level AAA – Highest success criteria

Conformance to WCAG 2.0 is measured using the same three levels that define the success criteria:

Level A – Achieved when all applicable Level A success criteria are satisfied. This is considered to be the absolute minimum level of compliance.

Level AA – Achieved when all applicable Level A and Level AA success criteria are satisfied. This is considered to be the preferred level of compliance.

Level AAA – Achieved when all applicable Level A, Level AA and Level AAA success criteria are satisfied. This is considered to be the optimum level of compliance.

Learn more about the WCAG 2.0: <http://www.w3.org/TR/WCAG>

Methodology

To conduct a thorough accessibility audit, the use of both automated evaluation tools and manual user testing with assistive technologies is essential.

Although automated tools are able to assess individual pages or entire websites much more quickly than a human counterpart, they can only test against a limited section of WCAG and are unable to analyse semantics where human judgement via user testing is imperative.

It is also crucial that users who have a disability carry out manual testing. This is because firstly, it is almost impossible to replicate conditions of disabled users and their use of assistive technologies to a realistic degree of accuracy, and secondly, because testing with disabled users provide a more accurate measurement of accessibility.

Shaw Trust Accessibility Services use a combination of automated evaluation tools and in-house pan-disability user testing with assistive technologies to conduct a comprehensive accessibility audit. Accessibility audits are conducted against WCAG 2.0 Success Criterion. Testing is performed to level AAA conformance unless a different level of conformance is requested.

Scope

In order to perform a comprehensive accessibility audit, the entire website must be tested. Although this can be achieved using automated evaluation tools, in many cases it is unfeasible to test an entire website manually. In this situation, the scope of manual testing is specified at the start of the audit.

The scope of manual testing involves establishing a representative sample of pages by employing various methods including using a list of pages common to many websites, inspecting the site for variations in layout and functionality and selecting pages at random. The sample may also include pages requested by the client.

In addition, the scope of manual testing may also include user journeys for sites that involve complex or multi-stage tasks, such as finding specific information, buying a product or completing a registration form. User journeys may be added to the scope of testing if deemed appropriate or at the request of the client.

Technical Testing

Technical testing involves testing the entire website for underlying technical errors or issues that could cause accessibility barriers. A technical auditor who possesses knowledge and experience of accessibility and web technologies conducts technical testing using one or more automated tools. These tools are used to scan pages for technical accessibility issues such as HTML/CSS parsing errors. The technical auditor then analyses and interprets the results.

Manual User Testing

The website is manually tested by an in-house team of experienced pan-disabled testers, many of which use assistive technologies. The team is made up of individuals with different disabilities to cover the widest range of accessibility barriers as possible. Each testing team consists of the following:

- **Keyboard Only User**

The user has a motor impairment that limits he or she to using only a keyboard to operate a computer or device. To make operation easier, the user may utilise an adaptive keyboard.

- **Voice Activation User**

The user has a motor impairment that limits he or she to using only voice commands to operate a computer or device via assistive technology such as microphone and dictation software.

- **Screen Reader User**

The user has a visual impairment that limits he or she to using assistive technology such as a screen reader to operate a computer or device via keyboard control and feedback via synthesised audible descriptions of visual elements.

- **Low Vision User**

The user has a visual impairment that limits his or her access to content presented at 100% magnification. The user utilises system/browser controls or assistive technology to increase screen magnification.

- **Colour Blind User**

The user has a visual impairment that limits his or her access to content within a certain colour spectrum. The user utilises system/browser controls or assistive technology to change the content's colour spectrum.

- **Deaf or Hard of Hearing User**

The user has a hearing impairment that limits his or her access to audio content.

- **Learning Difficulties User**

The user has a learning disability that limits his or her access to content that is presented in a way that requires a high level of literacy.

Note: Testers may have a combination of disabilities.

Manual auditing consists of each member of the team performing tests and/or completing user journeys based on criteria relevant to their individual disability and accessibility guidelines. The testers use multiple browsers, browser tools and assistive technologies in an aim to locate issues. They then report their findings and provide constructive feedback to help pinpoint and provide solutions to accessibility barriers.

Audit Details

Client Details

Organisation	Westminster City Council	
Primary Contact	Name	Rowena Crowley
	Position	Digital Manager
	Email	rcrowley@westminster.gov.uk

Provider Details

Organisation	Shaw Trust Accessibility Services	
Primary Contact	Name	Catherine Morris
	Position	Operations Manager
	Email	catherine.morris@shaw-trust.org.uk
	Phone	01792 325345

Testing Details

Type	Website	
URL	https://www.westminster.gov.uk/	
Name	Westminster City Council	
Description	Local Authority	
Primary Language	English	
Testing Type	Award Check	
Testing Environment	Windows XP Internet Explorer 8 / Firefox / Chrome JAWS 13 / NVDA 2011 / ZoomText 10 / Dragon Naturally Speaking 12	
Testing Team	Kevin James	Keyboard Only
	Nick Williams	Keyboard Only
	Michael Edwards	Voice Activation
	Alan Sleat	Screen Reader

	Tara Owton Darren Hardman William Treharne Ann Walton Adam Armstrong	Screen Reader Deaf Hard of Hearing Low Vision & Colour Learning Difficulties
Technical Account Officer	Malcolm Stephens	
Technical Auditor	Andrea Kennedy	
Quality Assurance	Catherine Morris	
Dated Tested	22/09/2015	
Date Report Issued	06/10/2015	

Audit Results

Priority A Results

Issue(s) Ref	Success Criterion	Previous Results	Current Results
STAS-F02/F03/F08/F10/F16/F19/F20	1.1.1 Non-text Content	FAIL	FAIL
STAS-F15	1.2.1 Prerecorded Audio-only and Video-only	FAIL	FAIL
STAS-F15	1.2.2 Captions (Prerecorded)	FAIL	FAIL
	1.2.3 Audio Description or Media Alternative (Prerecorded)	N/A	N/A
STAS-F02/F03/F04/F07/F12/F21/F23	1.3.1 Info and Relationships	FAIL	FAIL
	1.3.2 Meaningful Sequence	PASS	PASS
	1.3.3 Sensory Characteristics	PASS	PASS
	1.4.1 Use of Colour	PASS	PASS
	1.4.2 Audio Control	N/A	N/A
STAS-F11	2.1.1 Keyboard	FAIL	FAIL
	2.1.2 No Keyboard Trap	PASS	PASS
	2.2.1 Timing Adjustable	PASS	PASS
	2.2.2 Pause, Stop, Hide	PASS	PASS
	2.3.1 Three Flashes or Below Threshold	PASS	PASS
STAS-F01/F12	2.4.1 Bypass Blocks	FAIL	FAIL
STAS-F22	2.4.2 Page Titled	PASS	FAIL
	2.4.3 Focus Order	PASS	PASS
STAS-F06/F20/F23	2.4.4 Link Purpose (In Context)	FAIL	FAIL
	3.1.1 Language of Page	PASS	PASS
	3.2.1 On Focus	PASS	PASS
STAS-F05	3.2.2 On Input	FAIL	FAIL
	3.3.1 Error Identification	PASS	PASS
STAS-F02/F17	3.3.2 Labels or Instructions	FAIL	FAIL
STAS-F13/F14	4.1.1 Parsing	FAIL	FAIL
STAS-F02/F03/F18	4.1.2 Name, Role, Value	FAIL	FAIL

Issue(s) Ref	Success Criterion	Previous Results	Current Results
	Total	25	25
	Non-Applicable	2	2
	Compliant (Pass)	12	12
	Non-Compliant (Fail)	11	11

Priority AA Results

Issue(s) Ref	Success Criterion	Previous Results	Current Results
	1.2.4 Captions (Live)	N/A	N/A
	1.2.5 Audio Description (Prerecorded)	PASS	PASS
	1.4.3 Contrast (Minimum)	PASS	PASS
	1.4.4 Resize Text	PASS	PASS
STAS-F08	1.4.5 Images of Text	FAIL	FAIL
	2.4.5 Multiple Ways	PASS	PASS
STAS-F09/F21	2.4.6 Headings and Labels	FAIL	FAIL
STAS-F18	2.4.7 Focus Visible	FAIL	FAIL
	3.1.2 Language of Parts	PASS	PASS
	3.2.3 Consistent Navigation	PASS	PASS
	3.2.4 Consistent Identification	PASS	PASS
	3.3.3 Error Suggestion	PASS	PASS
	3.3.4 Error Prevention (Legal, Financial, Data)	N/A	N/A
	Total	13	13
	Non-Applicable	2	2
	Compliant (Pass)	8	8
	Non-Compliant (Fail)	3	3

Issues

#	Ref	Issue	Level	WCAG References	Status
1	STAS-F01	Missing 'Skip' Navigation	A	2.4.1	Unresolved
2	STAS-F02	Unlabelled Form Fields	A	1.1.1, 1.3.1, 3.3.2, 4.1.2	Unresolved
3	STAS-F03	Orphaned Form Label	A	1.1.1, 1.3.1, 4.1.2	Unresolved
4	STAS-F04	Inappropriate use of Fieldsets	A	1.3.1	Unresolved
5	STAS-F05	Users not notified of Content Change	A	3.2.2	Unresolved
6	STAS-F06	Empty Links	A	2.4.4	Unresolved
7	STAS-F07	Data Tables with Incorrect Markup	A	1.3.1	Unresolved
8	STAS-F08	Linked Image Missing Alt Text	A/AA	1.1.1, 1.4.5	Unresolved
9	STAS-F09	Empty Headings	A/AA	1.3.1, 2.4.6	Unresolved
10	STAS-F10	Inaccessible Non-HTML Documents	A	1.1.1	Unresolved
11	STAS-F11	Areas Inaccessible via Keyboard and Screen Reader	A	2.1.1	Unresolved
12	STAS-F12	Untitled Frames	A	1.3.1, 2.4.1	Unresolved
13	STAS-F13	HTML Markup Errors	A	4.1.1	Unresolved
14	STAS-F14	Duplicate ID's	A	4.1.1	Unresolved
15	STAS-F15	Video Missing Text Alternatives	A	1.2.1, 1.2.2	Unresolved
16	STAS-F16	Inaccessible CAPTCHA	A	1.1.1	Unresolved
17	STAS-F17	Missing Notification of Mandatory Form Fields	A	1.1.1, 3.3.2, 4.1.2	Unresolved
18	STAS-F18	Links not Visible in Focus	AA	2.4.7	Unresolved
19	STAS-F19	Missing Alt Text	A	1.1.1	Additional
20	STAS-F20	Duplicated Link Text	A	1.1.1, 2.4.4	Additional
21	STAS-F21	Incorrect Heading Structure	A/AA	1.3.1, 2.4.6	Additional

22	STAS-F22	Non-Descriptive Page Titles	A	2.4.2	Additional
23	STAS-F23	Non-Descriptive Link Text	A	1.3.1, 2.4.4	Additional

Advisories

#	Ref	Issue	WCAG References	Status
1	STAS-A01	Links to Non-HTML Documents	N/A	Unresolved
2	STAS-A02	Error Handling	N/A	Unresolved
3	STAS-A03	Users not notified of Links Opening in a new Window	N/A	Unresolved
4	STAS-A04	Missing Alt Text	N/A	Additional

Priority A Issues

STAS-F01: Missing 'Skip' Navigation (Unresolved)

Description

The purpose of skip navigation is to provide a mechanism to bypass blocks of material that are repeated on multiple Web pages by skipping directly to the main content of the Web page. One of the first interactive items on a web page should be a link to the beginning of the main content. Activating the link sets focus beyond the repeated content to the main content of the page.

If there is no 'Skip' Navigation present, screen reader users would have to listen to content on pages visited on the website, and keyboard only users would have to tab through all the links until they arrive at the main content of the page. Ideally, the 'skip' to content link should take the user to just above the header of the main content at the top left hand side.

Although there is a skip link present on the "Find your councillor" page. There is currently no evidence of a skip to content link present on the whole site. Additionally, the actual link is 'broken', whereby it does not work with keyboard.

Occurrences

This issue occurs throughout the site.

Action Required

1. Provide a mechanism to bypass blocks of repeating links ('skip navigation link').

WCAG References

2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)

STAS-F02: Unlabelled Form Fields (Unresolved)

Description

Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description. If a text label for a form control is visible, use the <label> element to associate it with its respective form control.

During the last audit, there were numerous form fields that did not have an associating label tag, making it difficult for certain users to understand the purpose of a field. The Email Sign Up field on the website was not labelled correctly.

When retested there are still form fields that does not have an associating label tag.

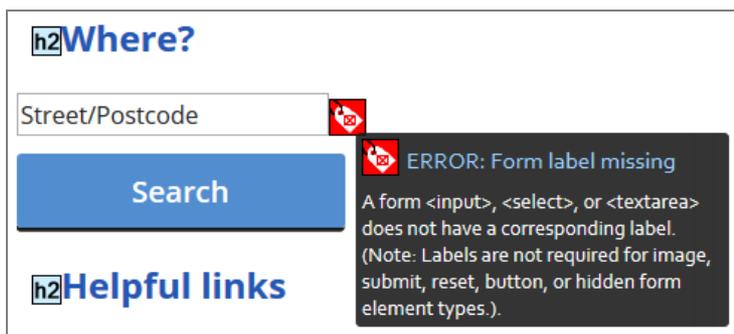


Figure 1 'Search for Library' page showing unlabelled form field



Figure 2 JAWS screenshot showing non-descriptive label

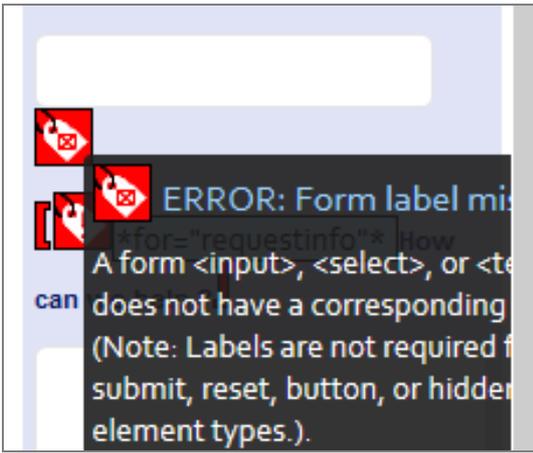


Figure 3 'Chat form' showing unlabelled form field

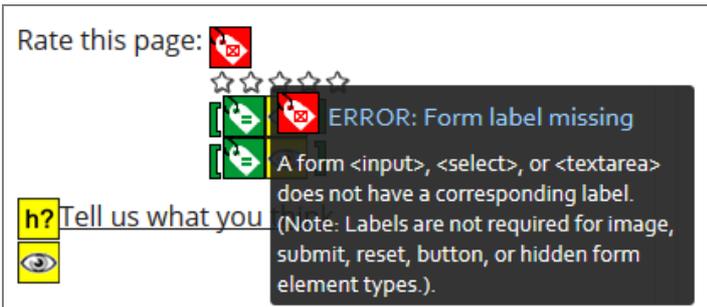


Figure 4 'Rate this page' feature showing unlabelled form field

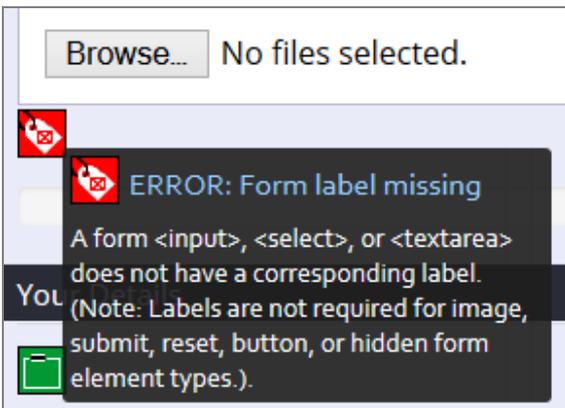


Figure 5 'Browse for files' on the 'report it' pages showing unlabelled form field

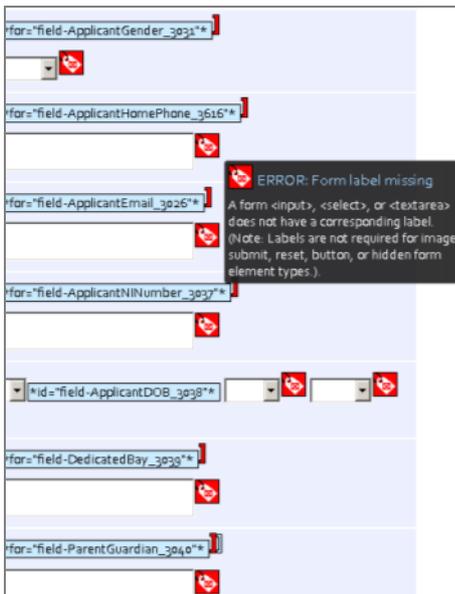


Figure 6 'Applicant Details' page showing unlabelled form field

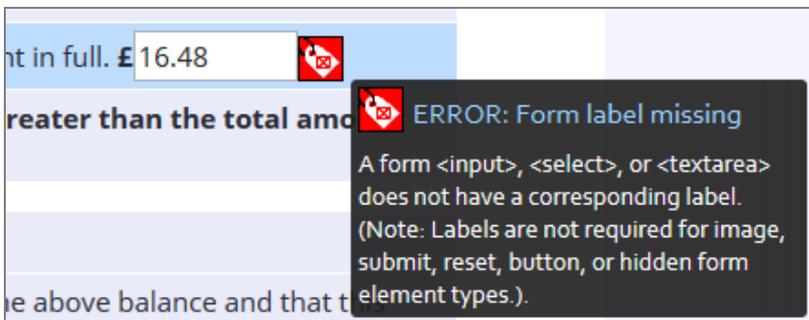


Figure 7 'Council Tax Details' page showing unlabelled form field

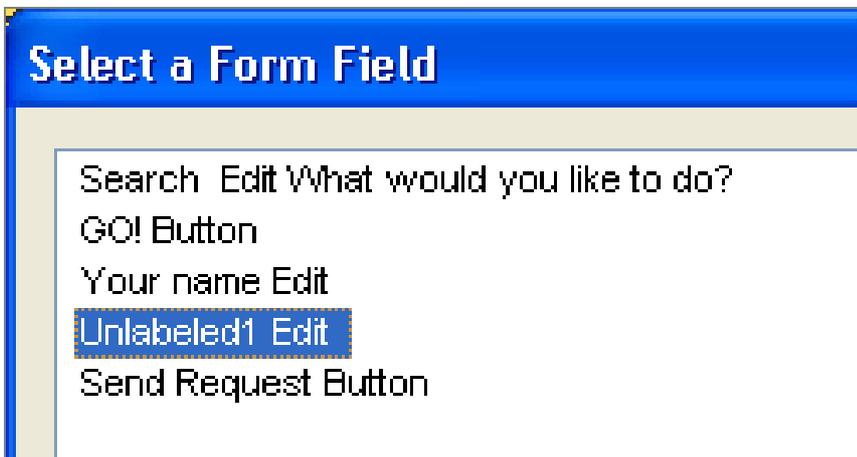


Figure 8 JAWS example of an unlabelled edit box on the 'Search Planning Application'

User Comments

"When viewing the 'find a library' section, I found that the search field may be confusing to some users when navigating out of context. Currently the search field to type a street or postcode is entitled 'where'. Relabelling for example to 'type your street name or postcode to find a library' (or similar) will resolve this problem, and will improve the user experience as a result.

Example Occurrences

<http://transact.westminster.gov.uk/MyWestminster/index.cfm?layers=4>
<https://www.westminster.gov.uk/report-it-roads-and-pavements>
<https://www.westminster.gov.uk/city-plan-booklets-consultation>
<https://payments.westminster.gov.uk/counciltax/CtaxPaymentsPage2.cfm>
<https://payments.westminster.gov.uk/counciltax/CTAXPaymentsPage3.cfm>
<https://s5.sishost.co.uk/WM/Agenda/Test/OnlineBookings/Eligibility/Westminster/Birth/BirthBooking.aspx?Type=BirthRegister>

Action Required

1. Ensure that all forms are labelled clearly and have correctly associated label tags.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F03: Orphaned Form Label (Unresolved)

Description

Providing a descriptive form field label will allow users to know what information to enter in a form field. There are a number of instances where form labels are not correctly associated with form fields (orphaned), making it difficult for certain users to understand how to complete the form.

Previously, on the 'Chat Form' it seemed that the labels for the 'name' and 'how' fields were not correctly linked to the fields (see Figure 9). On the 'Report It' pages it seemed that the labels for the 'question' fields were not correctly linked to the fields (see Figure 10). On the 'Applicant Details' page it seemed that the labels for a person's details fields were not correctly linked to the fields (see Figure 11). On the 'Families First' page it seemed that the labels for 'Interests - Tell us what you'd like to hear about' fields were not correctly linked to the fields (see Figure 12). On the 'Abandoned Vehicle' page it seemed that the label for 'Expiry date of the road tax disc, if known' field were not correctly linked to the field (see Figure 13).

During the retest these are still present on the forms.



Figure 9 'Chat Form' with two labels not linked to a field

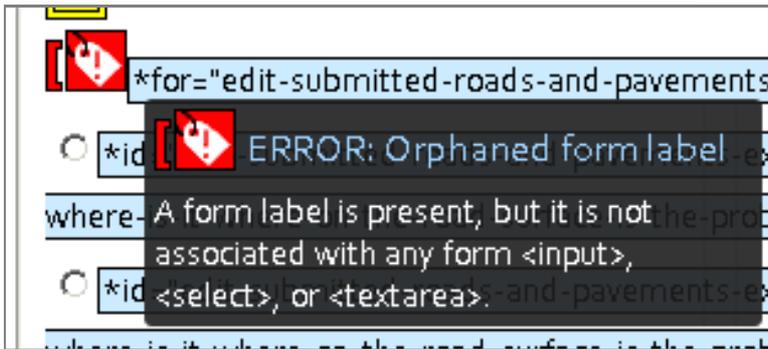
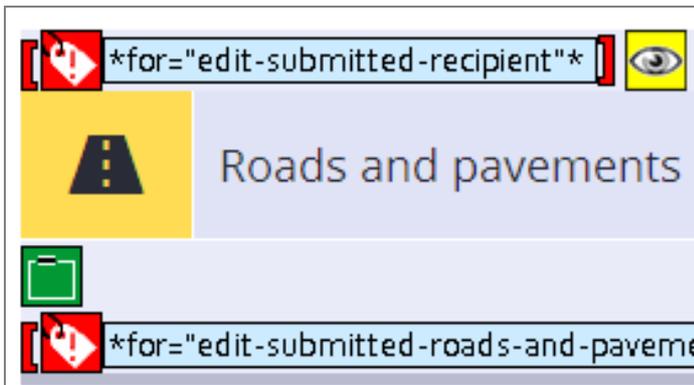


Figure 10 'Report it roads and pavements;' page label not linked to a field



Figure 11 'Applicant Details' page labels not linked to a field

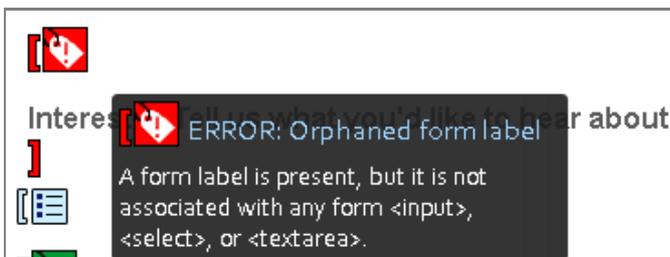


Figure 12 'Family First' application page label not linked to a field

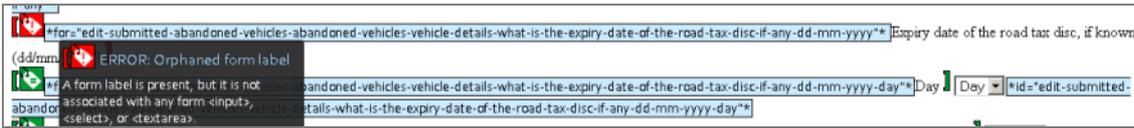


Figure 13 'Report Abandoned Vehicle' page label not linked to a field

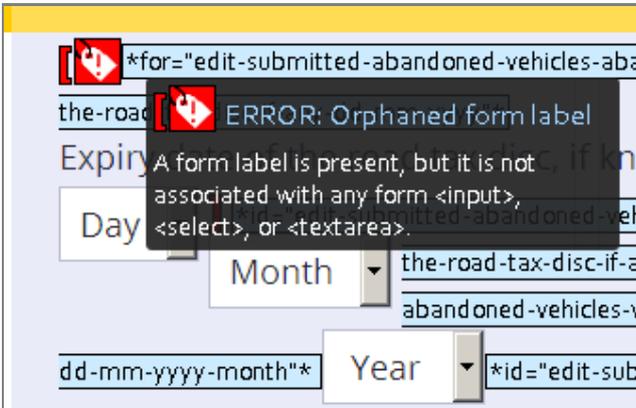


Figure 14 'Report Abandoned Vehicle' page with a date label not linked to a field

Example Occurrences

- <https://www.westminster.gov.uk/drain-cleaning-schedule>
- <https://parkright.westminster.gov.uk/permitapplications/add/42152/WD/?regfinish=1>
- <http://westminster.us1.list-manage.com/subscribe?u=a50c8b0dd980669ef713b4cca&id=29b8a91587>
- <https://www.westminster.gov.uk/report-it-roads-and-pavements>
- <https://www.westminster.gov.uk/report-it-vehicles>
- <https://www.westminster.gov.uk/report-it-pollution>
- <https://www.westminster.gov.uk/report-it-waste>
- <http://committees.westminster.gov.uk/mgCalendarMonthView.aspx?GL=1&bcr=1>
- <https://www.westminster.gov.uk/tea-dance-ticket-prize-draw>
- <https://www.westminster.gov.uk/active-awards-nomination-form>
- <https://www.westminster.gov.uk/report-it-advertising-and-trading>

Action Required

1. Ensure that all forms are labelled clearly.
2. Ensure the all form labels are linked correctly to form elements.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F04: Inappropriate use of Fieldsets (Unresolved)

Description

The fieldset tag is used to group multiple form fields both visually and structurally. For example, a form has a question with multiple radio buttons with a label for each option. These radio button and label elements are enclosed within the fieldset tag to group the answers with the question. The legend tag should always be included when using a fieldset. This is to provide context to the fields within the fieldset.

During the last audit, there were numerous instances (below were just examples) when using various 'Report It' and 'Search' forms where a group of radio buttons were not enclosed in a fieldset. The description will be identified by a screen reader only if provided in a fieldset legend.

When retesting these forms have still not got a legend or are missing fieldset.

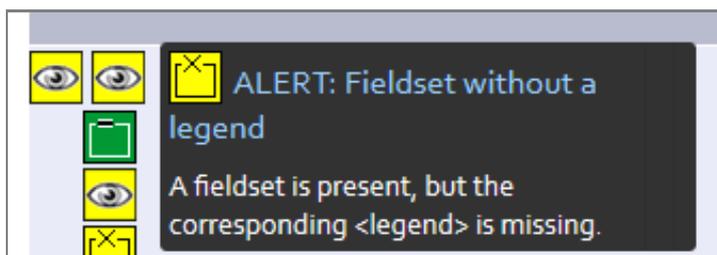


Figure 15 'Report it' page showing a fieldset without a legend

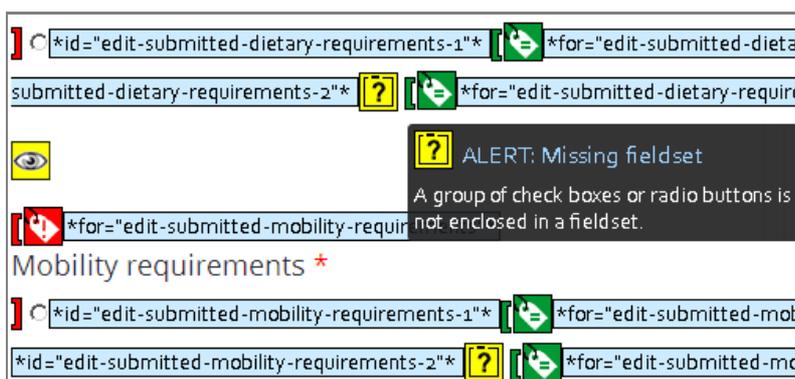


Figure 16 Example of radio button 'Missing fieldset' on the 'Tea dance ticket prize draw' page

User Comments

"I find it difficult when I find a fieldset without its legend as I am not sure what the radio buttons relate too."

Alan Sleat
Screen Reader Tester

Example Occurrences

<https://www.westminster.gov.uk/tea-dance-ticket-prize-draw>

<https://www.westminster.gov.uk/are-you-ready-use-nationality-checking-service>

<https://www.westminster.gov.uk/city-plan-booklets-consultation>

<https://www.westminster.gov.uk/disabled-parking-eligibility-non-westminster-residents-and-organisations>

<https://www.westminster.gov.uk/steps-how-provide-waste-transfer-note>

<https://www.westminster.gov.uk/active-awards-nomination-form>

<https://www.westminster.gov.uk/are-you-ready-use-nationality-checking-service>

Action Required

1. Use fieldset and legends where appropriate to convey context to a set of form elements.
2. Only use the fieldset and legends together. One should not be present without the other.
3. Do not use fieldset element without the legend for visual formatting purposes.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

STAS-F05: Users not notified of Content Change (**Unresolved**)

Description

When user controls are used on a page their function should be predictable, i.e. check boxes are used to select and option buttons are used to submit a completed form.

When user controls are used for a non-standard function, the function of these controls should be advised to the user before they use the controls.

If a user is not aware that the page has been refreshed, the user could lose focus on the page and cause them to have to tab through the entire page to get back to where they were prior to the page refresh; the 'Roads and Pavements' page (See Figure 17) contains links that when activated, refresh the page without warning the user, this may leave a screen reader software user confused and unsure what has happened. The links announce as radio buttons to a screen reader user rather than a link.

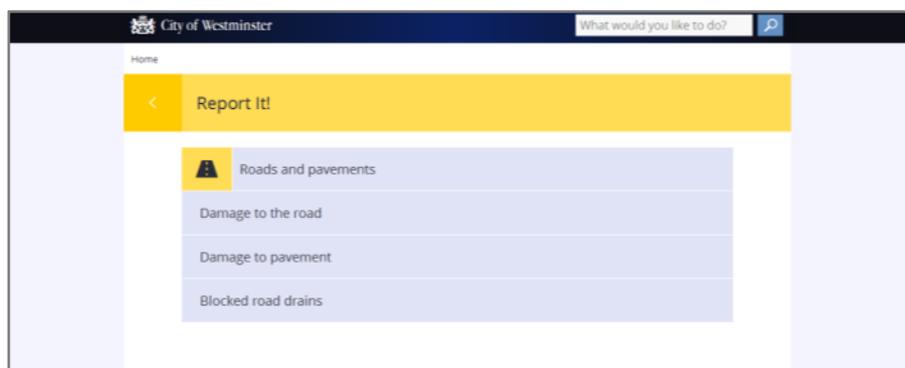


Figure 17 'Roads and Pavements' page prior to a link being selected

User Comments

"When viewing the 'roads and pavements' page as part of the 'report it' section, I found that blind computer users are able to select radio buttons, but have no indication that the page has updated to reflect their selection. Including a warning as part of the button to indicate that the page is updated for example, 'selecting this will take you to a list of options', or something similar will resolve this problem. This applies to various pages within the 'report it' section, including 'street cleaning' when reporting 'recycling problems' and 'noise' respectively."

Alan Sleat
Screen Reader Tester

Example Occurrences

<https://www.westminster.gov.uk/report-it-roads-and-pavements>

<https://www.westminster.gov.uk/report-it-waste>

<https://www.westminster.gov.uk/report-it-noise>

<https://www.westminster.gov.uk/report-it-street-cleaning>

Action Required

1. Ensure that users are informed when content changes on a page
2. Ensure that users are made aware of the function of form elements before they are used

WCAG References

3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. (Level A)

STAS-F06: Empty Links (**Unresolved**)

Description

The text of a link should provide a clear description of the link and the link's purpose. When a link is empty, screen readers will create the text of a link from the URL. This is not always understandable by a user.

There is an empty link on the 'Homepage' (see Figure 18). Additionally, throughout the website there are further 'Empty Links' associated with the left movement arrow image (see Figure 19). This could cause unnecessary confusion for screen reader users.

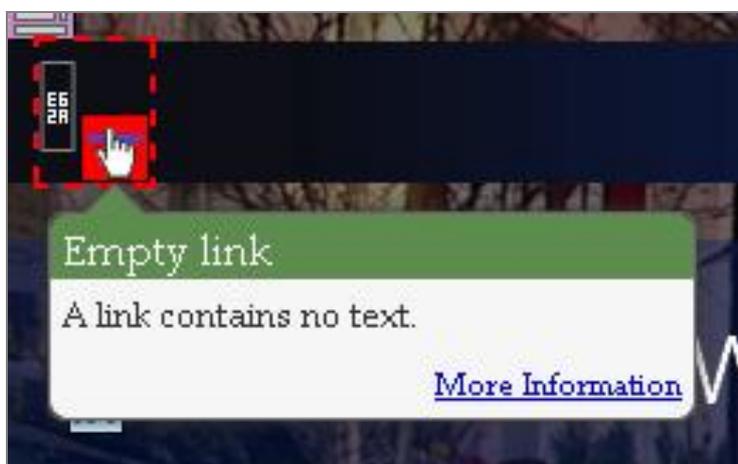


Figure 18 'Homepage' showing an empty link

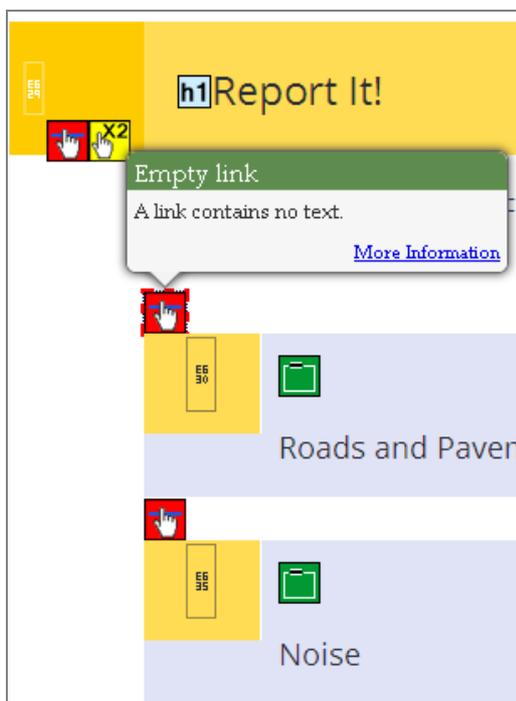


Figure 19 'Report It' page showing more than one Empty Link

Example Occurrences

<https://www.westminster.gov.uk/>

<https://www.westminster.gov.uk/report-it>

Action Required

1. Remove empty links or add descriptive text links

WCAG References

2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

STAS-F07: Data Tables with Incorrect Markup (**Unresolved**)

Description

When using tables to convey data, it is important to mark-up the tables correctly to allow screen reader users to interpret the data. Column and row header mark-up should be added to data tables as they provide the necessary context that enable screen readers to understand the information.

Previously, there were instances where data tables did not have column or row header mark-up, or a summary, making it difficult for screen reader users to understand the content.

All of those tables have now been corrected however, there are still tables that are not got the correct mark-up, as can be seen on the 'Licensing' page, (see Figure 20).

[td] Application	[td] Responsible Authority to be consulted
[td] New club premises certificate	[td] All
[td] Variation of a club premises certificate	[td] All

Figure 20 Table with missing summary and TH elements

User Comments

“When viewing the ‘Licensing’ page and others, I found that the tables do not have a summary or table headers. Including a clear table summary will resolve this problem, and will maintain a positive user experience as a result.”

Alan Sleat
Screen Reader Tester

Example Occurrences

<https://www.westminster.gov.uk/club-premises-certificates>

<https://www.westminster.gov.uk/contact-council-tax-office>

<https://www.westminster.gov.uk/contact>

Action Required

1. Ensure data tables have column or row heading markup where appropriate.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

STAS-F08: Linked Image Missing Alt Text (Unresolved)

Description

Describing the content of images is very important to give users with a visual impairment the same experience of a website as sighted visitors. Without a valid alternative text, Screen Reading software will use the filename of the image to try and describe the content of the image. Missing out an alternative text or using a non-descriptive alternative text can cause confusion to screen reader users.

Previously, there were instances where images did not have a descriptive alt text such as on the 'Register to Vote' page and 'When was baby born' calendar button. Screen reader users will not be able to understand what the linked image is meant to represent, or what the expected result of accessing the link would be.

During the retest there is still one instance where a button is missing an Alt text (see Figure 21).

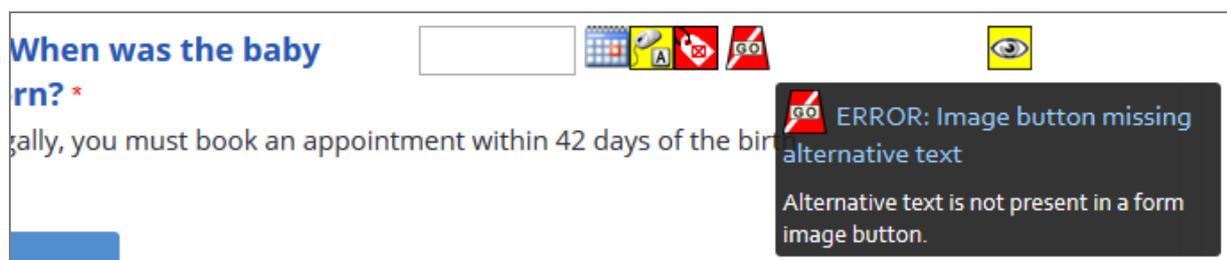


Figure 21 'When was baby born' calendar button missing Alt text

User Comments

"There are image links on some of the pages that are missing alt text. All images should have a distinguishable alt text, describing the image or function of the image. This will allow a Screen Reader user to interact with the page in a similar manner to that of a sighted user."

Alan Sleat
Screen Reader Tester

Example Occurrences

<https://s5.sishost.co.uk/WM/Agenda/Test/OnlineBookings/Eligibility/Westminster/Birth/BirthBooking.aspx?Type=BirthRegister>

Action Required

1. Ensure all non-text content has a suitable descriptive alternative text.
2. Ensure that all non-text content used as a link to other information is given a suitable descriptive alternative text to indicate what content is being linked to.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)

- **Customizable:** The image of text can be visually customized to the user's requirements;
- **Essential:** A particular presentation of text is essential to the information being conveyed.
Note: Logotypes (text that is part of a logo or brand name) are considered essential.

STAS-F09: Empty Headings (Unresolved)

Description

Screen reader and other assistive technology users have the ability to navigate Web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. There are empty headings on some pages. This may mean that screen reader users spend time looking for content that is not there.

During the last audit, the 'Register to Vote' page contained one heading that contained no content. This can be confusing to users who may look for content that is not there.

There are still empty headings present on the 'find my nearest library' and 'hotline' pages (See Figure 22).

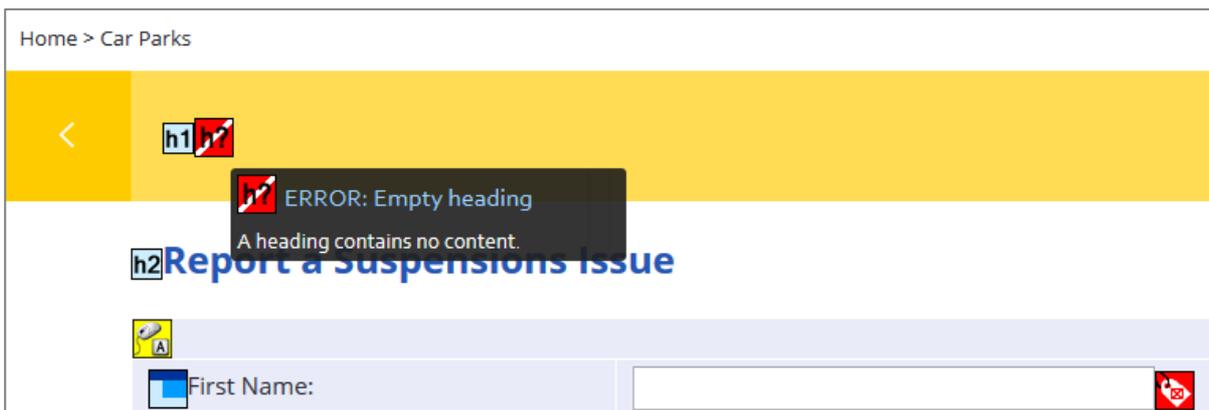


Figure 22 an empty heading present on the "hotline" page.

Example Occurrences

<http://transact.westminster.gov.uk/MyWestminster/index.cfm?layers=4>

<http://transact.westminster.gov.uk/forms/hotline/>

Action Required

1. Ensure that all headings contain content.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)

STAS-F10: Inaccessible Non-HTML Documents (Unresolved)

Description

A number of non-HTML documents, in this case, Adobe Acrobat (PDF) files and Word Documents (Doc), were encountered in the audit. The documents examined were found to be inaccessible to certain people including keyboard only and screen reader users, these files have various accessibility issues present. All documents should be tagged and contain a good hierarchical structure.

Previously, the documents found did not contain a heading structure. Screen Reader users, often rely on headings as a way to quickly navigate their way through external documents, having no headings can cause confusion for some of these users.

The documents found are still not accessible.

WESTMINSTER CITY COUNCIL

Office Use Only
PD
No.

PROXY VOTE APPLICATION FORM

Only ONE form per person. Please read the notes carefully before completing this form. If you need help filling in this form please phone 02076412730
Please write in BLACK INK and use BLOCK LETTERS

1. Address where you are registered to vote

5. Name and address of appointed proxy

First name(s) (in full) Surname

Title (Mr, Mrs, Ms, Miss, Dr, Other)

Address

2. About you

First name(s) (in full)

Surname

Relationship to you (if any)

Figure 23 'Proxy Vote' form which is not accessible

Checkpoint	Passed	Warned	Failed
 PDF Syntax	0 ✓	0 ⚠	0 ✗
Fonts	0 ✓	0 ⚠	4 ✗
Content	425 ✓	0 ⚠	646 ✗
Embedded Files	0 ✓	0 ⚠	0 ✗
Natural Language	0 ✓	0 ⚠	425 ✗
 Structure Elements	0 ✓	0 ⚠	0 ✗
Structure Tree	0 ✓	0 ⚠	0 ✗
Role Mapping	0 ✓	0 ⚠	0 ✗
Alternate Descriptions	0 ✓	0 ⚠	0 ✗
 Metadata	0 ✓	0 ⚠	3 ✗
Document Settings	1 ✓	0 ⚠	2 ✗

✗✗ This PDF is not tagged: Not accessible at all. Report

Figure 24 PDF Accessibility checker was used to test the accessibility of the 'Vote Proxy' form. It failed several important areas such as Structure Elements.

User Comments

“When viewing the ‘vote by proxy’ PDF, I found that blind computer users are not currently able to independently complete this application. Including a HTML alternative, such as an online option, would resolve this problem. I also found that the file contained graphics without an alt text, and no headings structure was used to assist general navigation. Including this will further improve access to such content when implemented for all none-HTML content.

With regard to the searching planning applications, although I was able to complete this task in searching and finding information, I found that document links to not contain clear file information for blind computer users. I also found that the drawings would not be viewed by screen reader users, although may be used by users who have some vision, and a file title and other information would resolve this problem.

When viewing the PDF application, I found that blind computer users are able to read the information contained within the file, although the tables are confusing, and some graphics contain no alternative (alt) text to indicate their intended use, or what they are meant to convey. I also found no headings structure to assist with general navigation. Including a logical headings structure, together with clear table mark up, and clear labelling where appropriate for graphics will resolve this problem.

The files are image only, as they are drawings. I would recommend a text-based description for blind computer users; as users will not be able to access image only files. This is because a scanned image cannot be interpreted by screen reading software, and a text description would be more accessible as a result.

Postcode: W1K 7DR (Received: Mon 12 Jan 2015 | Validated: Mon 12) When viewing the search results for this task, I found that I could not independently complete the task, as the map information is not accessible or usable for blind computer users. Including a text-based alternative would resolve this problem, or using a similar method of presenting information as per the recommendations in the first planning task.

Michael Taylor
Screen Reader Tester

Example Occurrences

http://transact.westminster.gov.uk/docstores/publications_store/blank%20proxy%20pdf.pdf
http://transact.westminster.gov.uk/docstores/publications_store/blank%20proxy%20pdf.pdf
<https://www.westminster.gov.uk/search-planning-applications-and-decisions>

Action Required

1. Ensure all non-HTML documents are accessible.
2. Provide accessible alternatives to inaccessible non-HTML documents where applicable.

Note: The Shaw Trust Accessibility Services recognises that it may be impractical to make all non-HTML documents accessible due to volume and complexity. In this scenario, only proof of policy to make all future non-HTML documents accessible is required for conformance.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.

- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

STAS-F11: Areas Inaccessible via Keyboard and Screen Reader (Unresolved)

Description

All areas of a website should be accessible to users regardless of their navigation method, whether it is via mouse, keyboard or voice.

Previously some sections were easily accessible for a mouse user but this was not the case for a keyboard only user as could be seen on Figure 26.

When retesting this issue is still present.

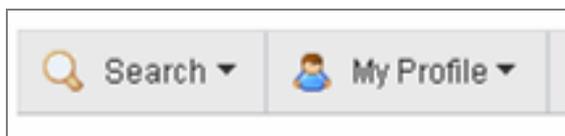


Figure 25 Two combo boxes on 'Search Planning' page inaccessible to keyboard users

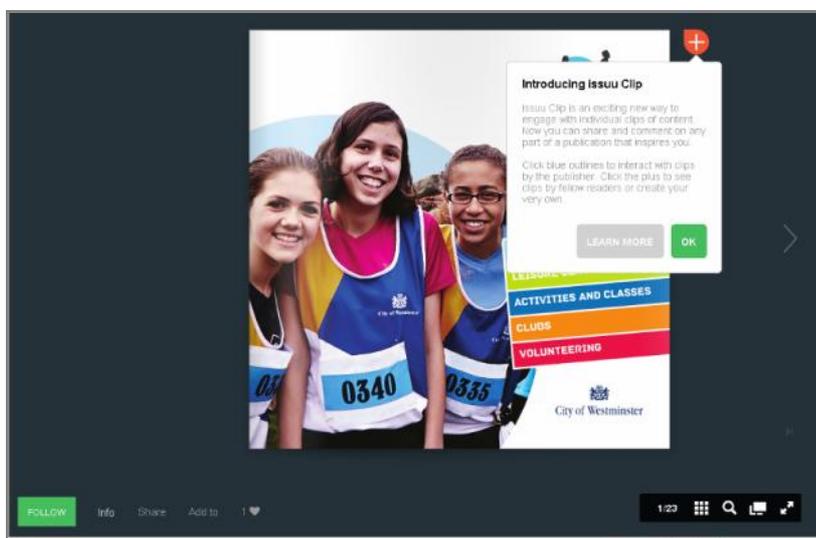


Figure 26 'Activities Brochure' which cannot be operated by keyboard users

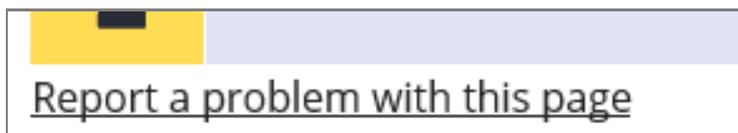


Figure 27 Users opinion area inaccessible to keyboard users

User Comments

“In an attempt to view an application I encountered some issues. One of these issues was, as a Keyboard Only user I could not utilise the ‘Search’ or ‘My profile’ options, because they were inaccessible.

Even though the options which allow Keyboard Only users to view the content of the activities brochure receive focus, they are not active.

“There is a facility on several pages including the ‘Report it’ page to give an opinion. Unfortunately, I could not do this, because it was unattainable.”

Nicholas Williams
Keyboard Only User

“During the test, I found that the Active Summer 2014 task contains a brochure with some flash content. The flash content also contains buttons which are not always labelled for blind computer users. Including a clear label to identify the intended function will resolve this problem, and will maintain a positive user experience as a result.”

Michael Taylor
Screen Reader Tester

Example Occurrences

<http://idoxpa.westminster.gov.uk/online-applications/>
http://issuu.com/westminstercitycouncil/docs/active_guide_summer_2014
<https://www.westminster.gov.uk/report-it>

Action Required

1. Ensure that all elements on a page are accessible to keyboard only users.

WCAG References

2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)

Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.

Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

STAS-F12: Untitled Frames (**Unresolved**)

Description

There is a frame present on the site that does not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as the frame's name attribute or file name. Sometimes these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame contains, other than by having the screen reader read through the content.

Alternative content must also be provided for browsers that do not support frames. For example
<iframe src='file.htm'>Alternative content</iframe>

Previously, there were frames without a title. During the retest there are still no titles on the frames throughout the website. The title has not been added to the coding.

Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames' content.



Figure 28 YouTube video without an iFrame title

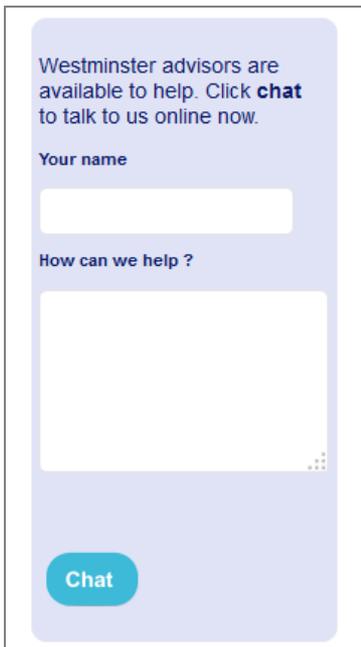


Figure 29 Chat form without an iFrame title

Example Occurrences

<https://www.westminster.gov.uk/cycle-safety>

<https://www.westminster.gov.uk/cycling-strategy-0>

<https://www.westminster.gov.uk/leisure-centres-westminster>

Action Required

1. Ensure all frames are clearly labelled.
2. Place some alternative text in the IFRAME tag.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)

STAS-F13: HTML Markup Errors (Unresolved)

Description

Previously, some pages had markup errors and parsing errors that may have impact on assistive technologies and may have caused screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.

On retesting these are still present.

Page checked: <https://www.westminster.gov.uk/>
Total errors found: 1 Parsing, 23 HTML, 15 WCAG 2.0 A, 1 WCAG 2.0 AA
Total warnings found: 1 Parsing, 1 HTML, 2 WCAG 2.0 A
(X)HTML used for this page: HTML 5.1

Page checked: <https://www.westminster.gov.uk/cycling-toolkit>
Total errors found: 2 Parsing, 15 HTML, 27 WCAG 2.0 A, 1 WCAG 2.0 AA
Total warnings found: 5 Parsing, 1 HTML, 12 WCAG 2.0 A
(X)HTML used for this page: HTML 5.1

Page checked: <https://www.westminster.gov.uk/law-resources>
Total errors found: 2 Parsing, 5 HTML, 17 WCAG 2.0 A, 1 WCAG 2.0 AA, 1 Link
Total warnings found: 4 Parsing, 5 HTML
(X)HTML used for this page: HTML 5.1

Page checked: <https://www.westminster.gov.uk/questions-about-your-council-tax-bill>
Total errors found: 2 Parsing, 21 HTML, 33 WCAG 2.0 A, 1 WCAG 2.0 AA
Total warnings found: 5 Parsing, 1 HTML, 22 WCAG 2.0 A
(X)HTML used for this page: HTML 5.1

Action Required

1. Ensure that no HTML parsing errors exist and that can impact use of assistive technologies.

WCAG References

4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)

Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

STAS-F14: Duplicate ID's (**Unresolved**)

Description

Duplicate ID errors are known to cause problems for assistive technologies when they are trying to interact with content. Duplicate values of type ID can be problematic for screen reader users that rely on this attribute to accurately convey relationships between different parts of content to users.

For example, a screen reader may use ID values to identify the applicable header content for a data cell within a data table, or an input control to which a given label applies. If these values are not unique, the screen reader will be unable to programmatically determine which headers are associated with the data cell or which control is associated with which label or name.

- On the 'Homepage', there is a duplicate ID of '#frontpage-promote-wrapper'.
- On the 'Cycle-toolkit' page, there are duplicate ID's of '#guide-next-button' and '#guide-prev-button'.
- On the 'Law-resources page, there is a duplicate ID of '#/libraries/findalibrary/westref.cfm]' Used.

Example Occurrences

The duplicate ID of '#frontpage-promote-wrapper' was found on <https://www.westminster.gov.uk/>

The duplicate ID's of '#guide-next-button' and '#guide-prev-button' were found on <https://www.westminster.gov.uk/cycling-toolkit>

The duplicate ID of '#/libraries/findalibrary/westref.cfm]' was found on <https://www.westminster.gov.uk/law-resources>

Action Required

1. Ensure that all values of type ID are unique in the Web page

WCAG References

4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)

Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

STAS-F15: Video Missing Text Alternatives (**Unresolved**)

Description

The website contains embedded videos on a number of pages. To enable users who have hearing impairments understand content in videos, they must have a text alternative. Transcripts or subtitles can be used to convey the information within the video to hearing impaired users.

Previously, adequate text alternatives were not provided for the videos on the website. The page itself did not contain a transcript and there was no link to a transcript on another page or downloadable file.

The videos still do not reflect what is being spoken.

YouTube does provide automatic captioning for videos but this is no substitute for prepared captions as they are not as accurate. Figure 30 shows a video using automatic captioning. The captions do not reflect the content in the video and can be confusing for hearing impaired users.



Figure 30 Video with YouTube automatic subtitles that do not reflect the audio accurately

User Comments

"There are some videos on the site that do not have a transcript or subtitles. As I cannot hear the audio on the video I am unaware if I am missing any information."

Darren Hardman
Hard of Hearing and Deaf Tester

Example Occurrence

<https://www.westminster.gov.uk/cycle-safety>

Action Required

1. Ensure that all audio and video content has a text alternative (transcript or subtitles)

WCAG References

1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A)

- **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.
- **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

STAS-F16: Inaccessible CAPTCHA (Unresolved)

Description

CAPTCHA has been used for many years but are a barrier for users with assistive technology if not implemented correctly. It is essential that the CAPTCHA does not rely on using only one method of access, for example manually inputting a code (as you have) but should offer an alternative, such as an audio CAPTCHA.

Previously, the Captcha that was used was inaccessible, when retesting the page the Captcha is still not accessible. We recommend not using them due to them not being accessible. Screen readers have tremendously difficulty in using them

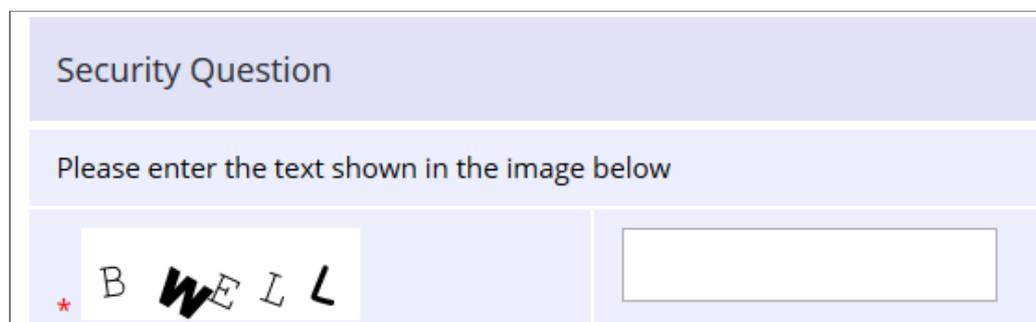


Figure 31 Inaccessible CAPTCHA

User Comments

“CAPTCHA is not recommended for accessibility reasons, as they can cause problems for Screen Reader users because they rely on the user viewing a code, and interacting with that specific part of the form to input the correct code to avoid unwanted security problems.

A way to resolve this may be to create multiple choice questions which will allow Screen Reader users to select or type the correct answer, or to provide an audio alternative for them; however, this is not always an Accessible alternative, as it is difficult to hear the words/characters in the audio, particularly for users who may be deaf and have no vision.

For this reason, deciding if ‘CAPTCHA’ is necessary, and if so, implementing other methods that allow simpler interaction such as multiple choice questions, email verification, or time-sensitive ‘CAPTCHAS’ that block malware if a form is submitted in 5 seconds for example, would seem a way forward.”

Michael Taylor
Screen Reader Tester

Example Occurrence

<https://parkright.westminster.gov.uk/register>

Action Required

1. Ensure that CAPTCHAS can be completed by all users by providing alternative content e.g. Audio.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

- Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)
- Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

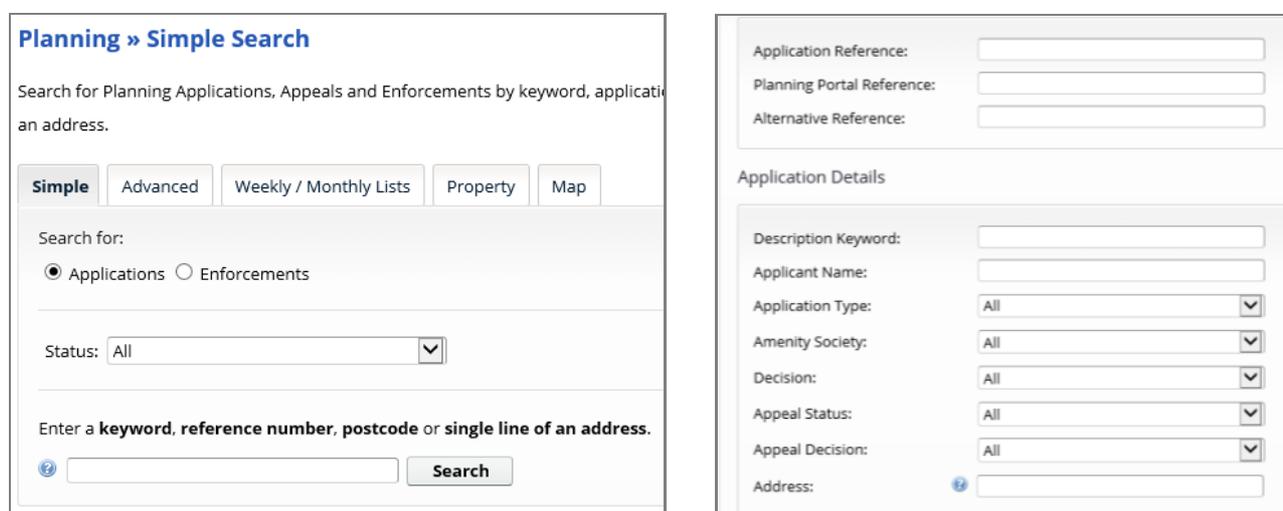
STAS-F17: Missing Notification of Mandatory Form Fields (**Unresolved**)

Description

Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data.

Previously, on entering the 'Search for Planning Applications' page, there was no visual indication showing which edit boxes are mandatory.

During the retest this issue was still present.



The image shows two side-by-side screenshots of a web application interface. The left screenshot is titled 'Planning » Simple Search' and contains search filters. It includes a search bar with a placeholder 'Enter a keyword, reference number, postcode or single line of an address.' and a 'Search' button. Below the search bar are several filter options: 'Simple' (selected), 'Advanced', 'Weekly / Monthly Lists', 'Property', and 'Map'. There are also radio buttons for 'Applications' (selected) and 'Enforcements', and a 'Status' dropdown menu set to 'All'. The right screenshot is titled 'Application Details' and shows a form with several fields: 'Application Reference:', 'Planning Portal Reference:', 'Alternative Reference:', 'Description Keyword:', 'Applicant Name:', 'Application Type:', 'Amenity Society:', 'Decision:', 'Appeal Status:', 'Appeal Decision:', and 'Address:'. Each field has a corresponding input box or dropdown menu.

Figure 32 'Search for Planning Applications' page showing no indication of mandatory fields

User Comments

“When viewing the 'Search for Planning Applications' page, I found that there are no Mandatory Field indications to clearly identify compulsory, and non-compulsory items, when navigating out of context.. Including a clear indication of Mandatory Fields when navigating out of context, together with error handling that would inform the user immediately, will resolve the problem.”

Michael Taylor
Screen Reader Tester

Occurrence

<http://idoxpa.westminster.gov.uk/online-applications/search.do?action=simple>

Action Required

1. Ensure mandatory fields are indicated to users prior to submission.
2. Ensure that mandatory information is included as part of the form label.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F19: Missing Alt Text (Additional)

Description

All images must contain a valid alternative text to allow screen readers to hear the description of the image. If an item is used for decoration, a null alt attribute should be included, to hide the items from Screen Reading software. It will cause less confusion, while making the website more usable and accessible as a result.

There are a number of instances where images are missing alternative text.

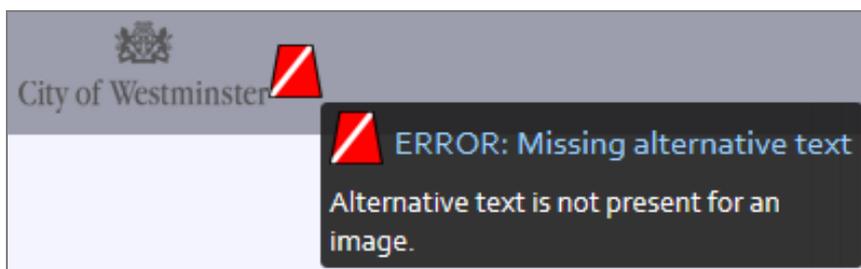


Figure 33 An image with missing Alt text on the 'Meetings' page

User Comments

“Including a clear label for all graphics that are used to convey specific information will enable screen reader users to identify what the item is meant to represent. This will improve the overall usability and accessibility of the content as a result.”

Michael Taylor
Screen Reader Tester

Example Occurrences

<http://committees.westminster.gov.uk/mgFindMember.aspx>

<http://committees.westminster.gov.uk/mgMemberIndexMP.aspx?bcr=1>

<http://committees.westminster.gov.uk/uuCoverPage.aspx?bcr=1>

Action Required

1. Ensure that all images used purely for decoration purposes have a blank alternative text attribute, i.e. alt="".

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

STAS-F20: Duplicated Link Text (Additional)

Description

When testing the website, there are instances of duplicate link text, this can cause problems for screen reader users because the link text is repeated.

Screen reader users can find duplicated link text confusing. The left and right arrows on the Meetings' page should have a null alt text attribute, which would mean that screen reader users would not encounter potential problems as the image description would not be announced to them (See Figure 34). On the 'Decision details' page there is a PDF document which has a logo that is a duplicated link text

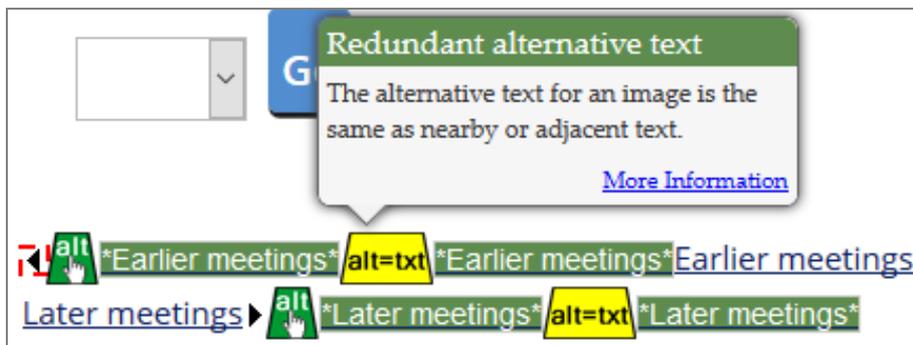


Figure 34 Duplicated links on the 'Meetings' page

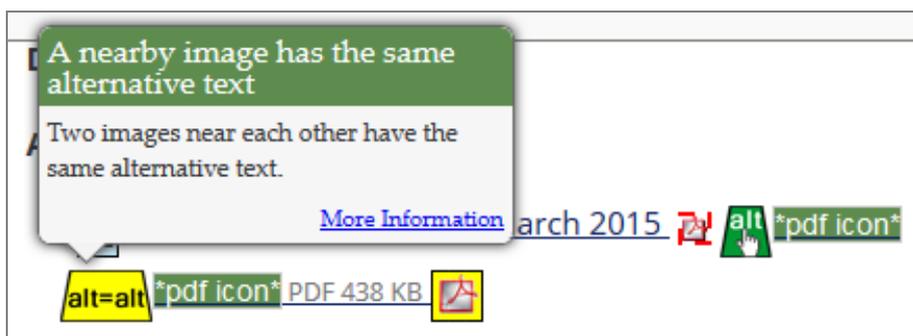


Figure 35 Duplicated link on the 'Decision details' page

Download the form below and email to speciale@westminster.gov.uk to apply for a consultation.

[Download](#)

Please be aware that you can only use this application to make a payment if :

- you have a debit card (we regret that we do not accept Credit Cards);
- if your PC is compatible. View PC requirements [here](#)

User Comments

“When navigating through the ‘Meetings’ page there were links that were duplicated which can be confusing. This occurs on several other similar pages.”

Alan Sleat
Screen Reader User

Example Occurrences

<http://committees.westminster.gov.uk/ieListMeetings.aspx?CId=128&Year=0>
<http://committees.westminster.gov.uk/ieDecisionDetails.aspx?ID=319>

Action Required

1. Use ALT="" when the image is part of a link containing text, or change the redundant ALT text if the links are separate
2. Combine the text and image links into one hyperlink

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

STAS-F21: Incorrect Heading Structure (Additional)

Description

Screen reader and other assistive technology users have the ability to navigate Web pages by heading structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.

Throughout the website the 'Search Form' has been allocated a H2 level, which causes an illogical level as the next level is H1. This can cause confusion to screen readers.

```
Title: Accessibility | Westminster City Council  
<H1>Original text</H1>  
  <H2>Search form</H2>  
<H1>Accessibility</H1>  
  <H2>Web and accessibility standards</H2>  
  <H2>Queries</H2>  
  <H2>Help us improve westminster.gov.uk</H2>  
  <H2>Explore Westminster</H2>
```

Figure 36 'Accessibility' page which has an illogical heading structure

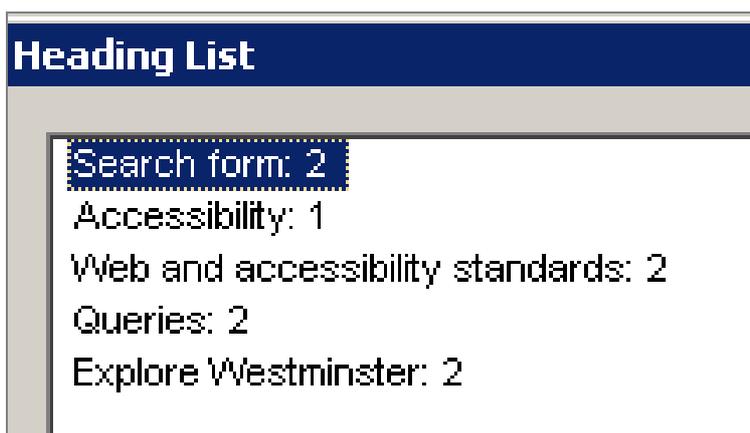


Figure 37 JAWS screenshot showing illogical heading structure

User Comments

"There is a heading level 1 on the page; and subsequent headings are in a logical order. However, the first heading has been given a level 2 for the search box.

The presumption is that the heading will be on all pages; so, unless any other issue due to heading structure is found, I have only put this page for this issue. Ideally, the first heading should be a heading level 1; and I am not sure if the heading for the search is necessary.”

Alan Sleat
Screen Reader Tester

Example Occurrences

<https://www.westminster.gov.uk/accessibility>

<https://s5.sishost.co.uk/WM/Agenda/Test/OnlineBookings/Signup.aspx>

<https://www.westminster.gov.uk/get-pre-application-advice>

Action Required

1. Ensure that all pages contain a heading 1.
2. Ensure that all heading on a page follow a logical structure.
3. Ensure that the heading structure represents the information structure of the page

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)

STAS-F22: Non-Descriptive Page Titles (Additional)

Description

The title of the page helps users to navigate a website by providing a description of the current page. There were a number of instances where the page title was not unique to the content and failed to provide a clear description. By providing a unique and descriptive page title, a screen reader will be able to identify the page quicker and easier.

'Westminster City Council' is used as the page title for several pages throughout the site.

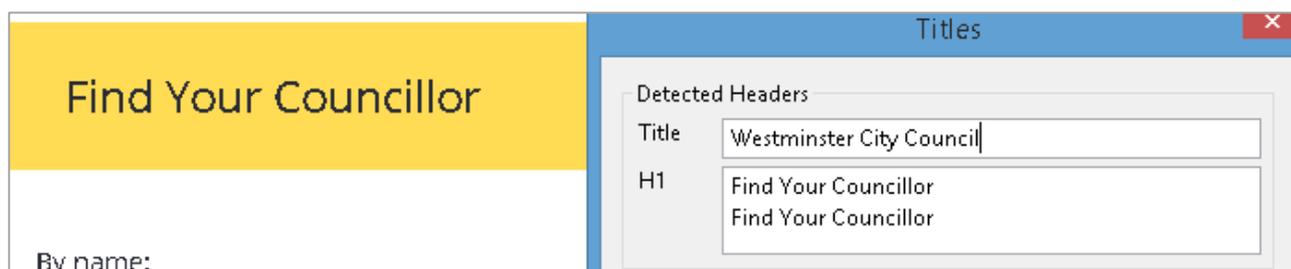


Figure 38 Non-descriptive page title of 'Westminster City Council' for the 'find your councillor' page.

Example Occurrences

<https://www.westminster.gov.uk/news>

<http://committees.westminster.gov.uk/mgFindMember.aspx>

<http://committees.westminster.gov.uk/mgMemberIndexMP.aspx?bcr=1>

Action Required

1. Ensure the all pages have a unique, descriptive and meaningful page title.

WCAG References

2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)

STAS-F23: Non-Descriptive Link Text (Additional)

Description

The text of a link should describe the destination of the link and the link's purpose. Providing a descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not.

If it is not possible to identify the purpose of the link from the link text itself, then this information should be provided in context (i.e. in the same sentence, paragraph, list item, or table cell as the link, or in the preceding heading).

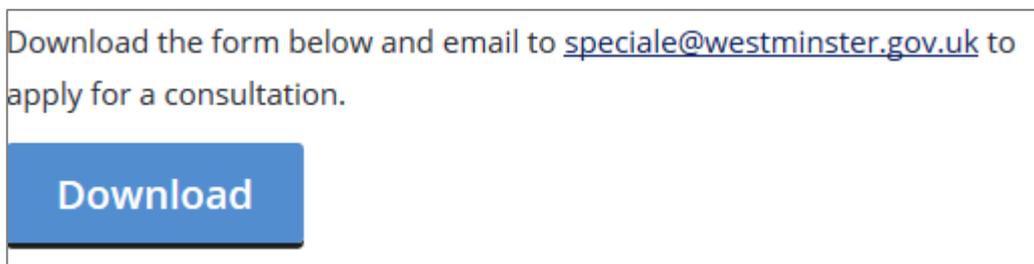


Figure 39 the 'Download' button does not describe what the user is downloading.

Example Occurrence

<https://www.westminster.gov.uk/how-apply-film-or-hold-event>

Action Required

1. Ensure the purpose of links can be determined from context (programmatically determinable).

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

Priority AA Issues

STAS-F18: Links not Visible in Focus (Unresolved)

Description

Users who are reliant on a keyboard to navigate the website use the tab key to cycle through the links on a page. A visual cue is required to highlight which link is currently in focus so that the user can identify where they are within the set of links on a page. Not having link highlighting can make it more difficult and confusing for keyboard only users to navigate a website.

Previously then tabbing onto the various 'Report it' categories there was no clear highlighting.

This is still the same during the current Award Check. There are many areas where there is no visible link highlighting to help users tab through the links on the pages.

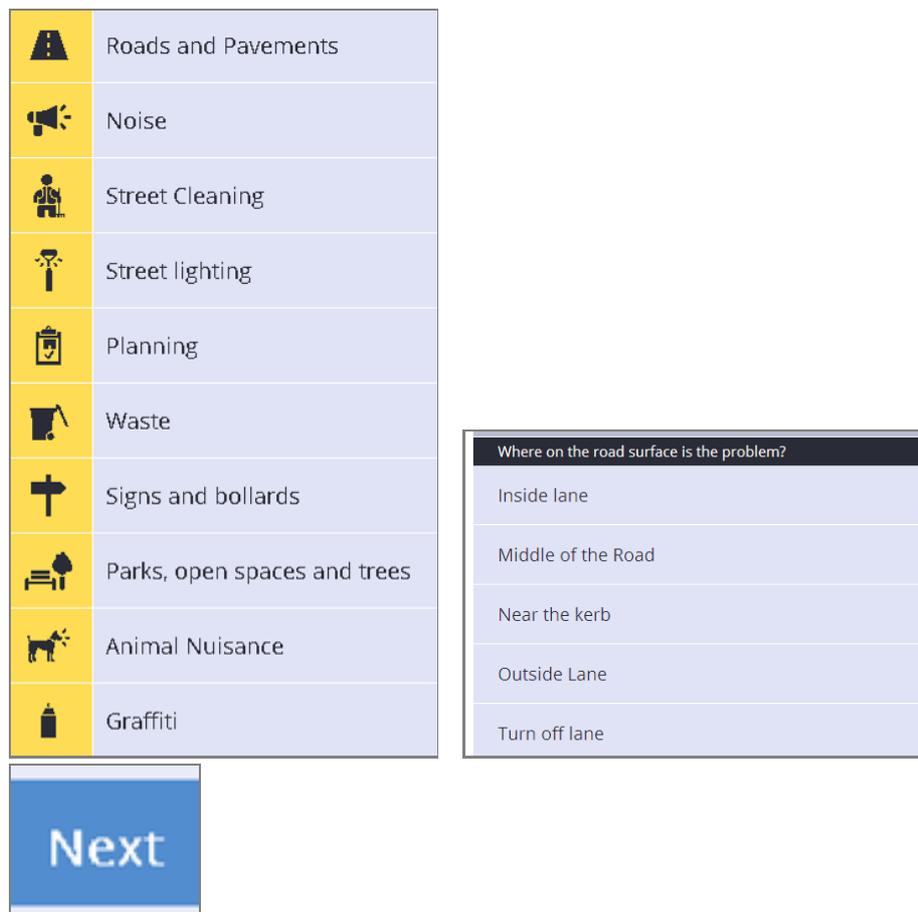


Figure 40 Example of links on the 'Report it' section without a visible link highlighting

User Comments

“I had trouble selecting the correct link to report damage to a road, because several of the links, including the one I desired, did not receive any form of highlighting. Going through the process of reporting a damaged road using the form provided, there were instances where I lost my focus because there was no highlighting present. This is just one example of how difficult I found navigating the Westminster website due to no or minimal link highlighting.

What was also noticeably when going through the ‘Registering a Birth’ booking was that the focus did not always commence from the same position on each page, which I found confusing. As a personal preference I would like to see the focus begin at the top of each page and following a logical top to bottom and left to right.

I experienced issues registering and saving searches, because some of the links lacked any means of highlighting.

In the event that I wanted to rate a page, there is a facility that allows me to achieve this. Unfortunately I found this task arduous, as there was no highlighting to indicate which star I was interacting with.

Without the aid of good clear highlighting a Keyboard Only user cannot visually identify which element on the website is in receipt of focus, making it extremely difficult to achieve tasks such as locating desired schools in a particular area.”

Nicholas Williams
Keyboard Only Tester

Occurrences

This issue occurs throughout the Westminster site.

<http://idoxpa.westminster.gov.uk/online-applications/>

Example Occurrences

<https://www.westminster.gov.uk/>

<https://www.westminster.gov.uk/report-it-noise>

Action Required

1. Provide a strong visual cue on focus for elements that can receive keyboard focus.

WCAG References

2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)

Advisories

STAS-A01: Links to Non-HTML Documents (**Unresolved**)

Description

Links to non-HTML documents often omit their file type and file size in a way that can be determined by assistive technologies. Sometimes an image of the file type and textual file size is included on the page, but is not part of the link; this will therefore not be picked up by assistive technology as easily as if it were part of the link itself

Links to non-HTML documents should open in a new window. This is because certain file types may open in a browser plugin by default, which can cause issues for assistive technology users. Users may find that they cannot navigate back to the previous page, making navigation difficult. Opening documents in a new window enables these users to close the window with the open file and return to their previous location.

User Comments

Links to non-HTML documents would be better if the labelled link had, name, 'PDF', then 'size'. This will tell someone all of the information on one line. Additionally they need a link to download a suitable reader.”

Alan Sleat
Screen Reader Tester

Occurrences

This issue occurs throughout the site.

Example occurrences

<https://www.westminster.gov.uk/other-application-forms-reserved-matters-removalvariation-conditions-approval-details#approval>

<https://www.westminster.gov.uk/application-forms>

<https://www.westminster.gov.uk/applying-resident-parking-permit-first-time>

Recommendations

1. Ensure links to non-HTML documents include file type and file size within the link text.

STAS-A02: Error Handling (**Unresolved**)

Description

When a user makes an error when submitting data to a form, the user should firstly be informed that they have made an error and secondly where the errors are located. For screen reader users, this indication should be more than visual and should include a sound or focus change to indicate that something has happened when the form has been submitted.

For users with colour deficiencies the indication should not solely rely on colour to indicate the error.

Previously, the colour of the error messages failed the colour contrast of 4.5:1. The focus of the page should move to the error message and users will then be able to correct the information and try again.

The contrast of the colour now passes and the user is taken to the beginning of the error messages, making it easier to correct. However, on the example below when an error is made, they are not read back to the reader

User Comments

“There is no notification when the page ‘refreshes’. It would be good to have an ‘Error’ sound so the user knows straightaway that there is a problem. Also, there is a table with error messages, but the user is placed below it instead of the cursor being placed where the table starts.”

Alan Sleat
Screen Reader Tester

Example Occurrences

This issue occurs throughout the site.

<https://westminster-forms.cloudoko.com/Form/Index/3b3a9b26-5c16-4acb-a9b8-7e93f85d6d6d>

Recommendation

1. Ensure that users are informed that an error has occurred.

STAS-A03: Users not notified of Links Opening in a new Window (**Unresolved**)

Description

When a link is activated it can either open the linked content in the same window or it can force the content to appear in a new window. When a new window is utilised the user must be informed of this before they activate any link.

If a user is not aware that they have been placed in a new window, this can cause issues when the user attempts to use browser controls to move back a page. As they are in a new window, the only way to get back to the previous page will be to close the current window.

User Comments

“When viewing the home page, I found that the link to the Accessibility Statement opens in a new window without a notification for blind computer users. Including a clear notification for all users will resolve this problem, and will maintain a positive user experience as a result. This also applies to the ‘pay now’ link on the ‘pay your parking ticket’ page of the ‘pay it’ section, as well as the ‘set up a direct debit’ page of the council tax section and other pages throughout the test including pest control, libraries and more.

Alan Sleat
Screen Reader Tester

Example Occurrences

<https://www.westminster.gov.uk/>
<https://www.westminster.gov.uk/pay-your-parking-ticket>
<https://www.westminster.gov.uk/pay-your-council-tax>

Recommendation

1. Ensure that users are notified of links that open in a new window.

STAS-A04: Missing Alt Text (Additional)

Description

All images must contain a valid alternative text to allow screen readers to hear the description of the image. If an item is used for decoration, a null alt attribute should be included, to hide the items from Screen Reading software. It will cause less confusion, while making the website more usable and accessible as a result.

Currently the 'Google Translate' plugin does not contain alt text.

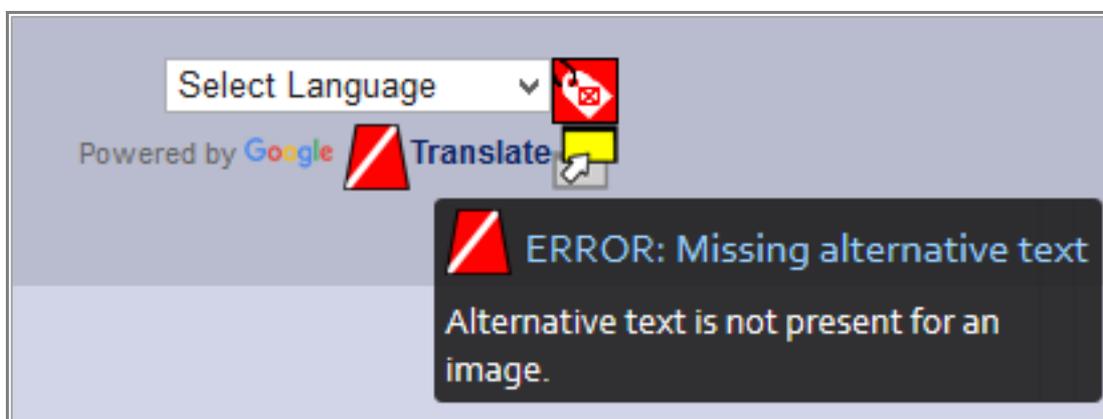


Figure 41 as this plugin appears several times on the website, it can be a problem to screen readers.

Example Occurrences

<https://www.westminster.gov.uk/report-it>

<https://www.westminster.gov.uk/search-planning-applications-and-decisions>

<https://www.westminster.gov.uk/report-it-pollution>

Action Required

1. Ensure all non-text content has a suitable descriptive alternative text.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

Shaw Trust is a charity which was founded in the village of Shaw, Wiltshire in 1982.

Our Vision:

Shaw Trust believes that everyone has the right to employment, inclusion and independence.

Our Purpose is to:

Focus on people who experience barriers related to disability, health and other disadvantages, providing personalised support to enable them to work, gain independence and control and contribute to family and community life.

Influence policy and improve the lives of disabled and disadvantaged people.

By working with businesses, commissioners and partner organisations, we've helped over 450,000 people achieve employment, inclusion and

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