

## Your Website

Company	City of Westminster
URL	www.westminster.gov.uk
Date	August 2018

Pages Found

**4804**

Pages with Issues

**3420 (72%)**

## The Impact

A section of your website has been tested by our in-house testing team, to identify if it is usable by people with disabilities, old age or temporary impairments, such as a broken arm.

Below are a few examples of the difficulties that are present that may make it difficult, if not impossible for some people to use.

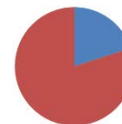
## Legalities

The Equality Act 2010 states that a person with a disability must not be put at a "substantial disadvantage", compared to a non-disabled user.

The European Accessibility Act 2018 states that ALL public sector websites must be accessible by 2020.

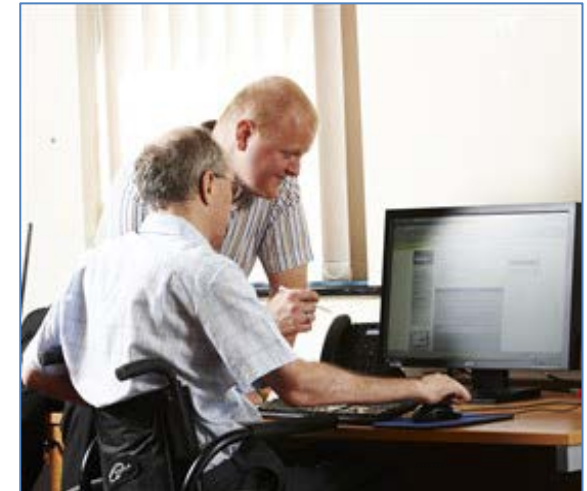
## Why be Accessible?

1 in 5 people are disabled with a combined income of £212 billion.



## Take Action Now

Many of the issues encountered on your site will have an impact on some disabled users but they can be fixed.



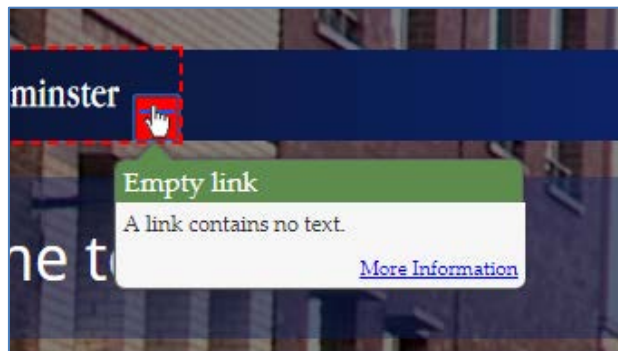
For more information on this or for any other accessibility related matters such as accessible building access, accessible software advice, or accessible technology assessments and training, please contact us on the details below.

We're here to help you.

Accessibility-Services@Shaw-Trust.org.uk  
0300 123 7005 / 07725 308257

## Empty Links

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 that could cause unnecessary confusion for screen reader users. This is normally caused by a coding error.

## Unlabelled Form Fields

There is a form field present on the Pay Your Council Tax page that does not have a correctly associated form label. This makes distinguishing different form fields very difficult.

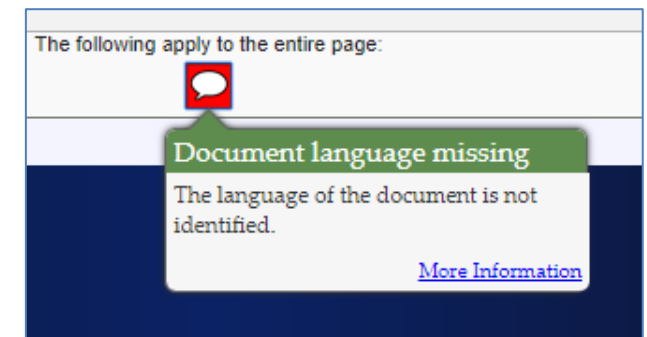
Without correctly labelled form fields, users will not know what information is required and may input the wrong information, which may then prevent users from accessing the rest of the website.



## Default Language Not Set

Indicating the language of the content in markup is important for screen readers. These technologies need information about the language so that they can use the appropriate pronunciation standards to render the web content.

Without specifying a language on the Pay Online page screen readers could become confusing and unintelligible, similar to the visual confusion that occurs when a specialist font is not available and random characters appear on the screen.



## About Us

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Shaw Trust Accessibility Services support organisations to become accessible and inclusive for staff and customers.

This includes

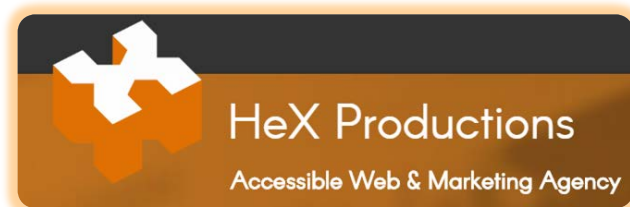
- Digital media being accessible to all, regardless of ability
- Identifying how buildings and premises can be accessible
- Providing training and consultancy to empower staff to offer inclusive customer services

Our Digital Testing Team have **first-hand experience** of what works and are pleased to guide organisations by adding their unique perspective.

## Test and Fix

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As well as testing, we have partnered with Hex Productions, a professional web development and design agency with a passion for accessibility who will support you with any fixes.



## Want to know more?

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Contact us on: 0300 123 7005 / 07725 308257  
Accessibility-Services@Shaw-Trust.org.uk

We can tell you more about accessible building access, accessible software advice, or accessible technology assessments and training.

**We are here to support you every step of the way.**

## Who have we worked with?

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