Central Digital & Data Office | Cabinet Office

Date: 19 July 2021

Website: https://www.southoxon.gov.uk/

Website accessibility regulations came into force on 23 September 2018. The regulations mean that public sector bodies now have a legal obligation to meet accessibility requirements for their websites.

To check how well the public sector are meeting the requirements, the Central Digital and Data Office (part of the Cabinet Office) has been monitoring a sample of public sector websites.

You've been sent this report because https://www.southoxon.gov.uk/ is one of the websites we've monitored. This document explains:

- which parts of your website we looked at
- how we checked the accessibility of those pages
- the accessibility issues found and how important they are
- what you need to do next to fix the issues

You can read more about the web accessibility regulations.

How accessible the website is

We checked https://www.southoxon.gov.uk/on 5 July 2021 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard: https://www.w3.org/TR/WCAG21/

Based on our testing, this site is partially compliant with WCAG 2.1 AA. This means there are some things which are not fully accessible.

How we checked

We use a mixture of simple manual checks and automated tests to find only the most common barriers to users with accessibility needs. We would expect your organisation to fully audit the website to find any other accessibility issues.

Manual checks included using each page without a mouse, viewing the page at different zoom settings, and simulating viewing the page on a small screen.

The automated tests were completed using the latest version of axe: https://www.deque.com/axe/

Tests were completed using different settings in the Google Chrome browser on Mac OSX with a 13 inch screen.

Pages we checked

Page Name	URL
Home	https://www.southoxon.gov.uk/
Contact us	http://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/get-in-touch/contact-us/
Accessibility statement	https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/website-accessibility-statement-for-south-oxfordshire-district-council/
Covid support and guidance	https://www.southoxon.gov.uk/south-oxfordshire-district-council/coronavirus-community-support/
News	https://www.southoxon.gov.uk/news/
Report to: Cabinet Scrutiny Committee Council	https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2021/06/Revenue-budget-202122-and-capital-programme-to-202526.pdf

The issues we found

Only serious accessibility issues on the sample of pages we tested are listed in this report – these will cause problems for users with access needs when using your website. There are likely to be smaller errors which will make things more difficult for some users. You must carry out your own audit to find and fix issues on other pages.

Issues on more than one page

The following errors were found on more than one of the tested pages

Issue and description	Where the issue was found
WCAG 2.1.1 Keyboard Users should be able to use a keyboard to access all content and functionality of a web page. This means the page can be used by people with no vision as well as people who use alternative keyboards or input devices that act as a keyboard.	Home • Focus on links under How can we help, including covid and council tax are not accessible using the keyboard due to limited focus
WCAG 2.4.7 Focus visible A visible focus helps users know which element has keyboard focus and where they are on the page.	Home • Focus on links under How can we help, including covid and council tax are not accessible using the keyboard

Issue and description	Where the issue was found
When an element gets focus there should be a visible border around it. Highlighting the element that has keyboard focus or is hovered over can provide information like whether the element is interactive or the scope of that element. Operating systems have a native indication of focus, which is available in many browsers. The default display of the focus indicator is not always highly visible and may even be difficult to see especially on coloured backgrounds.	
WCAG 1.4.3 Contrast (Minimum) Poor colour contrast makes it difficult for someone with sight loss to see the content properly. If there is a big difference between the background and foreground colours it should be much easier to see the difference between them.	Home • Go' button on Postcode has white text on pale blue background which does not have sufficient colour contrast. • White text on teal background has poor colour contrast for 'Scroll down for more This is on all webpages • This refers to the language button. Element source <div class="skiptranslate goog-te-gadget" dir="ltr" style=""> To solve this issue, you need to fix the following: Element has a 1:1 contrast ratio with the background Accessibility • Teal hyperlinks under 'Contact us' do not have sufficient colour contrast on grey background
WCAG 4.1.2 Name, Role, Value Incorrect use of ARIA attributes can cause conflicts with semantic HTML elements which may cause errors in assistive technology and make accessibility worse for a user. ARIA defines which attributes are	Home • This refers to the five links under 'How can we help' To solve this issue, you need to fix the following: ○ ARIA attribute element ID does

Issue and description	Where the issue was found

allowed and where.
 	
ARIA attributes can cause issues where
• an invalid attribute or attribute value is used
• attribute names or values are spelt incorrectly
• an invalid role has been assigned
• an attribute is missing when it is required
	not exist on the page: aria-describedby="slick-slide-control04 (This refers to control00 to 04").
	
	Coronavirus
	
	• The 3 links for Help for individuals and families, Support for businesses, Not found what you're looking for'
	  ○ To solve this issue, you need to fix the following:
	    ▪ ARIA attribute element ID does not exist on the page: aria-describedby="slick-slide-control00"
	• 'This includes; control00,control01 and control02

WCAG 2.4.4 Link Purpose (In Context), **4.1.2 Name, Role, Value** All link names should be accessible by a screen reader and be descriptive enough to tell a user where that link will take them. Common issues include: • the inner link text not being visible • duplicate link labels • the link not being focusable All links should receive focus and link text should not be hidden as this will stop a screen reader from relaying the link information.	News • This refers to the next arrow for the page numbers.

Other issues we found

PDF Document

WCAG 3.1.1 Language of Page

Assistive technologies are more accurate when a document has a specified language. For example, knowing the language means screen readers can accurately convert text to speech with the correct pronunciation and visual browsers can display the correct characters. This allows users to understand content better.

Accessibility statement

As part of the regulations you must publish an accessibility statement.

An accessibility statement for the website was found but:

• mandatory wording is missing
• we require more information covering the disproportionate burden claim
• accessibility issues were found during the test that were not included in the statement

In 2020 the GOV.UK sample template was updated to include an extra mandatory piece of information to outline the scope of your accessibility statement. This needs to be added to your statement.

Your statement should be prominently placed on the homepage of the website or made available on every web page, for example in a static header or footer, as per the legislative requirement.

More information about accessibility statements can be found at: https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps

A sample statement can be found at: https://www.gov.uk/government/publications/sample-accessibility-statement

What to do next

It is a requirement of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 that public sector websites are accessible.

You should fix the issues that were found and do your own accessibility audit to check for issues that go beyond the scope of simple accessibility testing.

You need to review your accessibility statement to cover the issues found in this report, including ones related to your accessibility statement, and any other accessibility issues found during your own site audit.

A disproportionate burden assessment must have been completed before adding this section to your accessibility statement. You need to send evidence of the assessment to us for review.

Enforcement

On behalf of the Minister for the Cabinet Office we provide the Equality and Human Rights Commission (EHRC) or Equality Commission for Northern Ireland (ECNI) with details about public sector bodies who have been monitored. If accessibility issues remain after giving you time to fix them, the EHRC or ECNI may take further action.

Public sector bodies must publish an accessibility statement and review it regularly.

If the decision is taken that a public sector body has failed to publish an accessibility statement or that the accessibility statement is incorrect, the Minister for the Cabinet Office may publish the name of the body and a copy of the decision.

The enforcement process can be found at https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#how-the-accessibility-regulations-will-be-monitored-and-enforced

Contact and more information

This test was conducted by the Central Digital and Data Office on behalf of the Minister of the Cabinet Office as part of their obligations to monitor the accessibility of public sector websites in the United Kingdom.

As the monitoring body we cannot offer specific advice on approaches or general accessibility queries other than questions directly related to the items in this report.

Any questions about this report can be sent to accessibility-monitoring@digital.cabinet-office.gov.uk

Further information on guidance and tools for digital accessibility can be found at: https://www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility

Help with accessibility auditing and publishing an accessibility statement can be found at https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement