South Oxfordshire and Vale of White Horse District Councils

Accessibility Assessment Report

29th November 2020

Accessibility Services

Shaw Trust

Table of Contents

Introduction

Shaw Trust Accessibility Services conducted an accessibility audit on the South Oxfordshire and Vale of White Horse District Councils 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 South Oxfordshire and Vale of White Horse District Councils website carried out by Shaw Trust Accessibility Services, 6 October 2020. The website was evaluated against the W3C Web Content Accessibility Guidelines (WCAG) 2.1 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 South Oxfordshire and Vale of White Horse District Councils website met 0 of the 19 (00%) applicable success criteria required for level A conformance and 0 of the 15 (00%) applicable success criteria required for level AA conformance.

Based on these results, Shaw Trust Accessibility Services is unable to award the South Oxfordshire and Vale of White Horse District Councils website an accessibility accreditation at this time. In order to be awarded a Shaw Trust Level AA accreditation,100% conformance with level A success criteria and level AA must be achieved. In order to be awarded a Shaw Trust AAA accreditation, 100% conformance with level A, level AA and level AAA must be achieved.

At present, the South Oxfordshire and Vale of White Horse District Councils 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 2.1

WCAG 2.1 was formally published on 5th June 2018, bringing web accessibility guidance up to date with modern web technologies and development techniques. As a result, the W3C WAI recommends using WCAG 2.1, instead of WCAG 1.0 or WCAG 2.0.

WCAG 2.0 is still a valid and very useful standard. WCAG 2.1 works in concert with WCAG 2.0 and is comprised of four principles: perceivable, operable, understandable, and robust. The principles are broken down into 13 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 2.1 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 2.1: 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 2.1 Success Criterion. Testing is performed to level AA 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 be 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 Consultant 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 Consultant 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 him or her 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 him or her 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	South Oxfordshire and Vale of White Horse District Councils
Primary Contact	Name Charlotte Westgate Position Principal Communications Officer Corporate Services Email Charlotte.Westgate@southandvale.gov.uk

Provider Details

Organisation	Shaw Trust Accessibility Services
Primary Contact	Name Graham Rees-Evans Position Technical Account Manager Email graham.rees-evans@shaw-trust.org.uk Phone 0203 215 2745

Testing Details

Type	Website
URL	www.whitehorsedc.gov.uk and www.southoxon.gov.uk
Name	South Oxfordshire and Vale of White Horse District Councils Website
Description	Two local council websites
Primary Language	English
Testing Type	Assessment
Testing Environment	Windows 10 Google Chrome / Internet Explorer 11 JAWS 18 / NVDA 2019 / ZoomText 2019 / Dragon Professional 15
Testing Team	Alan Sleat Screen Reader Kevin James Keyboard Only

	Darren Hardman	Deaf
	Sam Hopkins	Low Vision & Colour
	Adam Armstrong	Learning Difficulties Voice
	Michael Edwards	Activation
	William Treharne	Hard of Hearing
Technical Account Officer	David Davies	
Technical Consultant	Graham Rees-Evans	
Quality Assurance	Graham Rees-Evans	
Dated Tested	06/10/2020	
Date Report Issued	29/11/2020	

Audit Results

Results Summary

Priority A Results

Issue(s) Ref	Success Criterion	Current Results
STAS-F02/F03/F04/ F09/F10/F12/F16	1.1.1 Non-text Content	FAIL
	1.2.1 Prerecorded Audio-only and Video-only	N/A
	1.2.2 Captions (Prerecorded)	N/A
	1.2.3 Audio Description or Media Alternative (Prerecorded)	N/A
STAS-F02/F03/F04/ F05/F06/F07/F12/ F15	1.3.1 Info and Relationships	FAIL
	1.3.2 Meaningful Sequence	Pass
STAS-F13	1.3.3 Sensory Characteristics	FAIL
STAS-F13	1.4.1 Use of Colour	FAIL
	1.4.2 Audio Control	N/A
STAS-F08	2.1.1 Keyboard	FAIL
	2.1.2 No Keyboard Trap	Pass
	2.1.4 Character Key Shortcuts	N/A
	2.2.1 Timing Adjustable	N/A
	2.2.2 Pause, Stop, Hide	N/A
	2.3.1 Three Flashes or Below Threshold	N/A
STAS-F01/F15	2.4.1 Bypass Blocks	FAIL
STAS-F14	2.4.2 Page Titled	FAIL
	2.4.3 Focus Order	Pass
STAS-F05/F11	2.4.4 Link Purpose (In Context)	FAIL
	2.5.1 Pointer Gestures	N/A
	2.5.2 Pointer Cancellation	N/A
STAS-F12	2.5.3 Label in Name	FAIL
	2.5.4 Motion Actuation	N/A
	3.1.1 Language of Page	Pass
	3.2.1 On Focus	Pass
	3.2.2 On Input	Pass
	3.3.1 Error Identification	Pass
STAS-F02/F03/F04/ F12	3.3.2 Labels or Instructions	FAIL
STAS-F17/F18	4.1.1 Parsing	FAIL
STAS-F02/F03/F04/ F12/F18	4.1.2 Name, Role, Value	FAIL

	Total	30
	Non-Applicable	11
	Compliant (Pass)	00
	Non-Compliant (Fail)	12

Priority AA Results

Issue(s) Ref	Success Criterion	Current Results
	1.2.4 Captions (Live)	N/A
	1.2.5 Audio Description (Prerecorded)	N/A
	1.3.4 Orientation	N/A
STAS-F02/F03/F12	1.3.5 Identify Input Purpose	FAIL
STAS-F19	1.4.3 Contrast (Minimum)	FAIL
	1.4.4 Resize Text	Pass
STAS-F09/F10	1.4.5 Images of Text	FAIL
	1.4.10 Reflow	Pass
STAS-F13/F19	1.4.11 Non-text Contrast	FAIL
	1.4.12 Text Spacing	Pass
STAS-F08	1.4.13 Content on Hover or Focus	FAIL
	2.4.5 Multiple Ways	Pass
STAS-F06/F07	2.4.6 Headings and Labels	FAIL
STAS-F20	2.4.7 Focus Visible	FAIL
	3.1.2 Language of Parts	N/A
	3.2.3 Consistent Navigation	Pass
	3.2.4 Consistent Identification	Pass
	3.3.3 Error Suggestion	Pass
	3.3.4 Error Prevention (Legal, Financial, Data)	N/A
	4.1.3 Status Messages	Pass
	Total	20
	Non-Applicable	05
	Compliant (Pass)	00
	Non-Compliant (Fail)	07

Issues

#	Ref	Issue	Level	WCAG References
1	STAS-F01	Missing 'Skip' Navigation	A	2.4.1
2	STAS-F02	Unlabelled Form Fields	A/AA	1.1.1, 1.3.1, 1.3.5, 3.3.2, 4.1.2
3	STAS-F03	Empty Button	A/AA	1.1.1, 1.3.1, 1.3.5, 3.3.2, 4.1.2
4	STAS-F04	Fieldset Missing Legend Tag	A	1.1.1, 1.3.1, 3.3.2, 4.1.2
5	STAS-F05	Non-Descriptive Link Text	A	1.3.1, 2.4.4
6	STAS-F06	Empty Headings	A/AA	1.3.1, 2.4.6
7	STAS-F07	Incorrect Heading Structure	A/AA	1.3.1, 2.4.6
8	STAS-F08	Mouse Dependant Areas	A/AA	2.1.1, 1.4.13
9	STAS-F09	Missing Alt Text	A/AA	1.1.1, 1.4.5
10	STAS-F10	Non-Descriptive Alt Text	A/AA	1.1.1, 1.4.5
11	STAS-F11	Empty links	A	2.4.4
12	STAS-F12	Visible Label and Accessible Name Inconsistency	A/AA	1.1.1, 1.3.1, 2.5.3, 1.3.5, 3.3.2, 4.1.2
13	STAS-F13	Link Styling	A/AA	1.3.3, 1.4.1, 1.4.11
14	STAS-F14	Non-Descriptive Page Titles	A	2.4.2
15	STAS-F15	Untitled Frames	A	1.3.1, 2.4.1
16	STAS-F16	Inaccessible Non-HTML Documents	A	1.1.1
17	STAS-F17	Duplicate ID's	A	4.1.1
18	STAS-F18	HTML Markup Errors	A	4.1.1, 4.1.2
19	STAS-F19	Insufficient Colour Contrast	AA	1.4.3, 1.4.11
20	STAS-F20	Elements not Visible in Focus	AA	2.4.7

Priority A Issues

STAS-F01: Missing 'Skip' Navigation

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.

There is currently no evidence of a skip to content link present on the majority of the pages on the main website.

User Comments

"A skip to content link helps a user get to the main content without having to tab through the repeated content at the top of every page. Omitting a skip to content can slow down a keyboard only user"

Kevin James
Keyboard Only Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/community-support/grants/capital-grants/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/community-support/grants/councillor-community-grants/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/community-support/grants/revenue-grants/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/community-support/infrastructure-to-support-communities/

Action Required

1. Provide a mechanism to bypass blocks of repeating links ('skip navigation link').
    For example, `<a href="#maincontent">Skip to main content</a>`

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)
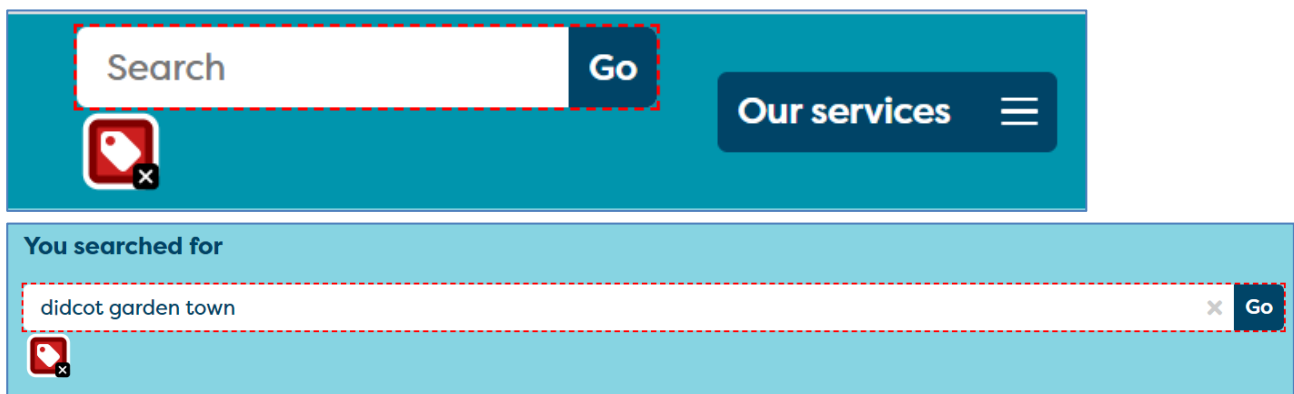
STAS-F02: Unlabelled Form Fields

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.
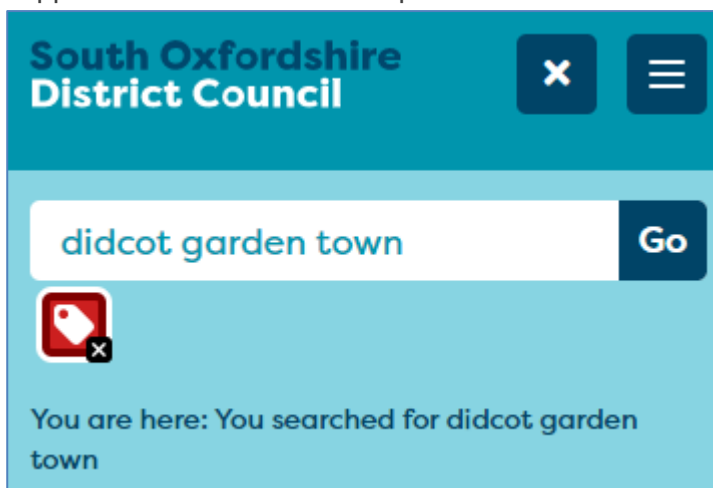
If Radio buttons and Checkboxes allow users to make selections from a set of options, they should be enclosed with a fieldset; this will allow users of assistive technology to be aware that the options presented relate to a group.

On the 'didcot+garden+town' page there are 3 missing form labels. This issue occurs throughout the site wherever there is a 'search' box.

When viewing the site on a smaller screen, the site changed to a responsive layout. When this happens a new search field is presented. This field is also unlabelled.
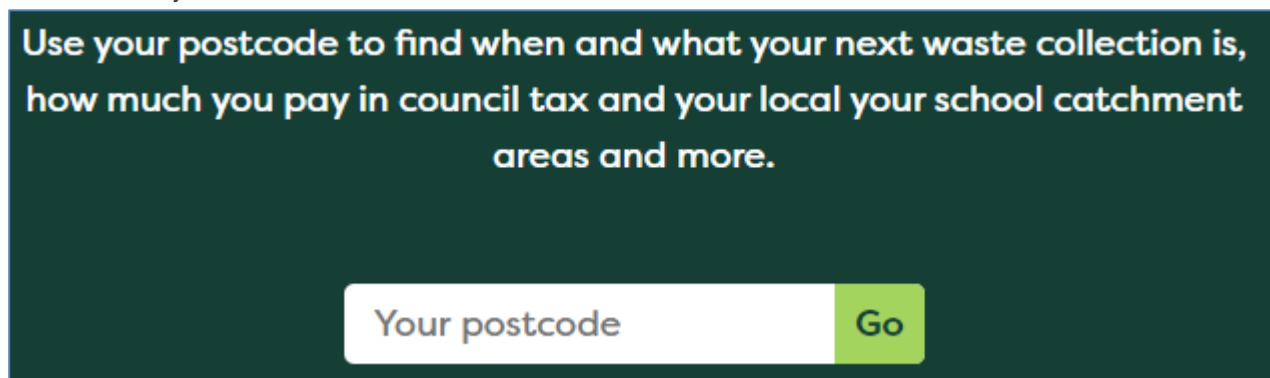
Furthermore, the 'post code' field is also unlabelled.

It will also be important to describe what this field is for, relating it to the rest of the page. ARIA described by could be used to link the field with the preceding paragraph that would provide more context than just a correct label.

User Comments

"When there are any fields that are not sufficiently labelled it will be very difficult, or impossible for the information to be successfully submitted. All form fields need to be labelled clearly. This will allow a screen reader user to have all the information needed to complete any process. When all form fields are clearly labelled, then it is not only beneficial to the visitor, but also for the site owners; as correct information will get to them."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/?s=didcot+garden+town
http://www.southoxon.gov.uk/south-oxfordshire-district-council/benefits/housing-benefit/local-housing-allowance-lha/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/housing/information-for-landlords/legal-obligations-for-landlords/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/local-democracy-and-elections/elections-and-voting/
https://www.whitehorsedc.gov.uk/

Action Required

1. Ensure that all forms are labelled clearly and have correctly associated label tags.
2. Ensure fieldsets and legends are used correctly where appropriate.

Note: placeholder text within an input field is not considered an appropriate means of providing a 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.)

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

1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when: (Level AA)
- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

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)

Further Information

Providing the correct label tag is important to indicate to users the purpose of the form field. An example of a form with correct label tags can be seen below:

```
<form action="demo_form.asp">
  <label for="male">Male</label>
  <input type="radio" name="gender" id="male" value="male"><br>
  <label for="female">Female</label>
  <input type="radio" name="gender" id="female" value="female"><br>
  <label for="other">Other</label>
  <input type="radio" name="gender" id="other" value="other"><br><br>
  <input type="submit" value="Submit">
</form>
```

STAS-F03: Empty Button

Description
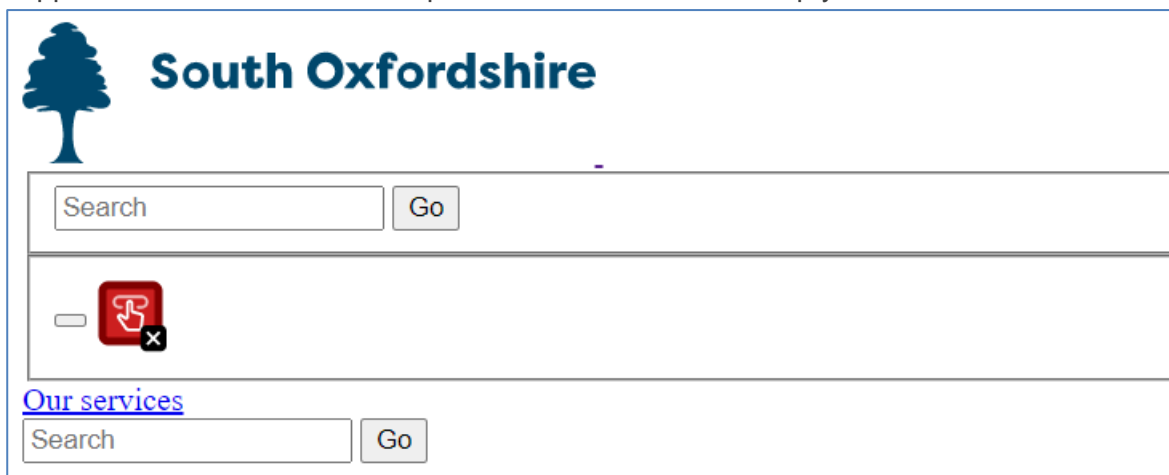
When navigating to a button, descriptive text must be presented to screen reader users to indicate the function of the button.
Providing descriptive button labelling will allow users to make an informed decision whether to activate a button or not.

There are multiple pages present that contain empty buttons.

On the 'planning-enforcement' page there is 1 empty button. This empty button is present throughout the site.

When viewing the site on a smaller screen, the site changed to a respoisive layout. When this happens a new search button is presented. This button is empty.

Occurrences

This issue occurs throughout the site.

Example Occurrences

http://www.southoxon.gov.uk/contacts/planning-enforcement/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/environment-and-neighbourhood-issues/mobile-home-sites/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/local-democracy-and-elections/elections-and-voting/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/building-conservation-and-design/listed-buildings/improving-energy-efficiency-on-listed-buildings/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/building-conservation-and-design/listed-buildings/report-suspected-unauthorised-work-to-a-listed-building/

Action Required

1. Ensure that all forms elements are labelled clearly.

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)

1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when: (Level AA)
- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

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

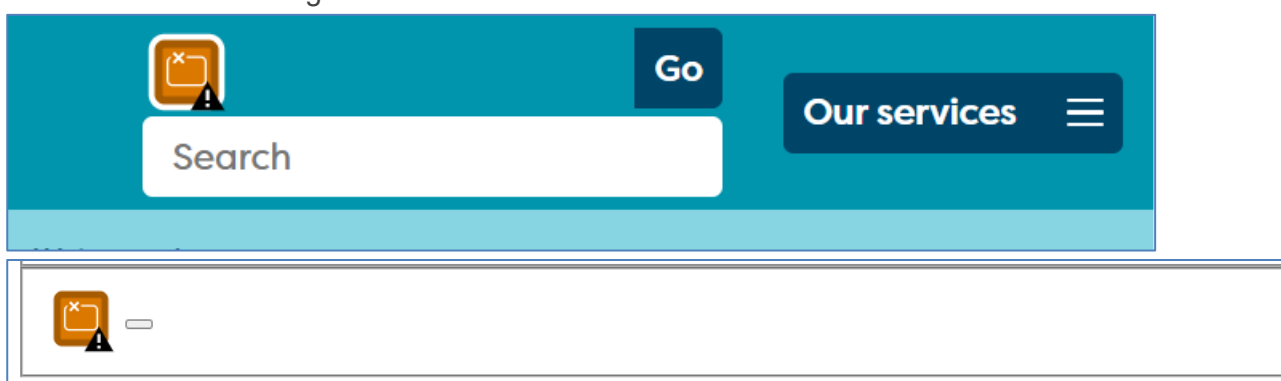**4.1.2 Name, Role, Value:** For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification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

STAS-F04: Fieldset Missing Legend Tag

Description

Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.

The 'car-parks' page shows examples of 2 fieldsets that do not have a legend present.
This issue occurs throughout the site wherever there is a 'search' box.

Occurrences

This issue occurs throughout the site.

Example Occurrences

http://www.southoxon.gov.uk/south-oxfordshire-district-council/parking-roads-and-streets/parking/car-parks/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/community-support/infrastructure-to-support-communities/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/sports-and-activities/sports-and-leisure-study-to-2034/
http://www.southoxon.gov.uk/services-and-advice/local-democracy/councillors-and-committees/whos-my-councillor
https://www.southoxon.gov.uk/south-oxfordshire-district-council/sports-and-activities/out-and-about/

Action Required

1. Use fieldset and legends where appropriate to convey context to a set of form elements.
2. Do not use fieldset element without the legend for visual formatting purposes.

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)

Further Information

Fieldsets should always be used with radio buttons and checkboxes to connect the question to the possible answers, but they can also be used to group related fields

```
<form>
  <fieldset>
    <legend>Choose your favourite monster</legend>

    <input type="radio" id="kraken" name="monster">
    <label for="kraken">Kraken</label><br/>

    <input type="radio" id="sasquatch" name="monster">
    <label for="sasquatch">Sasquatch</label><br/>

    <input type="radio" id="mothman" name="monster">
    <label for="mothman">Mothman</label>
  </fieldset>
</form>
```


Notice how the fieldset has grouped together the input areas for an answers details.

STAS-F05: Non-Descriptive Link Text
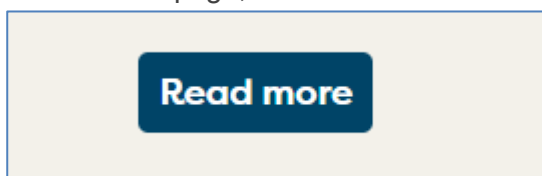
Description

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.

Link text needs to be descriptive even when read out of context. Screen reader users will also listen to lists of links to quickly navigate a page. Links should make sense to users even when read out of context.

For downloadable links, we recommend that the file type and size of the file is also included in the link text to allow the user to make a decision whether or not to download the file.

On the homepage, there is a 'read more' link.

On the 'our-finances' page there are 6 non-descriptive links labelled 'download'.
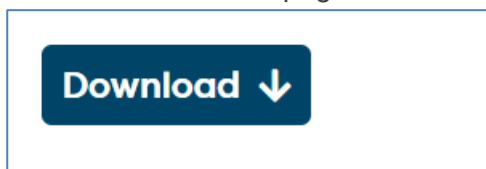
On the 'changes-to-collection-days' page there are 2 non-descriptive links labelled 'download'

On the 'permits-for-market-traders' page the 'cattlemarket' links share the same link text and surrounding context, but go to different destinations.

On the '?s=didcot+garden+town' page the 'Didcot Garden Town' links share th same link text and surrounding context, but go to different destinations.

Didcot Garden Town

On the 'where your money goes page' there are several non-descriptive links labelled 'spend pdf'.

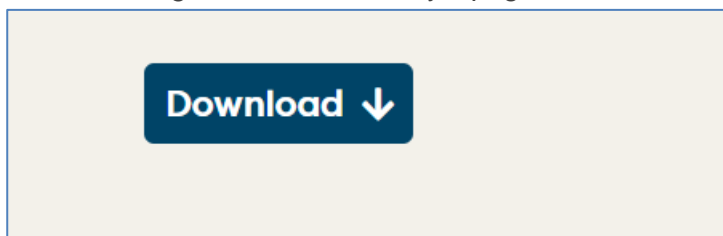**March 2017:** spend pdf or spend csv

February 2017: spend pdf or spend csv

January 2017: spend pdf or spend csv

December 2016: spend pdf or spend csv

November 2016: spend pdf or spend csv

On the 'Election results' page there were non-descriptive links labelled 2019 to 2015. It is not immediately clear what these numbers relate too.

Links List   ×

Homepage
Our services
South Oxfordshire District Council
Local democracy and elections
Elections and voting
2019
2018
2017
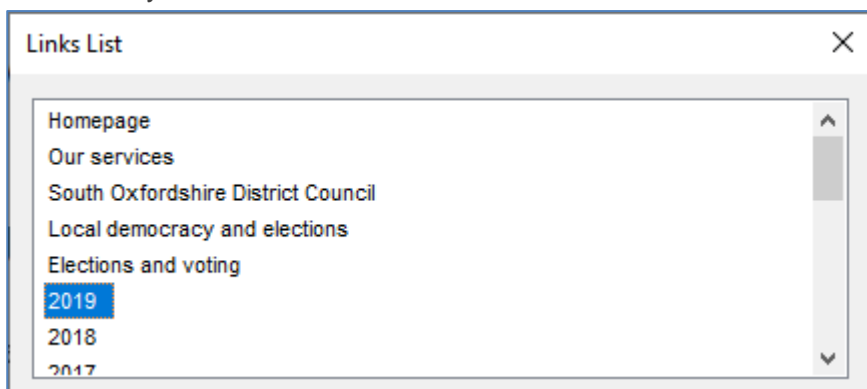
On the 'Election results - 2019' page there are several duplicated links labelled 'Declaration of Result of Poll.

Links List   ×

Local democracy and elections
Elections and voting
Election results
Declaration of result of poll
Declaration of result of poll
Declaration of Result of Poll
Declaration of Result
Declaration of Result
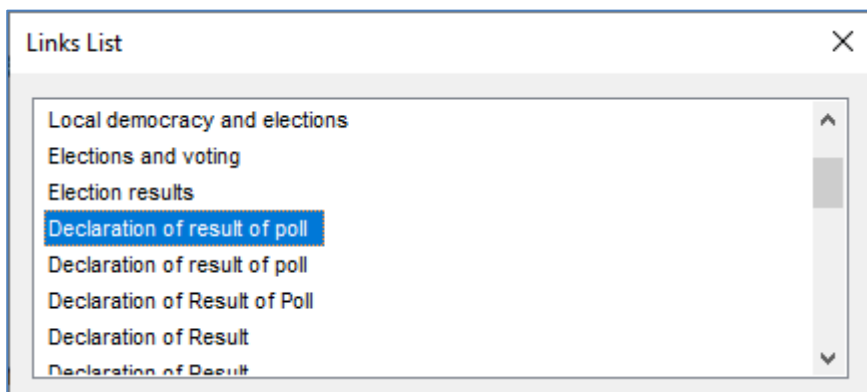
User Comments

"A link on the site that is labelled with no description makes it tough to determine whether to activate it, or not. A well labelled, working link will assist all users to locate a page, or start the process to finding the information they require. A poorly labelled link will leave the user wondering where the link will take them; or asking the question, 'Is this the right page?'
The correct labelling of links will give the user a quick and easy journey to the required information."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/council-finances/our-finances/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/when-is-your-collection-day/changes-to-collection-days/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/local-plan-and-planning-policies/current-planning-policies/documents-supporting-our-existing-local-plan/sustainability-appraisal/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/parking-roads-and-streets/parking/parking-permits-season-tickets/permits-for-market-traders/
https://www.southoxon.gov.uk/?s=didcot+garden+town
https://www.southoxon.gov.uk/south-oxfordshire-district-council/local-democracy-and-elections/elections-and-voting/election-results/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/local-democracy-and-elections/elections-and-voting/election-results/election-results-2019/

Action Required

1. Ensure the purpose of links can be determined from context (programmatically determinable).
2. Provide additional context to links using CSS, ARIA-label or ARIA-describedby
3. Ensure links to non-HTML documents include file type and file size within the link text.
4. Where ARIA is used to provide context, ensure that the visual label appears in the aria label.

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)

Further Information

Link text should be a clear description to the destination of the link. It should avoid vague content such as 'click here' and 'more information'. More information on how to display inks can be found on http://www.w3.org/TR/UNDERSTANDING-WCAG20/navigation-mechanisms-refs.html

Providing Additional Content using CSS
Normal Code
```
<a href='/news/page2.html'>2</a>
```
Adapted Code
```
<a href='/news/page2.html'>
<span class="sr-only">Go to directory page</span>2</a>

CSS
sr-only {position: absolute; margin-left: -9999px;}
```

Providing Additional Content using ARIA
Normal Code
```
<a href='/news/page2.html'>2</a>
```
Adapted Code
```
<a href='/news/page2.html' aria-label='Go to directory page 2'>2</a>
```

Note: display:none will hide content from screen readers as well as sighted users.

STAS-F06: Empty Headings

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.

There were empty headings on several of the pages tested throughout the website;

On the 'garden-waste' page there is 1 empty heading.
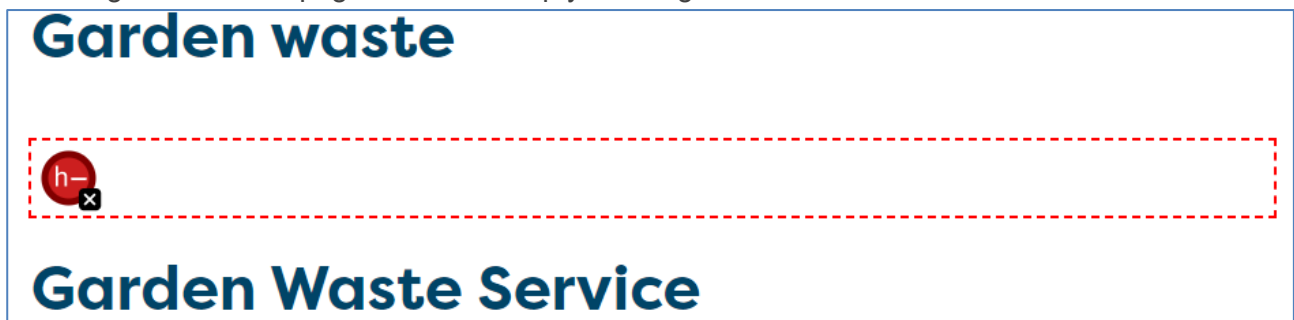
On the 'electrical-items-textiles-batteries' page there is 1 empty heading.
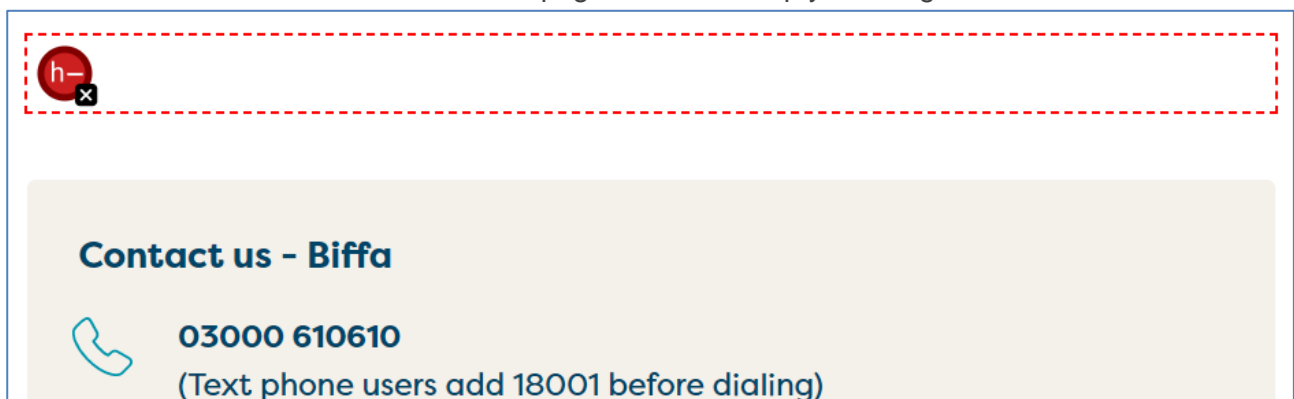
On the 'wildlife-and-planning' page there is 1 empty heading.

User Comments

"There were several pages where 'empty headings' were found. Not all screen reader software will ignore empty headings, if the heading tags are empty, this can cause confusion for screen reader users. "

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/garden-waste/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/what-goes-in-what-bin/electrical-items-textiles-batteries/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/wildlife-trees-and-landscape/wildlife/wildlife-and-planning/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/get-in-touch/consultations/live-consultations/

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)

Further Information

Give all headings meaningful content so users can find what they are looking for and not waste their time searching for areas that do not exist. A code example can be seen below:

```
<h1>Disaster preparation</h1>    Correct
<h1> </h1>                       Incorrect
```

STAS-F07: Incorrect Heading Structure

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.

On the homepage page, there is an illogical heading structure. There is no H1 present.
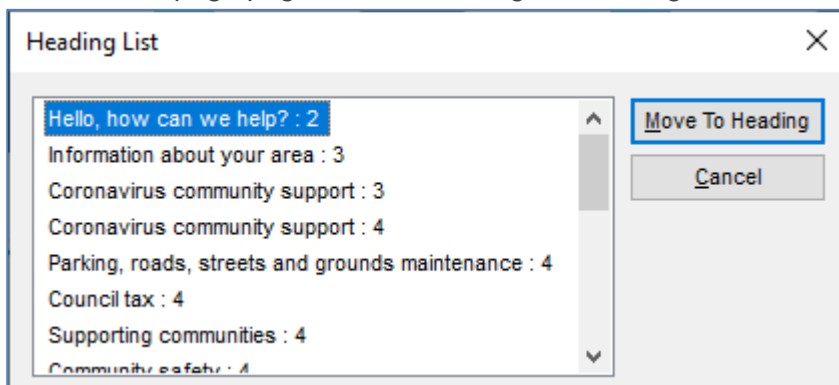
There is a duplicated headings on the homepage, which do not describe whether the elements are for the same information, or are they different? The element in question is labelled Coronavirus community support."
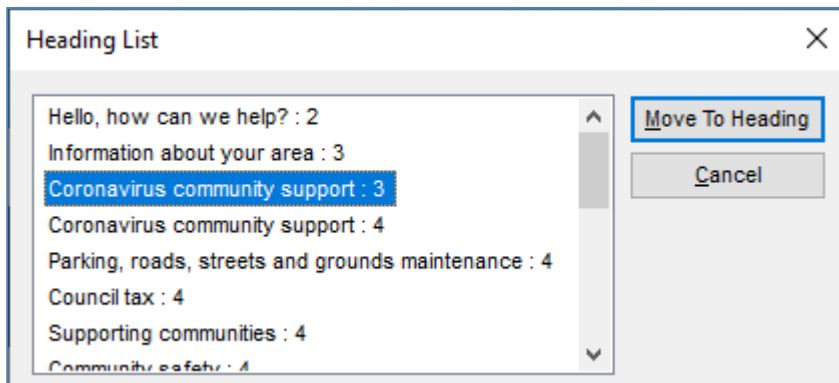
On the 'Search results for the term: jobs' page, there is an illogical heading structure. All the headings were H3.
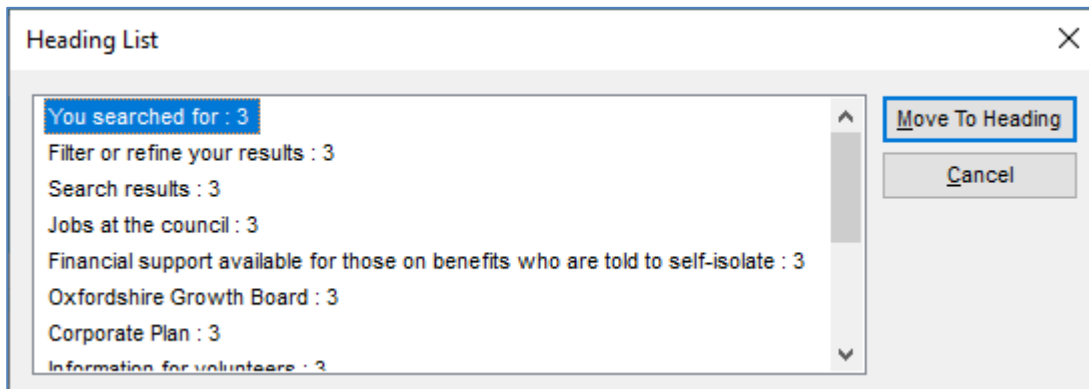
On the 'Environment and neighbourhood issues' page, there is an illogical heading structure. The first heading is a H1 and the next heading is a H4.
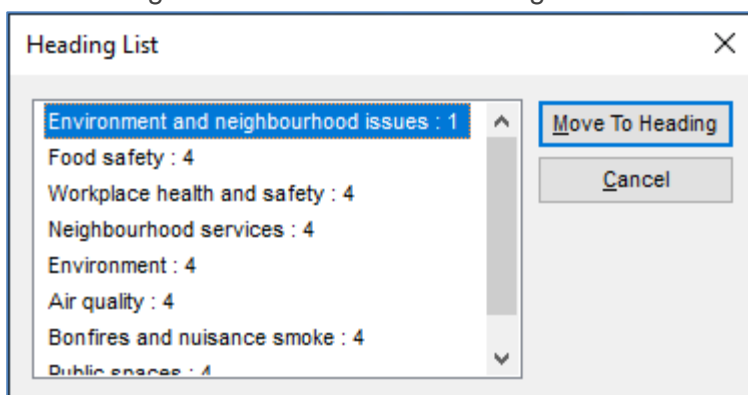
On the 'Food Export Health Certificates' page, there is an illogical heading structure. The first heading is a H1 and the next heading is a H3.
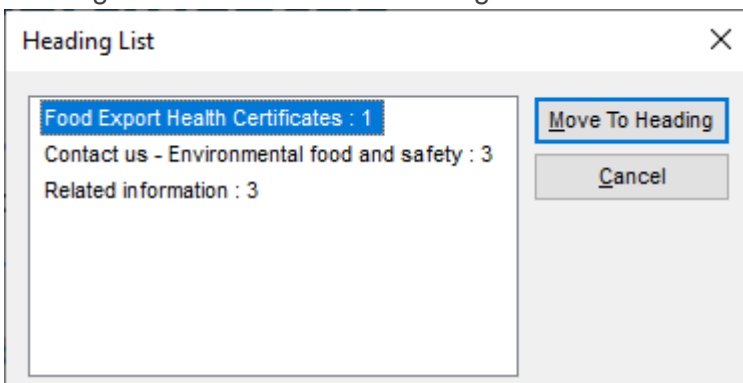
On the 'About the Council' page, there is an illogical heading structure. The first heading is a H1 and the next heading is a H4.
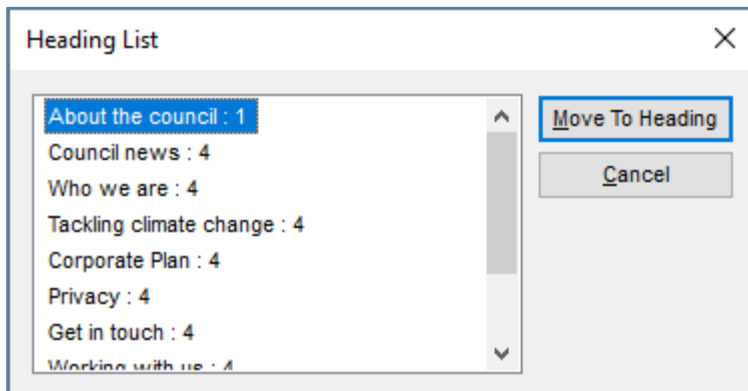
On the 'Council news' page, there is an illogical heading structure. The first heading is a H1 and the next heading is a H3.

On the 'Budget 2019/20' page, there is an illogical heading structure. The first of the two headings was a H1 and the next heading is a H3.

On the 'The dark grey wheelie bin' page, there is an illogical heading structure. The first heading is a H1, then the next one jumps to a H4, before going back to a H2
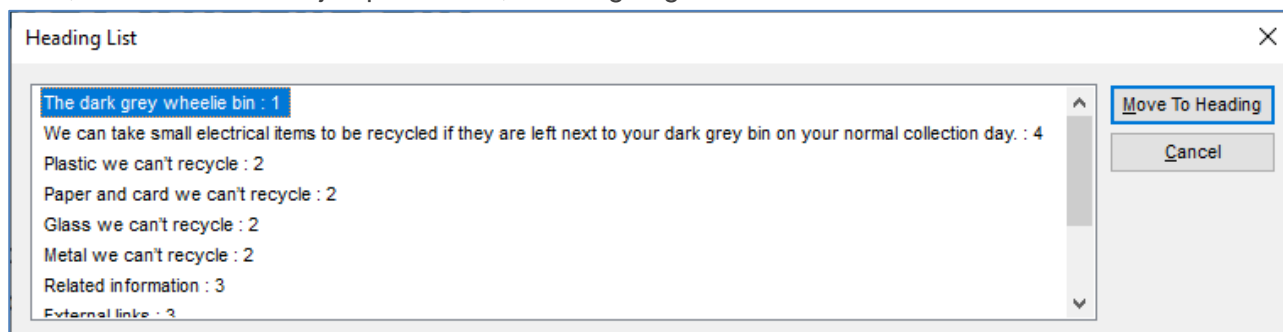
User Comments

"The headings, as they are on some pages, make it difficult for a screen reader user to navigate around the page.
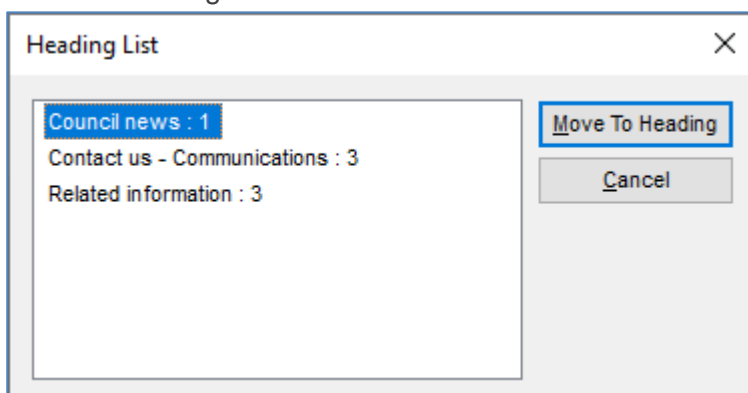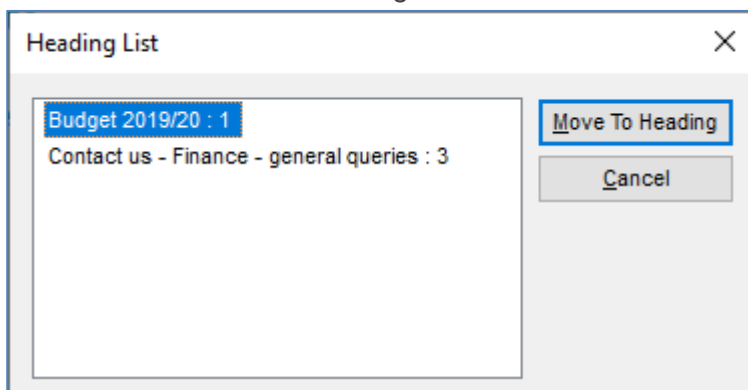The benefit of a logical heading structure is that the user will be able to quickly skip through the headings and view what the contents of the page holds. In addition, making a logical structure, by using numerical headings of importance. The change will enable the user to find any information in a more comprehensive way."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/
https://www.southoxon.gov.uk/?s=jobs
https://www.southoxon.gov.uk/south-oxfordshire-district-council/environment-and-neighbourhood-issues/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/environment-and-neighbourhood-issues/food-and-safety/food-export-health-certificates/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/council-news/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/council-finances/budget-information/budget-2019-20/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/what-goes-in-what-bin/the-dark-grey-wheelie-bin/
https://www.whitehorsedc.gov.uk/

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)

Further Information

Heading structure should follow a logical, numerical order, and example of this can be seen below. It should always begin with a heading 1.

<h1>Colours
   <h2>Shades of Red
      <h3>Crimson
      <h3>Ruby
   <h2>Shades of Blue
      <h3>Aqua
      <h3>Aquamarine
   <h2>Shades of Green
      <h3>Harlequin
      <h3>Olive

STAS-F08: Mouse Dependant Areas

Description

All areas of a website should be accessible to users regardless of their navigation method, whether it is via mouse, keyboard or voice. Websites must accommodate all types of input methods with all areas being accessible to users using any of these types of input.

Some sections are easily accessible for a mouse user but this is not the case for a keyboard only users.

On the homepage there are 4 elements starting with the 'council tax' link that are inaccessible to a keyboard only user. The tab jumps from 'covid-19 support, advice and guidance' to 'scroll down for more'
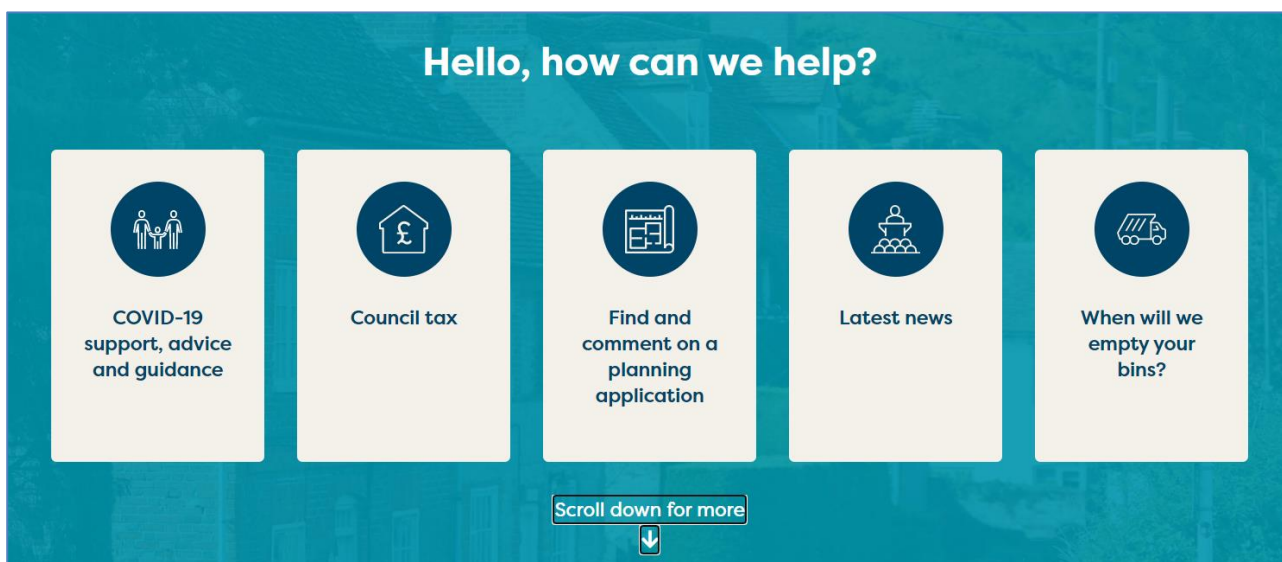
On the 'licensing' page there are 4 elements starting with the 'Street trading' link that are inaccessible to a keyboard only user. The tab jumps from 'covid-19 guidance for license holders' to 'scroll down for more'.
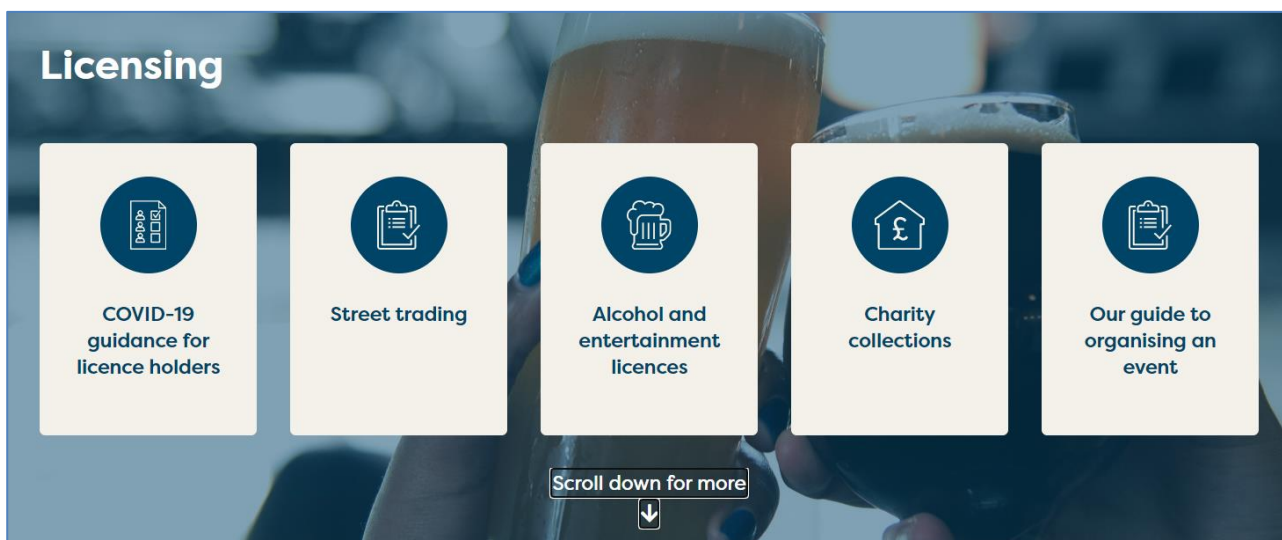
On the 'how-to-become-a-taxi-driver-a-beginners-guide' page the start button is inaccessible to a keyboard only user.

On the 'neighbourhood-planning-toolkit' page the start button is inaccessible to a keyboard only user.
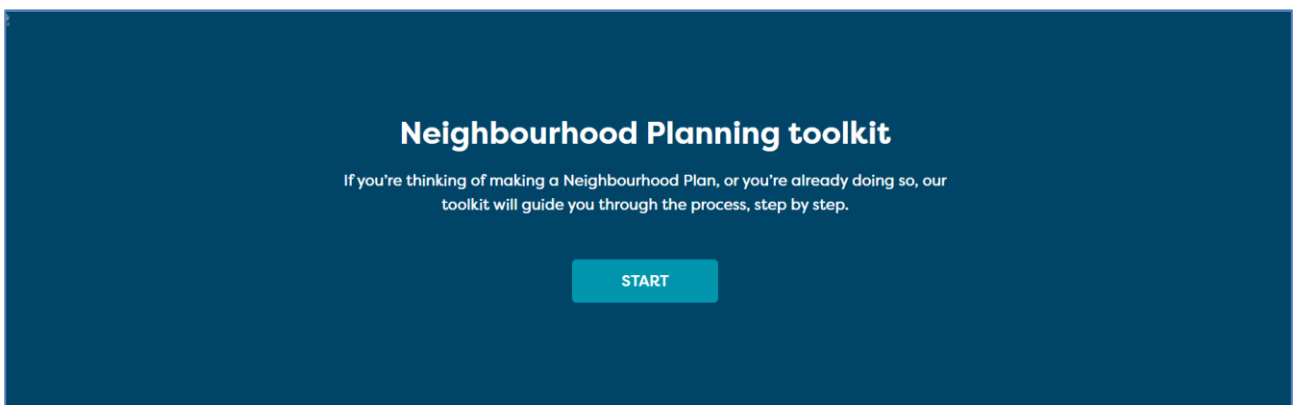
On the 'housing' page there are 4 elements starting with the 'Apply to the housing register' link that are inaccessible to a keyboard only user. The tab jumps from 'Your housing options' to 'scroll down for more'.
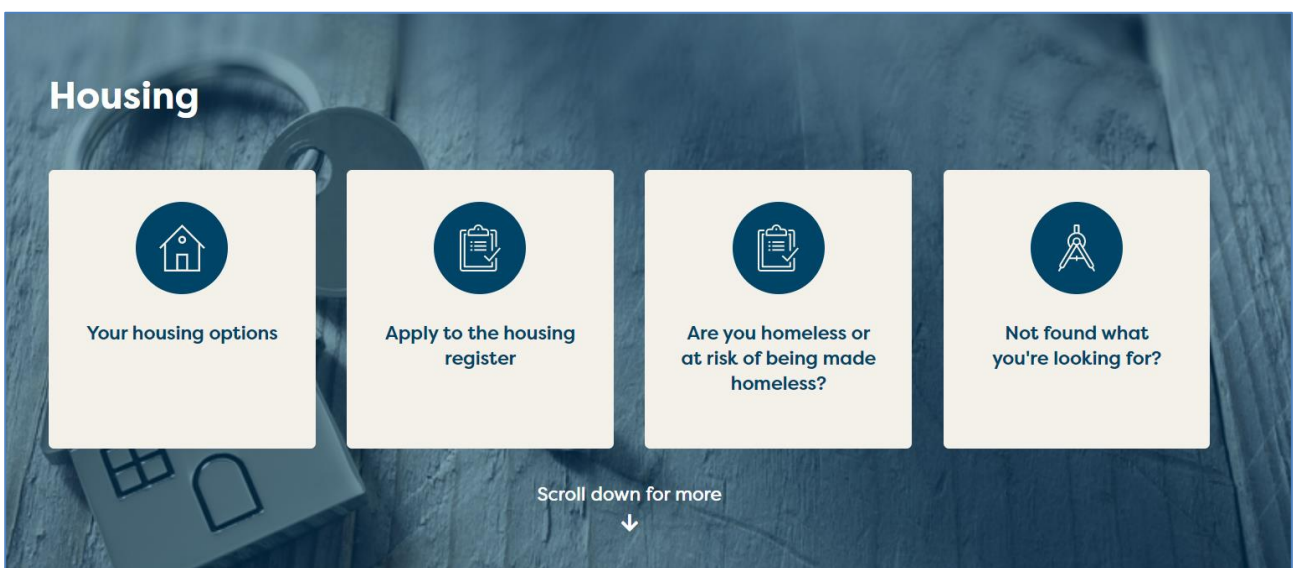
On the homepage, the 'scroll down for more' link moves the page visually, but does not move the users focus. This element should be removed from the tab order and accessibility view for screen reader users.

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/licensing/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/taxis-and-private-hire/how-to-become-a-taxi-driver-a-beginners-guide/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/local-plan-and-planning-policies/neighbourhood-plans/neighbourhood-planning-resources/neighbourhood-planning-toolkit/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/housing/

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.

1.4.13 Content on Hover or Focus: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true (Level AA):

- **Dismissible:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;
- **Hoverable:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

STAS-F09: Missing Alt Text

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 (alt=""), to hide the items from Screen Reading software. It will cause less confusion, while making the website more usable and accessible as a result.

Furthermore, an image with a null ALT attribute should not have a TITLE or ARIA label attributes, as it can impact on screen reader users as follows:

JAWS: Ignores all images with ALT="".
NVDA: Reads some images with ALT="" and a TITLE or ARIA label.
WindowEyes: Reads images with ALT="" and a TITLE or ARIA label.
VoiceOver Reads images with ALT="" and a TITLE or ARIA label.

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

On the 'vehicle-licences' page there is 1 image missing alternative text.

On the 'how-to-become-a-taxi-driver-a-beginners-guide' page there is 1 image missing alternative text.
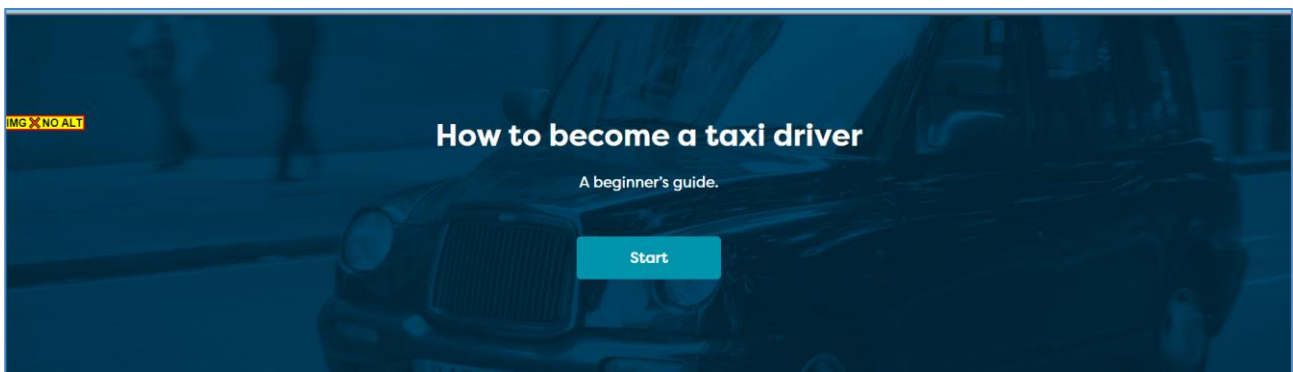
On the 'wildlife' page there is 1 image missing alternative text.

On the 'didcot-car-park' page there is 1 imag missing alternative text.
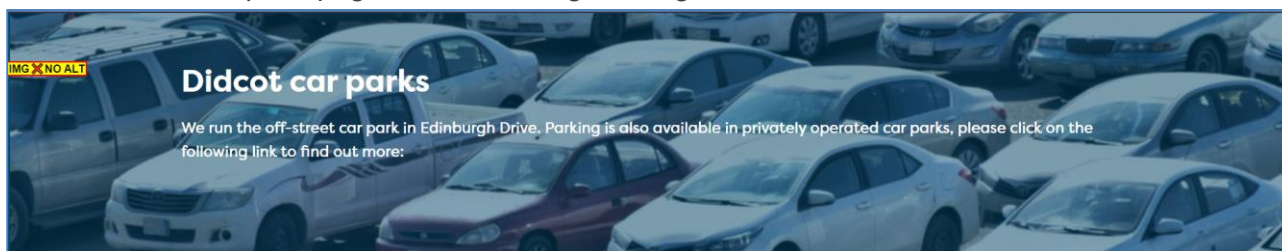
On the 'domestic-abuse' page there is 1 missing alternative text.

User Comments

"If an Image is not clearly described with an Alt Text', and only has the file number to it, then it makes it impossible for a screen reader user to know what it is depicting.
Some people may have seen before and, so, having the interaction of an image being described, brings the page alive for them.
In addition, people will not worry that they are missing vital information that is being given within the image."

Alan Sleat
Screen Reader Assessor

Example Occurrences

https://www.southoxon.gov.uk/south-oxfordshire-district-council/taxis-and-private-hire/vehicle-licences/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/taxis-and-private-hire/how-to-become-a-taxi-driver-a-beginners-guide/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/wildlife-trees-and-landscape/wildlife/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/parking-roads-and-streets/parking/car-parks/didcot-car-park/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/community-help-and-safety/domestic-abuse/

Action Required

1. Ensure that all images used purely for decoration purposes have a blank alternative text attribute, i.e. alt="".
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.
3. Ensure that any image with a null alternative text has no title attribute

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-F10: Non-Descriptive Alt Text

Description

Describing the content of images is very important to give users with a visual impairment a similar 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 alternative text or using a non-descriptive alternative text can cause confusion for screen reader users.

On the 'didcot-garden-town' page there was an image that contained a non-descriptive alt text.
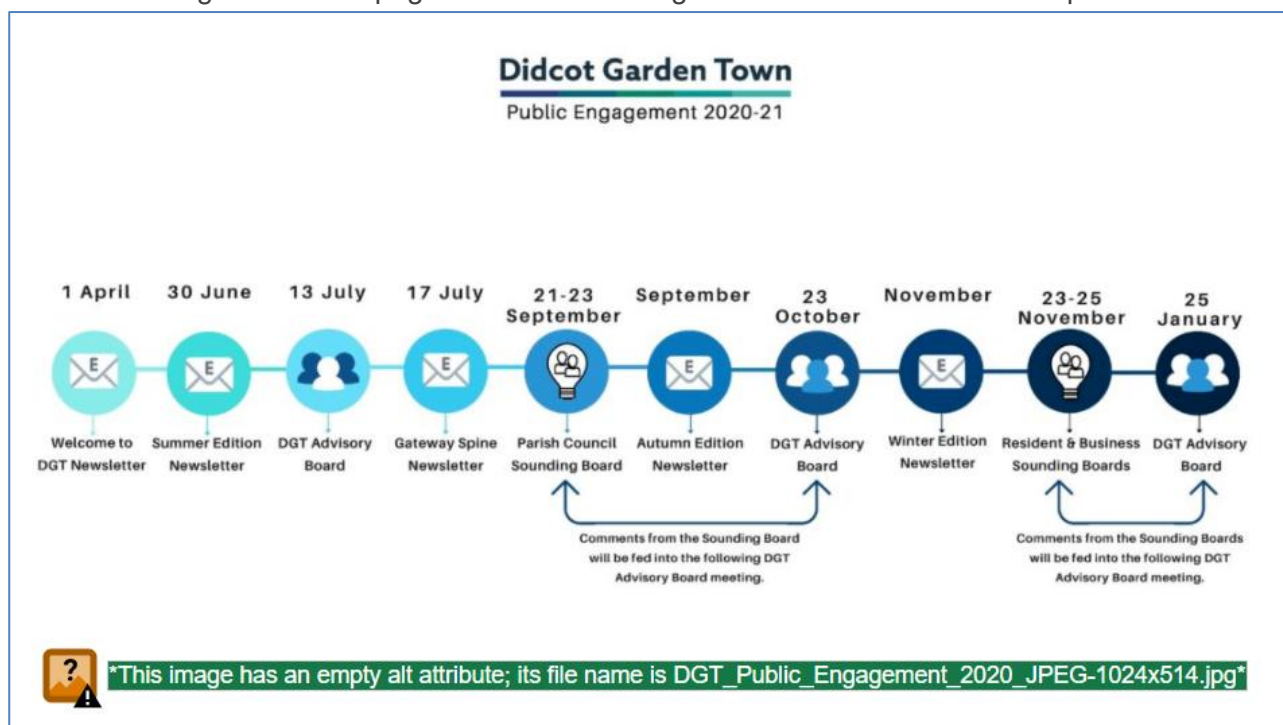
User Comments

"The benefit in having alt text to all graphics is to make them inclusive to screen reader users. This will tell them what the page graphic is indicating. The description should describe the graphic shown adequately; however, this description should not be too long; so, short and to-the-point is best. This will improve the feel for screen reader users, and show their experience has been taken into consideration."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/south-oxfordshire-district-council/business-and-economy/garden-communities/didcot-garden-town/

Action Required

1. Ensure all non-text content has a suitable descriptive alternative text.
2. Where a visible caption is available, the alt and title attributes should be set to null, i.e. alt="", title=""
3. Ensure that all images used purely for decoration purposes have a blank alternative text attribute, i.e. alt="".

Note: The title attribute is not a substitute for 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.)
- **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.
- **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-F11: Empty links

Description

The text of a link should provide a clear description of the link and the link's purpose. Providing descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not. 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 are 4 empty links on the 'your-details' page.

1. details of what data we hold about you; please read our webpage on data subject access requests 🔗 https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/privacy/data-protection/ or 🔗 https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/about-the-council/privacy/data-protection/

2. that incorrect or out of date information about you be corrected.

If you would like to exercise these rights, please contact us on 07717 346439 or by email on electionstaff@southandvale.gov.uk.

Our records, and those of our contractors/partners, are regularly monitored by auditors to ensure your information is kept securely and used only for the purposes mentioned above.

If you would like to know more about how we use and store your data, please see our webpage 🔗 https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/privacy/data-protection/ or 🔗 https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/about-the-council/privacy/data-protection/

There is 1 empty link on the 'what-we-do' page.

- **bin collections**
- **leisure facilities**
- **restaurant and takeaway inspections**
- **planning services**
- **housing services**
- **benefits**

There is 1 empty link on the 'turn-it-off' page.

Wrong – Rule 123 of The Highway Code states that drivers must not leave a parked vehicle unattended with the engine running or leave a vehicle engine running unnecessarily while that vehicle is stationary on a public road.

There is 1 empty link on the 'help-for-individuals' page.

Please read more about how we may use your information and your rights, including those about accessing your records, by downloading our Community Hub's

Privacy Notice

There is 1 empty link on the 'news' page.

User Comments

"There are several pages that have empty links on the page. This can be confusing when tabbing my way through the page, because when I tab away from a link, I lose focus because I expect to be taken to the next visual link on a page."

Kevin James
Keyboard Only Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/south-oxfordshire-district-council/local-democracy-and-elections/elections-and-voting/your-details/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/who-we-are/what-we-do/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/environment-and-neighbourhood-issues/air-quality-2/turn-it-off/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/coronavirus-community-support/help-for-individuals/
https://www.southoxon.gov.uk/news/

Action Required

1. Remove empty 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-F12: Visible Label and Accessible Name Inconsistency

Description

It is important to ensure that the words which visually label a component are also the words associated with the component programmatically. This helps ensure that people with disabilities can rely on visible labels as a means to interact with the components.

Most controls are accompanied by a visible text label. Those same controls have a programmatic name, also known as the Accessible Name. Users typically have a much better experience if the words and characters in the visible label of a control match or are contained within the accessible name. When these match, speech-input users (i.e., users of speech recognition applications) can navigate by speaking the visible text labels of components, such as menus, links, and buttons, that appear on the screen. Sighted users who use text-to-speech (e.g., screen readers) will also have a better experience if the text they hear matches the text they see on the screen.

There are a number of links throughout the site where the coded accessible label differs from the visual label.

On the 'where-your-money-goes' page the 'spend pdf' element for 'October 2018' has a visual label of 'spend pdf' but its coded accessible label is 'opens in new tab'

On the 'modern-slavery' page the 'Could you spot the signs?' element has a visual label of 'Could you spot the signs?' but its coded accessible label is 'opens in new tab'.

On the 'food-export-health-certificates' page the 'Food Standards Agency website' element has a visual label of 'Food Standards Agency website' but its coded accessible label is 'opens in new tab'.

On the 'working-with-us/jobs-at-the-council' page the 'Oxfordshire County Council website' element has a visual label of 'Oxfordshire County Council website' but its coded accessible label is 'opens in new tab'.

On the 'universal-credit' page the 'government website' element has a visual label of 'government website' but its coded accessible label is 'opens in new tab'.

User Comments

"When being aided by a sighted colleague, I was unable to find the components that they were referring to. Upon further investigation I found that the elements were present, they were labeled different for a screen reader user and a sighted user.
This made asking for help very difficult."

Alan Sleat
Screen Reader Assessor

Example Occurrences

http://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/council-finances/where-your-money-goes/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/community-help-and-safety/protecting-vulnerable-people/modern-slavery/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/environment-and-neighbourhood-issues/food-and-safety/food-export-health-certificates/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/working-with-us/jobs-at-the-council/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/benefits/universal-credit/

Action Required

1. Ensure that any visual text label content is replicated or contained within the programmatic/accessible name

A best practice is to have the text of the label at the start of the name.

Note: placeholder text within an input field is not considered an appropriate means of providing a 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.)

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

2.5.3 Label in Name: For user interface components with labels that include text or images of text, the name contains the text that is presented visually. (Level A)

1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when: (Level AA)
- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

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-F13: Link Styling

Description

Links are fundamental part of website content. They allow users to move from page to page, or to a new part of an existing page. Links can be attached to text, images, or other HTML elements.

While some links may be visually evident from page design and context, some links are added to body text and may blend in to the surrounding paragraph.
When links share the same size, weight, style, and font face as surrounding text, they lack purpose and identity, and can be hard for users to distinguish from surrounding text.
To add purpose and to help low-vision users, links are commonly underlined or bolded to give a non-colour identifier. This should be present without the use of mouse or keyboard focus.

On the 'missed bins' page there are some links that only convey their function through a change of colour.

> Before you do, check your collection day hasn't changed due to **bank holiday changes**.
>
> If bad weather has affected lots of waste collections, you do not need to report it – see below.
>
> If that's not the case, please see below to report your missed bin **online** or by calling 03000 610610 before 5pm the day after it was due to be emptied.

On the 'support-for-businesses' page there are some links that only convey their function through a change of colour.

> **You can find out more information on 'essential' or 'non-essential' businesses on the government's website.**
>
> Some businesses that are subject to restrictions can offer delivery and click-and-collect services (where items are pre-ordered and collected without entering the premises). People can also leave home to collect or return orders from these businesses. The government's website has further guidance on the scope of restrictions and how to operate in a Covid-secure environment.
>
> You can find lots of support and advice for business owners, self-employed and job seekers, on **our South and Vale Business Support website**.

On the 'what-is-housing-benefit' page there are some links that only convey their function through a change of colour.

> Housing benefit is 'means-tested' – the amount you are entitled to claim depends on your income and capital .
>
> There's more information on the **government's website**.
>
> To find out if you are able to claim housing benefit please see **Who can claim Housing Benefit?**

On the 'reporting-a-nuisance' page there are some links that only convey their function through a change of colour.

> If you cannot see the issue you wish to report in the options above, please take a look at **What is anti-social behaviour?**. Alternatively, contact us to discuss your enquiry or **submit an 'other' ASB complaint** form.

User Comments

"The link presented within this paragraph is a different colour to the surrounding text however the colour combination fails one of the minimum ratios on this website. It is important for links to pass the colour combination so that someone who is VI can easily see the link. The link does also become underlined when my cursor is hovered over it."

Sam Hopkins
Readability Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/when-is-your-collection-day/missed-bins/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/coronavirus-community-support/support-for-businesses/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/benefits/housing-benefit/what-is-housing-benefit/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/community-help-and-safety/anti-social-behaviour-asb/reporting-a-nuisance/

Action Required

1. Ensure that links are distinguishable from surrounding text using a non-colour identifier
2. Ensure that any non-colour identifiers are present without the need for mouse hover or keyboard focus
3. Where colour is used, ensure that is contrasts with the background with at least a ratio of 4.5:1 and with surrounding text of 3:1.

WCAG References

1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. (Level A)

1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)

> *Note:* This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.

1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): (Level AA)

- User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

STAS-F14: Non-Descriptive Page Titles

Description

A descriptive title helps users understand a page's purpose or content. Without a proper title, many users (especially those using screen readers or other assistive technology) may have difficulty orienting themselves to the page.

There were a number of instances where the page title was not unique to the content and failed to provide a clear description.

Page Title	Occurrences
Complaints - South Oxfordshire District Council	2
Section 106 agreements - South Oxfordshire District Council	2

User Comments

"There are pages on the website that do not contain unique page titles. Some of the pages tested, had different content but the same page titles. This can be confusing for some users, especially screen reader users."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

'Complaints - South Oxfordshire District Council' is used on 2 pages:
http://www.southoxon.gov.uk/contacts/complaints/
http://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/get-in-touch/comments-suggestions-and-complaints/

'Section 106 agreements - South Oxfordshire District Council' is used on 2 pages:
https://www.southoxon.gov.uk/south-oxfordshire-district-council/community-support/infrastructure-to-support-communities/section-106-agreemen
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/local-plan-and-planning-policies/infrastructure-to-communities/section-106/

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-F15: Untitled Frames

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>

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.

There are several pages throughout the Vale of White Horse site that use Google maps. This information is presented in an iFrame with no title.
One example can be seen on the 'Portway car park, Wantage' page.
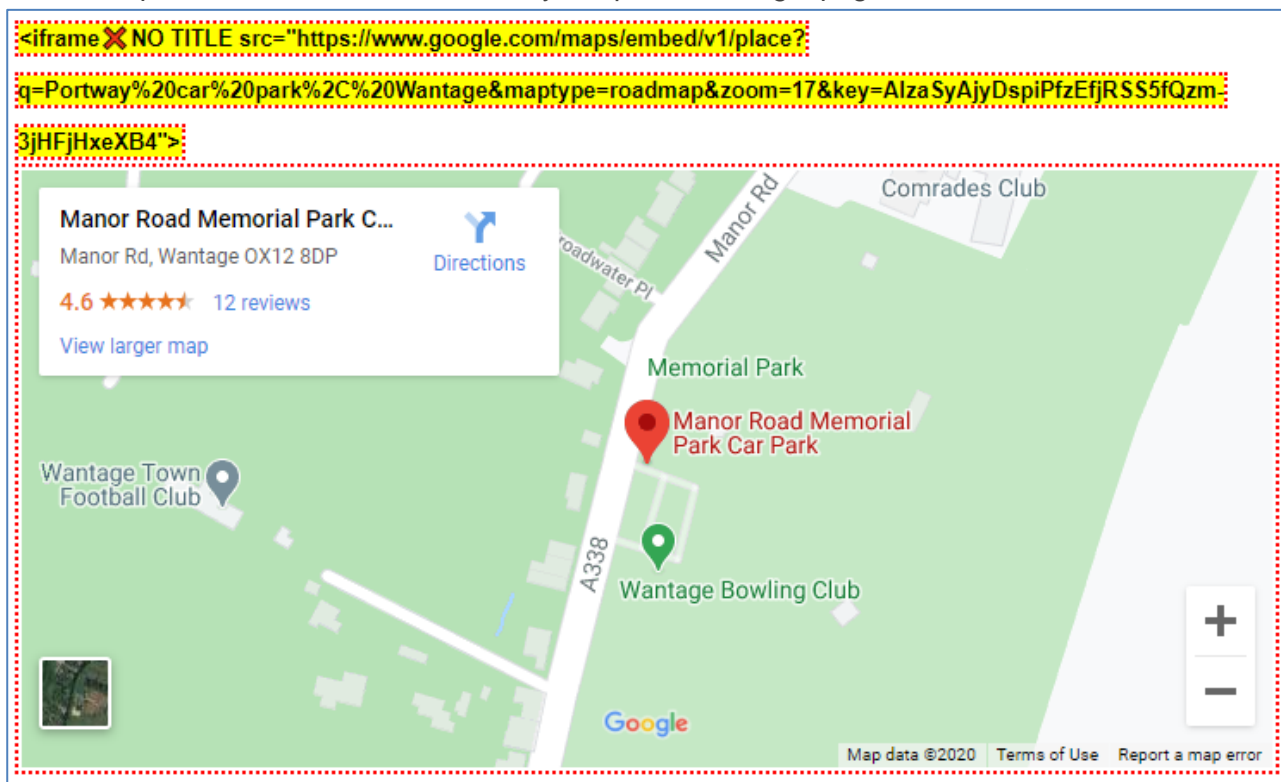
User Comments

"I found that there was a frame present on the website that did not have a title. Including a frame title would assist screen reader users in understanding what the frame content will be. "

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/parking-roads-and-streets/parking/car-parks/abingdon-car-parks/audlett-drive-car-park-abingdon/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/parking-roads-and-streets/parking/car-parks/wantage-car-parks/portway-car-park-wantage/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/parking-roads-and-streets/parking/car-parks/faringdon-car-parks/gloucester-street-car-park-faringdon/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/parking-roads-and-streets/parking/car-parks/faringdon-car-parks/southampton-street-car-park-faringdon/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/parking-roads-and-streets/parking/car-parks/abingdon-car-parks/charter-multi-storey-car-park-abingdon/

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-F16: Inaccessible Non-HTML Documents

Description

A number of non-HTML documents, such as Adobe Acrobat (PDF) files, were encountered. In order for users to access the content contained within non-HTML documents, these documents should be accessible or have an accessible alternative.

The PDF documents examined had issues that prevented certain users from being able to access the content. A number of PDFs did not contain a headings structure, making it difficult for screen reader users to understand and navigate the structure of the document.

Type	Issue	Quantity
PDF	Use the lang attribute to identify the language of the page.	113
PDF	Figures and images in PDF documents should have non blank ALT text, except for decorative images which should be marked as artifacts.	167
PDF	PDFs must be tagged to be accessible by screen readers.	119
PDF	Document title must not be blank.	170
PDF	alt text should not be an image file name.	5
Word	Word document contains a graphic without Alt Text.	9
Word	alt text should not be an image file name.	1
Word	Word document contains a non-inline graphic or object.	12

A scan of the 'Validation-Advice-Note.pdf' document produced the following results:

Overview

29	Total Checks
11	Passed 37%
18	Failed

Document (3 issues)
- ✓ Accessibility permission flag
- ✓ Image-only PDF
- ✖ Tagged PDF
- ✖ Primary language
- ✖ Title
- ✓ Bookmarks

Page Content (3 issues)
- ✖ Tagged content
- ✓ Tagged annotations
- ✖ Tab order
- ✖ Character encoding
- ✓ Tagged multimedia
- ✓ Screen flicker
- ✓ Scripts
- ✓ Timed responses

Alternate Text (5 issues)
- ✖ Figures alternate text
- ✖ Nested alternate text
- ✖ Associated with content
- ✖ Hides annotation
- ✖ Other elements alternate text

Tables (4 issues)
- ✖ Rows
- ✖ TH and TD
- ✖ Headers
- ✖ Regularity

Lists (2 issues)
- ✖ List items
- ✖ Lbl and LBody

Headings (1 issues)
- ✖ Appropriate nesting

A scan of the '1-Main-Mods-Schedule-Sept-2020.pdf' document produced the following results:

Overview

29 Total Checks

22 Passed 75%

7 Failed

Document (3 issues)
- ✓ Accessibility permission flag
- ✓ Image-only PDF
- ✗ Tagged PDF
- ✗ Primary language
- ✗ Title
- ✓ Bookmarks

Page Content (3 issues)
- ✗ Tagged content
- ✓ Tagged annotations
- ✗ Tab order
- ✗ Character encoding
- ✓ Tagged multimedia
- ✓ Screen flicker
- ✓ Scripts
- ✓ Timed responses

Alternate Text (1 issues)
- ✓ Figures alternate text
- ✓ Nested alternate text
- ✓ Associated with content
- ✓ Hides annotation
- ✗ Other elements alternate text

Tables (0 issues)
- ✓ Rows
- ✓ TH and TD
- ✓ Headers
- ✓ Regularity

Lists (0 issues)
- ✓ List items
- ✓ Lbl and LBody

Headings (0 issues)
- ✓ Appropriate nesting

A scan of the 'ACV-Owner-Information-2020.pdf' document produced the following results:

Overview

29 Total Checks

12 Passed 41%

17 Failed

Document (3 issues)
- ✓ Accessibility permission flag
- ✓ Image-only PDF
- ✗ Tagged PDF
- ✗ Primary language
- ✗ Title
- ✓ Bookmarks

Page Content (2 issues)
- ✗ Tagged content
- ✓ Tagged annotations
- ✗ Tab order
- ✓ Character encoding
- ✓ Tagged multimedia
- ✓ Screen flicker
- ✓ Scripts
- ✓ Timed responses

Alternate Text (5 issues)
- ✗ Figures alternate text
- ✗ Nested alternate text
- ✗ Associated with content
- ✗ Hides annotation
- ✗ Other elements alternate text

Tables (4 issues)
- ✗ Rows
- ✗ TH and TD
- ✗ Headers
- ✗ Regularity

Lists (2 issues)
- ✗ List items
- ✗ Lbl and LBody

Headings (1 issues)
- ✗ Appropriate nesting

User Comments

"When viewing several PDF documents, I found no evidence of a headings structure, and some graphics did not contain a clear label I am also unsure if some graphics are used for decoration or to convey specific information I also noticed a table that did not contain a clear header, and some of the columns and rows were not clearly labelled for screen reader users

All documents should contain a clear and logical headings structure, and all elements that are used to convey information such as tables, graphics, and links should be tagged to provide easier and accessible navigation, this will promote a positive user experience as a result."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

PDFs must be tagged to be accessible by screen readers.
119 files including:
https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/09/Validation-Advice-Note.pdf
https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/09/1-Main-Mods-Schedule-Sept-2020.pdf
https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/09/ACV-Owner-Information-2020.pdf

Use the lang attribute to identify the language of the page.
113 files including:
https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/08/South-Oxfordshire-Building-Regulation-Submission-2018-2.pdf
https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/08/Demolition-Notice-Application-Form.pdf
https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/01/2013-11-06-Permitted-Development-Rights-Delegates-pack.pdf

Figures and images in PDF documents should have non blank ALT text, except for decorative images which should be marked as artifacts.
167 files including:

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/01/Gambling-Policy-2019.pdf

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/01/SODC-Rural-Rate-Relief-Application.pdf

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/01/treasury-management-outturn-report-2014-15_0.pdf

Document title must not be blank.
170 files including:

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/05/Thames-Town-Council-CTax-2019-20.pdf

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/05/Henley-Town-Council-Ctax-leaflet-2019-20.pdf

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/05/Didcot-council-tax-leaflet-2019_20.pdf

alt text should not be an image file name.
5 files including:

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/01/2911-Watlington-Non-technical-report-Rev-B-280212.pdf

https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/10/Street-Trading-Policy-v4.pdf

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/01/2911-Thame-Non-Technical-Summary-Report-Rev-B-280212.pdf

Word document contains a graphic without Alt Text.
9 files including:

https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/10/Pre-Application-Form_Tree-Works_Sept-2020-Final.docx

https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/10/Pre-Application-Form_Urban-Design-Advice_Sept-2020-Final.docx

https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/10/Dropped-Kerb-Enquiry-Form_March-2020.docx

alt text should not be an image file name.
1 file:

http://www.southoxon.gov.uk/wp-content/uploads/sites/2/2019/08/APPLICATION-FORM-Enterprise-Zone-Discretionary-Rate-Discount-Blank-v2.docx

Word document contains a non-inline graphic or object.
12 files including:

https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/10/Street-Trading-Consent-application-form-South-Sept-2020.docx

https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/11/House-to-house-collection-licence-application-form-South-Sept-2020.docx

https://www.southoxon.gov.uk/wp-content/uploads/sites/2/2020/11/Street-collection-permit-application-form-South-Sept-2020.docx

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-F17: Duplicate ID's

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.

The following example issues have been found that may cause issues for assistive technology.

Page checked	https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/waste-policies/
1 duplicate id	1. #block-bb134e64-9d91-445c-94ec-b871e6ce34f1

Page checked	https://www.southoxon.gov.uk/?s=didcot+garden+town
1 duplicate id	1. #search-type

Page checked	https://www.southoxon.gov.uk/?s=elections
1 duplicate id	1. #search-type

Page checked	https://www.southoxon.gov.uk/page/4/?s=elections
1 duplicate id	1. #search-type

Example Occurrences

https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/waste-policies/
https://www.southoxon.gov.uk/?s=didcot+garden+town
https://www.southoxon.gov.uk/?s=elections
https://www.southoxon.gov.uk/page/4/?s=elections
https://www.southoxon.gov.uk/page/2/?s=chair

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-F18: HTML Markup Errors

Description

Valid HTML code ensures that a site is understood by a browser in the way the designer intended. Valid sites are more likely to be future proof, more likely to look good on a range of browsers and devices, should improve SEO rankings and are more likely to be compatible with assistive technology. Errors in HTML are easy to make but very hard to find and fix without a tool like a HTML validator. To ensure compatibility with browsers and assistive technology, each page should pass a HTML validator with no errors.

Some pages throughout the site have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.

Note: This is an automated test carried out by the [W3C Markup Validation Service](#), however any HTML validator should produce the same results.

Page checked	Errors	Warnings
https://www.southoxon.gov.uk/news/page/5/	16	10
https://www.southoxon.gov.uk/page/2/?s=chair	7	11
https://www.southoxon.gov.uk/south-oxfordshire-district-council/benefits/housing-benefit/benefit-claims-for-people-from-abroad/	6	10
https://www.southoxon.gov.uk/contacts/planning-enforcement/	6	10
https://www.southoxon.gov.uk/south-oxfordshire-district-council/local-democracy-and-elections/elections-and-voting/	8	10

Example Occurrences

https://www.southoxon.gov.uk/news/page/5/
https://www.southoxon.gov.uk/page/2/?s=chair
https://www.southoxon.gov.uk/south-oxfordshire-district-council/benefits/housing-benefit/benefit-claims-for-people-from-abroad/
https://www.southoxon.gov.uk/contacts/planning-enforcement/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/local-democracy-and-elections/elections-and-voting/

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.

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.

Priority AA Issues

STAS-F19: Insufficient Colour Contrast

Description

The combination of text and background colour should be set to create an easy to read website. Using colours that are similar for the background and foreground can cause blocks of text to become difficult to read. Alternative stylesheets can be used to change the appearance of the page and provide an alternative with a stronger contrast.
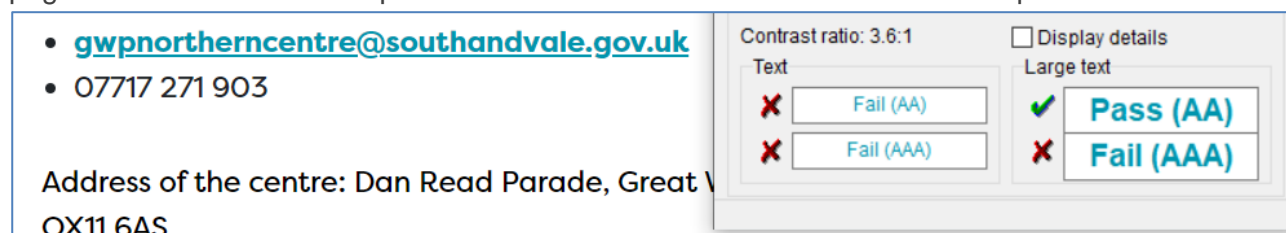
The minimum colour contrast ratio between the foreground and background should be at least 4.5:1. For large text, the ratio can be lowered to 3:1.
Text is considered large if it is
- greater than 18 point (approx. 24px) or
- greater than 14 point (approx. 18.6px) if bolded (font-weight:700 or more).

Throughout the site there are combinations of colours that fall below the minimum contrast levels that make the text difficult to read.

The blue on white on the email link on the 'northern-neighbourhood-community-centre-at-gwp' page fails colour contrast requirements with a ratio of 3.6 and a text size of 18px.

The blue on white on the 'Twitter' and 'Facebook' links on the 'changes-to-collection-days'page fails colour contrast requirements with a ratio of 3.4 and a text size of 18px.
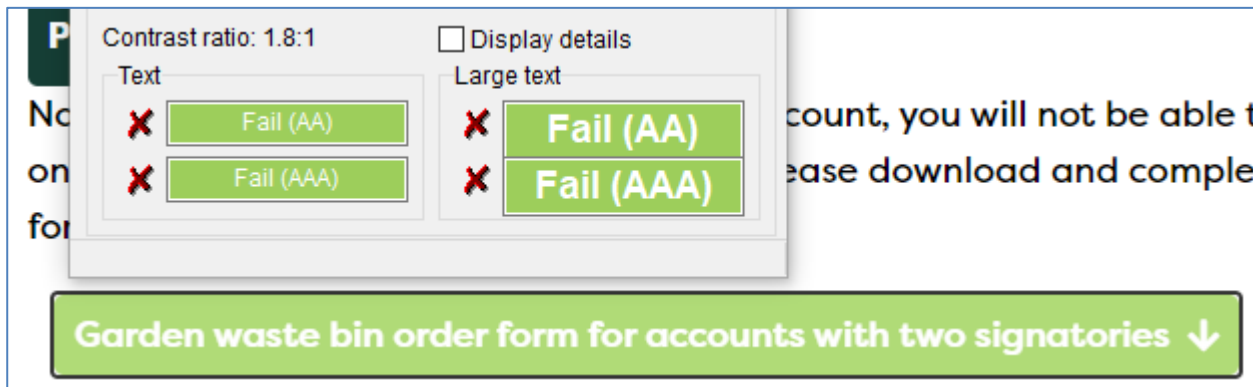
The lime green and white combination used throughout the White Horse site fails colour contrast requirements with a ratio of 1.8.

The green and white combination used throughout the White Horse site fails colour contrast requirements with a ratio of 2.9.
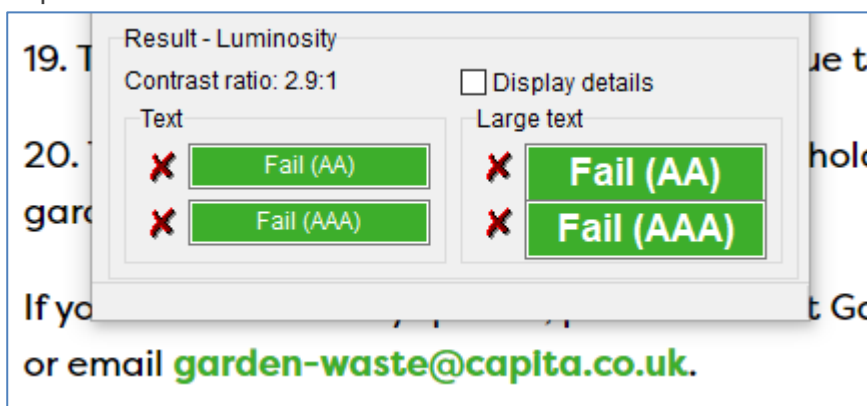
User Comments

"There are a number of instances where the text is made harder to read because of the colour combination used. Changing either the foreground colour or background colour to make the combination stronger would help low vision and colour blind people read the content."

Sam Hopkins
Low Vision and Colour Contrast Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk/northern-neighbourhood-community-centre-at-gwp/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/when-is-your-collection-day/changes-to-collection-days/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/local-land-charges/land-charges-information-on-highways-adoptions-and-land-ownership/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/licensing/pavement-licences/
https://www.southoxon.gov.uk/democracy/highmoor-parish-council/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/recycling-rubbish-and-waste/garden-waste/garden-waste-service-terms-and-conditions/

Action Required

1. Ensure that all colour combinations meet the minimum ratio.
2. Ensure that all foreground and background colours have been specified.
3. Ensure that styling is used to increase the contrast of any browser defaults, especially for text boxes and other form inputs.

WCAG References

1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)

- Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;
- Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.

1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): (Level AA)

- User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

STAS-F20: Elements not Visible in Focus

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 site.

There were a number of instances where certain links in focus where not highlighted to the users. The lack of link highlighting also makes is difficult for keyboard operability to be fully assessed.

The majority of elements on the site receive focus in a highly visible way, apart from the Go button for the search.

Additionally, any dark buttons are hard to see when in focus as the highlighting mechanism is also dark.

Element not in focus	Element in focus
Proceed to order your garden waste bin	Proceed to order your garden waste bin
Garden waste bin order form for accounts with two signatories ↓	Garden waste bin order form for accounts with two signatories ↓
Proceed to order your garden waste bin	Proceed to order your garden waste bin

User Comments

"Highlighting for keyboard only is not that good on parts of the site, where not every link I Tab onto has some form of highlighting focus; whether it is a distinct colour change, background change, or a caret (Dashed Box)."

Kevin James
Keyboard Only Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.southoxon.gov.uk
https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/garden-waste/garden-waste-service-terms-and-conditions/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/recycling-rubbish-and-waste/garden-waste/garden-waste-service-terms-and-conditions/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/council-finances/our-finances/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/when-is-your-collection-day/changes-to-collection-days/
https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/local-plan-and-planning-policies/current-planning-policies/documents-supporting-our-existing-local-plan/sustainability-appraisal/

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)

Further Information

Implementing a strong focus highlighting mechanism is important to improving keyboard navigation.

There is no prescribed way to achieve a good focus highlighting, so branding and identity can be maintained.

Good examples can be seen on www.accessibility-services.co.uk and www.gov.uk
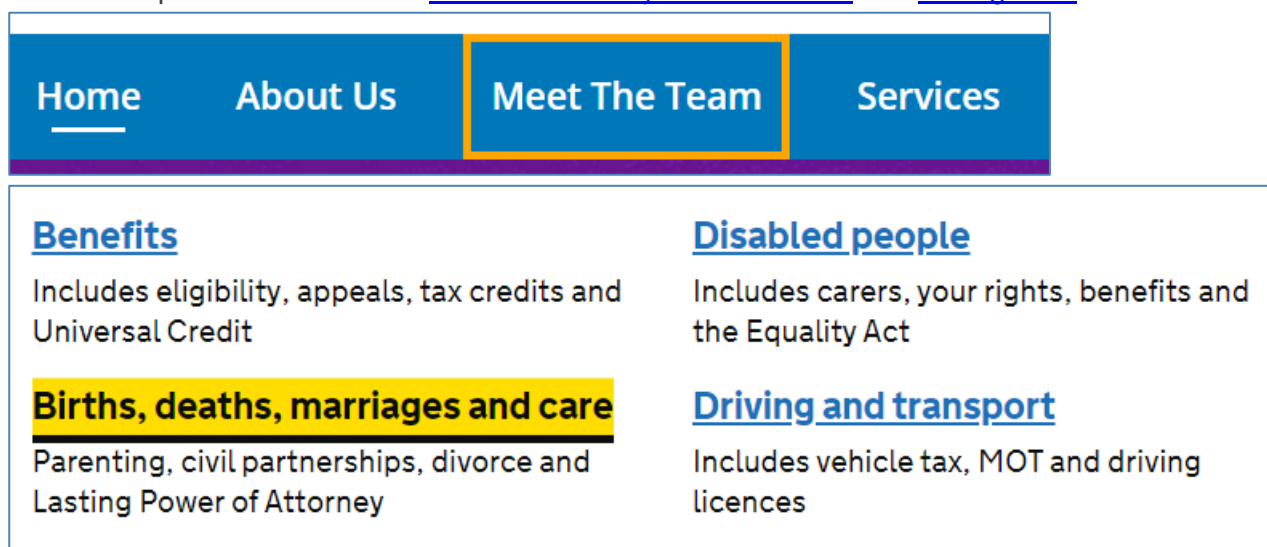
Advisories

STAS-A01: Links to Non-HTML Documents

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.

On the 'neighbourhood-plan-resources' page there are links to PDFs that do not contain the file type and size information.

On the 'appleton-with-eaton-neighbourhood-plan' page there are links to PDFs that do not contain the file type and size information.

On the 'blewbury-neighbourhood-plan' page there are links to PDFs that do not contain the file type and size information.

On 14 December 2016 the Blewbury Neighbourhood Plan was officially adopted or 'made' by Vale of White Horse District Council and is now part of the Development Plan. Take a look at the made **Blewbury Neighbourhood Plan** and the **Final Decision Statement** .

On the 'supporting-documents' page there are links to PDFs that do not contain the file type and size information.

2018/19

You can also view our previous reports here:

- 2010-11
- 2015-16
- 2016-17
- 2017-18

On the 'cil-charging-schedule' page there are links to PDFs that do not contain the file type and size information.

Download our CIL FAQs

Click on the tab to download our:

Download our CIL Charging Schedule

User Comments

"When a Non HTML document has no indication alongside the link of its format, it is very problematic for a Screen Reader User. Furthermore, whether they have the software to read such a document. Therefore, the link that opens a non-HTML document should have information of the format and size alongside the link. The inclusion of this information will allow people the full knowledge of what format the document is in, and whether they have the software to read such a format; or whether there may be an issue in reading it within that format.
In addition, the information about the size of the document may determine the time it may take to upload, or the memory they have on their device.
Clear information on links of this kind will assist everyone using the site, and encourage them to open the information."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/planning-and-development/local-plan-and-planning-policies/neighbourhood-plans/neighbourhood-planning-resources/neighbourhood-plan-resources/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/planning-and-development/local-plan-and-planning-policies/neighbourhood-plans/emerging-neighbourhood-plans/appleton-with-eaton-neighbourhood-plan/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/planning-and-development/local-plan-and-planning-policies/neighbourhood-plans/adopted-neighbourhood-plans/blewbury-neighbourhood-plan/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/planning-and-development/local-plan-and-planning-policies/supporting-documents/
https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/community-support/infrastructure-to-support-communities-2/community-infrastructure-levy-or-cil-header-page/community-infrastructure-levy-cil-payments-and-procedures/cil-charging-schedule/

Recommendations

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

Shaw Trust

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE