Central Digital & Data Office | Cabinet Office

Date: 3 November 2021

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

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

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

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

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

You can read more about the web accessibility regulations.

# How accessible the website is

We checked https://www.whitehorsedc.gov.uk/ on 3 November 2021 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard: https://www.w3.org/TR/WCAG21/

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

# How we checked

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

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

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

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

## Pages we checked

| Page Name | URL |
|---|---|
| Home | https://www.whitehorsedc.gov.uk/ |
| Contact | https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/get-in-touch/contact-us/ |
| Accessibility | https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/about-the-council/website-accessibility-statement-for-vale-of-white-horse-district-council/ |
| Coronavirus | https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/coronavirus-community-support/ |
| Latest News | http://www.whitehorsedc.gov.uk/latest-news/ |
| Complaint | https://eform.whitehorsedc.gov.uk/ebase/ufsmain?formid=COMPLAINT&CPT_CATEGORY=CORPORATE&SOVA_TAG=VALE&ebd=0&ebz=1_1635949077323 |
| Supplementary Papers Council on Wednesday 6 October 2021 at 7.00 pm | http://democratic.whitehorsedc.gov.uk/documents/b8534/Supplementary%20agenda%20Wednesday%2006-Oct-2021%2019.00%20Council.pdf?T=9 |

# The issues we found

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

## Issues

The following errors were found.

| Issue and description | Where the issue was found |
|---|---|
| **WCAG 2.4.3 Focus order**<br>Users should be able to navigate a web page in an order that makes sense. Keyboard navigation should reflect a navigation sequence that is consistent with the meaning of content. Logical navigation reduces confusion and shows logical relationships between content and components.<br><br>The focus order may differ from the visual reading order as long as a user can still | Home<br><br>• The keyboard tabs through all background content before tabbing onto the cookie policy box |

| | |
|---|---|
| understand the web page without sight. | |
| **WCAG 1.4.4 Resize Text**<br>Visual text, including text-based controls can be scaled so that they can be read directly by users with visual impairments without using assistive technology such as a screen magnifier.<br><br>Text must be able to be resized up to 200 percent without loss of content or function. | Complaint<br><br>• At 200%, information across the webpage is partially cut off |
| **WCAG 1.4.10 Reflow**<br>Reflow or 'responsive web design' helps users with low vision who may need to enlarge text on a webpage and read it in a single column without scrolling in more than one direction. It also helps users who are viewing the page on a mobile device.<br><br>If a page does not support reflow it can appear smaller and more difficult to use or content may be cut off.<br><br>Navigation menus often collapse into fewer items or into a single menu button to take up less space. All content and functionality must still be fully available. | Home<br><br>• In mobile view, the email is cut off and the webpage does not reflow correctly.<br><br>Complaint<br><br>• At 400% and in mobile view, the webpage does not reflow correctly and the screen has to be moved horizontally to view all content.<br><br>Contact us, Coronavirus<br><br>• At 400%, reachdeck and cookie policy banner cover website content and do not reflow correctly on the page.<br><br>• The enquiry email is partially cut off.<br><br>• In mobile view, the webpage does not reflow correctly to fit the page<br><br>Accessibility<br><br>• The webpage does not reflow correctly. Emails across the webpage cannot be viewed without scrolling horizontally |
| **WCAG 1.4.3 Contrast (Minimum)**<br>Poor colour contrast makes it difficult for someone with sight loss to see the content properly. If there is a big difference between the background and foreground colours it should be much easier to see the difference between them. | Complaint<br><br>• At either side of Complainant, Complaint and Confirmation process there are white 'xxxx' which cannot be seen due to colour contrast |

| | |
|---|---|
| **WCAG 4.1.2 Name, Role, Value**<br>aria-hidden elements must not contain focusable elements<br><br>The aria-hidden="true" attribute on an element makes it, and its child elements invisible to assistive technology. It may be used to hide content a user does not need to access such as unnecessary content or decorative images.<br><br><br>If aria-hidden="true" is used on a focusable element, it will be ignored in the reading order but will still get focus confusing the user. It should not be used on focusable elements or on the body element of a page. | Coronavirus, Home<br><br>• This refers to the Scroll down for more button. Element location; #hcwh-scroll<br>To solve this issue, you need to fix the following:Focusable content should have tabindex='-1' or be removed from the DOM Related node: #hcwh-scroll |
| **WCAG 3.1.1 Language of Page**<br>Assistive technologies are more accurate when a document has a specified language. For example, knowing the language means screen readers can accurately convert text to speech with the correct pronunciation and visual browsers can display the correct characters. This allows users to understand content better. | This refers to the PDF document tested |

# Accessibility statement

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

An accessibility statement for the website was found but

● accessibility issues were found during the test that were not included in the statement
● mandatory wording is missing
● we require more information covering the disproportionate burden claim
● the sentence under Non-compliance with the accessibility regulations is not clear
● the method of what you tested and how you chose it is missing.

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

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

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

# What to do next

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

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

You need to review your accessibility statement to cover the issues found in this report and any others found during your own audit.

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

# Enforcement

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

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

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

# Contact and more information

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

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

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

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

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