Marian Foley

Senior Content Designer GOV.UK Accessibility and inclusion project Government Digital Service

The GOV.UK Accessibility and Inclusion Project



Accessibility...

To find and fix WCAG fails caused by content across GOV.UK

Inclusion...

To improve disability inclusion on GOV.UK

Making GOV.UK more inclusive

1. The language we use to talk about disability

Problem term	Inclusive term	Mainstream	GDS other	Other depts
deaf and dumb/deaf mute	deaf, user of British Sign Language (BSL), person with a hearing impairment	0	0	0
insane	person with a mental health condition	0	0	13
suffers/suffer/ suffering from	Suggests discomfort and hopelessness. Consider a more positive expression.	25	20	1,513
attacks	seizures	7	31	3,742

GDS

2. The way we design content for disabled users

Dealing with HMRC if you have additional needs

Contents

- Help you can get
- If you're deaf, hearing-impaired or have a speech impairment
- If you're blind or partially sighted
- If English isn't your first language

Get help from HMRC if you need extra support

- Help you can get
- If you cannot use a telephone and need a different way to contact HMRC
- If you need information in a different format
- If you need help filling in forms
- If you need more time because of your circumstances
- If you need information in another language
- If you need someone to talk to HMRC for you

Making GOV.UK content more accessible

- 1. **Identify**ing where content can fail WCAG standards
- 2. Finding those fails
- 3. Fixing them

Identify



All requirements ("success criteria") from 2.0 are included in 2.1. The 2.0 success criteria are exactly the same (verbatim, word-for-word) in 2.1.

There are What's New VOCAG is HARD

ced in

Content that conforms to WCAG 2.1 also conforms to WCAG 2.0. (This is often called "backwards compatible".) A website that meets WCAG 2.1 should meet the requirements of policies that reference WCAG 2.0.

To put it another way: If you want to meet both WCAG 2.0 and WCAG 2.1, you can use the 2.1 resources and you don't need to bother looking at 2.0.

WCAG 2.0 and WCAG 2.1 are both existing standards. WCAG 2.1 does not deprecate or supersede WCAG 2.0. W3C encourages you to use the most recent version of WCAG when developing or updating content or accessibility policies.

We used Al Duggin's WCAG primer:

https://alphagov.github.io/wcag-primer/

Links

- multiple links with the same text (on same page) that point to different destinations F
- multiple links to the same destination (on same page)
 that use different link text B
- starting with verbs that don't lead to an action B
- top links to inaccessible external sites B
- including 'here', 'click' or 'more information'
- one-word links B

Headings and titles

- heading structures that miss a level F
- pages on GOV.UK with the same title F
- pages with more than one H1 B

Language attributes

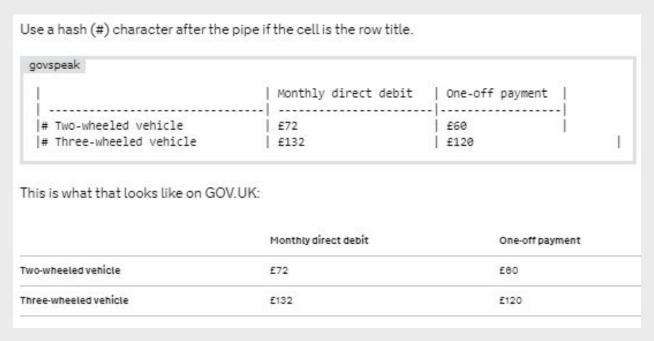
pages set up with the wrong language attribute F

Style issues

- eg (screen readers may read this as 'egg')
- ie B
- negative contractions B

Tables

no relational information about cell or row headings



Images

no alternative text information F

Useful alt text guidance

W3C alt text decision tree

GOV.UK guidance on alt text

Find



There are 535,218 content items on GOV.UK

Automagically

Jenkins

- specific task keyword searches
- simple outputs telling us everyting we needed to know about each content item
- built for content designers
- limited access (4 people in team)
- searches content only

Knowledge Graph

- keyword and relational searches (if X and Y are true but Z is false)
- uses cipher queries and node.js
- could potentially be used by everyone at GDS
- this project has optimised it for content designers

Actual magic



Reports in progress

- multiple links with the same text pointing to different destinations F
- multiple links to the same destination that use different link text B
- heading structures that miss a level F
- pages on GOV.UK with the same title F
- pages with more than one H1 B
- style guide issues, images and tables

Future reports:

- links including the words 'here', 'click' or 'more information'
- one-word links B
- language attributes F
- links starting with verbs that don't lead to an action B
- top links to inaccessible external sites B

Fix



The heading issues report has over 115,000 lines

Publishing app	Errors	Details	Action	
Collections Publisher	341 (54% of app content)	Topic AZ and curated topic pages	Dev correction	
Content Publisher	158 (18% of app content)	Human error caused by app design confusion	Department and app design correction	
Manuals and HMRC Manuals	72,370 (85% of apps content)	2 x h1s	Report anomalies - investigate and confirm	
Publisher (Mainstream)	777 (30% of content)	Guide chapters and possible human error	Dev correction and human correction - investigate	
Travel advice publisher	225 (50% of content)	2 x h1s	Dev correction	
Whitehall	c40,000	looks like human error	sift and tell depts	
			GDS	

The duplicate page titles report shows 80,000 errors across GOV.UK

GDS is fixing

- template issues that cause content accessibility fails
- all the issues our reports show in GDS-owned content

But that's quite a small percentage of the problems...

For example, there are 24,489 pages on GOV.UK with tables in them. Only 321 of them belong to GDS.

We need other departments on board

Please get excited - this is our chance to really fix things!

Tell everyone you know....

We plan to send departments reports showing where their issues are over the next couple of months.

We'll send one report at a time because otherwise the size of the reports crashes everyone's devices!



Future possibilities....

The accessibility project:

- rerun the reports every six months to pick up any new errors and show how much we've fixed
- build failsafes into publishing apps

The knowledge graph:

- it's now optimised for content designers!
- add it to the content data tool
- give people outside GDS access
- find data on end-to-end user journeys

Questions?