Digital Accessibility Centre

Accessibility Audit Report

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Standard	WCAG 2.1

Document Control

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Contents

Executive Summary

An accessibility audit for HMCTS Jury Summons carried out by the Digital Accessibility Centre (DAC) user/technical team on Monday 2nd of January.

The HMCTS Jury Summons was assessed against the Web Content [Accessibility Guidelines WCAG 2.1](#).

This document incorporates the findings regarding any accessibility barriers identified during the testing process.

A number of accessibility and usability issues were reported by both our automated testing tools and manual user testing team. The access issues reported impact multiple user groups but in particular the vision impaired user group.

There were numerous access issues affecting users who require audio feedback to navigate and interact with page content; which included incorrectly marked up links, visual headings not being marked up as headings and sensory characteristics (such as 'View below') being used to describe things.

Although there was not a high volume of accessibility issues, there are several instances where the GOV.UK Design System standards have not been followed identified throughout the website; these issues must be resolved to comply with the GOV.UK Design System guidelines.

Audit Summary

In order for the website to be eligible for a Digital Accessibility Centre certification, and fall in line with WCAG 2.1 requirements, improvements need to be made in the following areas.

 A

[Visual heading - A](#)
[Non-Descriptive links - A](#)
[Alternative image text - A](#)
[Sensory characters - A](#)
[Fieldset and legend - A](#)
[PDF file type - A](#)
[Decorative icon - A](#)

 AA

[Colours of non-text elements - AA](#)

 AAA

[Links (out of context) - AAA](#)

6

Exact Task and/or URLs are listed below along with the specific browser and AT set.
See Appendix I for a full list of tasks and instructions

Browser matrix and Assistive Technology (AT) combinations

Desktop

User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	Windows	IE11	Jaws 18 and 2019
			Firefox	NVDA
		MAC	Safari	VoiceOver
Mobility (iii)	VA	Windows	IE11	Dragon Voice Activation V15
Mobility (iii)	KO	Windows	Chrome	Keyboard
			IE11	Keyboard
Deaf (i)	D	Windows	Firefox	-
Colour blind (ii)	CB	Windows	Chrome	System inverted colours
Dyslexia (ii)	DX	Windows	Chrome	-
Low Vision	LV	Windows	IE11	Screen Magnification
Asperger's (i)	A	Windows	Firefox	-
Cognitive Impaired/ Panic/ Anxiety	Cog	Windows	IE11	-

Mobile/Tablet

User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	iOS	Safari	VoiceOver
Mobility	KO	iOS	Safari	-
Deaf	D	iOS	Safari	
Colour blind/ Dyslexia	CB/DX	iOS	Safari	Colour blind checks
Low Vision	LV	iOS	Safari	Resizing content

Summary Graphs

Our analysts provided their overall feedback on the website.
This was rated from 0 – could not complete to 3 – Completed independently, no issues.

Key:	
0	Could not complete on my own
1	Completed independently but with major issues
2	Completed independently but with minor issues
3	Completed independently, no issues

User ratings

- Cognitive
- Low Vision Colour inversion and ZoomText
- Dyslexia
- Colour Blind
- Mobility (KO)
- Mobility (VA)
- Screen reader JAWS
- Screen reader NVDA
- Screen reader Talkback
- Screen reader VoiceOver
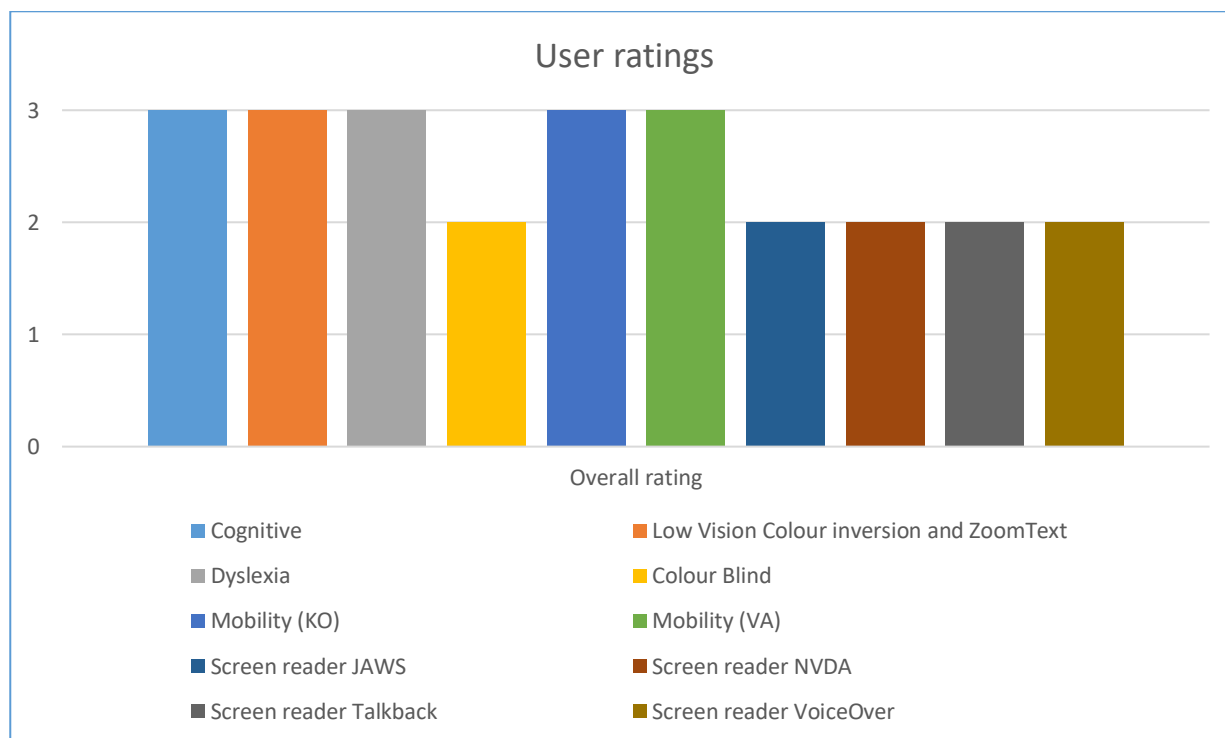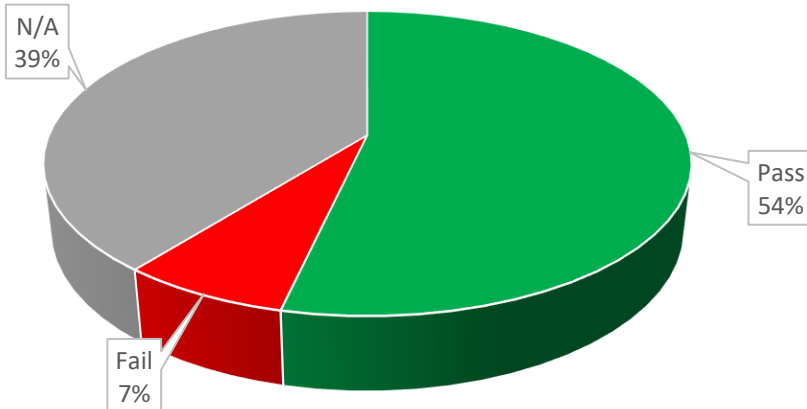
The graph below details the number of checkpoints that passed, failed or were not applicable to the website.

Please refer to the Classification of Accessibility Issues for more information.

A		
Priority Level Checkpoints A	**Number**	**Percentage**
Number of checkpoints 'Passed'	19 (64%)	
Number of checkpoints 'Failed'	4 (13%)	WCAG 2.1 High Priority Breakdown
Number of checkpoints 'Not Applicable (N/A)'	7 (23%)	

WCAG 2.1 High Priority Breakdown

N/A 23%
Fail 13%
Pass 64%

AA		
Priority Level Checkpoints AA	**Number**	**Percentage**
Number of checkpoints 'Passed'	16 (80%)	
Number of checkpoints 'Failed'	2 (10%)	WCAG 2.1 Medium Priority Breakdown
Number of checkpoints 'Not Applicable (N/A)'	2 (10%)	

WCAG 2.1 Medium Priority Breakdown

Fail 10%
N/A 10%
Pass 80%

AAA		
Priority Level Checkpoints AAA	**Number**	**Percentage**
Number of checkpoints 'Passed'	15 (53%)	WCAG 2.1 Low Priority Breakdown
Number of checkpoints 'Failed'	2 (7%)	
Number of checkpoints 'Not Applicable (N/A)'	11 (39%)	

Audit Results

These are the results of the Digital Accessibility Centre accessibility audit by section.

Each area contains a reference to the WCAG success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.

Visual heading - A

Visual headings must be marked up programmatically to give clear understanding to screen reader users.

WCAG Reference:
1.3.1 Info and Relationships
Understanding Info and Relationships | How to Meet Info and Relationships
(Level A)

Issue ID: DAC_Visual_heading_issue1

Page title: Reply to a jury summons - GOV.UK

URL: https://jurordemopublic.clouddev.online/

Screen Shot:

Visual headings were located but were not marked up as such; this can cause confusion for screen reader users as they are presented with the text "You will need" instead of a heading that is used to introduce content.

Current Code Ref(s):

```
<strong class="bold-medium">You will need</strong>
```

Screen reader comments:

"While browsing in context I located a piece of text which announced to me as "You will need." This text was not marked as a heading meaning it was not clear that a new section was beginning. I further found that when I used the 'h' key to move through the headings my focus moved past the section meaning I did not locate important information using this method of navigation. Marking the text as a heading will prevent this difficulty."

Solution:
Ensure that visual headings are marked up as such programmatically to avoid any confusion for screen reader users.

Issue ID: DAC_Visual_heading_issue2

Page title: Reply to a jury summons - GOV.UK

URL: https://jurordemopublic.clouddev.online/

Screen Shot:

Before you start

Here are some things you might want to know before you start.

You'll find more help on each page.

While navigating the start page "Before you start" Is located and visually appears as a heading but is not marked up as such; this may cause confusion for screen reader users as this is presented as plain text.

Current Code Ref(s):

```
<strong class="bold-medium"> Before you start </strong>
```

Screen reader comments:

"I discovered that the 'Before you start' section was not marked as a heading. This does not follow the GOV.UK Design System which indicates that a heading should be included. Changing the mark-up of the text to include a heading will ensure the Design System is followed."

Solution:
Ensure the "Before you start" is marked up as a heading to ensure screen reader users are aware that this introduces content and allows easy navigation via the heading structure.

Non-Descriptive links - A

Links must describe their purpose to screen reader users.

WCAG Reference:
2.4.4 Link Purpose (In Context)
Understanding Link Purpose (In Context) | How to Meet Link Purpose (In Context)
(Level A)

2.4.9 Link Purpose (Link Only)
Understanding Link Purpose (Link Only) | How to Meet Link Purpose (Link Only)
(Level AAA)

Issue ID: DAC_Non-Descriptive_links

Page title: Check your answers now - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/07-confirm-information/tp

Screen Shot:

Your reason for replying on behalf of the juror	The person isn't here	Change
You answered the qualifying questions for the person you're replying for		
Has the person you're answering for lived in the UK, Channel Islands or Isle of Man for five consecutive years since their 13th birthday?	Yes	Change
Is the person currently or likely to be detained under the Mental Health Act 1983?	Yes - test	Change
Does the person lack capacity as stated in the Mental Capacity Act 2005?	Yes - test	Change
Is the person currently on bail for a criminal offence?	No	Change
Has the person been convicted of a criminal offence and been given a sentence?	No	Change

The additional link text provided for screen reader users for each "change" link does not correctly describe what the users would be changing, for example "Your reason for replying on behalf of the juror" change link reads out as "Change Change".

Current Code Ref(s):

```
<a class="govuk-link" href="/branches/02-third-party-reason/change"
id="changeReason" aria-describedby="question-obreason">
            Change<span class="govuk-visually-hidden"> Change</span>
        </a>
```

Screen reader comments:

"When browsing out of context I located multiple links which announced to me as 'Change your answer for this question'. This was confusing as it was unclear which answer would be changed and caused me more difficulty as the links each led to a different destination. Providing each link with a unique and specific link text will prevent any potential difficulty."

Solution:

Ensure that the additional link text provided to each change link is clear and descriptive to allow screen reader users to distinguish the purpose and difference between each change link.
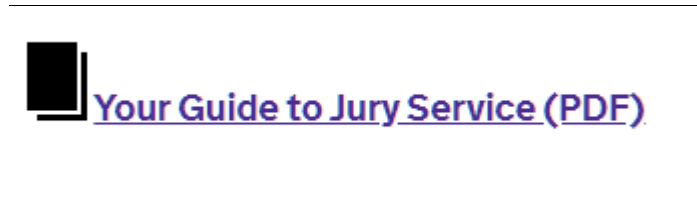
Example:

```
<a class="govuk-link" href="/branches/02-third-party-reason/change"
id="changeReason" aria-describedby="question-obreason">
            Change<span class="govuk-visually-hidden">Your reason for replying
behalf of the juror </span>
        </a>
```

Issue ID: DAC_Non-Descriptive_links_issue2

Page title: GOV.UK - The best place to find government services and information

URL: https://jurordemopublic.clouddev.online/steps/08-confirmation/deferral

Screen Shot:

Your Guide to Jury Service (PDF)

While navigating the Conclusion page a link is located that states "Your Guide to Jury Service (PDF)". Users may find this confusing as they would expect this to download a PDF but they are instead brought to a new page with several PDFs to choose from.

Current Code Ref(s):

```
<div class="notice govuk-body">
        <i class="icon icon-file-download">
          <span class="govuk-visually-hidden">Download PDF</span>
          <img src="/img/icons/icon-file-download.png">
        </i>
        <strong class="bold-small">
          <a class="govuk-link" id="service-guide"
href="https://formfinder.hmctsformfinder.justice.gov.uk/jury-summons-guide-
eng.pdf" alt="Opens in a new window">Your Guide to Jury Service (PDF)</a>
        </strong>
      </div>
```

Screen reader comments:

"I selected the 'Your guide to jury service' link and expected to be taken to a PDF as indicated by the link text. However, I was taken to a separate html page which contained the link to download the guide. It would benefit users if the link text could be changed to indicate the user will be taken to a page to download a PDF of the guide."

Solution:
We would recommend that clear link text be used to give better context regarding what the link will do upon activation.

Example:

```
<div class="notice govuk-body">
          <i class="icon icon-file-download">
            <span class="govuk-visually-hidden">Download PDF</span>
            <img src="/img/icons/icon-file-download.png">
          </i>
          <strong class="bold-small">
            <a class="govuk-link" id="service-guide"
href="https://formfinder.hmctsformfinder.justice.gov.uk/jury-summons-guide-
eng.pdf" alt="Opens in a new window">More PDF Guides to Jury Service </a>
          </strong>
        </div>
```

Alternative image text - A

Alternative image text should be clear and concise and descriptive of the image or text that it displays visually.

WCAG Reference:
1.1.1 Non-text Content
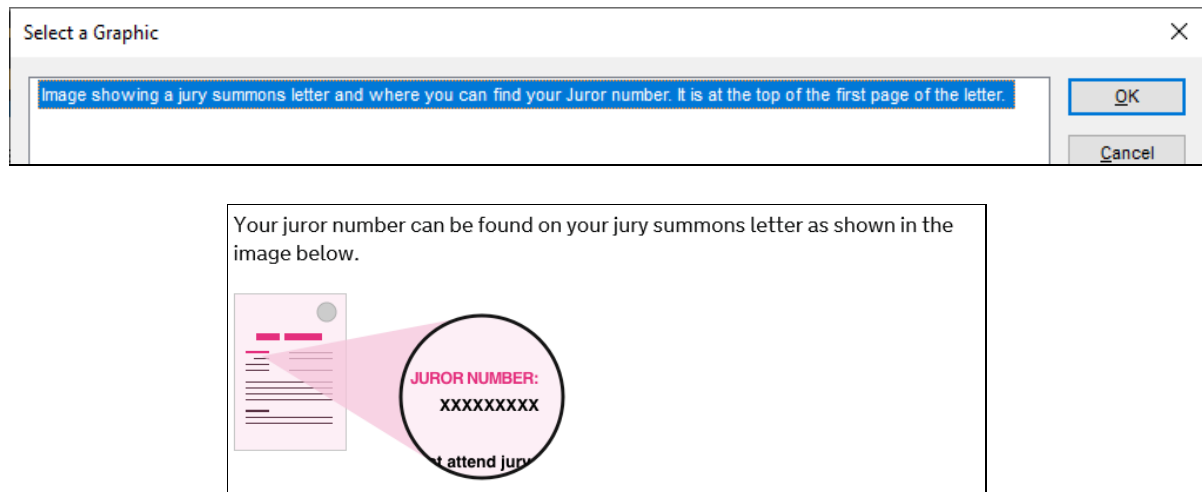Understanding Non-text Content | How to Meet Non-text Content
(Level A)

Issue ID: DAC_Alternative_Image_Text_Issue1

Page title: Your juror details

URL: https://jurordemopublic.clouddev.online/steps/01-login

Screen Shot:

The alternative text that I used to locate the "juror number" on the document is too long for screen reader users. This can cause difficulty listening to the instructions presented to help find the number.

Current Code Ref(s):

```
<img src="/img/example-juror-number.png" alt="Image showing a jury summons letter
and where you can find your Juror number. It is at the top of the first page of
the letter." title="Juror number can be found at the top of the summons letter">
```

Screen reader comments:

"The instructions relating to locating a juror number are contained within an image. Although the information can be located this is after the alt text which could make it challenging for users to identify the information. It would benefit screen reader users if the information could be present as text only to ensure that users can easily locate the information."

Solution:

We would recommend that the image be given a null attribute and the text is reworded to read "Your juror number can be found at the top on your jury summons letter".

Sensory characters - A

Sensory characteristics have been used to instruct users .

WCAG Reference:
1.3.3 Sensory Characteristics
Understanding Sensory Characteristics | How to Meet Sensory Characteristics
(Level A)

Issue ID: DAC_Sensory_characters_issue1

Page title: Your juror details

URL: https://jurordemopublic.clouddev.online/steps/01-login

Screen Shot:

Your juror details

Your juror number can be found on your jury summons letter as shown in the image below.

A sensory characteristic (the phrase 'below') has been used to instruct users about how to navigate to the jury summons letter graphic. Screen reader users do not benefit from this information and may become disorientated on what they might be trying to navigate too.

Current Code Ref(s):

```
<p class="govuk-body">

            The juror number can be found on the jury summons letter as
shown in the image below.

        </p>
```

Screen reader comments:

"Situated below the h1 I located a piece of information which included an instruction to view the image below. This could be confusing for some users as users may not be aware of what the phrase 'Below' refers to. It would benefit users if the instruction could inform users of where the number can be found within the letter rather than indicating this information within the image to ensure that all users can understand the instruction."

Solution:

We would suggest including a descriptive instruction on the information for example, "Your juror number can be found at the top on your jury summons letter".

Fieldset and legend - A

A legend is required to give greater context to the choices being presented to users.

WCAG Reference:
3.3.2 Labels or Instructions
Understanding Labels or Instructions |How to Meet Labels or Instructions
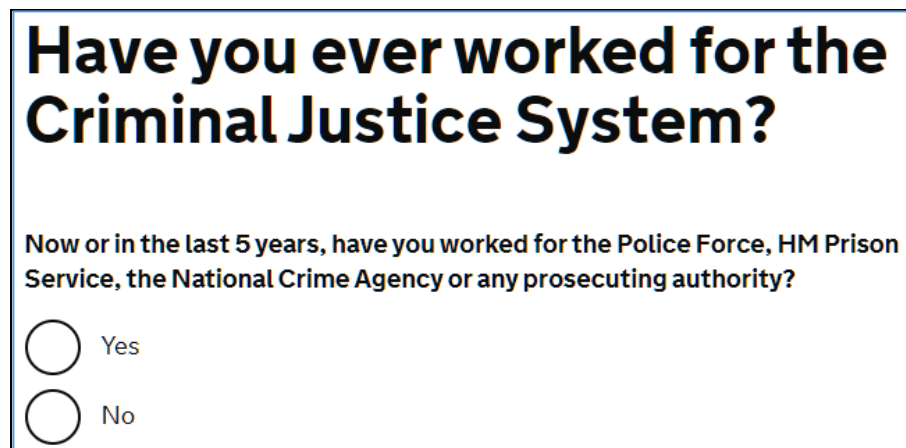(Level A)

Issue ID: DAC_Fieldset_and_legend_issue1

Page title: Have you ever worked for the Criminal Justice System? - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/05-cjs-employed
This was also found on:
https://jurordemopublic.clouddev.online/steps/06-assistance#assistanceNeeded-Yes

Screen Shot:

A fieldset and legend has not been implemented for the "yes" and "no" radio buttons; this can cause confusion as users that may not understand what the radio buttons relate to.

Current Code Ref(s):

```
<div class="govuk-form-group">

  <span id="cjsEmployed-hint" class="govuk-hint">

          <strong class="govuk-body govuk-!-font-weight-bold">

                Now or in the last 5 years, have you worked for the Police Force,
HM Prison Service, the National Crime Agency or any prosecuting authority?

          </strong>

  </span>


  <div class="govuk-radios govuk-radios--conditional" data-module="radios">

    <div class="govuk-radios__item">
      <input class="govuk-radios__input" id="employedCjs-Yes" name="cjsEmployed"
type="radio" value="Yes" aria-controls="conditional-employedCjs-Yes" aria-
expanded="false">
      <label class="govuk-label govuk-radios__label" for="employedCjs-Yes">
        Yes
      </label>
    </div>

      </div>
    <div class="govuk-radios__item">
      <input class="govuk-radios__input" id="employedCjs-No" name="cjsEmployed"
type="radio" value="No">
      <label class="govuk-label govuk-radios__label" for="employedCjs-No">
        No
      </label>
    </div>



  </div>

</div>
```
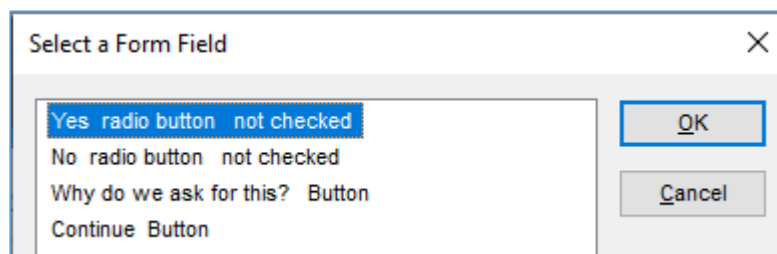
Screen reader comments:

"I navigated out of context and discovered that no fieldset and legend was provided for the radio buttons on the page. The radio buttons announced to me as "Yes" and "No" meaning it was not clear when situated out of context what I was selecting. Including a clear fieldset and legend will indicate to me what the radio buttons relate to both in and out of context."

Solution:

Ensure a fieldset and legend is implemented to ensure screen reader users are able to determine the question being asked and the relation to the radio buttons.

More information on fieldset and legends is available on the GOV.UK Design System.

PDF file type - A

The file type must be stated on any downloadable document.

WCAG Reference:
2.4.4 Link Purpose (In Context)
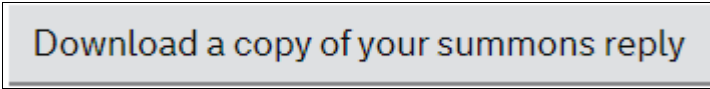Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)
(Level A)

Issue ID: DAC_PDF_file_size_issue1

Page title: GOV.UK - The best place to find government services and information

URL: https://jurordemopublic.clouddev.online/steps/08-confirmation/deferral

Screen Shot:

Download a copy of your summons reply

While navigating the conclusion page a downloadable PDF is available for the "summons reply". Users are not informed of the file type available for download which could present a problem for users that may not have the appropriate software installed to be able to view the document.

Current Code Ref(s):

```
<a href="/steps/08-confirmation/download" role="button" draggable="false"
class="govuk-button govuk-button--secondary">
  Download a copy of your summons reply
</a>
```

Solution:
Ensure that the file type (and where possible, the file size) is included within the link text.

Example:

```
<a href="/steps/08-confirmation/download" role="button" draggable="false"
class="govuk-button govuk-button--secondary">
  Download a copy of your summons reply (PDF 12mb)
</a>
```

Decorative icon - A

Images are used that do not provide additional information to screen reader users.

WCAG Reference:
1.1.1 Non-text Content
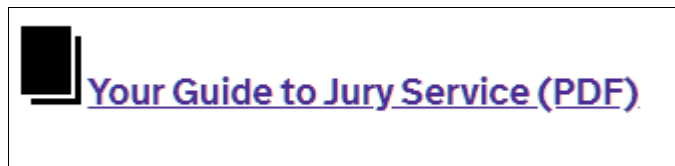Understanding Non-text Content | How to Meet Non-text Content
(Level A)

Issue ID: DAC_Decorative_icon_issue1

Page title: GOV.UK - The best place to find government services and information

URL: https://jurordemopublic.clouddev.online/steps/08-confirmation/deferral

Screen Shot:

The icon used to represent a PDF download is read out to screen reader users as "Download PDF". This information is irrelevant as the link itself is adequate for screen reader users to determine its purpose.
The icon also causes further confusion as the link next to it does not download a PDF but instead opens a new page containing additional PDFs.

Current Code Ref(s):

```
<div class="notice govuk-body">
        <i class="icon icon-file-download">
          <span class="govuk-visually-hidden">Download PDF</span>
          <img src="/img/icons/icon-file-download.png">
        </i>
        <strong class="bold-small">
          <a class="govuk-link" id="service-guide"
href="https://formfinder.hmctsformfinder.justice.gov.uk/jury-summons-guide-
eng.pdf" alt="Opens in a new window">Your Guide to Jury Service (PDF)</a>
        </strong>
      </div>
```

26

Solution:

We would recommend removing the span and using an alt text with a value of null to ensure that screen reader software does not pick up the icon.

Example:

```
<div class="notice govuk-body">
        <i class="icon icon-file-download">
          <img src="/img/icons/icon-file-download.png" alt="">
        </i>
        <strong class="bold-small">
          <a class="govuk-link" id="service-guide"
href="https://formfinder.hmctsformfinder.justice.gov.uk/jury-summons-guide-
eng.pdf" alt="Opens in a new window">Your Guide to Jury Service (PDF)</a>
        </strong>
      </div>
```

Colours of non-text elements - AA

Elements were present where a colour has been used for the purposes styling focus indication that does not meet the required ratio.

WCAG Reference:
1.4.11 Non-text Contrast
Understanding Non-text Contrast | How to Meet Non-text Contrast
(Level AA)

Issue ID: DAC_Non-Text_content_Issue1

URL: Throughout the service

Screen Shot:

<u>Welsh (Cymraeg)</u>.

The colour of the focus indicator used throughout the service failed to meet the expected ratio of 3:1 to pass WCAG 2.1 success criteria and may prove difficult for some users to perceive.

Current Code Ref(s):
Outline: #ffbf47
Background: #ffffff
Ratio: **1.64**:1

```
a:focus {
    background-color: #ffbf47;
    outline: 3px solid #ffbf47;
```

Solution:

Ensure that all non-text elements that have styles added e.g. focus indication, meet the ratio of 3:1. Colours and styles can be found on the GOV.UK website.

28

Links (out of context) - AAA

Links are present which are ambiguous when navigating out of context.

WCAG Reference:
2.4.9 Link Purpose (Link Only)
Understanding Link Purpose (Link Only) | How to Meet Link Purpose (Link Only)
(Level AAA)

Issue ID: DAC_Links_(out_of_context)_issue1

Page title: Reply to a jury summons - GOV.UK

URL: https://jurordemopublich.clouddev.online/
Issue consistent for the following pages:

Is the name we have for you correct
https://jurordemopublic.clouddev.online/steps/02-your-details/name#nameConfirm-Yes
Is this your address
https://jurordemopublic.clouddev.online/steps/02-your-details/address#addressConfirm-Yes
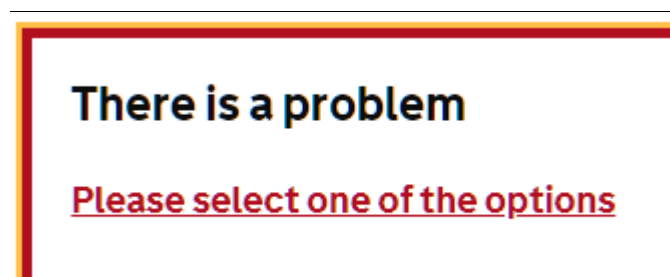Please note that the skip links do not read as an instruction for the following pages:
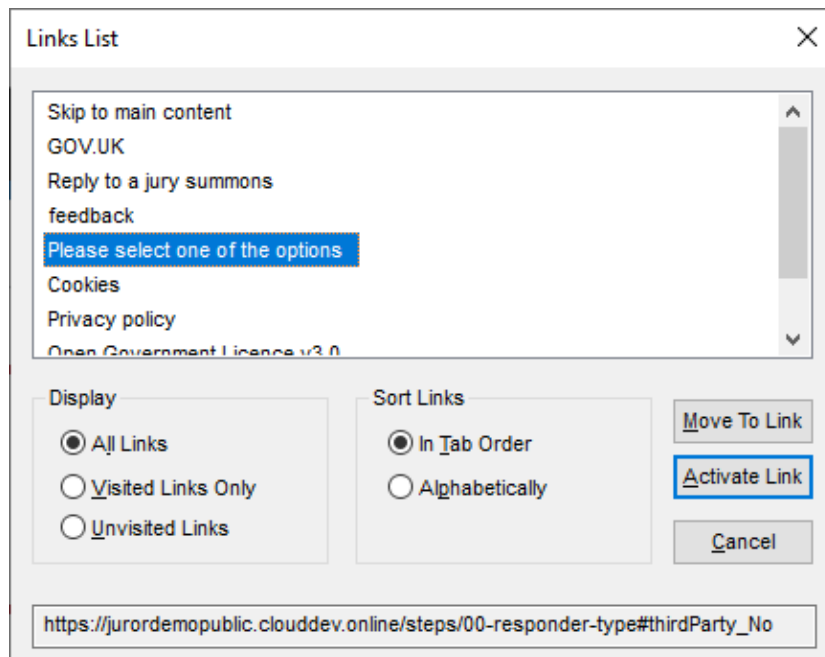Your juror details
https://jurordemopublic.clouddev.online/steps/01-login#jurorPostcode
What is your name
https://jurordemopublic.clouddev.online/steps/02-your-details/name-change#firstName

Screen Shot:

There is a problem

Please select one of the options

Links were located that are unclear out of context to screen reader users. When committing an error the skip link located out of context is not clear of its relation on the page; "Please select one of the options" is ambiguous and gives no understanding of what the issue is or what the question was.

Current Code Ref(s):

```
<a href="#thirdParty_No">Please select one of the options</a>
```

Screen reader comments:

"I intentionally committed an error to view the error handling and found that the error skip link and matching inline error validation message both announced as "Please select one of the options." It may be unclear to users navigating out of context which options should be selected. The GOV.UK Design System indicates that the skip links should be descriptive and should be written in the format of an instruction for example 'You must select whether you are applying for yourself or someone else."

Solution:
Ensure that the link contains clear text on what the issue is and the relation it has on the page.

Information on error summary messages can be found on the GOV.UK Design System.

30
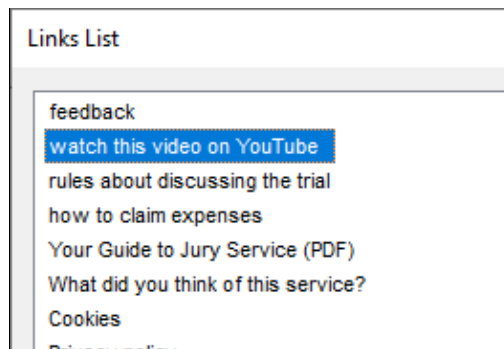
Page title: GOV.UK - The best place to find government services and information

URL: https://jurordemopublic.clouddev.online/steps/08-confirmation/deferral

Screen Shot:

The information below is also in the email that we have sent you.

You can watch this video on YouTube about what happens when you're a juror, so you know what to expect. The video takes 13 minutes to watch.

Links List

feedback
watch this video on YouTube
rules about discussing the trial
how to claim expenses
Your Guide to Jury Service (PDF)
What did you think of this service?
Cookies

A link is located that instructs users to watch a YouTube video about what happens when you're a juror. The link is ambiguous when navigating out of context as screen reader users are simply told "watch this video on YouTube".

Current Code Ref(s):

```
<p>
          You can
          <a class="govuk-link" id="watch-video"
href="https://www.youtube.com/watch?v=yQGekF-72xQ&amp;t=2s" rel="external"
alt="Opens in a new window">watch this video on YouTube</a> about what happens
when you're a juror, so you know what to expect. The video takes 13 minutes to
watch.
          </p>
```

Screen reader comments:

"I found that the links within the main content of the page did not open a new window. This was problematic for the link relating to the YouTube video as the video played

automatically making it problematic for users to return to the previous page. It would assist users if these links could open a new window and alert users within the link text that a new window will open."

Solution:

We would suggest encapsulating the link around the additional text to give clarity out of context to what the YouTube video is about.

Example:

```
<p>
          You can
          <a class="govuk-link" id="watch-video"
href="https://www.youtube.com/watch?v=yQGekF-72xQ&amp;t=2s" rel="external"
alt="Opens in a new window">watch this video on YouTube about what happens when
you're a juror</a>, so you know what to expect. The video takes 13 minutes to
watch.
          </p>
```

Colour on hover - GDS

On hover colour may be found difficult for some users to identify the change.

WCAG Reference:
N/A - GDS

Issue ID: DAC_Colour_on_hover_issue1

Page title: Reply to a jury summons - GOV.UK

URL: https://jurordemopublic.clouddev.online/

Screen Shot:

The hover state colour does not follow that of the GOV.UK Design System. This may cause difficulty for some users due to the indication of the hover being very subtle and nearly unnoticeable.

Current Code Ref(s):

```
a:hover {
    color: #2b8cc4;
}
```

Solution:
We would recommend following the GOV.UK Design System to ensure users are able to notice the change of the hover state.

Colours and styles can be found on the GOV.UK website.

Heading structure - GDS

Screen reader users use heading structures to understand the content being presented to them.
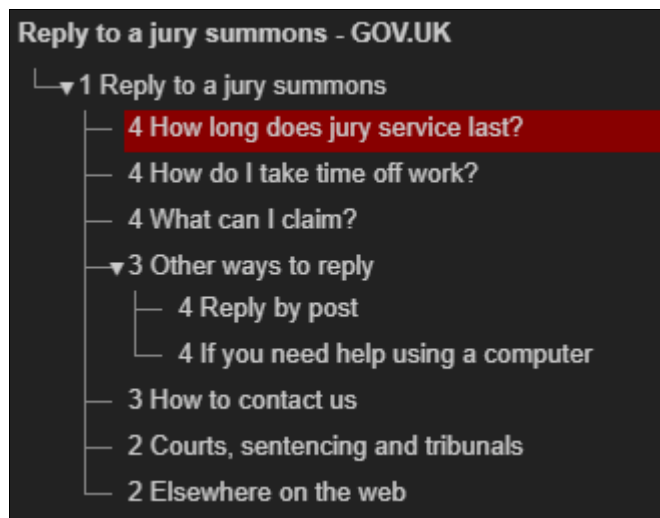
WCAG Reference:
2.4.10 Section Headings (Level AAA)
[Understanding Section Headings](#) | [How to Meet Section Headings](#)

Issue ID: DAC_Headiing_structure_issue1

Page title: Reply to a jury summons - GOV.UK

URL: https://jurordemopublic.clouddev.online/

Screen Shot:

Headings on the page were presented in an illogical order; this made it difficult for screen reader users to determine the layout of the page and relationships between different sections of content.

Current Code Ref(s):

```
<h1 class="heading-xlarge" data-element-id="hmap-0">Reply to a jury summons</h1>
<h4 class="heading-small" data-element-id="hmap-1">How long does jury service last?</h4>
```

```
<h4 class="heading-small" data-element-id="hmap-2">How do I take time off
work?</h4>
```

Screen reader comments:

"When viewing the headings structure, I discovered that the headings did not follow a logical hierarchical structure as the h1 moved directly to an h4, meaning the heading levels were not consecutive. This could make it challenging for users to understand the layout of the page while using the heading structure. Ensuring that all heading levels follow a consecutive order will prevent any confusion."

Solution:
Ensure that headings are used to layout the page content in a logical and hierarchical order, this enables screen reader users to determine the layout of the page and relationships between content.

Example:
<h1>Main heading</h1>
  <h2>Sub-heading of h1</h2>
  <h2>Sub-heading of h1</h2>
      <h3>Sub-heading of h2</h3>
  <h2>Sub-heading of h1</h2>
      <h3>Sub-heading of h2</h3>
        <h4>Sub-heading of h3</h4>
  <h2>Sub-heading of h1</h2>
  <h2>Sub-heading of h1</h2

Colour contrast - GDS

Content present does not adhere to the GOV.UK Design System guidelines.
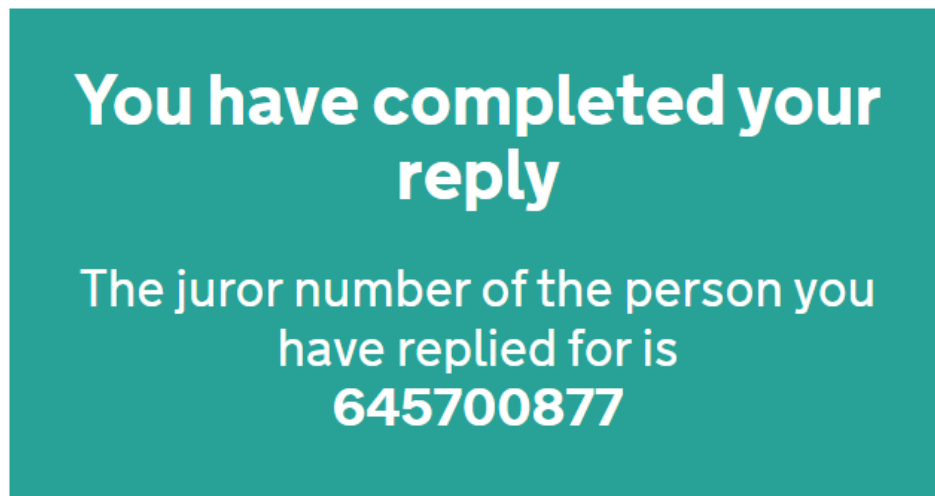
WCAG Reference:
N/A – GDS

Issue ID: DAC_Colour_contrast_issue1

Page title: Your response is complete - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/08-confirmation/tp

Screen Shot:

The colour used for the confirmation page does not follow the GDS.UK Design System; this colour may prevent some users from being able to see the content presented on the page.

Current Code Ref(s):

```
<div class="govuk-panel govuk-panel--confirmation">
  <h1 class="govuk-panel__title">
    You have completed your reply
  </h1>
  <div class="govuk-panel__body">
    <span>

        The juror number of the person you have replied for is<br>
```

```
        <strong class="bold-small">645700877</strong>
    </span>
  </div>
</div>
```

Solution:

The colour used for the confirmation does not follow the standers set by GOV.UK Design System information can be found on the confirmation pages on the GOV.UK Design System site:

Examples can be found within the [Confirmation pages](#) on the GOV.UK Design System.

37

Page title – GDS

Page title must contain the suffix of "GOV.UK" to comply with GDS guidelines

WCAG Reference:
N/A – GDS

Issue ID: DAC_Page_title_issue1

Page title: Are you replying for yourself or for someone else? - GOV.UK

URL: https://jurordemopublic.clouddev.online/
This issue was found throughout the service.
Screen Shot:

Are you replying for yourself or for someone else? - GOV.UK

When navigating throughout the site, several instances of the page title did not include the information as set by the standards of the GOV.UK Design System. These should include the description of the page (matching the h1 where possible), service name and the suffix of GOV.UK.

Current Code Ref(s):

```
<title>

  Are you replying for yourself or for someone else? - GOV.UK
</title>
```

Screen reader comments:
"I found that the page title did not reflect the GOV.UK Design System as the purpose of the page, the service name and the suffix of '.gov' are not all included within the page title. Although I could understand the purpose of the page including this information will ensure that all users are aware of what is being viewed."

Solution:
Ensure that page titles conform to GOV.UK standards. Page titles should match the H1 of the page, have the section name if there are multiple sections, service name and be followed by GOV.UK to indicate that it is a government service.
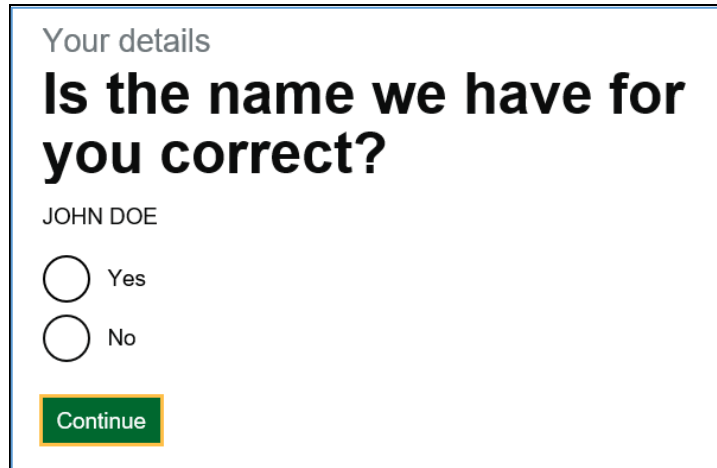For more information please refer to the HMRC page title guidelines.

Page title: Your details - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/02-your-details/name

Screen Shot:

It was identified that the page title did not contain the Heading level 1 presented on the page; this fails to comply with GOV.UK design system standards.

Current Code Ref(s):

```
<title>

  Your details - GOV.UK
</title>
```

Screen reader comments:
"I found that the page title and h1 of the page did not possess the same information, with the h1 including additional information reading as "Is the name we have for you correct." This does not follow the GOV.UK Design System which suggests the content should match to ensure that users can easily locate the purpose of the page. It would assist users if the 'Your details' information could be removed from the page title and h1 with the page title and h1 reading as "Is the name we have for you correct."

Solution:
Ensure that the heading level 1 is contained with the page title along with the service name and GOV.UK. For more information please refer to the HMRC page title guidelines.

Error message - GDS

Error messages should be clear to all users and match the relevant errors committed.

WCAG Reference:
N/A – GDS

Issue ID: DAC_Error_message_issue1

Page title: The juror details - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/01-login/tp#jurorNumber

Screen Shot:

When an error had been committed, the error summary did not reflect the inline error handling messages to allow users to correct the errors; this is confusing and does not follow the GOV.UK Design System guidelines.

Current Code Ref(s):

```
<a href="#jurorNumber">Please check your juror number</a>
```

Screen reader comments:

"With an error committed I located the inline error validation messages. These did not possess the same content as the error skip links. This does not follow the GOV.UK Design System which indicates that the two features should possess matching content."

Solution:

Ensure that the error summary reflects the inline error handling message to indicate to users what the issue is and how to fix it.

Information on error summary messages can be found on the GOV.UK Design System.

Issue ID: DAC_Error_message_issue2

Page title: Your details - GOV.UK / What is your e-mail address?

URL: https://jurordemopublic.clouddev.online/steps/02-your-details/email

Screen Shot:

There is a problem

Please check your email address
Please check your email address

Your details
What is your email address?

Enter your email address
Please enter your email address

Enter your email address again
The email address you entered doesn't match the email address in the box above.

Links List ✕

Skip to main content
GOV.UK
Reply to a jury summons
feedback
Back
Please check your email address
Please check your email address
Cookies

Display
◉ All Links
○ Visited Links Only
○ Unvisited Links

Sort Links
◉ In Tab Order
○ Alphabetically

Move To Link
Activate Link
Cancel

https://jurordemopublic.clouddev.online/steps/02-your-details/email#emailAddressC

When an error is made on the 'Confirm email' field the error handling does not specify the location of which email field that the error was committed in, for example if a user commits an error in ether field they are only notified "Please check your email address".

Current Code Ref(s):

```
<a href="#emailAddressConfirmation">Please check your email address</a>
```

Screen reader comments:

"When I entered the information into the first edit field and intentionally left the second blank I found that the error skip link did not clearly indicate what error had occurred reading to me as "Please check your e-mail address." It was unclear that the second edit field was blank and that the e-mail addresses did not match. Entering this information within the link text will enable users to easily understand what error has occurred."

"I left both fields blank to view the error handling and located two error skip links that possessed duplicated content both announcing to me as "Please check your e-mail address." It was unclear to me which field I would be interacting with if I selected the link due to the duplication. Ensuring that each error skip link possesses a clear and unique link text will prevent any confusion that may occur."

Solution:

Ensure that each summary clearly indicates the separate email fields and the errors committed as stated under error summaries on the GOV.UK Design System site.

Page title: Your details - GOV.UK / What is your e-mail address

URL: https://jurordemopublic.clouddev.online/steps/02-your-details/date-of-birth

Screen Shot:

When users commit errors on the "What is your date of birth" page they are presented each error above the Day, Month and Year fields; this does not conform to the GOV.UK Design System guidelines which stipulates that a single error should only be presented above each field.

Current Code Ref(s):

```
<span id="dateOfBirth-error" class="govuk-error-message">
    <span class="govuk-visually-hidden">Error:</span>


                <span class="govuk-error-message dateOfBirthErrorMessage"
id="dobDayErrorMessage">
                    <span class="govuk-visually-hidden">Error: </span>
                    Please enter the day you were born
                </span>


                <span class="govuk-error-message dateOfBirthErrorMessage"
id="dobMonthErrorMessage">
                    <span class="govuk-visually-hidden">Error: </span>
                    Please enter the month you were born
                </span>
```

```
            <span class="govuk-error-message dateOfBirthErrorMessage"
id="dobYearErrorMessage">
                <span class="govuk-visually-hidden">Error: </span>
                Please enter the year you were born
            </span>


  </span>
```

Screen reader comments:

"With an error committed I discovered that the inline error validation messages were presented as a single block above the 'Day' field. This made it challenging to identify which error had been committed. The GOV.UK Design System suggests that a single message should appear above the 'Day' field indicating an invalid date with a matching error skip link."

Solution:

Ensure that only a single message is presented above the errors committed to ensure users are able to identify what and which error had been committed. It also must be ensured that the error summary reflects the error that has been committed to allow users to clearly identify the mistake that have been made in order to be able to correct it.

The GOV.UK Design System states that "When a user has to enter their answer into multiple fields, such as the day, month and year fields in the date input component, link to the first field that contains an error. If you do not know which field contains an error, link to the first field."

Examples can be found on the [error summary section](#) of the GOV.UK Design System.

Address line - GDS

The address line did not follow the standards set by the GOV.UK Design System.
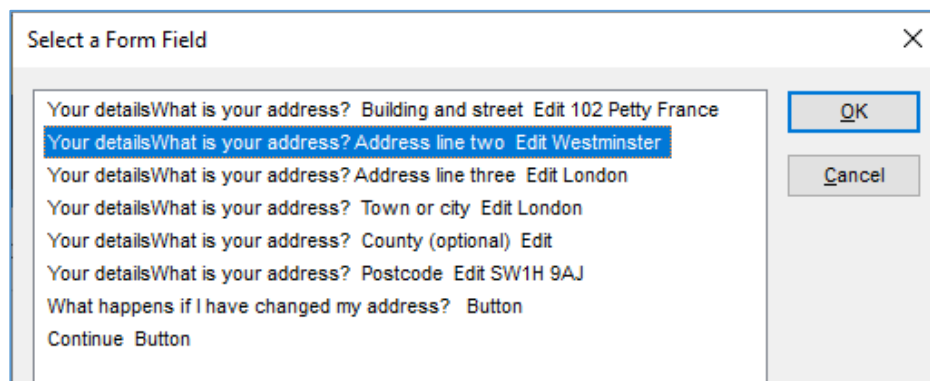
WCAG Reference:
N/A – GDS

Issue ID: DAC_Address_line_issue1

Page title: What is your address?

URL: https://jurordemopublic.clouddev.online/steps/02-your-details/address-change

Screen Shot:

The address lines, although are correctly implemented, do not follow the GOV.UK Design System.

Current Code Ref(s):

```
<div class="govuk-form-group">
  <label class="govuk-label" for="addressLineOne">
    Building and street
  </label>

  <input class="govuk-input" id="addressLineOne" name="addressLineOne"
type="text" value="102 Petty France" autocomplete="off" maxlength="35">
</div>
```

Screen reader comments:

"The address fields did not follow the GOV.UK Design System as the labels for the second and third address fields did not follow the labels suggested within the System."

Solution:

A method is how to implement this method can be found of the GOV design system website: https://design-system.service.gov.uk/patterns/addresses/#multiple-text-inputs

Character count – GDS

If implemented users must be advised of the character limit and whether they have exceeded the limit given.

WCAG Reference:
N/A – GDS

Issue ID: DAC_Character_count_issue1

Page title: Have you lived in the UK, Channel Islands or Isle of Man for five consecutive years since your 13th birthday? - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/03-qualify/residency
This issue is found throughout the site.

Screen Shot:

When providing details for the question "Have you lived in the UK" and selecting the option of "No" a form field with a character limit is presented. Although this is presented clearly, users are not informed of the number of characters remaining; this does not conform to the GOV.UK Design System.

Current Code Ref(s):

```
<span class="govuk-hint govuk-character-count__message">Your answer can be up to
1000 characters.</span>
```

Screen reader comments:

"I found that a character limit occurred for the 'Please provide details' edit field. Although I was informed that a maximum number of characters was available, I was not informed how many characters were remaining which could lead to an incorrect number being submitted. The character count feature does not reflect the GOV.UK Design System which indicates the remaining number of characters and provides an update to users of how many characters remain."

Solution:

Ensure users are informed of the remaining number of characters available to enter into the form field.

More information on character counts can be found on the GOV.UK Design System site.

Examples - GDS

Examples must be provided in a logical way so that people understand their meaning.
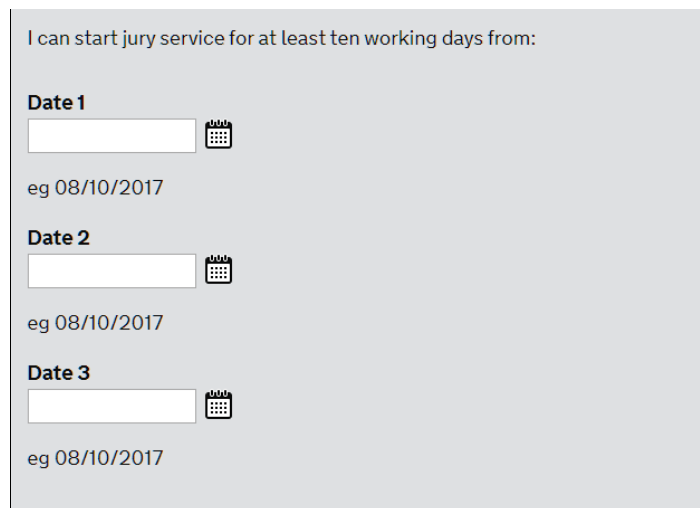
WCAG Reference:
N/A - GDS

Issue ID: DAC_Examples_issue1

Page title: Please give us three dates you could start jury service during the next 12 months - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/04-confirm-date/deferral-dates

Screen Shot:

Each example given for entering dates of availability are located underneath each date field; this is confusing as some users would not be able to identify what each example is related to. This is also confusing for screen reader users as it is important to be provided with this information before entering the form field to minimise potential confusion and errors upon entering data.

Current Code Ref(s):

```
<span class="form-hint">eg 08/10/2017</span>
```

Screen reader comments:

"I found that the example of inputting a date was situated below each field and did not follow the standard example format usually found within the GOV.UK Design System. It would assist users if the example could be located between the field label and edit field and could follow the Design System."

Solution:

Ensure that each example is shown before the form field and that the date fields are marked up as suggested by the GOV.UK Design System.

The date input component should consist of 3 fields to let users enter a day, month and year.

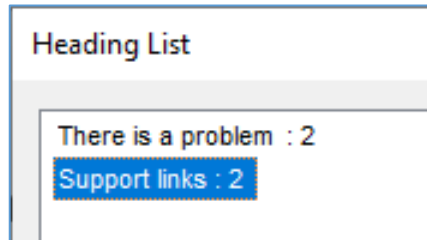The 3 date fields must be grouped together in a <fieldset> with a <legend> that describes them.

Missing heading – Usability

Issue ID: DAC_Missing_heading_issue1

Page title: Are you replying for yourself or for someone else

URL: https://jurordemopublic.clouddev.online/steps/00-responder-type

Screen Shot:

Heading List

There is a problem : 2
Support links : 2

There is bug located throughout service that causes the heading level 1 to be missed by screen reading software, this is due to the heading being located within the legend. Although this may cause issue for some users this is what is recommended by the GOV.UK Design System that should be followed.

Current Code Ref(s):

```
<fieldset class="govuk-fieldset" aria-describedby="thirdParty-error">

  <legend class="govuk-fieldset__legend govuk-fieldset__legend--xl">

    <h1 class="govuk-fieldset__heading">
      Are you replying for yourself or for someone else?
    </h1>

  </legend>
  [...]

  </div>
  </fieldset>
```

Screen reader comments:

"I discovered that the h1 was included within the fieldset of the radio button consistent with the GOV.UK Design System. A known bug is present using JAWS meaning that the h1 is

not recognized by this software, therefore I am unable to locate the h1 on the page which is confusing"

Solution:
There is no known solution for this as it a bug presented due to VoiceOver and JAWS users' dependant on the version used.
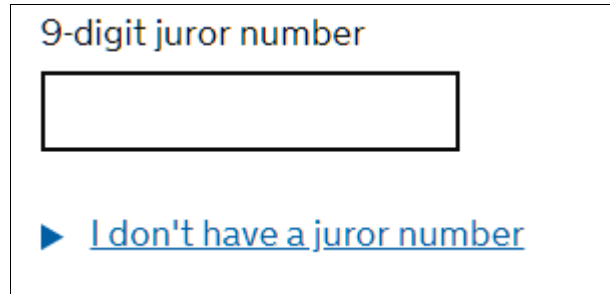
Expandable content – Usability

Issue ID: DAC_Expandable_content_issue1

Page title: Your juror details - GOV.UK

URL: https://jurordemopublic.clouddev.online/steps/01-login

Screen Shot:

9-digit juror number

▶ I don't have a juror number

While navigating using VoiceOver, expandable content does not announce to screen reader users what state it is in whether it is expand or collapsed, nor does it announce that it expandable in the first place, this is due to bug with VoiceOver.

Current Code Ref(s):
```
<details class="govuk-details" role="group">

            <summary class="govuk-details__summary" role="button" aria-
controls="details-content-b330d071-a8aa-4fe3-be96-eb48f34e6c48" aria-
expanded="false">
              <span class="govuk-details__summary-text">

                  I don't have a juror number

</span>
</summary>
</div>
</details>
```

Solution:
This issue is caused by a bug with VoiceOver, removing the role of group will resolve this.

End of Report

Journeys

Login details
https://jurordemopublic.clouddev.online/

User name: JanetHealey

Password: Dyc9839nEc

1st party - straight through and 3rd party deferral documents accompanying this proposal.

Classification of Accessibility Issues

The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AAA:

Status	Description
Pass (P)	The site meets the requirements of the checkpoint.
Fail (L) Low Priority	The site almost meets the requirements of the checkpoint. Only a small number of minor problems were identified. The site fails to meet the requirements against AAA criteria measured against WCAG 2.1
Fail (M) Medium Priority	The site fails to meet the requirements against AA criteria measured against WCAG 2.1
Fail (H) High Priority	The site fails to meet the requirements against A criteria measured against WCAG 2.1 and more severe accessibility issues were identified.
Not Applicable (N/A)	No content was found on the site to which the checkpoint would relate.

Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.

Non-text Content: 1.1.1 All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. (**Level A**)	**Fail (H)**
Audio-only and Video-only (Pre-recorded): 1.2.1 For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such: Understanding Success Criterion 1.2.1 **Pre-recorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content. **Pre-recorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. (**Level A**)	**Not Applicable (N/A)**
Captions (Pre-recorded): 1.2.2 Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (**Level A**)	**Not Applicable (N/A)**
Audio Description or Media Alternative (Pre-recorded): 1.2.3 An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (**Level A**)	**Not Applicable (N/A)**
Captions (Live): 1.2.4 Captions are provided for all live audio content in synchronized media. (**Level AA**)	**Not Applicable (N/A)**

Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. (**Level AA**)	**Not Applicable (N/A)**
Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. (**Level AAA**)	**Not Applicable (N/A)**
Extended Audio Description (Pre-recorded): 1.2.7 Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all pre-recorded video content in synchronized media. (**Level AAA**)	**Not Applicable (N/A)**
Media Alternative (Pre-recorded): 1.2.8 An alternative for time-based media is provided for all pre-recorded synchronized media and for all pre-recorded video-only media. (**Level AAA**)	**Not Applicable (N/A)**
Audio-only (Live): 1.2.9 An alternative for time-based media that presents equivalent information for live audio-only content is provided. (**Level AAA**)	**Not Applicable (N/A)**
Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (**Level A**)	**Fail (H)**
Meaningful Sequence: 1.3.2 When the sequence in which content is presented affects it's meaning, a correct reading sequence can be programmatically determined. (**Level A**)	**Pass (P)**
Sensory Characteristics: 1.3.3 Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (**Level A**)	**Fail (H)**

Orientation : (WCAG 2.1) 1.3.4 Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. **NOTE:** Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. **(Level AA)**	**Pass (P)**
Identify Input Purpose: (WCAG 2.1) 1.3.5 The purpose of each input field collecting information about the user can be programmatically determined when : • 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. **(Level AA)**	**Pass (P)**
Identify Purpose: (WCAG 2.1) **1.3.6** In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined. **(Level AAA)**	**Pass (P)**
Use of Colour: 1.4.1 Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (**Level A**)	**Pass (P)**
Audio Control: 1.4.2 If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. *(Level A)*	**Not Applicable (N/A)**

Contrast (Minimum): 1.4.3 The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: 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. (**Level AA**)	**Pass (P)**
Resize text: 1.4.4 Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (**Level AA**)	**Pass (P)**
Images of Text: 1.4.5 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: Understanding Success Criterion 1.4.5 • 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. (**Level AA**)	**Pass (P)**
Contrast (Enhanced): 1.4.6 The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:	**Pass (P)**

Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; 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. (**Level AAA**)	
Low or No Background Audio: 1.4.7 For pre-recorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: Understanding Success Criterion 1.4.7 • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. **Note**: Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content. (**Level AAA**)	**Not Applicable (N/A)**
Visual Presentation: 1.4.8 For the visual presentation of blocks of text, a mechanism is available to achieve the following: Understanding Success Criterion 1.4.8 1. Foreground and background colours can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.	**Pass (P)**

62

5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. (**Level AAA**)	
Images of Text (No Exception): 1.4.9 Images of text are only used for pure decoration or where 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. (**Level AAA**)	**Not Applicable (N/A)**
Reflow: (WCAG 2.1) **1.4.10** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for : • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. **Note**: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. **Note:** Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content. (**Level AA**)	**Pass (P)**
Non-text Contrast (WCAG 2.1) **1.4.11** The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): **User Interface Components** Visual information required to identify user interface components and states, except for inactive components or where the	**Fail (M)**

63

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. **(Level AA)**	
Text Spacing (WCAG 2.1) 1.4.12 presentation of graphics is essential to the information being conveyed. In content implemented using mark-up languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script. **(Level AA)**	**Pass (P)**
Content on Hover or Focus (WCAG 2.1) 1.4.13 Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: **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	**Fail (M)**

The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.

Note

Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.

Note

Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.

(Level AA)

Principle 2: Operable – User interface components and navigation must be operable.

Keyboard: 2.1.1 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. **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. **(Level A)**	**Pass (P)**
No Keyboard Trap: 2.1.2 If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. **(Level A)**	**Pass (P)**
Keyboard (No Exception): 2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (**Level AAA**)	**Pass (P)**
Character Key Shortcuts (WCAG 2.1): 2.1.4 If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:	**Not Applicable (N/A)**

Turn off A [mechanism](#) is available to turn the shortcut off; **Remap** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc); **Active only on focus** The keyboard shortcut for a [user interface component](#) is only active when that component has focus. **(Level A)**	
Timing Adjustable: [2.2.1](#) For each time limit that is set by the content, at least one of the following is true: **Turn off:** The user is allowed to turn off the time limit before encountering it; or **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or **Real-time Exception:** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or Essential Exception: The time limit is [essential](#) and extending it would invalidate the activity; or **20 Hour Exception:** The time limit is longer than 20 hours. **Note:** This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with [Success Criterion 3.2.1](#), which puts limits on changes of content or context as a result of user action. **(Level A)**	**Not Applicable (N/A)**

Pause, Stop, Hide: 2.2.2 **For moving, blinking, scrolling, or auto-updating information, all of the following are true:** Understanding Success Criterion 2.2.2 **Moving, blinking, scrolling**: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. **Note 1:** For requirements related to flickering or flashing content, refer to Guideline 2.3. **Note 2:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. **Note 3:** Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. **Note 4:** An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. **(Level A)**	**Not Applicable (N/A)**
No Timing: 2.2.3 Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. **(Level AAA)**	**Not Applicable (N/A)**

Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (**Level AAA**)	**Not Applicable (N/A)**
Re-authenticating: 2.2.5 When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (**Level AAA**)	**Not Applicable (N/A)**
Timeouts (WCAG 2.1): **2.2.6** Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions. **Note** Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion. (**Level AAA**)	**Not Applicable (N/A)**
Three Flashes or Below Threshold: 2.3.1 Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. (**Level A**)	**Pass (P)**
Three Flashes: 2.3.2 Web pages do not contain anything that flashes more than three times in any one-second period. (**Level AAA**)	**Pass (P)**

Animation from Interactions (WCAG 2.1): 2.3.3 Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed. **(Level AAA)**	**Not Applicable (N/A)**
Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. **(Level A)**	**Pass (P)**
Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. **(Level A)**	**Pass (P)**
Focus Order: 2.4.3 If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. **(Level A)**	**Pass (P)**
Link Purpose (In Context): 2.4.4 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)**	**Fail (H)**
Multiple Ways: 2.4.5 More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. **(Level AA)**	**Pass (P)**
Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. **(Level AA)**	**Pass (P)**

Focus Visible: 2.4.7 Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (**Level AA**)	**Pass (P)**
Location: 2.4.8 Information about the user's location within a set of Web pages is available. (**Level AAA**)	**Pass (P)**
Link Purpose (Link Only): 2.4.9 A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (**Level AAA**)	**Fail (L)**
Section Headings: 2.4.10 Section headings are used to organize the content. **Note 1:** "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. **Note 2:** This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2. (**Level AAA**)	**Fail (L)**
Pointer Gestures (WCAG 2.1) : 2.5.1 All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. **Note** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). (**Level A**)	**Pass (P)**

71

Pointer Cancellation (WCAG 2.1): 2.5.2 For functionality that can be operated using a single pointer, at least one of the following is true: **No Down-Event** The down-event of the pointer is not used to execute any part of the function; **Abort or Undo** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; **Up Reversal** The up-event reverses any outcome of the preceding down-event; **Essential** Completing the function on the down-event is essential. **Note** Functions that emulate a keyboard or numeric keypad key press are considered essential. **Note** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level A)**	**Pass (P)**
Label in Name (WCAG 2.1): **2.5.3** For user interface components with labels that include text or images of text, the name contains the text that is presented visually. **Note** A best practice is to have the text of the label at the start of the name. **(Level A)**	**Pass (P)**
Motion Actuation (WCAG 2.1): **2.5.4** Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: **Supported Interface**	**Pass (P)**

The motion is used to operate functionality through an accessibility supported interface; **Essential** The motion is essential for the function and doing so would invalidate the activity. **(Level A)**	
Target Size (WCAG 2.1): **2.5.5** The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: **Equivalent** The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; **Inline** The target is in a sentence or block of text; **User Agent Control** The size of the target is determined by the user agent and is not modified by the author; **Essential** A particular presentation of the target is essential to the information being conveyed. **(Level AAA)**	**Pass (P)**
Concurrent Input Mechanisms (WCAG 2.1): **2.5.6** Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings. **(Level AAA)**	**Pass (P)**

Principle 3: Understandable – Information and the operation of user interface must be understandable.

Language of Page: 3.1.1 The default human language of each Web page can be programmatically determined. (**Level A**)	**Pass (P)**
Language of Parts: 3.1.2 The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (**Level AA**)	**Pass (P)**
Unusual Words: 3.1.3 A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (**Level AAA**)	**Pass (P)**
Abbreviations: 3.1.4 A mechanism for identifying the expanded form or meaning of abbreviations is available. (**Level AAA**)	**Pass (P)**
Reading Level: 3.1.5 When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (**Level AAA**)	**Pass (P)**
Pronunciation: 3.1.6 A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (**Level AAA**)	**Pass (P)**

74

On Focus: 3.2.1 When any component receives focus, it does not initiate a change of context. (**Level A**)	**Pass (P)**
On Input: 3.2.2 Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. (**Level A**)	**Pass (P)**
Consistent Navigation: 3.2.3 Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (**Level AA**)	**Pass (P)**
Consistent Identification: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (**Level AA**)	**Pass (P)**
Change on Request: 3.2.5 Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (**Level AAA**)	**Pass (P)**
Error Identification: 3.3.1 If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (**Level A**)	**Pass (P)**
Labels or Instructions: 3.3.2 Labels or instructions are provided when content requires user input. (**Level A**)	**Fail (H)**
Error Suggestion: 3.3.3 If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (**Level AA**)	**Pass (P)**

75

Error Prevention (Legal, Financial, Data): 3.3.4 For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AA**)	**Pass (P)**
Help 3.3.5 Context-sensitive help is available. • Provide instructions and cues in context to help inform completion and submission. (**Level AAA**)	**Pass (P)**
Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true: **Reversible:** Submissions are reversible. **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AAA**)	**Pass (P)**

Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies	
Parsing: 4.1.1 In content implemented using mark-up 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. **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. (**Level A**)	**Pass (P)**
Name, Role, Value: 4.1.2 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. **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. (**Level A**)	**Pass (P)**
Status Messages (WCAG 2.1) 4.1.3 In content implemented using mark-up languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. (**Level AA**)	**Pass (P)**

Appendix III

The Process

The website is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) to give an accurate feedback on any non-compliant issues. To attain our standard accreditation all A and AA criteria must be achieved.

To give a more accurate review of the website the DAC team employ two differing testing processes.

The first is a manual technical audit using automated tools and the second a dedicated team of user testers with differing disabilities test using a range of adaptive technologies. The findings of both testing teams are then combined to give the client far more accurate feedback on the website.

By using the testing team in conjunction with an automated procedure a more accurate set of results are made available.

This report combines technical auditing with disabled user feedback. The test does not list each specific area that requires change but highlights patterns of problems where they exist. Each section of the report includes a qualifying statement of pass, fail or recommendation to help developers quickly identify which parts of the website need the most urgent attention.

CRITERIA

Pass

This means that for this section of the report, the website meets the expectations of the testing team and that there were no major issues encountered that would significantly affect their browsing experience.

Fail

Websites that have one or more issues will have a fail flagged for that section. There will be a list of actions that the developers need to address to make sure that the website meets the expectations of the DAC testing team.

Not Applicable

The technology or criteria measured against is not present on the website.

DAC Testing Procedure

The website is tested by a team of experienced auditors, many of who are disabled individuals and users of adaptive technology. The combination of subjective pan-disability user feedback and comprehensive technical auditing allows us to measure how the website performs technically and practically, thereby offering an essential added dimension to our test results that other methods of testing cannot provide.

User Testing

Manual accessibility checking was conducted by a team of disabled individuals, using a range of adaptive technologies (hardware and software designed to facilitate the use of computers by people with disabilities). This may include:

NVDA: a screen reader and application used by those who are blind.

ZoomText: a magnification application used by those with low vision.

JAWS: a screen reader used by blind people to access pages.

Dragon Naturally Speaking: voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.

Switch Access: used by those with severe mobility impairments to input commands to a computer.

Keyboard Only: some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.

Readability: Manual checks were made to assess the suitability of a page for those with colour blindness and dyslexia.

Deaf/Hard of hearing: Manual checks were made to assess the suitability of a page for those with hearing impairments.

Learning difficulties: Manual checks were made to assess the suitability of a page for those with learning difficulties.

Technical Auditing

Technical auditing involves the experienced application of a number of technical auditing and standards compliance assessment tools. This combined with an extensive knowledge of WCAG, its application and wider global practice provides the DAC website with further credibility and quality.