Digital Accessibility Centre
Accessibility Design Review Report for ACAS 'Find a solution to your employment dispute' Prototype

Company	ACAS
Date	1st February 2022
DAC Ref.	000900
Version	v1.0 Final
Standard	WCAG 2.1

Document Control

Service:	Find a solution to your employment dispute
Client:	ACAS
Project lead:	James O'Kane
Technical Auditing Report Author:	James O'Kane
Quality checked by:	Dan Jolley
Address:	Digital Accessibility Centre Stephen Lloyd Suite (Unit 18) D'arcy Business Park Llandarcy Neath SA10 6FG
Contact details:	Gavin.evans@digitalaccessibilitycentre.org 079366 85804 Cam.nicholl@digitalaccessibilitycentre.org 07597 690358
Phone:	01792 815267
Date of audit:	31st January 2022
Date Report Issued:	1st February 2022

Contents

Executive Summary

An accessibility design review for ACAS 'Find a solution to your employment dispute' service prototype was carried out by the Digital Accessibility Centre (DAC) on 31st January 2022.

The service 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.
The issues reported are examples of any assistive technology barriers which were encountered during accessibility testing, and information has been provided detailing how to resolve them.
Please note additional instances of these barriers may exist in other pages of the service; wherever these barriers are present, they will also need to be resolved.

Many of the potential accessibility barriers relate to low contrast colour combinations that are likely to be difficult for people with low vision to read. As people perceive colour and contrast to different degrees, developers must take care to ensure that colour contrast meets the minimum contrast requirements.

One potential accessibility barrier was encountered that could impact multiple user groups; when validation errors occur related to the 'Email address' input fields, an error message is displayed briefly but does not remain present on the page. This means that some users may not have time to read and understand the error message when it is displayed.

Usability feedback has been provided which describes various aspects of the website that, although do not fail to meet the success criteria, could be improved to benefit the overall user experience. This includes some components and/ or page patterns that do not conform with GOV.UK Design System recommendations.

Audit Summary

The report details the issues that have been identified with the service. To meet government accessibility requirements, and comply with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 it is important to ensure that the service meets level AA of the [Web Content Accessibility Guidelines 2.1](#) (WCAG 2.1) as a minimum and all WCAG 2.1 level A and AA issues listed are resolved.

For the service to be AAA compliant, all issues listed as WCAG 2.1 level AAA must also be addressed.

We highly recommend that all issues from the [Usability feedback](#) section of the report are also addressed to ensure a fully accessible, usable, and inclusive service.

A

[Labels or Instructions](#)

AA

[Low Non-Text Contrast](#)
[Missing Visible Focus Indicator](#)

AAA

[Colour Contrast Enhanced](#)

Scope

Tasks

Brief Task and/or URLs are listed below along with the specific browser and AT set.

"We've put together a clickable prototype that we'd like to have accessibility tested."
URL: https://acas2-alpha.herokuapp.com
Username and Password are required.

This is a re-design of the tell service - https://tell.acas.org.uk (this URL is not to be tested).

Audit Results

These are the results of the Digital Accessibility Centre accessibility audit organised by A, AA, AAA priorities.

Each area contains a reference to the WCAG 2.1 success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.

High Priority WCAG Level A

The following section contains areas that failed to meet WCAG 2.1 A. For the website to fall in line with WCAG 2.1 requirements, all A issues must be resolved.

Labels or Instructions

An error message is displayed briefly when validation errors occur.

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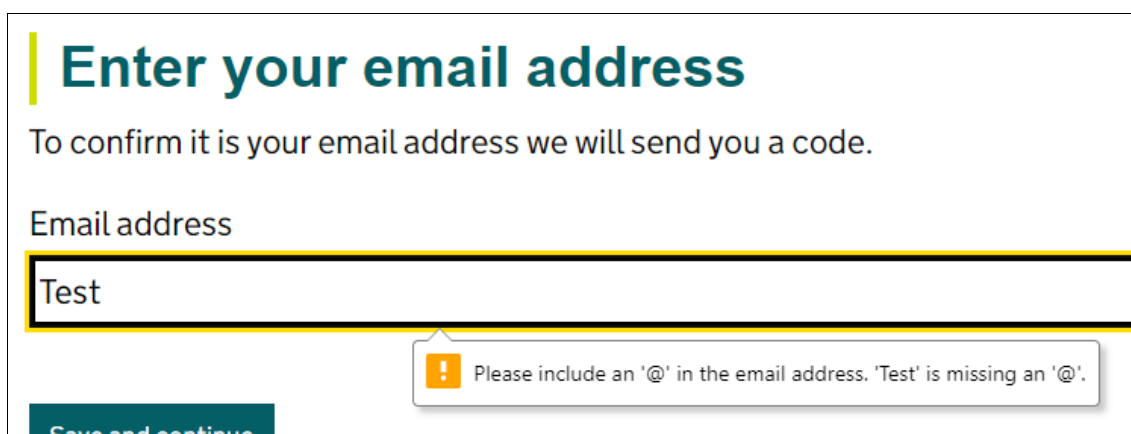Understanding Labels or Instructions | How to Meet Labels or Instructions

Issue ID: DAC_Labels_or_Instructions_01

URL: https://acas2-alpha.herokuapp.com/page-one-email?phone-number=test&label-as-page-heading=Test
Page title: GOV.UK Prototype Kit
Main heading: Enter your email address

Screenshot:

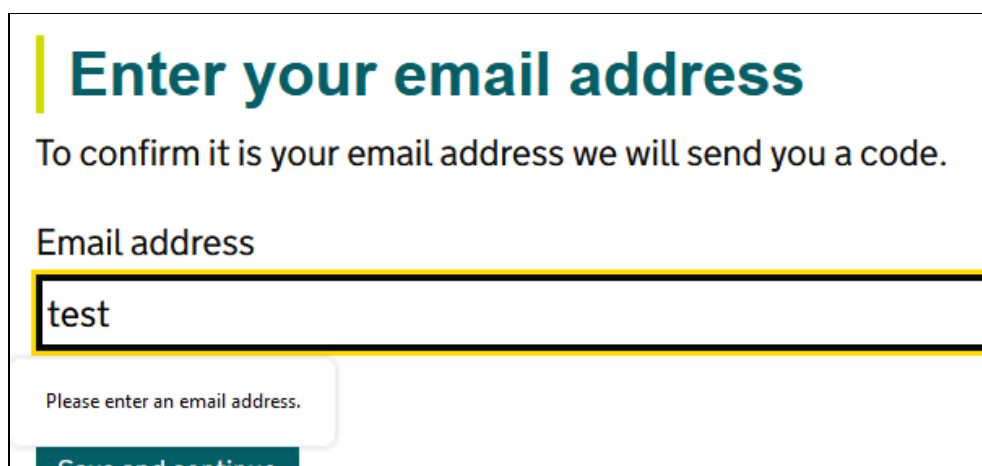When validation errors occur related to the 'Email address' input field, an error message is displayed briefly but does not remain present on the page. This means that some users may not have time to read and understand the error message when it is displayed.

Current code ref(s):

#main-content > div > div > form > div

```
<div class="govuk-form-group">
<label class="govuk-label" for="email">
Email address
</label>
<input class="govuk-input" id="email" name="claimant-email" type="email"
spellcheck="false" aria-describedby="email-hint" autocomplete="email">
</div>
```

Examples of additional instances:

Additional instances of this issue exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

URL: https://acas2-alpha.herokuapp.com/a-email
Page title: GOV.UK Prototype Kit
Main heading: Enter your email address

Solution:

Ensure error messages are presented to users in text that does not disappear after a short period of time.

To conform with Error message – GOV.UK Design System recommendations when implementing error message components, consider the following:

- Display an error message in text between the label and the input field.
- As the error relates to specific text fields within the question, use a red border to visually connect the message and the question it belongs to.
- Include a hidden 'Error:' before the error message to help screen reader users who will hear, for example, "Error: Enter an email address".

To conform with Error summary - GOV.UK Design System recommendations, consider implementing error summary components when validation errors occur. For example:

- Add 'Error: ' to the beginning of the page title attribute when validation errors occur.
- Implement a level-two heading 'There is a problem' to introduce a list of skip links that direct users to the corresponding input fields.
- The error summary heading should receive keyboard focus when errors occur
- Show the same error summary messages next to the inputs with errors

This will help users identify where validation errors occur on the page and how to fix them.

Medium Priority WCAG Level AA

The following section contains areas that failed to meet WCAG 2.1 AA. For the website to fall in line with WCAG 2.1 requirements, all A and AA issues must be resolved.

Low Non-Text Contrast

The presentation of some meaningful graphics has insufficient colour contrast.

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

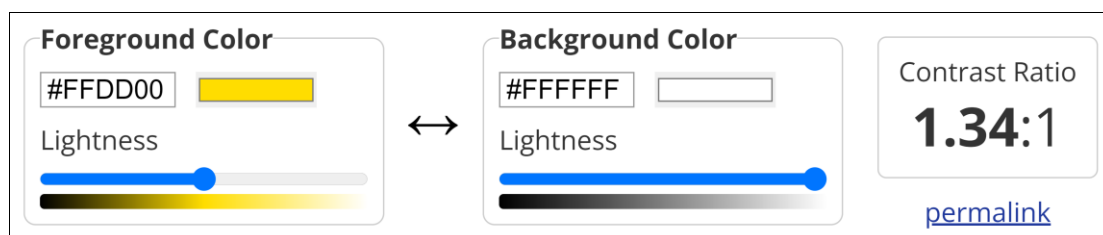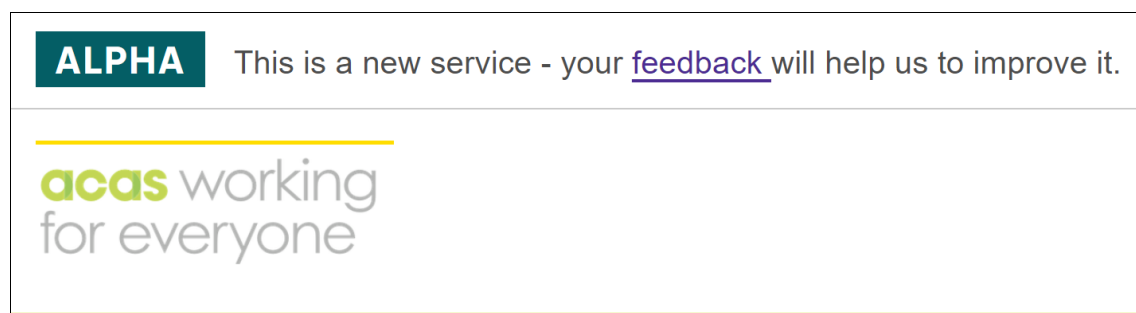| Issue ID: DAC_Low_Non-Text_Contrast_01 |
| --- |

URL: https://acas2-alpha.herokuapp.com/start-page
Page title: GOV.UK Prototype Kit
Main heading 'Find a solution to your employment dispute' – 'Start' page pattern

Screenshot:
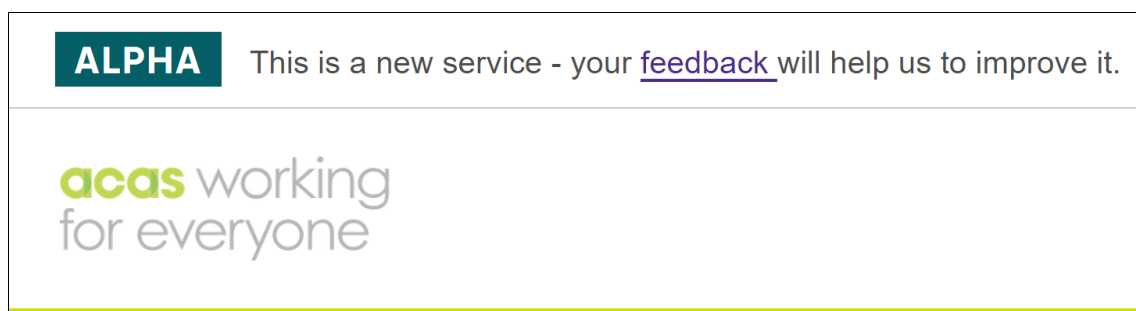
The focus state of the 'acas working for everyone' image link has insufficient colour contrast of approximately 1.34:1 (foreground colour: #FFDD00, background colour: #FFFFFF). The expected minimum contrast ratio of meaningful graphics is 3:1.

Current code ref(s):

#block-sitebranding > a

```
<a class="logo navbar-btn pull-left" href="https://www.acas.org.uk/" title="Home"
rel="home">
<img src="/public/images/acas.png" alt="Home" style="width:250px; height:70px;
margin-left:-10px">
</a>
```

Solution:

Ensure that the focus state of user components such as controls or meaningful graphics are distinguishable by people with vision impairments. The visual presentation of meaningful graphics must have a minimum contrast ratio of 3:1 against adjacent colours. Please refer to Colour - GOV.UK Design System and Understanding focus state styles – GOV.UK Design System.

Missing Visible Focus Indicator

Some Interactive page elements are not highlighted by a visible focus indicator.

WCAG Reference:
2.4.7 Focus Visible (Level AA)
[Understanding Focus Visible](#) | [How to Meet Focus Visible](#)

Issue ID: DAC_Missing_Visible_Focus_Indicator_01

URL: https://acas2-alpha.herokuapp.com/task-list?respondent-job=#respondent-detailst
Page title: Task list
Main heading: Provide information to start early conciliation

Screenshot:

The 'Remove' element related to '3.Enter details of who the claim is against' are not highlighted by a visible focus indicator when in focus. This means that keyboard only users may struggle to determine where their focus is on the page.

Current code ref(s):
#dynamicInput > div > li > strong
```
<strong class="govuk-tag- govuk-tag--grey- app-task-list__tag- "
style="float:right;"> <a href="#ep" style="color:#fff; padding:5px; background-
color: #d4351c; box-shadow: 0 2px 0 #55150b; font-size:.8em; text-decoration:none"
onclick="this.parentNode.parentNode.remove();"> Remove </a></strong>
```

Solution:
Ensure that interactive page elements are highlighted by a visible focus indicator when in focus. This will enable keyboard only users to determine where their focus is on the page when navigating via keyboard commands. Please refer to the [Understanding focus state styles – GOV.UK Design System](#).

Low Priority WCAG Level AAA

The following section contains areas that failed to meet WCAG 2.1 AA. For the website to fall in line with WCAG 2.1 requirements, all A, AA, and AAA issues must be resolved.

Colour Contrast Enhanced

Some users found some text content difficult to read due to the colour contrast of foreground and background colours.

WCAG Reference:
 1.4.6 Contrast (Enhanced) (Level AAA)
[Understanding Contrast (Enhanced)](#) | [How to Meet Contrast (Enhanced)](#)

Issue ID: DAC_Colour_Contrast_Enhanced_01

URL: https://acas2-alpha.herokuapp.com/start-page
Page title: GOV.UK Prototype Kit
Main heading 'Find a solution to your employment dispute' – 'Start' page pattern

Screenshot:
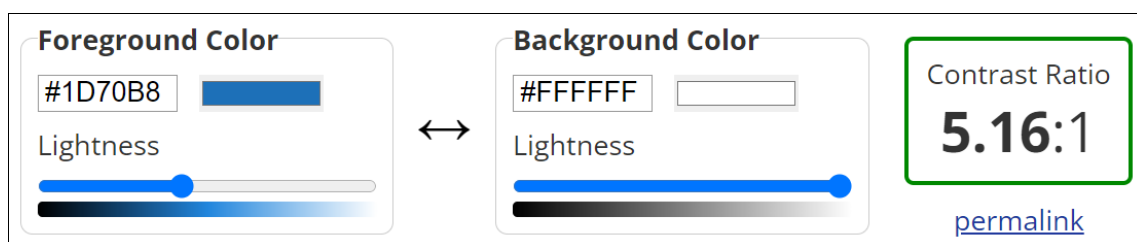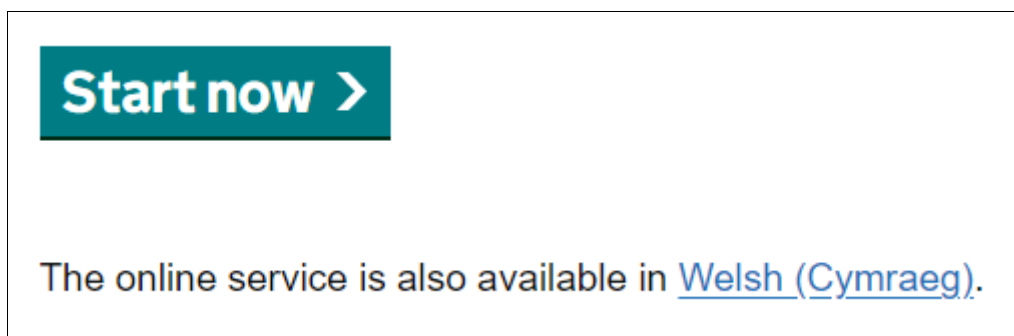
Some users may struggle to read link text (i.e. 'Welsh (Cymraeg)') due to the low contrast of foreground and background colours (foreground: #1d70b8; background: #FFFFFF; point size: 14.25pt (19px); weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 7:1. This applies to every instance where this colour combination occurs.

Current code ref(s):

```
#main-content > div > div.govuk-grid-column-two-thirds > p:nth-child(6) > a
<a href="#">Welsh (Cymraeg)</a>
```

```
.govuk-link:link, a:link, .app-step-nav-header__title:link, .app-step-nav-
related__link:link {
color: #1d70b8;
}
```

Solution:

Ensure that the contrast between text and the background is in accordance with WCAG 2.1 recommendations:

- If the text is not bold and its size is less than 18pt then it must meet a minimum colour contrast ratio of 7:1 to Pass AAA.
- If the text is not bold and its size is at least 18pt then it must meet a minimum colour contrast ratio of 4.5:1 to Pass AAA.
- If the text is bold and its size is less than 14pt then it must meet a minimum colour contrast ratio of 7:1 to Pass AAA.
- If the text is bold and its size is at least 14pt then it must meet a minimum colour contrast ratio of 4.5:1 to Pass AAA.

Where text is not bold, and its size is less than 18pt then it must meet a minimum colour contrast ratio of 7:1 to Pass AAA. Consider increasing the contrast between foreground and background colours or font size or weight to help users distinguish content and read text easily.

URL: https://acas2-alpha.herokuapp.com/task-list?respondent-job=#respondent-detailst
Page title: Task list
Main heading: Provide information to start early conciliation

Screenshot:

3. Enter details of who the claim is against

Organisation or person   NOT STARTED

Second organisation or person   Remove

Add another organisation or person

Foreground Color — #FFFFFF — Lightness

↔

Background Color — #D4351C — Lightness

Contrast Ratio **4.85**:1

permalink

The 'Remove' element related to '3.Enter details of who the claim is against' has insufficient colour contrast of 4.85:1 (foreground: #FFFFFF; background: #D4351C; point size: 13.5375pt (18.05px); weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 7:1. This applies to every instance where this colour combination occurs.

Current code ref(s):

#dynamicInput > div > li > strong

```
<strong class="govuk-tag- govuk-tag--grey- app-task-list__tag- "
style="float:right;"> <a href="#ep" style="color:#fff; padding:5px; background-
color: #d4351c; box-shadow: 0 2px 0 #55150b; font-size:.8em; text-decoration:none"
onclick="this.parentNode.parentNode.remove();"> Remove </a></strong>
```

Solution:
Ensure that the contrast between text and the background is in accordance with WCAG 2.1 recommendations:

- If the text is not bold and its size is less than 18pt then it must meet a minimum colour contrast ratio of 7:1 to Pass AAA.
- If the text is not bold and its size is at least 18pt then it must meet a minimum colour contrast ratio of 4.5:1 to Pass AAA.
- If the text is bold and its size is less than 14pt then it must meet a minimum colour contrast ratio of 7:1 to Pass AAA.
- If the text is bold and its size is at least 14pt then it must meet a minimum colour contrast ratio of 4.5:1 to Pass AAA.

Where text is not bold, and its size is less than 18pt then it must meet a minimum colour contrast ratio of 7:1 to Pass AAA. Consider increasing the contrast between foreground and background colours or font size or weight to help users distinguish content and read text easily.

Usability feedback

The following section contains feedback from our analysts that although do not fail to meet WCAG 2.1 may prove challenging for users of the service.

Unfamiliar Elements

The function or purpose of some elements may be unfamiliar to some users.

Reference:
Usability & GOV.UK Design System requirement

Issue ID: DAC_Usability_Unfamiliar_Elements_01

URL: https://acas2-alpha.herokuapp.com/start-page
Page title: GOV.UK Prototype Kit
Main heading 'Find a solution to your employment dispute' – 'Start' page pattern

Screenshot:

The address under the heading 'Notify by post' on the 'Start' page includes icon elements that may not be understood by some users.

We assume these are placeholder elements in lieu of images/ icons; ensure elements are displayed correctly to help people understand the function or purpose of the element.

Current code ref(s):
#before-you-start > div.gem-c-govspeak.govuk-govspeak > div > p:nth-child(9)

```
<p> EC Notifification⌷SEP⌷<br>
Acas (DEC)⌷SEP⌷<br>
PO BOX 0279⌷SEP⌷<br>
Nottingham⌷SEP⌷<br>
NG2 9PE</p>
```

Solution:
Ensure that all visual content is correctly displayed to prevent unnecessary confusion.

GOV.UK Focus State Indicator

The focus state of some elements does not conform with GOV.UK Design System recommendations.

WCAG Reference:
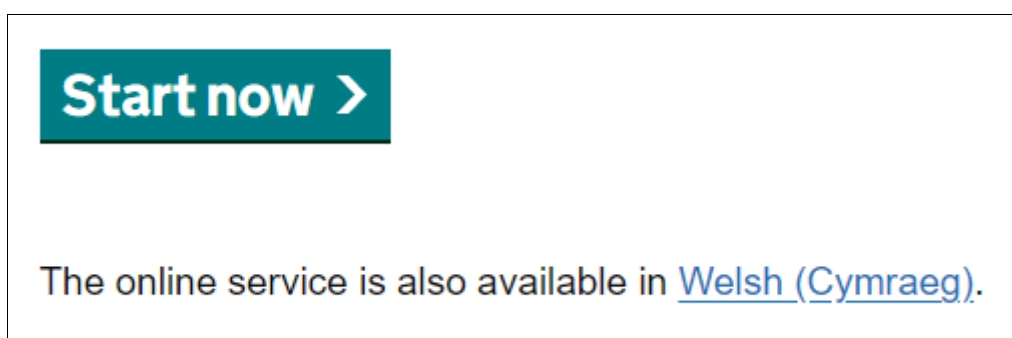Usability & GOV.UK Design System requirement

Issue ID: DAC_GOV.UK_Focus_State_Indactor_01

URL: https://acas2-alpha.herokuapp.com/start-page
Page title: GOV.UK Prototype Kit
Main heading 'Find a solution to your employment dispute' – 'Start' page pattern

Screenshot:

The focus state of some elements throughout the service does not conform with GOV.UK Design System recommendations:

- 'feedback' link
- 'Welsh (Cymraeg)' link
- 'download a paper version of the form' link
- 'Find a solution to your employment dispute : step by step' link
- List of 8 footer navigation links (e.g., 'Clear data').

This appears to be consistent of link text focus throughout the service.

Example code ref(s):
#main-content > div > div.govuk-grid-column-two-thirds > p:nth-child(6) > a
```
<a href="#">Welsh (Cymraeg)</a>
```

Solution:

To conform with the GOV.UK Design System recommendations, consider only using the 'Focus state' colour ($govuk-focus-colour #ffdd00) to indicate which element is focused on. For example, when a user tabs to an element with their keyboard. For more information please visit Colour - GOV.UK Design System, Focus state and Understanding focus state styles – GOV.UK Design System.

GOV.UK Start Page Pattern

The 'Start now' button colour does not conform with GOV.UK Design System recommendations.

WCAG Reference:
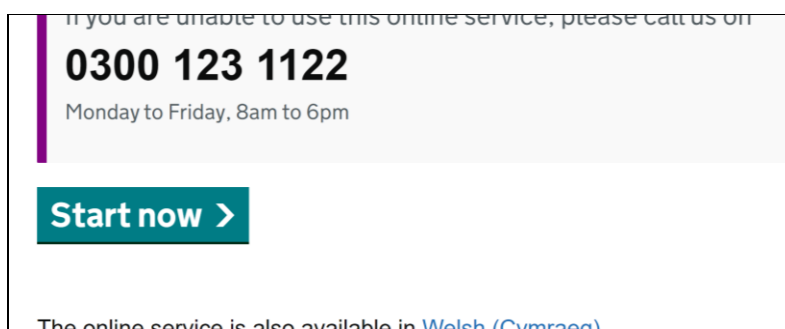Usability & GOV.UK Design System requirement

Issue ID: DAC_Usability_GOV.UK_Start_Page_Pattern_01

URL: https://acas2-alpha.herokuapp.com/start-page
Page title: GOV.UK Prototype Kit
Main heading 'Find a solution to your employment dispute' – 'Start' page pattern

Screenshot:

The 'Start now' button colour does not conform with GOV.UK Design System 'Start' page pattern recommendations. This issue also applies to 'Save and continue' buttons encountered throughout the service.

Current code ref(s):
#get-started > a

```
<a class="gem-c-button govuk-button govuk-button--start acas-branding"
role="button" rel="external" data-module="cross-domain-tracking" data-tracking-
code="UA-43414424-1" data-tracking-name="transactionTracker" href="a-01-
represent">  Start now
<svg class="govuk-button__start-icon govuk-!-display-none-print"
xmlns="http://www.w3.org/2000/svg" width="17.5" height="19" viewBox="0 0 33 40"
role="presentation" focusable="false">
<path fill="currentColor" d="M0 0h13l20 20-20 20H0l20-20z"></path>
</svg>
</a>
```

Solution:
To conform with GOV.UK Design System recommendations, consider implementing 'Start now' buttons using the Success state colour ($govuk-success-colour) #00703c.
Please refer to:
- [Colour – GOV.UK Design System](#)
- [Start pages – GOV.UK Design System](#)
- [Button – GOV.UK Design System](#)

Another number

Users cannot remove 'Another number' input fields once they have been added.

WCAG Reference:
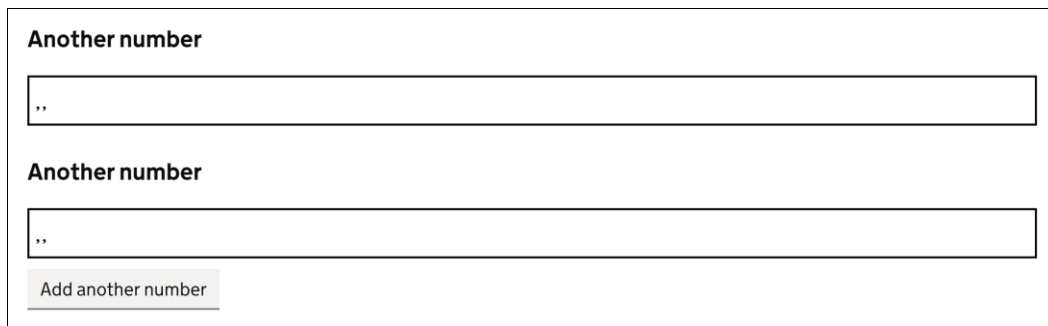Usability & GOV.UK Design System requirement

Issue ID: DAC_Usability_Another_number_01

URL: https://acas2-alpha.herokuapp.com/page-one-phone
Page title: GOV.UK Prototype Kit
Main heading: Enter your phone number

Screenshot:

When 'Another number' has been added, there doesn't appear to be a means of removing the addition input fields if they have been added in error.

Current code ref(s):
#phone-name
```
<input class="govuk-input" id="phone-name" name="phone-number" type="text"
spellcheck="false" autocomplete="name" value=",,">
```

Solution:
Consider providing users with the means of removing 'Another number' input fields when they are added.

GOV.UK Confirmation page pattern

The confirmation page pattern does not conform with GOV.UK Design System. recommendations.

WCAG Reference:
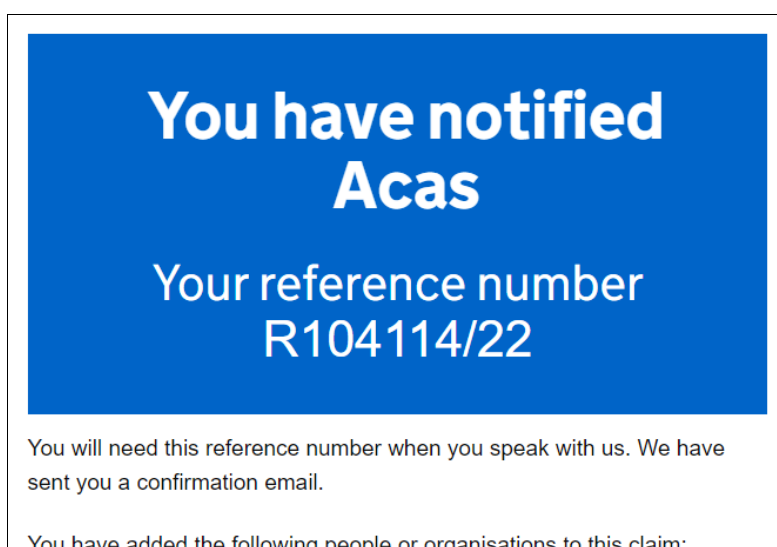Usability & GOV.UK Design System requirement

Issue ID: DAC_GOV.UK_Confirmation_page_pattern_01

URL: https://acas2-alpha.herokuapp.com/confirmation
Page title: Confirmation page example
Main heading: You have notified Acas

Screenshot:

The 'You have notified Acas' success message background colour does not conform with GOV.UK Design System confirm page pattern recommendations.

Current code ref(s):
#main-content > div > div > div

```
<div class="govuk-panel govuk-panel--confirmation" style="background:#0064C8
!important">
<h1 class="govuk-panel__title" style="color:#fff !important; border:0px!important
">You have notified Acas</h1>
<!-- You haveApplication complete -->
<div class="govuk-panel__body">
Your reference number<br><strong>R104114/22</strong>
</div>
</div>
```

```
element.style {
background: #0064C8 !important;
}
```

Solution:

To conform with GOV.UK Design System confirmation page pattern recommendations, consider using the Success state ($govuk-success-colour) #00703c for success messages as is demonstrated by [Confirmation pages – GOV.UK Design System](#).

End of Report