Web**Usability**

LCC Changing Futures Portal Accessibility Audit

30th August 2022

Table of Contents

Web Usability

Background and methodology

Web **Usability**

Background

- Over 1 in 5 potential UK consumers have a disability with approximately 73% having experienced barriers on more than a quarter of websites they visited.

- All websites should be accessible to disabled users, not only for ethical and commercial considerations, but also for legal. The Equality Act 2010 (EQA) prohibits discrimination from providers of services, good and facilities (EQA Section 21(1)).

- W3C set out guidelines for accessibility good practice. These are detailed in their [Web Content Accessibility Guidelines](#) (WCAG) and are regarded by the digital industry as being a good standard against which to benchmark the accessibility of websites, in order to comply with the requirements of the 2010 Equality Act

- There are multiple iterations of WCAG: 2.0 released in 2008, 2.1 released in 2018 and 2.2, predicted to be released in December 2022.

- Since September 2018, Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 specifies that public sector sites must conform to WCAG 2.1 at AA standard.

Web Usability

Importance

- Meeting the WCAG 2.2 guidelines at Level AA should ensure that most disabled users can use the site without major difficulty.

- In addition, it should make the site easier to use for all users.

- In many cases, users with disabilities shine a spotlight on issues that all users are likely to experience but might otherwise be hard to spot.

- Organisations who demonstrate a commitment to meeting the needs of disabled users are likely to reap the benefits of being seen to be corporately and socially responsible.

- Therefore, meeting the WCAG standard has much greater benefits than just ticking a box to avoid the, highly unlikely, possibility of action under the Equality Act.
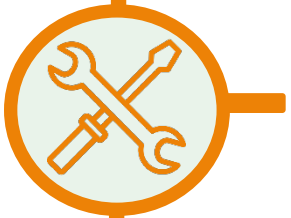
Web Usability
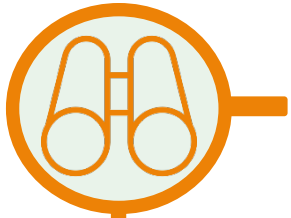
Methodology

The website was manually assessed against the WCAG 2.2 Guidelines to Level A & AA using the WCAG Evaluation Methodology (EM).

This involved exploration of the site using assistive technologies: JAWS and NVDA screen readers; ZoomText and native browser screen magnifiers and speech recognition software.

The website was also inspected for visual issues and HTML, CSS and ARIA mark-up issues.

In addition the site was reviewed on mobile devices using VoiceOver (iOS) and TalkBack (Android). Any unique mobile issues have been included in the report.

The website was reviewed on the following browsers: Chrome, Firefox & Edge.

For each failed guideline we show a description of the guideline, why it matters to disabled users and the issue illustrated with examples.

Where appropriate, we also provide workable solutions or recommendations.

In addition, we have provided a page-by-page breakdown of the issues for all the page templates included in the audit.

Web Usability

Pages reviewed

Web Usability

Pages reviewed

The LCC Changing Futures Portal is accessed via this URL:
[Home · Starter Portal (powerappsportals.com)](powerappsportals.com)

A representative sample of pages from this site were reviewed. These were agreed with the project manager ahead of starting the audit.

- Home

- Sign in/Register

- Profile

- Create New Referral form

- Referral summary screen 1

- Referral summary screen 2

- Update Service Users

- Contact us

Web Usability

Summary

Web **Usability**

Summary

- This audit of the Changing Futures portal has identified 8 instances of non-compliance with the 50 WCAG 2.1 success criteria (SC) at Level A & AA.

- The key issues are:
  - Informative images are missing descriptive alt text (SC 1.1.1)
  - Heading elements have not been used correctly to convey page structure (SC 1.3.1)
  - The purpose of links is not always clear (SC 2.4.4)
  - Buttons and links are missing descriptive programmatic labels (SC 4.1.2)

NB[1] We do not check for every possible occurrence of each issue, and not all pages have been included in the audit. When an issue is raised and we have shown how to fix it, *the developers must check for similar issues on all other pages of the website and fix them as well*. That will ensure the best possible accessibility of this website for disabled users, and the likelihood of conformance to the WCAG on all pages.

NB[2] The site has been audited to WCAG 2.1 Level A and AA. There are likely to be a number of additional issues at AAA but these have not been captured in this report.

Web Usability

Overview of guidelines

On the following slides (12-20), a summary of the guidelines has been provided. Included in the table is a pass or fail assessment for each success criterion and the priority of the issue:

Low priority – The issue is a minor or cosmetic one - something is wrong, but users will not be affected too seriously by it

Medium priority – Some user groups will experience significant problems or will find it very frustrating

High priority – Some user groups cannot use part of the site, or perform certain actions, or access certain content

Critical – Some groups of disabled users cannot use important functionality at all due to this issue

NB – new success criteria in WCAG 2.2 are highlighted to distinguish them

Web **Usability**

1.1 Text alternative

1.1	Text alternative	Level	Assessment	Priority
1.1.1	Non-text content	A	Fail	High

1.2 Time based media

1.2	Time based media	Level	Assessment	Priority
1.2.1	Audio-only and Video-only (Prerecorded)	A	Pass	N/A
1.2.2	Captions (Prerecorded)	A	Pass	N/A
1.2.3	Audio Description or Media Alternative (Prerecorded)	A	Pass	N/A
1.2.4	Captions (Live)	AA	Pass	N/A
1.2.5	Audio Description (Prerecorded)	AA	Pass	N/A

Web Usability

1.3 Adaptable

1.3	Adaptable	Level	Assessment	Priority
1.3.1	Info and Relationships	A	Fail	High
1.3.2	Meaningful Sequence	A	Pass	N/A
1.3.3	Sensory Characteristics	A	Pass	N/A
1.3.4	Orientation	AA	Pass	N/A
1.3.5	Identify Input Purpose	AA	Pass	N/A

Web Usability

1.4 Distinguishable

1.4	Distinguishable	Level	Assessment	Priority
1.4.1	Use of Colour	A	Pass	N/A
1.4.2	Audio Control	A	Pass	N/A
1.4.3	Contrast (Minimum)	A	Fail	Low
1.4.4	Resize text	AA	Pass	N/A
1.4.5	Images of Text	AA	Pass	N/A
1.4.10	Reflow	AA	Fail	Low
1.4.11	Non-text Contrast	AA	Pass	N/A
1.4.12	Text Spacing	AA	Pass	N/A
1.4.13	Content on Hover or Focus	AA	Pass	N/A

Web Usability

2.1 Keyboard Accessible

2.1	Keyboard Accessible	Level	Assessment	Priority
2.1.1	Keyboard	A	Pass	N/A
2.1.2	No Keyboard Trap	A	Pass	N/A
2.1.4	Character Key Shortcuts	A	Pass	N/A

2.2 Enough Time

2.2	Enough Time	Level	Assessment	Priority
2.2.1	Timing Adjustable	A	Pass	N/A
2.2.2	Pause, Stop, Hide	A	Pass	N/A

Web Usability

2.3 Seizures & Physical Reactions

2.3	Seizures	Level	Assessment	Priority
2.3.1	Three Flashes or Below Threshold	A	Pass	N/A

2.4 Navigable

2.4	Navigable	Level	Assessment	Priority
2.4.1	Bypass Blocks	A	Pass	N/A
2.4.2	Page Titled	A	Fail	Low
2.4.3	Focus Order	A	Pass	N/A
2.4.4	Link Purpose (In Context)	A	Fail	High
2.4.5	Multiple Ways	A	Pass	N/A
2.4.6	Headings and Labels	AA	Pass	N/A
2.4.7	Focus Visible	A	Pass	N/A
2.4.11	Focus Appearance (Minimum)	AA	Pass	N/A
2.4.13	Page Break Navigation	A	Pass	N/A

Web Usability

2.5 Input Modalities

2.5	Input Modalities	Level	Assessment	Priority
2.5.1	Pointer Gestures	A	Pass	N/A
2.5.2	Pointer Cancellation	A	Pass	N/A
2.5.3	Label in Name	A	Pass	N/A
2.5.4	Motion Actuation	A	Pass	N/A
2.5.7	Dragging Motion	AA	Pass	N/A
2.5.8	Target Size	AA	Pass	N/A

Web Usability

3.1 Readable

3.1	Readable	Level	Assessment	Priority
3.1.1	Language of Page	A	Pass	N/A
3.1.2	Language of Parts	AA	Pass	N/A

3.2 Predictable

3.2	Predictable	Level	Assessment	Priority
3.2.1	On Focus	A	Pass	N/A
3.2.2	On Input	A	Pass	N/A
3.2.3	Consistent Navigation	AA	Pass	N/A
3.2.4	Consistent Identification	AA	Pass	N/A
3.2.6	Consistent Help	A	Pass	N/A
3.2.7	Visible Controls	AA	Pass	N/A

Web Usability

3.3 Input Assistance

3.3	Input Assistance	Level	Assessment	Priority
3.3.1	Error Identification	A	Pass	N/A
3.3.2	Labels or Instructions	A	Pass	N/A
3.3.3	Error Suggestion	AA	Pass	N/A
3.3.4	Error Prevention (Legal, Financial, Data)	AA	Pass	N/A
3.3.7	Accessible Authentication	A	Pass	N/A
3.3.8	Redundant Entry	A	Pass	N/A

Web Usability

4.1 Compatible

4.1	Compatible	Level	Assessment	Priority
4.1.1	Parsing	A	Fail	Low
4.1.2	Name, Role, Value	A	Fail	Critical
4.1.3	Status Messages	AA	Pass	N/A

Web Usability

Guideline fails and recommendations

Web **Usability**

Guideline fails and recommendations

On the following slides (23-49) a detailed breakdown of each of the guideline fails is provided. This includes a summary of the success criterion, why it matters, the issue and our recommended solution. Examples of the fails are also included and prioritised using the following scale:

Low priority – The issue is a minor or cosmetic one - something is wrong, but users will not be affected too seriously by it

Medium priority – Some user groups will experience significant problems or will find it very frustrating

High priority – Some user groups cannot use part of the site, or perform certain actions, or access certain content

Critical – Some groups of disabled users cannot use important functionality at all due to this issue

Web **Usability**

1.1 Text alternative

1.1	Text alternative	Level	Assessment	Priority
1.1.1	Non-text content	A	Fail	High

Web Usability

1.1.1 Image alt text needs review

The guideline

- All non-text content that is presented to the user has a text alternative that serves the equivalent purpose except for the situations listed below.
  - **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose.
  - **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content.
  - **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
  - **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
  - **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
  - **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

Why it matters

- Without useful alternative text, blind users will miss valuable information and branding that is conveyed via images.

- Screen and Braille readers for blind people announce the alt attribute on an <img> element and the <figcaption> elements in figures. If not completed correctly, blind users will have no awareness of these images or figures and consequently miss out on key information.

- When an image is purely decorative, having alt text adds unnecessary complexity to the page for these users
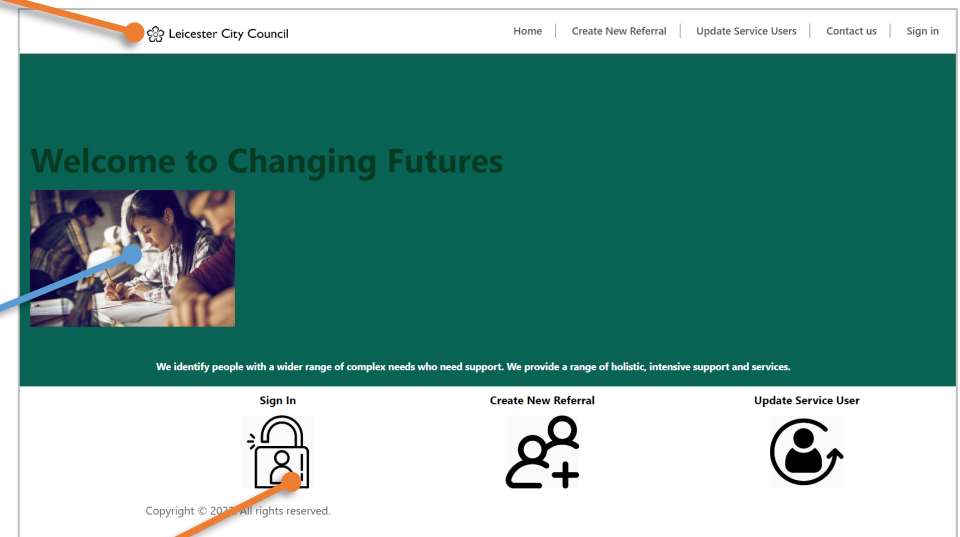
Web Usability

1.1.1 Image alt text needs review

Issue

- The website logo has no alt text. Without useful alternative text, blind users will miss the branding that is conveyed via this logo.

- The icons on the homepage have an unhelpful alt text of "unlabelled graphic". These icons currently operate as links for their related headings. The icons are purely decorative so should be given a null alt and grouped with the adjacent headings as a link

- The image on the homepage is purely decorative and adds unnecessary clutter to the page for screen reader users

Solution

- Provide a descriptive alt text for images that convey important information

- For [adjacent images and headings](#) that link to the same destination, put the text and image together in one element and provide null alternative text (alt="") on the image to eliminate duplication of text

- Give decorative images a null alt attribute (alt="") so they are ignored by a screen reader

Web Usability

1.1.1 Examples

Missing alt text
- The website logo has no alt text. Without useful alternative text, blind users will miss the branding that is conveyed via this logo. At a minimum this should have 'Leicester City Council' as text alternative. It is convention that this logo should also be a link that leads to the site's homepage. The alt text could then include the link destination e.g. 'Leicester City Council homepage'

Decorative images
- This image is purely decorative and adds unnecessary clutter to the page for screen reader users. It should be given a null alt attribute so it is ignored (alt="")

Unclear image links
- Each of these icons is a link, however, they have not been given descriptive alt texts so are announced in an unhelpful way by the screen reader (by their file name e.g. 'login pngrepo')
- As a result, blind users will find it difficult to discern the purpose of these links

Web Usability

1.3 Adaptable

1.3	Adaptable	Level	Assessment	Priority
1.3.1	Info and Relationships	A	Fail	High
1.3.2	Meaningful Sequence	A	Pass	N/A
1.3.3	Sensory Characteristics	A	Pass	N/A
1.3.4	Orientation	AA	Pass	N/A
1.3.5	Identify Input Purpose	AA	Pass	N/A

Web Usability

1.3.1 Incorrect heading structure

The guideline

- Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

Why it matters

- HTML's hierarchy of heading elements <h1> down to <h6> is intended to tell blind screen and Braille reader users, who cannot see the screen, what the structure of the page is logically and semantically.

- This helps them to understand how the content is organised and what parent section any piece of content belongs to.

- Headings are the primary means of navigation through the page for many blind people. (They also help the search engines and so be good for SEO as well).

- Sighted users frequently look through the headings on a page to get a quick idea of what is discussed, and to pick out sections that interest them. Screen and Braille readers do the same for blind people by:
  - Allowing their users to jump from one heading to the next. (For instance JAWS and NVDA both use the "H" key for this, and "Shift+H" to go back).
  - With a hot key to show an onscreen list of the headings and levels for the user to browse through and use as quick links to each heading in the page

U Web Usability

1.3.1 Incorrect heading structure

Issue

- There are a number of issues with how heading elements have been used:
  - Empty heading elements
  - The login and register pages have duplicate <h1>
  - Some pages have no <h1>

- These issues can make it hard for some users to discern the structure of the page and how different elements fit together

Solution

- When choosing headings, use the following rules:
  - Follow the heading hierarchy from h1 down to h6 on all pages
  - Always make the main heading on the page an <h1> element
  - Subheadings under the main heading should be <h2> elements and so on down to h6
  - Do not skip heading levels
  - There should only be one <h1> element on a page
  - Never choose the headings elements to achieve a desired font size

Web Usability

1.3.1 Examples

No main heading
- Some pages across the site are missing a <h1> element – this helps users to identify the primary purpose of each page
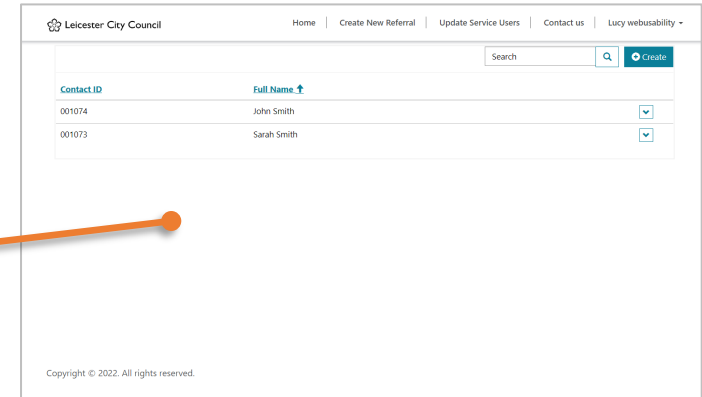
Duplicate <h1>
- The <h1> element is duplicated on the sign in and register pages. Pages should have only one <h1> to allow users to identify the primary purpose of a page
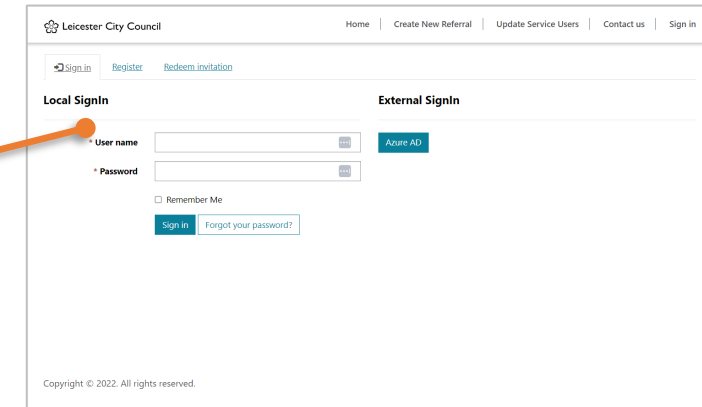
Empty heading element
- The homepage has an empty heading element. This is also incorrectly marked as a link but does not function as one. The visual title on the page 'Welcome to Changing Futures' should be marked as <h1> to allow screen reader users to identify the purpose of the page

Web Usability

1.4 Distinguishable

1.4	Distinguishable	Level	Assessment	Priority
1.4.1	Use of Colour	A	Pass	N/A
1.4.2	Audio Control	A	Pass	N/A
1.4.3	Contrast (Minimum)	A	Fail	Low
1.4.4	Resize text	AA	Pass	N/A
1.4.5	Images of Text	AA	Pass	N/A
1.4.10	Reflow	AA	Fail	Low
1.4.11	Non-text Contrast	AA	Pass	N/A
1.4.12	Text Spacing	AA	Pass	N/A
1.4.13	Content on Hover or Focus	AA	Pass	N/A

Web Usability

1.4.3 Colour contrast is insufficient

The guideline

- The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:
  - Large-scale text and images of large-scale text have a contrast ratio of at least 3:1
  - 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
  - Text that is part of a logo or brand name has no contrast requirement

Why it matters

- Poor contrast of text, icons or other content on the page makes it very difficult for people with colour blindness or impaired vision to read the content. It also makes it difficult for other users in environments of bright sunlight on computer or mobile screens.

U Web **Usability**

1.4.3 Colour contrast is insufficient

Issue

- On the homepage, the colour contrast of the dark green title on green background is insufficient (1.76:1)

- On the Register page, the colour contrast of the error messaging is insufficient (4.19:1)

Solution

- Adjust the text colour and/or background colour to give them a higher contrast value.
    - To comply at AA: Meet at least the 4.5 to 1 WCAG minimum for ordinary text, and at least 3 to 1 for larger text of 24 px or larger (18px for bold font).
    - To comply at AAA: Meet at least the 7 to 1 WCAG minimum for ordinary text, and at least 4.5 to 1 for larger text of 24 px or larger (18px for bold font).

- Wherever possible we recommend choosing a much higher contrast than the minimum, for best visibility by all your users including people with impaired vision, and to cater for all environments including PC or mobile screens in direct sunlight.

- [Colour contrast checking tool](#)

Web Usability

1.4.10 Content does not reflow

The guideline

- 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.

Why it matters

- WCAG 2.1 requires that low vision users should be able to read all content without having to scroll horizontally (in addition to the vertical scrolling already present), for all zoom levels up to 400%.

- On a responsive design web page with media queries, at 400% zoom users see the layout for small screen mobile phones, so all content must continue to be shown in some way on the mobile layout, though it is allowable to hide some things behind show/hide buttons.

U Web **Usability**

1.4.10 Content does not reflow

Issue

- On mobile, the LCC logo does not render correctly so is overlapped by the hamburger menu

Solution

- Review how the logo displays on mobile

- Test all content on mobile and at 400% zoom to check for any bad effects. No content must be lost at that zoom level (but bear in mind that some low vision users use zoom levels even higher than that).

U Web **Usability**

1.4.10 Examples

LCC logo
- On mobile, the LCC logo is distorted and overlapped by the hamburger menu

Web Usability

2.4 Navigable

2.4	Navigable	Level	Assessment	Priority
2.4.1	Bypass Blocks	A	Pass	N/A
2.4.2	Page Titled	A	Fail	Low
2.4.3	Focus Order	A	Pass	N/A
2.4.4	Link Purpose (In Context)	A	Fail	High
2.4.5	Multiple Ways	A	Pass	N/A
2.4.6	Headings and Labels	AA	Pass	N/A
2.4.7	Focus Visible	AA	Pass	N/A
2.4.11	Focus Appearance (Minimum)	AA	Pass	N/A
2.4.13	Page Break Navigation	A	Pass	N/A

Web Usability

2.4.2 Pages have no title (see also 1.3.1)

The guideline

- Web pages have titles that describe topic or purpose

Why it matters

- This criterion benefits all users in allowing users to quickly and easily identify whether the information contained in the Web page is relevant to their needs

- People with visual disabilities will benefit from being able to differentiate content when multiple Web pages are open

- People with cognitive disabilities, limited short-term memory and reading disabilities also benefit from the ability to identify content by its title

- This criterion also benefits people with severe mobility impairments whose mode of operation relies on audio when navigating between Web pages

U Web Usability

2.4.2 Pages have no title (see also [1.3.1](#))

Issue

- The 'Create New Referral' and 'Update Service Users' pages do not have a page title

- This can make it difficult for screen reader users to identify the different pages

Solution

- [Add titles to each page](#) and give them a heading element <h1>

U Web Usability

2.4.2 Examples

Pages have no visual title
- The 'Create New Referral' and 'Update Service Users' pages have no visual title and go straight into the content of the page

2.4.4 Link purpose not always clear

The guideline

- 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.

Why it matters

- Screen readers only announce the text in the link when navigating between links using the Tab key, a common way for blind people to navigate. But if all they hear is "Read more, Read more, Read more....[etc]", then they are forced to explore round each link in turn to find out what it is about.

- Most screen readers also give users a hot key to call up a list of all links on the page but, again, a list with lots of "Read more" or similar items is not helpful to them.

Web Usability

2.4.4 Link purpose not always clear

Issue

- There are few issues with links:
  - There is an empty link to the left of the site logo that goes to the homepage. This has no accessible link text and is announced by a screen reader as 'button'
  - Some buttons and links do not have suitably descriptive link text. This gives users no indication as to where this link would take them

Solution

- Ensure that the meaning of all links are clear and make sense on their own, without relying on surrounding content

- Where a portion of text is followed by a similar link, give each of these links an <u>aria-describedby attribute pointing to the heading above it</u>, or other suitable few words in the preceding text, that says what the link is for. Screen readers will announce that text after the link text

- It is not necessary to use images as links immediately adjacent to text links to the same location. For <u>adjacent images and headings</u> that link to the same destination, put the text and image together in one element and provide null alternative text on the image to eliminate duplication of text

Web Usability

2.4.4 Examples

Empty link
- There is an empty link (href element) before the site logo that goes to the homepage. This has no accessible link text and is announced by a screen reader as 'link'. This empty link would be disorientating for users as they would have no indication of what they are clicking on or where this link goes

Icons missing descriptive link text
- The icons on the homepage are links but the link text gives users no indication as to where this link would take them. For example the 'create new referral icon' has link text 'at group unlabelled graphic'

Link text not suitably descriptive
- The 'search' and 'create' buttons are announced by a screen reader simply as their visual label. As the page has no visual heading, the screen reader would have no surrounding context to interpret these links / buttons

Web Usability

4.1 Compatible

4.1	Compatible	Level	Assessment	Priority
4.1.1	Parsing	A	Fail	Low
4.1.2	Name, Role, Value	A	Fail	Critical
4.1.3	Status Messages	AA	Pass	N/A

Web Usability
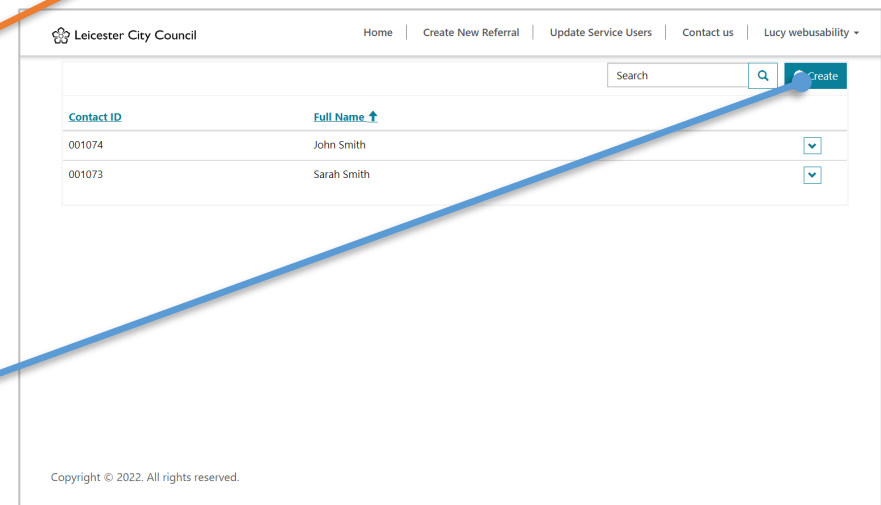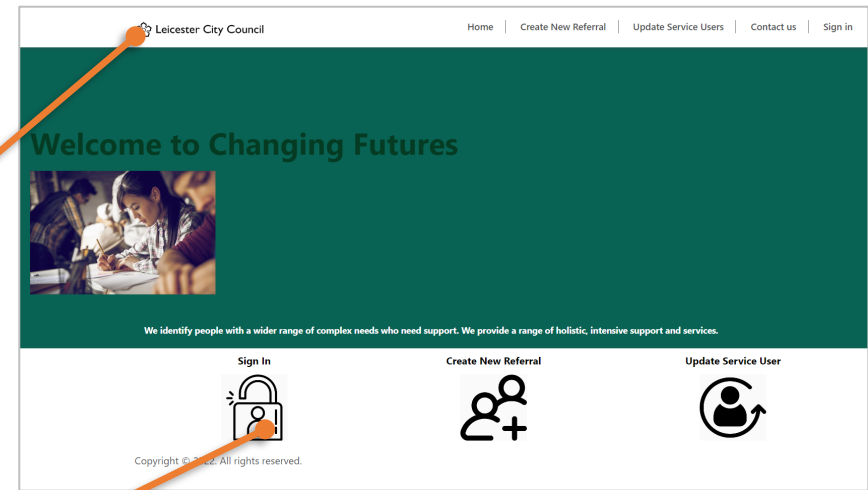
4.1.1 HTML5 validation errors found

The guideline

- In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

Why it matters

- Assistive technology devices for disabled people are all engineered to work to the HTML specification and are likely to be confused by invalid HTML. They are not usually as forgiving as web browsers.

- Fixing such errors will give all assistive technology a better chance of understanding the pages and providing a good experience for their users, this includes:
  - screen readers
  - Braille readers
  - speech interpreters
  - switches
  - sip-and-puff devices
  - and many others

U Web Usability

4.1.1 HTML5 validation errors found

Issue

- After running the login page through the [W3C HTML Validator](), 20 errors and 61 warnings were detected including not allowed elements and missing attributes.

Solution

- We recommend running each page of the website through an HTML validator and correct the errors found where possible. Any HTML or ARIA ones could adversely affect screen and Braille reader users.

Web Usability

4.1.2 Buttons do not have accessible label

The guideline

- For all user interface components, 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.

Why it matters

- Screen reader users are not able to discern the purpose of button that has no accessible name or is incorrectly labeled

- As a result, screen reader users will be unable to confidently engage with certain functionality on the website

Web Usability

4.1.2 Buttons do not have accessible label

Issue:

- The following page elements are missing accessible labels so are announced in unhelpful ways (e.g. 'button'). This will make it difficult for blind users to know what the icon is or what happens if they select it

- The issues are:
  - The empty homepage link
  - The icons / images on the homepage
  - All buttons on the form submission modal

Solution:

- Ensure all buttons and links have appropriate programmatic labels

- Fix at least one of these issues:
  - Element does not have inner text that is visible to screen readers
  - aria-label attribute does not exist or is empty
  - aria-labelled by attribute does not exist, references elements that do not exist or references elements that are empty
  - Element's default semantics were not overridden with role="presentation"
  - Element's default semantics were not overridden with role="none"
  - Element has no title attribute, or the title attribute is empty

- [More about labeling page elements](#)

Web Usability

4.1.2 Examples

No discernible text
- The empty homepage link has no discernible text. All links must contain text or have description in aria-label attribute
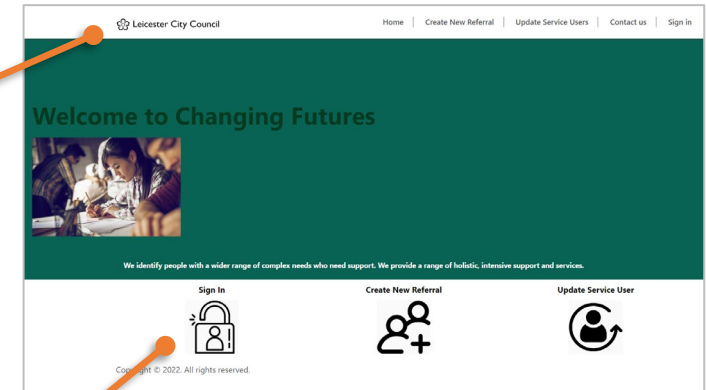
Unlabelled buttons
- On the homepage, these icons / images are the only content in each link but none of these icons have an accessible name. Blind users would struggle to engage with these as they would not be aware what the icons are for or where they link to
- When submitting a form at the different stages of the referral process, this submit modal appears. All buttons are announced as 'blank'. Blind users would have no indication of what this messaging is, that it is a modal, or how to dismiss this

Web Usability
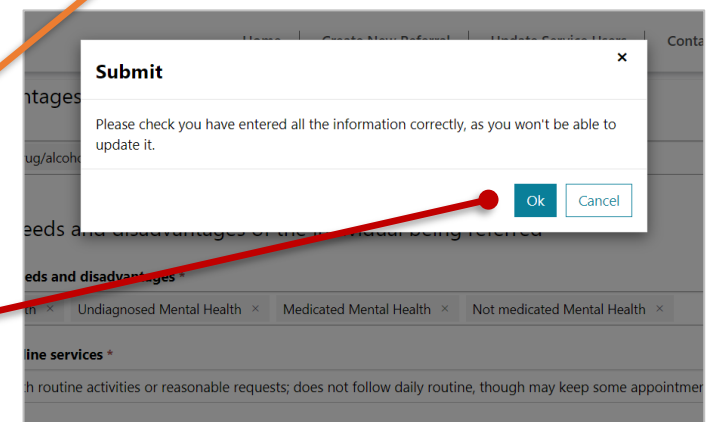
Page-by-page guideline fails

Web **Usability**

Page-by-page guidelines fails

On the following slides (52-61), each of the pages reviewed in this audit is examined in details for accessibility fails. Each of the fails are prioritised using the following scale:

Low priority – The issue is a minor or cosmetic one - something is wrong, but users will not be affected too seriously by it

Medium priority – Some user groups will experience significant problems or will find it very frustrating

High priority – Some user groups cannot use part of the site, or perform certain actions, or access certain content

Critical – Some groups of disabled users cannot use important functionality at all due to this issue

Good practice – Although not technically a fail, these elements will make it harder for users of assistive technology to use the site, typically by adding unnecessary complexity/clutter

Web Usability

Site-wide issues

Success Criterion 1.1.1

The website logo has no alt text. Without useful alternative text, blind users will miss the branding that is conveyed via this logo. At a minimum this should have 'Leicester City Council' as text alternative. It is convention that this logo should also be a link that leads to the site's homepage (see 2.4.4). The alt text could then include the link destination e.g. 'Leicester City Council homepage'

Success Criterion 2.4.4, 4.1.2

There is an empty link (href element) before the site logo that goes to the homepage. This has no accessible link text and is announced by a screen reader as 'link'. This empty link would be disorientating for users as they would have no indication of what they are clicking on or where this link goes

Success Criterion 4.1.1

There are a number of HTML5 parsing errors identified by running the site through the W3C HTML validator

Web Usability
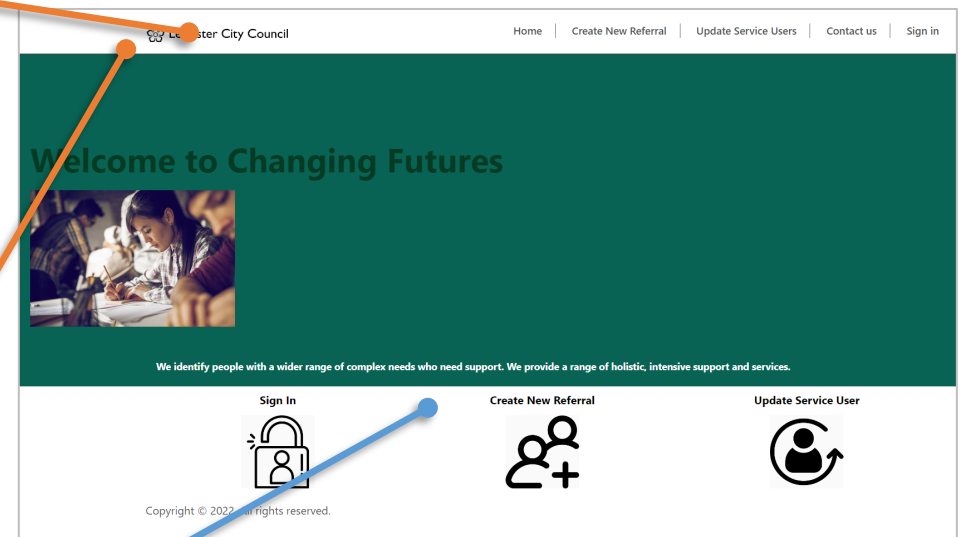
Mobile issues

Success Criterion 1.4.10
On mobile, the LCC logo is distorted and overlapped by the hamburger menu

Leicester City Council

Welcome to Changing Futures

We identify people with a wider range of complex needs who need support. We provide a range of holistic, intensive support and services.

Sign In

Web Usability

Homepage

Success Criterion 1.3.1

The homepage has an empty heading element. This is also incorrectly marked as a link but does not function as one. The visual title on the page 'Welcome to Changing Futures' should be marked as <h1> to allow screen reader users to identify the purpose of the page

Success Criterion 1.4.3

The colour contrast of the dark green text on green background is insufficient (1.76:1). This should be a minimum of 4.5:1

Success Criterion 1.1.1

This image is purely decorative and should be given a null alt attribute (alt="") so it is ignored by the screen reader

Success Criteria 1.1.1, 2.4.4, 4.1.2

- Each of these icons is a link, however, they have not been given descriptive link labels, accessible names or alt texts so are announced in an unhelpful way by the screen reader (by their file name e.g. 'login pngrepo'
- As a result, blind users will find it difficult to discern the purpose of these links
- The icons also duplicate the associated text (e.g. sign in) meaning screen reader users have to hear similar information twice
- As the icons are purely decorative, they should be given a null alt and grouped with the adjacent labels as a single link element e.g. 'sign in', 'create new referral' and 'update service user'

Leicester City Council

Home | Create New Referral | Update Service Users | Contact us | Sign in

Welcome to Changing Futures

We identify people with a wider range of complex needs who need support. We provide a range of holistic, intensive support and services.

Sign In | Create New Referral | Update Service User

Copyright © 2022. All rights reserved.
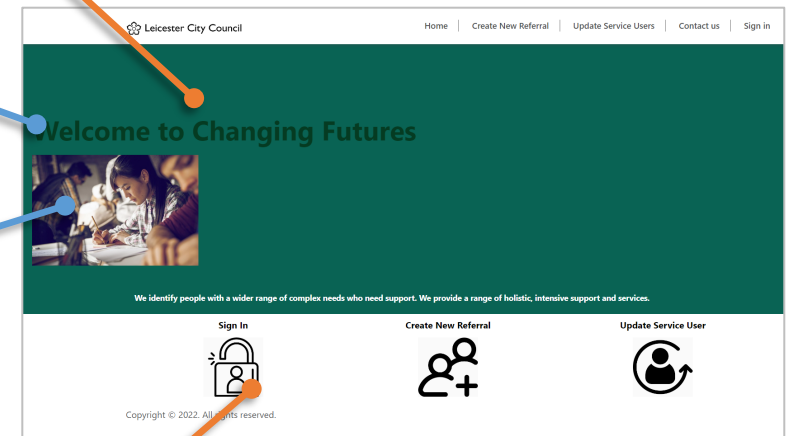
Sign in / Register

Success Criterion 1.3.1
The <h1> element is duplicated on the sign in and register pages. Pages should have only one <h1> to allow users to identify the primary purpose of a page

Success Criterion 1.4.3
The colour contrast of the blue error messaging on the pale pink background is insufficient (4.19:1). This should have a minimum contrast of 4.5:1

Web **Usability**

Profile

No page specific issues

Web**Usability**

Create new referral

Success Criterion 1.3.1
The page is missing a <h1> element – this helps users to identify the primary purpose of each page

Success Criterion 2.4.2
This page does not have a descriptive, visible title. Titles identify the current location without requiring users to read or interpret page content

Success Criterion 4.1.2
When submitting a form at the different stages of the referral process, this submit modal appears. This messaging is not announced by a screen reader and when tabbing through using a keyboard the messaging and buttons are announced as 'blank'. Blind users would have no indication of what this messaging is, that it is a modal, or how to dismiss this

Leicester City Council

Home | Create New Referral | Update Service Users | Contact us | Lucy webusability

Please Tick disadvantages which match to the person referred (Tick all that apply)

Disadvantages *

Select or search options

Multiple complex needs and disadvantages of the individual being referred

Individual's complex needs and disadvantages *

Select or search options

Engagement with frontline services *

Intentional self harm *

Unintentional self harm *

Risk to others *

Risk from others *

Stress and anxiety *

Social Effectiveness *

Alcohol / Drug abuse *

Impulse control *

Housing *

Submit

Copyright © 2022. All rights reserved

Submit   ✕

Please check you have entered all the information correctly, as you won't be able to update it.

Ok   Cancel

Web Usability

Referral summary screen 1

Success Criterion 1.3.1
The page is missing a <h1> element – this helps users to identify the primary purpose of each page

Success Criterion 2.4.2
This page does not have a descriptive, visible title – 'Summary' does not tell users what content they will find on this page. Titles identify the current location without requiring users to read or interpret page content

Web Usability

Referral summary screen 2

Success Criterion 1.3.1
The page is missing a <h1> element – this helps users to identify the primary purpose of each page

Success Criterion 2.4.2
This page does not have a descriptive, visible title – 'Summary' does not tell users what content they will find on this page. Titles identify the current location without requiring users to read or interpret page content

Web Usability

Update Service Users

Success Criterion 1.3.1

The page is missing a <h1> element – this helps users to identify the primary purpose of each page

Success Criterion 2.4.2

This page does not have a descriptive, visible title. Titles identify the current location without requiring users to read or interpret page content

Success Criterion 2.4.4

The 'search' and 'create' buttons do not have suitably descriptive link text and are announced by a screen reader simply as their visual label. As the page has no visual heading, the screen reader would have no surrounding context to interpret these links / buttons

Leicester City Council

Home | Create New Referral | Update Service Users | Contact us | Lucy webusability

Search | Create

Contact	Full Name ↑
0010 4	John Smith
01073	Sarah Smith

Copyright © 2022. All rights reserved.

Edit ×

Summary

Contact ID
001074

Full Name
John Smith

Upload Supporting Information
Note Text
2 minutes ago
Lucy webusability

screencapture-changingfuturesuat2-powerappsportals-referral-

ure-changingfuturesuat2-powerappsportals-referral-successful-2022-08-23-10_17_44.png (67.91 KB)
10_17_44.png

Add note

Save

Web Usability

Contact us

No page specific issues

Leicester City Council

Home | Create New Referral | Update Service Users | Contact us | Lucy webusability ▾

Contact us

Fill in your details

Name

Email

Subject *

Message

Submit

Copyright © 2022. All rights reserved.

Next steps

Web Usability

What happens next?

Step 1:

Review the audit and speak to Web Usability if you have any questions or would like any advice on how to implement recommendations

Step 2:

[Make a plan to fix the issues](#) identified in this audit. Decide which recommendations you plan to implement and which you consider to be a [disproportionate burden](#) for your organisation.

Step 3:

Work with your content teams, developers and third party providers to implement the fixes.

Step 4:

Conduct a re-audit to check fixes have been implemented correctly

Step 5:

Develop and publish an accessibility statement on your website. We recommend following the [government accessibility statement template](#).

U Web Usability

Looking for more accessibility support?

Ongoing accessibility support

Accessibility should be an ongoing priority, not a one time thing.

Any change that is made to a digital service should be checked for accessibility prior to going live.

Updates and new content all have the potential to undo the good work done to achieve accessibility compliance.

To avoid this happening, Web Usability offer ongoing accessibility support to ensure compliance in maintained.

This could be on a regular basis during new service development or on an annual health check.

[More about accessibility support](#)

Testing with disabled users

In addition to accessibility audits, Web Usability offer accessibility testing with users with disabilities.

This is the next step to ensure a truly accessible website.

Testing is conducted with users with a range of disabilities including visual, hearing, motor impairments and those with neurodiverse conditions.

The insight from these testing sessions can take your digital service from being simply compliant to genuinely accessible.

[More about testing with disabled users](#)

To learn more about these additional accessibility services, please contact Web Usability (details on next slide) and we can provide more details of our approach and costs.

U Web **Usability**

U Web Usability

Tel: 01249 444 757
Email: info@webusability.co.uk

www.webusability.co.uk

The Old Church
Chittoe
Chippenham
Wiltshire
SN15 2EL