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Thanet District Council

Website accessibility audit

Made with LUV

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Introduction to accessibility

Accessibility guidelines set out by the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) outlines the recommendations applied to digital content that makes content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities.

This document is a summary of the audit undertaken for the website www.thanet.gov.uk, in meeting the requirements set out by WCAG2.1. The UK Government has set out a minimum of AA level required to be achieved by public sector organisations for compliance, otherwise may be in breach of the Equality Act 2010.

Auditing methodology

W3C has published guidelines for WCAG2.1, under the four principles; Perceivable, Operable, Understandable and Robust. This list is used as a formation for the auditing methodology, and a mix of WebAim digital tools plus manual observation will be used to assess the website www.thanet.gov.uk.

The following three user journeys will be used to cover a variety of pages and templates on the website and only considers requirements up to AA level but also highlights changes if aiming to achieve a AAA level.

Checklist items marked with N/A are indicative that the current website audited as of the date of the report, has no elements applicable under the recommendation.

Note: This audit does not include subdomains or external services linked from the main site.

Audit report

Criteria level	WCAG 2.1 recommendations	Findings, explanation and solutions
Perceivable		
1.1.1 A	Provide text alternatives for non-text content (e.g. images)	<p>Pass with comments G94: Providing short text alternative for non-text content that serves the same purpose and presents the same information as the non-text content using aria-label to provide labels for objects (ARIA 6)</p> <p>Fix: A mix of pages have been identified where image is used with no alt text and the page description isn't clear. This needs to be addressed E.g. https://www.thanet.gov.uk/locations/m Monkton/</p>
1.2.1 A	Audio-only and Video-only (Prerecorded)	<p>Fail F67: F67: Failure of Success Criterion 1.1.1 and 1.2.1 due to providing long description for non-text content that does not serve the same purpose or does not present the same information https://www.thanet.gov.uk/media-filming-in-thanet/</p> <p>Fix: A video-only file with an audio track A silent movie includes an audio track which includes a description of the action in the video.</p>
1.2.2 A	Captions (Prerecorded)	N/A
1.2.3 A	Audio Description or Media Alternative (Prerecorded)	<p>From 1.2.1</p> <p>Fix: G78: Providing a second, user-selectable, audio track that includes audio descriptions</p>

1.2.4 AA	Captions (Live)	N/A
1.2.5 AA	Audio Description (Prerecorded)	From 1.2.1 Fix: G78: Providing a second, user-selectable, audio track that includes audio descriptions
1.2.6 AAA	Sign language (prerecorded)	N/A
1.2.7 AAA	Extended audio description (prerecorded)	N/A
1.2.8	Audio-only (live)	N/A
Adaptable		
1.3.1 A	Info and Relationships	Pass ARIA11: Using ARIA landmarks to identify regions of a page ARIA12: Using role=heading to identify headings ARIA13: Using aria-labelledby to name regions and landmarks ARIA16: Using aria-labelledby to provide a name for user interface controls ARIA17: Using grouping roles to identify related form controls
1.3.2 A	Meaningful sequence	Pass G57: Ordering the content in a meaningful sequence
1.3.3 A	Sensory characteristics	Pass G96: Providing textual identification of items that otherwise rely only on sensory information to be understood
1.3.4 AA	Orientation	Pass Using CSS to set the orientation to allow both landscape and portrait.
1.3.5 AA	Identify Input Purpose	Pass 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.
1.3.6 AAA	Identify Purpose	Pass ARIA11: Using ARIA landmarks to identify regions of a page
Distinguishable		
1.4.1 A	Use of colour	Pass G14: Ensuring that information conveyed by color differences is also available in text
1.4.2 A	Audio control	N/A
1.4.3 AA	Contrast (Minimum)	Pass G145: Ensuring that a contrast ratio of at least 3:1 exists between text (and images of text) and background behind the text. Exception in use 18pt large text with #dd7631 orange and #399c8f green.
1.4.4 AA	Resize text	Pass G142: Using a technology that has commonly-available user agents that support zoom.
1.4.5 AA	Images of text	Pass (C22, C30) with comments Pages identified with image of text and no alt text https://www.thanet.gov.uk/info-pages/brexit-advice-for-businesses/ Fix: Add text in content body
1.4.6 AAA	Contrast (enhanced)	Fail F83: Failure of Success Criterion 1.4.3 and 1.4.6 due to using background images that do not provide sufficient contrast with foreground text (or images of text)
1.4.7. AAA	Low or no background audio	N/A
1.4.8 AAA	Visual presentation	Fail F24: Failure of Success Criterion 1.4.3, 1.4.6 and 1.4.8 due to specifying

		foreground colors without specifying background colors or vice versa F88: Failure of Success Criterion 1.4.8 due to using text that is justified (aligned to both the left and the right margins)
1.4.9 AAA	Images of text (no exception)	Fail Logo contains image of text and 1.4.5
1.4.10 AA	Reflow	Pass with comments C32: Using media queries and grid CSS to reflow columns Fix: Exception to fixed size iframes E.g. video on this page https://www.thanet.gov.uk/media-filming/filming-in-thanet/
1.4.11 AA	Non-text contrast (2.1)	Fail F78: Failure of Success Criterion 2.4.7 due to styling element outlines and borders in a way that removes or renders non-visible the visual focus indicator Fix: Use a highly visible focus indicator for keyboard focus
1.4.12 AA	Text spacing (2.1)	Pass C36: Allowing for text spacing override C35: Allowing for text spacing without wrapping
1.4.13 AA	Content on hover or focus	Pass Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: Dismissible, Hoverable & Persistent
Operable		
2.1.1 A	Keyboard	Fail F54: Failure of Success Criterion 2.1.1 due to using only pointing-device-specific event handlers (including gesture) for a function

		Fix: Requires prominent keyboard focus Accordions not focused
2.1.2 A	No keyboard trap	Pass G21: Ensuring that users are not trapped in content
2.1.3 AAA	Keyboard (no exception)	Fail
2.1.4 A	Character key shortcuts	N/A
2.2.1 A	Time adjustable	N/A
2.2.2 A	Pause, stop, hide	N/A Note: All scrolling animation less than 5 seconds
2.2.3 AAA	No timing	Pass G5: Allowing users to complete an activity without any time limit
2.2.4 AAA	Interruptions	Fail F41: Failure of Success Criterion 2.2.1, 2.2.4, and 3.2.5 due to using meta refresh to reload the page Fix: Alerts only used for emergency broadcast or can be customised to be turned off
2.2.5 AAA	Reauthenticating	N/A
2.2.6 AAA	Timeouts	N/A
2.3.1 A	Three flashes or below threshold	N/A
2.3.2 AAA	Three flashes	N/A
2.3.3 AAA	Animations from interactions	Fail Fix: Add ability to turn off scroll animation

2.4.1 A	Bypass Blocks	Pass G1: Adding a link at the top of each page that goes directly to the main content area H69: Providing heading elements at the beginning of each section of content
2.4.2 A	Page Titled	Pass G88: Providing descriptive titles for Web pages using one of the following techniques: H25: Providing a title using the title element
2.4.3 A	Focus order	Pass G59: Placing the interactive elements in an order that follows sequences and relationships within the content H4: Creating a logical tab order through links, form controls, and objects Improvement After trigger of show all services, the tab should be repositioned to the new items that are displayed. SCR26: Inserting dynamic content into the Document Object Model immediately following its trigger element
2.4.4 A	Link purpose	Pass with comments G91: Providing link text that describes the purpose of a link H30: Providing link text that describes the purpose of a link for anchor elements Fix: Missing link description for social media icons in footer
2.4.5 AA	Multiple ways	Pass G125: Providing links to navigate to related Web pages G63: Providing a site map G161: Providing a search function to help users find content G185: Linking to all of the pages on the site from the home page
2.4.6	Heading and labels	Pass

AA		G130: Providing descriptive headings G131: Providing descriptive labels
2.4.7 AA	Focus visible	Fail F78: Failure of Success Criterion 2.4.7 due to styling element outlines and borders in a way that removes or renders non-visible the visual focus indicator Fix: C15: Using CSS to change the presentation of a user interface component when it receives focus Increase visibility of keyboard focus with css
2.4.8 AAA	Location	Pass G65: Providing a breadcrumb trail G128: Indicating current location within navigation bars H59: Using the link element and navigation tools
2.4.9 AAA	Link purpose (link only)	Pass with comments G91: Providing link text that describes the purpose of a link H30: Providing link text that describes the purpose of a link for anchor elements Fix: Social media icons in footer
2.4.10 AAA	Section headings	Pass G141: Organizing a page using headings H69: Providing heading elements at the beginning of each section of content
2.5.1 A	Pointer gestures	Pass GXXX: Do not rely on path-based gestures GXXX: Do not rely on multipoint gestures
2.5.2 A	Pointer cancellation	Pass G210: Ensuring that drag-and-drop actions can be cancelled G211: Matching the accessible name to the visible label

		@@ Touch events are only triggered when touch is removed from a control.
2.5.3 A	Label in name	Pass G208: Including the text of the visible label as part of the accessible name G211: Matching the accessible name to the visible label
2.5.4 A	Motion actuation	N/A
2.5.5 AAA	Target size	Pass with comments Ensuring that touch targets are at least 44 by 44 CSS pixels. Providing a mechanism to change the size of the target independent of magnification. Fix: Social media icons in footer need to be increased in size to at least 44 x 44px
2.5.6 AAA	Concurrent input mechanisms	Pass
Understandable		
3.1.1 A	Language of page	Pass H57: Using language attributes on the html element
3.1.2 AA	Language of parts	N/A
3.1.3 AAA	Unusual words	N/A Tips: G101: Providing the definition of a word or phrase used in an unusual or restricted way G55: Linking to definitions Check words and phrases that are used and if it needs to be rewritten in a more easy to understand way.
3.1.4 AAA	Abbreviations	N/A Tips: G102: Providing the expansion or

		<p>explanation of an abbreviation G97: Providing the first use of an abbreviation immediately before or after the expanded form G55: Linking to definitions</p> <p>Avoid use of abbreviations unless clearly stated.</p>
3.1.5 AAA	Reading level	<p>N/A</p> <p>Tips: G86: Providing a text summary that can be understood by people with lower secondary education level reading ability G103: Providing visual illustrations, pictures, and symbols to help explain ideas, events, and processes G153: Making the text easier to read</p> <p>Write for dyslexic</p>
3.1.6 AAA	Pronunciation	<p>Fail</p> <p>Fix: G120: Providing the pronunciation immediately following the word G121: Linking to pronunciations</p>
3.2.1 A	On focus	<p>Pass G107: Using "activate" rather than "focus" as a trigger for changes of context</p>
3.2.2 A	On input	<p>Pass G80: Providing a submit button to initiate a change of context H32: Providing submit buttons H84: Using a button with a select element to perform an action</p>
3.2.3 AA	Consistent navigation	<p>Pass G61: Presenting repeated components in the same relative order each time they appear</p>
3.2.4 AA	Consistent identification	<p>Pass G61: Presenting repeated components in the same relative order each time they appear</p>

3.2.5 AA	Consistent identification	Pass G197: Using labels, names, and text alternatives consistently for content that has the same functionality
3.2.5 AAA	Change on request	Pass G76: Providing a mechanism to request an update of the content instead of updating automatically
3.3.1 A	Error identification	Pass with comments G83: Providing text descriptions to identify required fields that were not completed Tip: Legibility of the error description in form
3.3.2 A	Labels or instructions	Pass G131: Providing descriptive labels ARIA1: Using the aria-describedby property to provide a descriptive label
3.3.3 AA	Error suggestion	Fail Fix: G83: Providing text descriptions to identify required fields that were not completed Enhance error message instructions to provide more details and improve legibility
3.3.4 AA	Error prevention	N/A
3.3.5 AAA	Help	Fail Fix: G71: Providing a help link on every Web page G193: Providing help by an assistant in the Web page G194: Providing spell checking and suggestions for text input G184: Providing text instructions at the beginning of a form or set of fields that describes the necessary input
3.3.6	Error prevention (all)	Fail

AAA		<p>Fix: 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.</p>
Robust		
4.1.1 A	Parsing	Pass H88: Using HTML according to spec G192: Fully conforming to specifications
4.1.2 A	Name, role, value	Pass ARIA14: Using aria-label to provide an invisible label where a visible label cannot be used ARIA16: Using aria-labelledby to provide a name for user interface controls H91: Using HTML form controls and links
4.1.3 AA	Status messages	Fail Fix: ARIA22: Using role=status to present status messages G199: Providing success feedback when data is submitted successfully ARIA19: Using ARIA role=alert or Live Regions to Identify Errors G83: Providing text descriptions to identify required fields that were not completed

Conclusion

The audit is colour coded with a traffic light system to represent areas where the site are failing on the specified criteria. Green points mark a pass, red points mark a fail, and orange points mark the criteria identified as a general pass but with comments to bring certain pages to the best practice.

The audit has 11 identified fixes required. By undertaking the recommendations set out above for the website will the site fully satisfy the recommendations to the current WCAG2.1 AA level.