

Wiltshire Council

Accessibility Assessment Report

8th January 2021

Accessibility
Services

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Introduction

Shaw Trust Accessibility Services conducted an accessibility audit on the Wiltshire Council website. This report documents the outcomes of the accessibility audit, identifying accessibility issues and describing their impact on users. In addition, to help solve each accessibility issue, practical solutions and best practices are provided.

The aims of this report are to firstly, identify accessibility barriers, and secondly, provide guidance on how to remove barriers to prevent older people and people with disabilities from being excluded.

Executive Summary

This report documents the outcomes of the accessibility audit on the Wiltshire Council website carried out by Shaw Trust Accessibility Services, 17 November 2020. The website was evaluated against the W3C Web Content Accessibility Guidelines (WCAG) 2.1 up to conformance level AA (see [Web Content Accessibility Guidelines](#) for details). Automated evaluation tools and manual testing by an experienced in-house pan-disabled testing team were utilised to complete a comprehensive accessibility audit (see [Methodology](#) for details).

The Wiltshire Council website met 6 of the 17 (35%) applicable success criteria required for level A conformance and 13 of the 16 (81%) applicable success criteria required for level AA conformance.

Based on these results, Shaw Trust Accessibility Services is unable to award the Wiltshire Council website an accessibility accreditation at this time. In order to be awarded a Shaw Trust Level AA accreditation, 100% conformance with level A success criteria and level AA must be achieved. In order to be awarded a Shaw Trust AAA accreditation, 100% conformance with level A, level AA and level AAA must be achieved.

At present, the Wiltshire Council website does not conform to the minimum level of accessibility (level A). Non-conformance to the minimum level of accessibility will result in a wide range of users from being excluded from being able to access the website. However, this report also provides guidance to help achieve accessibility conformance and accreditation in the future.

Web Content Accessibility Guidelines

The World Wide Web Consortium (W3C) is the leading standards organisation for the World Wide Web who provides guidelines and specifications for many web technologies. The Web Accessibility Initiative (WAI), a branch of the W3C, is responsible for developing the Web Content Accessibility Guidelines (WCAG). The WCAG documents explain how to make Web content more accessible to people with disabilities including people with visual, hearing, cognitive and physical conditions. WCAG is recognised as the international standard for building accessible websites and measuring web accessibility.

Web Content Accessibility Guidelines 2.1

WCAG 2.1 was formally published on 5th June 2018, bringing web accessibility guidance up to date with modern web technologies and development techniques. As a result, the W3C WAI recommends using WCAG 2.1, instead of WCAG 1.0 or WCAG 2.0.

WCAG 2.0 is still a valid and very useful standard. WCAG 2.1 works in concert with WCAG 2.0 and is comprised of four principles: perceivable, operable, understandable, and robust. The principles are broken down into 13 guidelines consisting of success criteria. WCAG 2.0 defines three levels of success criteria:

Level A – Lowest success criteria

Level AA – Intermediate success criteria

Level AAA – Highest success criteria

Conformance to WCAG 2.1 is measured using the same three levels that define the success criteria:

Level A – Achieved when all applicable Level A success criteria are satisfied. This is considered to be the absolute minimum level of compliance.

Level AA – Achieved when all applicable Level A and Level AA success criteria are satisfied. This is considered to be the preferred level of compliance.

Level AAA – Achieved when all applicable Level A, Level AA and Level AAA success criteria are satisfied. This is considered to be the optimum level of compliance.

Learn more about the WCAG 2.1: <http://www.w3.org/TR/WCAG>

Methodology

To conduct a thorough accessibility audit, the use of both automated evaluation tools and manual user testing with assistive technologies is essential.

Although automated tools are able to assess individual pages or entire websites much more quickly than a human counterpart, they can only test against a limited section of WCAG and are unable to analyse semantics where human judgement via user testing is imperative.

It is also crucial that users who have a disability carry out manual testing. This is because firstly, it is almost impossible to replicate conditions of disabled users and their use of assistive technologies to a realistic degree of accuracy, and secondly, because testing with disabled users provide a more accurate measurement of accessibility.

Shaw Trust Accessibility Services use a combination of automated evaluation tools and in-house pan-disability user testing with assistive technologies to conduct a comprehensive accessibility audit. Accessibility audits are conducted against WCAG 2.1 Success Criterion. Testing is performed to level AA conformance unless a different level of conformance is requested.

Scope

In order to perform a comprehensive accessibility audit, the entire website must be tested. Although this can be achieved using automated evaluation tools, in many cases it is unfeasible to test an entire website manually. In this situation, the scope of manual testing is specified at the start of the audit.

The scope of manual testing involves establishing a representative sample of pages by employing various methods including using a list of pages common to many websites, inspecting the site for variations in layout and functionality and selecting pages at random. The sample may also include pages requested by the client.

In addition, the scope of manual testing may also include user journeys for sites that involve complex or multi-stage tasks, such as finding specific information, buying a product or completing a registration form. User journeys may be added to the scope of testing if deemed appropriate or at the request of the client.

Technical Testing

Technical testing involves testing the entire website for underlying technical errors or issues that could cause accessibility barriers. A Technical Consultant who possesses knowledge and experience of accessibility and web technologies conducts technical testing using one or more automated tools. These tools are used to scan pages for technical accessibility issues such as HTML/CSS parsing errors. The Technical Consultant then analyses and interprets the results.

Manual User Testing

The website is manually tested by an in-house team of experienced pan-disabled testers, many of which use assistive technologies. The team is made up of individuals with different disabilities to cover the widest range of accessibility barriers as possible. Each testing team consists of the following:

- **Keyboard Only User**

The user has a motor impairment that limits he or she to using only a keyboard to operate a computer or device. To make operation easier, the user may utilise an adaptive keyboard.

- **Voice Activation User**

The user has a motor impairment that limits him or her to using only voice commands to operate a computer or device via assistive technology such as microphone and dictation software.

- **Screen Reader User**

The user has a visual impairment that limits him or her to using assistive technology such as a screen reader to operate a computer or device via keyboard control and feedback via synthesised audible descriptions of visual elements.

- **Low Vision User**

The user has a visual impairment that limits his or her access to content presented at 100% magnification. The user utilises system/browser controls or assistive technology to increase screen magnification.

- **Colour Blind User**

The user has a visual impairment that limits his or her access to content within a certain colour spectrum. The user utilises system/browser controls or assistive technology to change the content's colour spectrum.

- **Deaf or Hard of Hearing User**

The user has a hearing impairment that limits his or her access to audio content.

- **Learning Difficulties User**

The user has a learning disability that limits his or her access to content that is presented in a way that requires a high level of literacy.

Note: Testers may have a combination of disabilities.

Manual auditing consists of each member of the team performing tests and/or completing user journeys based on criteria relevant to their individual disability and accessibility guidelines. The testers use multiple browsers, browser tools and assistive technologies in an aim to locate issues. They then report their findings and provide constructive feedback to help pinpoint and provide solutions to accessibility barriers.

Audit Details

Client Details

Organisation	Wiltshire Council	
Primary Contact	Name	Robert Primrose
	Email	robert.primrose@wiltshire.gov.uk

Provider Details

Organisation	Shaw Trust Accessibility Services	
Primary Contact	Name	Graham Rees-Evans
	Position	Technical Account Manager
	Email	graham.rees-evans@shaw-trust.org.uk
	Phone	0203 215 2745

Testing Details

Type	Website	
URL	http://www.wiltshire.gov.uk	
Name	Wiltshire Council Website	
Description	Council Services Portal	
Primary Language	English	
Testing Type	Assessment	
Testing Environment	Windows 10 Google Chrome / Internet Explorer 11 JAWS 18 / NVDA 2019 / ZoomText 2019 / Dragon Professional 15	
Testing Team	Alan Sleat Kevin James Darren Hardman Sam Hopkins	Screen Reader Keyboard Only Deaf Low Vision & Colour

	Adam Armstrong Michael Edwards William Treharne	Learning Difficulties Voice Activation Hard of Hearing
Technical Account Officer	David Davies	
Technical Consultant	Graham Rees-Evans	
Quality Assurance	Graham Rees-Evans	
Dated Tested	17/11/2020	
Date Report Issued	08/01/2021	

Audit Results

Results Summary

Priority A Results

Issue(s) Ref	Success Criterion	Current Results	
STAS-F03/F04/F05/ F08/F14	1.1.1 Non-text Content	FAIL	
	1.2.1 Prerecorded Audio-only and Video-only	N/A	
	1.2.2 Captions (Prerecorded)	N/A	
	1.2.3 Audio Description or Media Alternative (Prerecorded)	N/A	
STAS-F01/F02/F03/ F04/F07/F09/F10/F1 2/F14	1.3.1 Info and Relationships	FAIL	
STAS-F14	1.3.2 Meaningful Sequence	FAIL	
	1.3.3 Sensory Characteristics	N/A	
	1.4.1 Use of Colour	N/A	
	1.4.2 Audio Control	N/A	
	2.1.1 Keyboard	PASS	
	2.1.2 No Keyboard Trap	PASS	
	2.1.4 Character Key Shortcuts	N/A	
	2.2.1 Timing Adjustable	N/A	
	2.2.2 Pause, Stop, Hide	N/A	
	2.3.1 Three Flashes or Below Threshold	N/A	
	STAS-F10	2.4.1 Bypass Blocks	FAIL
	STAS-F13/F14	2.4.2 Page Titled	FAIL
		2.4.3 Focus Order	PASS
	STAS-F06/F07/F08	2.4.4 Link Purpose (In Context)	FAIL
2.5.1 Pointer Gestures		N/A	
2.5.2 Pointer Cancellation		N/A	
2.5.3 Label in Name		PASS	
2.5.4 Motion Actuation		N/A	
STAS-F14	3.1.1 Language of Page	FAIL	
	3.2.1 On Focus	PASS	
STAS-F11	3.2.2 On Input	FAIL	
	3.3.1 Error Identification	PASS	
STAS-F03/F04/F05	3.3.2 Labels or Instructions	FAIL	
STAS-F15	4.1.1 Parsing	FAIL	
STAS-F03/F04/F05/ F15	4.1.2 Name, Role, Value	FAIL	
Total		30	
Non-Applicable		13	
Compliant (Pass)		06	
Non-Compliant (Fail)		11	

Priority AA Results

Issue(s) Ref	Success Criterion	Current Results
	1.2.4 Captions (Live)	N/A
	1.2.5 Audio Description (Prerecorded)	N/A
	1.3.4 Orientation	N/A
STAS-F03/F04/F05	1.3.5 Identify Input Purpose	FAIL
	1.4.3 Contrast (Minimum)	PASS
	1.4.4 Resize Text	PASS
	1.4.5 Images of Text	PASS
	1.4.10 Reflow	PASS
	1.4.11 Non-text Contrast	PASS
	1.4.12 Text Spacing	PASS
	1.4.13 Content on Hover or Focus	PASS
	2.4.5 Multiple Ways	PASS
STAS-F01/F02	2.4.6 Headings and Labels	FAIL
	2.4.7 Focus Visible	PASS
	3.1.2 Language of Parts	PASS
	3.2.3 Consistent Navigation	PASS
	3.2.4 Consistent Identification	PASS
	3.3.3 Error Suggestion	PASS
	3.3.4 Error Prevention (Legal, Financial, Data)	N/A
STAS-F11	4.1.3 Status Messages	FAIL
	Total	20
	Non-Applicable	04
	Compliant (Pass)	13
	Non-Compliant (Fail)	03

Issues

#	Ref	Issue	Level	WCAG References
1	STAS-F01	Incorrect Heading Structure	A/AA	1.3.1, 2.4.6
2	STAS-F02	Empty Headings	A/AA	1.3.1, 2.4.6
3	STAS-F03	Ambiguous Form Fields	A/AA	1.1.1, 1.3.1, 1.3.5, 3.3.2, 4.1.2
4	STAS-F04	Ambiguous Button Labelling	A/AA	1.1.1, 1.3.1, 1.3.5, 3.3.2, 4.1.2
5	STAS-F05	Missing Notification of Mandatory Form Fields	A/AA	1.1.1, 1.3.5, 3.3.2, 4.1.2
6	STAS-F06	Empty links	A	2.4.4
7	STAS-F07	Non-Descriptive Link Text	A	1.3.1, 2.4.4
8	STAS-F08	Duplicate Links	A	1.1.1, 2.4.4
9	STAS-F09	Incorrect Table coding	A	1.3.1
10	STAS-F10	Untitled Frames	A	1.3.1, 2.4.1
11	STAS-F11	Users not informed of content change	A/AA	3.2.2, 4.1.3
12	STAS-F12	Missing ARIA Reference	A	1.3.1
13	STAS-F13	Non-Descriptive Page Titles	A	2.4.2
14	STAS-F14	Inaccessible Non-HTML Documents	A	1.1.1, 1.3.1, 1.3.2, 2.4.2, 3.1.1
15	STAS-F15	HTML Markup Errors	A	4.1.1, 4.1.2

Priority A Issues

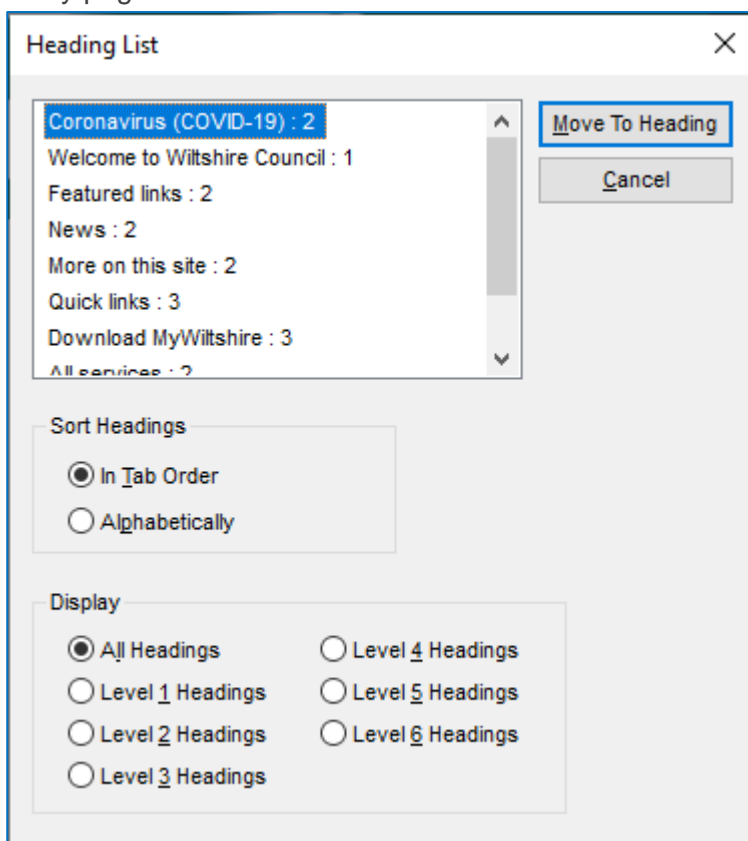
STAS-F01: Incorrect Heading Structure

Description

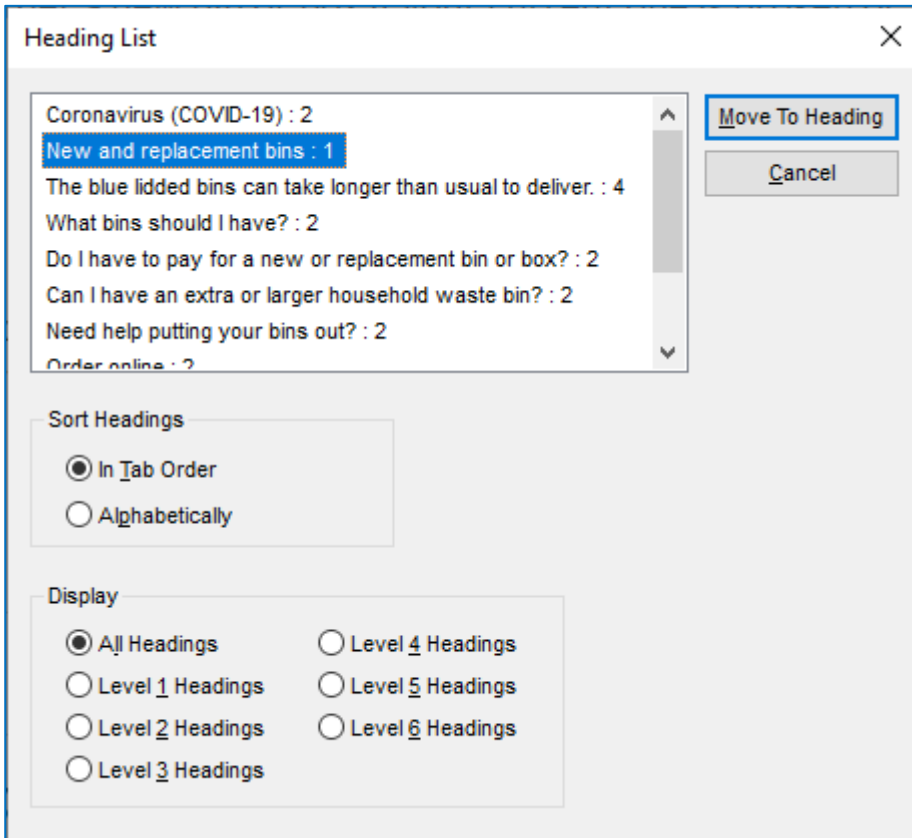
Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.

There are multiple pages on the website that contain an illogical heading structure.

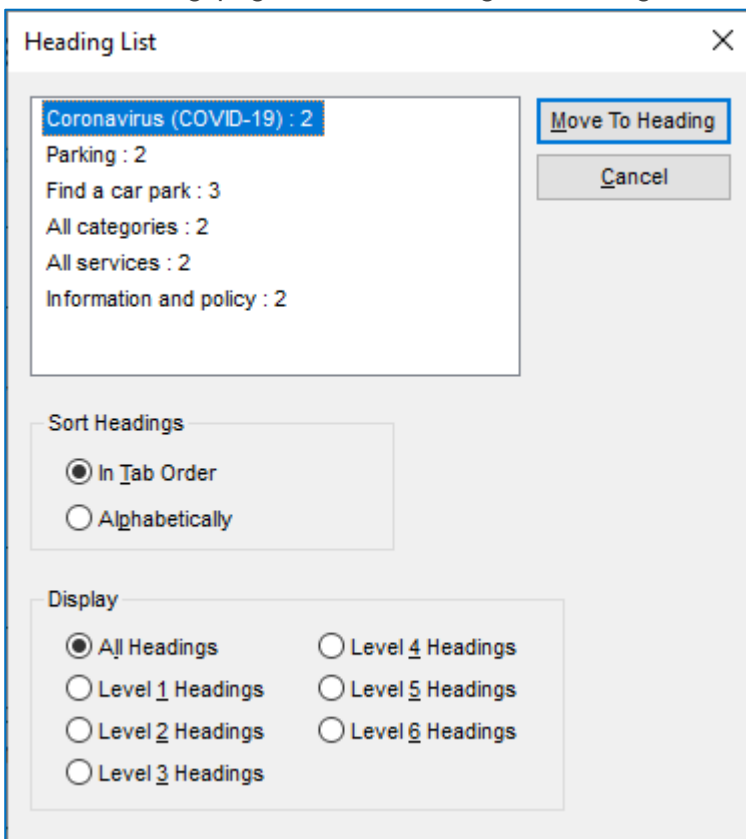
On the homepage, there is an illogical heading structure. The first heading is a H2, although this is for 'Coronavirus (COVID-19)', the rest go in a logical order, H1 then H2s. This issue found on every page visited.



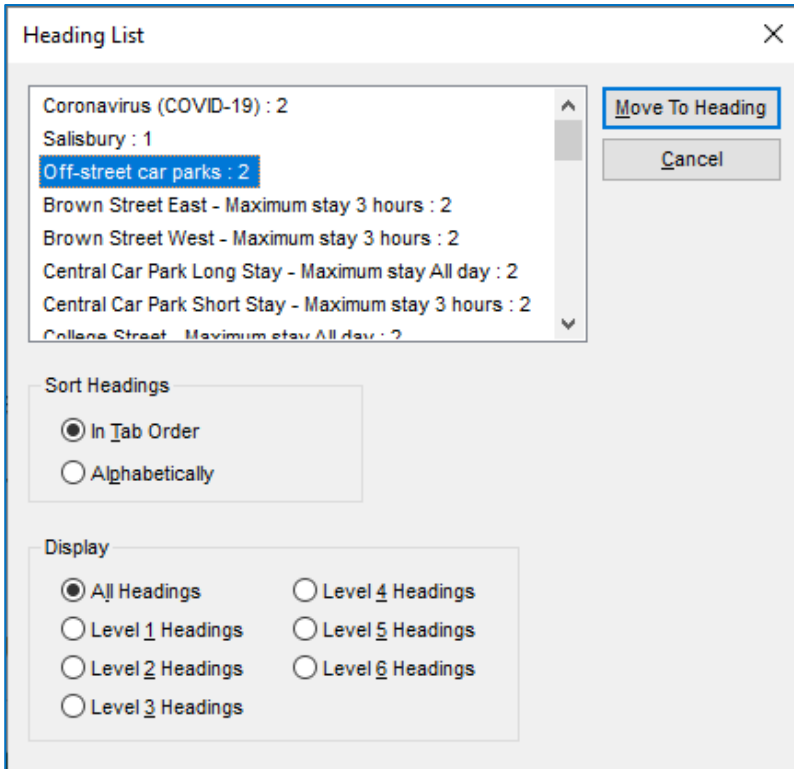
On the 'New and replacement bins' page, there is an illogical heading structure. After the H1, the heading jumps to a H4, before going back to a normal heading structure.



On the 'Parking' page, there is an illogical heading structure. There is no H1.



Whilst on the 'Salisbury parking' page, there are 31 headings at H2.



The headings of 'Off-street car parks', 'On street parking' and 'Coach Parking' are bigger than each individual car park, however this difference is not replicated programmatically.

Salisbury

[Salisbury Park and Ride](#)

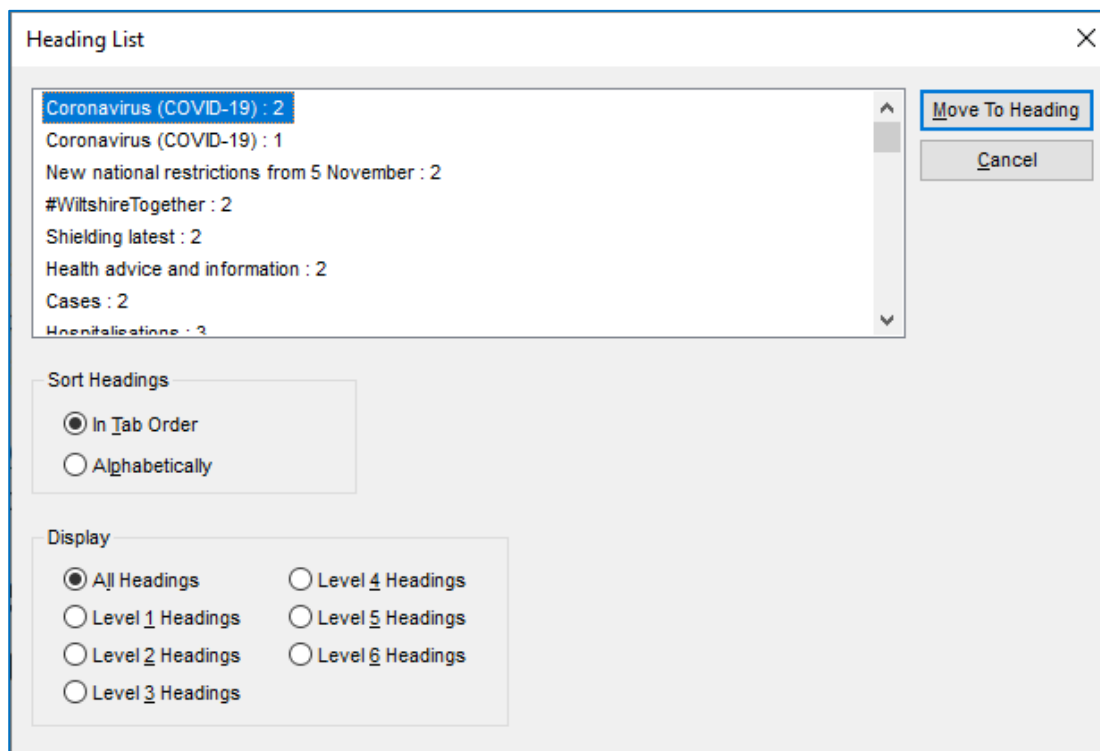
Off-street car parks

Parking is free in all council-run car parks in Salisbury on Sundays.

All five park and ride sites that serve Salisbury are free Monday-Saturday. [Find a park and ride](#)

Brown Street East - Maximum stay 3 hours	+
Brown Street West - Maximum stay 3 hours	+

There is a duplicated 'Coronavirus (COVID-19)' headings on the 'coronavirus' page, which doesn't describe whether the elements are for the same information or different information.



User Comments

"The headings, as they are on some pages on the 'Wiltshire Council', make it difficult for a screen reader user to navigate around the page.

The benefit of a logical heading structure is that the user will be able to quickly skip through the headings and view what the contents of the page holds. In addition, making a logical structure, by using numerical headings of importance. The change will enable the user to find any information in a more comprehensive way. This, in turn, will leave them wanting to look for more information within 'Wiltshire Council'."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/news?sort=displaystartdate+desc&f=YearMonth202010s>
- <https://www.wiltshire.gov.uk/>
- <https://www.wiltshire.gov.uk/rubbish-and-recycling-new-replacement-bins>
- <https://www.wiltshire.gov.uk/parking>
- <https://www.wiltshire.gov.uk/parking-salisbury>
- <https://www.wiltshire.gov.uk/public-health-coronavirus>

Action Required

1. Ensure that all pages contain a heading 1.
2. Ensure that all heading on a page follow a logical structure.
3. Ensure that the heading structure represents the information structure of the page

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)

Further Information

Heading structure should follow a logical, numerical order, and example of this can be seen below. It should always begin with a heading 1.

```
<h1>Colours
  <h2>Shades of Red
    <h3>Crimson
    <h3>Ruby
  <h2>Shades of Blue
    <h3>Aqua
    <h3>Aquamarine
  <h2>Shades of Green
    <h3>Harlequin
    <h3>Olive
```

STAS-F02: Empty Headings

Description

Screen reader and other assistive technology users have the ability to navigate web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. There are empty headings on some pages. This may mean that screen reader users spend time looking for content that is not there.


There were empty headings on several of the pages tested throughout the website;

On the 'schools-learning-competition' page there is 1 empty heading.

New school competition

Wiltshire Council does not currently have any active school competitions.

Please contact jodie.maslen@wiltshire.gov.uk for information on any future competitions.




On the 'army-basing-finance page' there is 1 empty heading.

The Covenant Fund

For information on the Covenant Fund please visit [Armed Forces Covenant Fund Trust](#).

If you would like further advice from your local partnership prior to submitting your application, contact corporatebusinesssupport@wiltshire.gov.uk.




On the 'leisure-amesbury-holiday-activities' there is 1 empty heading.

Amesbury holiday activities


There are no planned holiday activities at this time following the COVID-19 situation.

We will update this page with further information when details are available or please contact the centre on 01980 622173 to enquire.


Pre-booking of all holiday activities is essential to avoid disappointment.



On the 'planning-building-control-fees' there is 1 empty heading.

Supplementary charges	+
Disabled persons	+
	

On the 'public-health-stop-smoking-health' there is 1 empty heading.

Digestive system	+
Reproductive system	+
	

User Comments

“There were several pages where ‘empty headings’ were found. Not all screen reader software will ignore empty headings, if the heading tags are empty, this can cause confusion for screen reader users. “

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/schools-learning-competition>
- <https://www.wiltshire.gov.uk/army-basing-finance>
- <https://www.wiltshire.gov.uk/leisure-amesbury-holiday-activities>
- <https://www.wiltshire.gov.uk/planning-building-control-fees>
- <https://www.wiltshire.gov.uk/public-health-stop-smoking-health>

Action Required

1. Ensure that all headings contain content.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)

Further Information

Give all headings meaningful content so users can find what they are looking for and not waste their time searching for areas that do not exist. A code example can be seen below:

<code><h1>Disaster preparation</h1></code>	Correct
<code><h1> </h1></code>	Incorrect

STAS-F03: Ambiguous Form Fields

Description

Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description. The form field label should also show how it relates to other items in the form.

On the 'local-offer' pages there are 3 labels on the accordion that are labelled 'Why do young people with SEND access your services?' 3 labelled 'Who is eligible for your services?' and 3 that are labelled 'Where and when do you provide these services?'. Users are unable to tell which element is which.

Where and when do you provide these services?	+
How do young people with SEND access your services?	+
Where and when do you provide these services?	+
How do young people with SEND access your services?	+
Where and when do you provide these services?	+
How do young people with SEND access your services?	+
Who is eligible for your services?	+
Where and when do you provide these services?	+
Who is eligible for your services?	+
Where and when do you provide these services?	+
Who is eligible for your services?	+
Where and when do you provide these services?	+
Who is eligible for your services?	+
Where and when do you provide these services?	+

Who is eligible for your services?	+
Where and when do you provide these services?	+

Who is eligible for your services?	+
Where and when do you provide these services?	+

On the 'child-care-choosing-a-pre-school-or-nursery' page there are 3 labels on the accordion that are labelled 'Some advantages' and 3 that are labelled 'Some disadvantages'. Users are unable to tell which element is which.

Pre-schools

Pre-schools offer sessions of care, play and education for children between two and five years of age.

Groups are usually open in term time only, and for between four and ten sessions a week.

Working parents can combine a childminder and a pre-school group to provide childcare throughout the day. Increasingly lunch clubs and extended hours are offered by pre-schools.

Some advantages:	+
Some disadvantages:	+

Nurseries

Nurseries usually offer full day-care, play and education between 8am and 6pm all year round.

Nurseries cater for a wider range of children, often including babies.

Some advantages:	+
Some disadvantages:	+

Nursery classes

Nursery classes are attached to some Wiltshire primary and infant schools.

These classes cater for three and four year olds for a minimum of five half-day sessions per week in term time.

In all settings each child in a group will have their own keyworker and each group will have a SENCO (Special Educational Needs Coordinator).

Nursery classes are free in state schools; independent schools set their own charges although [early years entitlement hours](#) are available in most independent schools for eligible children.

Some advantages:	+
Some disadvantages:	+

On the 'recycling' page there are 3 labels on the accordion that are labelled 'Yes please' and 3 that are labelled 'No thanks'. Users are unable to tell which element is which.

What can I put in my blue-lidded bin?

Empty, wash and squash all plastic bottles and cartons. Leave lids on.

Yes please	+
No thanks	+

What can I put in my black box?

If textiles and shoes are in good condition, please consider donating them to charity as it helps them to raise funds. We cannot collect duvets or pillows.

Please put all clothes, shoes (tied in pairs) and accessories in tied plastic bags to keep them dry and place them inside or alongside your black box. We can't collect wet items or those in black refuse sacks/charity bags.

You can put any extra glass and cans into separate open carrier bags (not black bags) and place next to your black box. Textiles should be securely wrapped to keep them dry. If you frequently find you have extra recycling, you can order a second black box.

Yes please	+
No thanks	+

What can I put in my garden waste bin?

The garden waste collection service is chargeable. See our [garden waste page](#) for more information.

Yes please	+
No thanks	+

On the 'economic-regeneration-growth-fund' page there are 5 labels on the accordion that are labelled 'Can you provide a brief summary of the project?', 3 that are labelled 'When are works taking place, and how long will they last?' and 4 labelled 'how much is the work costing and where is the funding coming from?'. Users are unable to tell which element is which.

Chippenham Station hub

Can you provide a brief summary of the project? +

Corsham Mansion House

Can you provide a brief summary of the project? +

Porton Science Park

Can you provide a brief summary of the project? +

Chippenham Station hub	
Can you provide a brief summary of the project?	+
When are works taking place, and how long will they last?	+

Corsham Mansion House	
Can you provide a brief summary of the project?	+
When are works taking place, and how long will they last?	+

Yarnbrook West Ashton relief road	
Can you provide a brief summary of the project?	+
When are works taking place, and how long will they last?	+

Porton Science Park	
Can you provide a brief summary of the project?	+
How much is the work costing and where is the funding coming from?	+

Yarnbrook West Ashton relief road	
<u>Can you provide a brief summary of the project?</u>	+
When are works taking place, and how long will they last?	+
How much is the work costing and where is the funding coming from?	+

When are works taking place, and how long will they last?	+
How much is the work costing and where is the funding coming from?	+

On the 'housing-extra-care-supported-meadow-court-pewsey' page there are 2 labels on the accordions that are labelled 'Address', 2 labelled 'Landlord', 3 labelled 'Contact', 2 labelled 'Landlord', 2 labelled 'Properites' and 2 labelled 'Services'. Users are unable to tell which element is which.

Meadow Court	
Address	+

Crammer Court	
Address	+

Meadow Court

Address

+

Landlord

+

Crammer Court

Address

+

Landlord

+

Landlord

+

Contact

+

Landlord

+

Contact

+

[Contact](#) [Newsletter](#) [Twitter](#) [Facebook](#) [YouTube](#)

Contact

+

Properties

+

Contact

+

Properties

+

Properties

+

Services

+

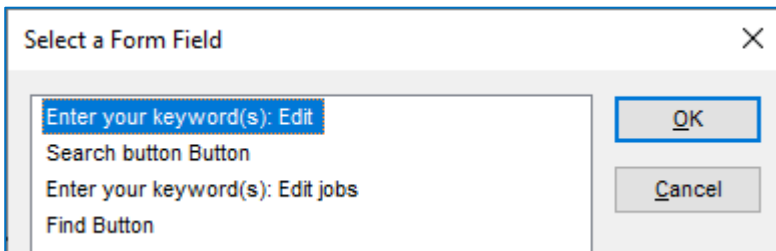
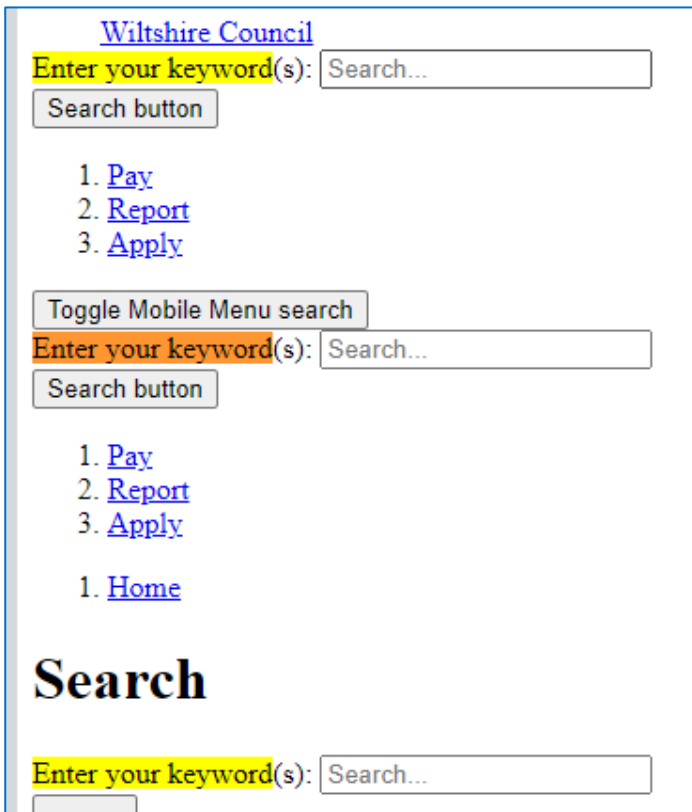
Properties

+

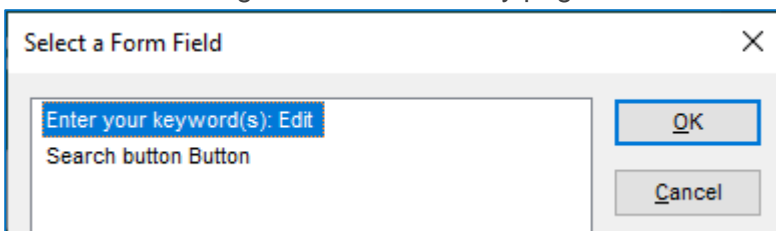
Services

+

On the 'search?f=ContentRoot1143-' page there are 3 search edit boxes all labelled 'Enter your keyword(s)' One is designed only to be visible in mobile view and can be ignored. However, there are still 2 edit boxes labelled the same on the page. Users are unable to tell which button is which. This duplicated label occurs on numerous pages throughout the site.



On the 'Homepage', there is an incorrectly labelled edited box which is just labelled enter your key word. This labelling was found on every page.



User Comments

"When there are any fields that are not sufficiently labelled on the: 'Wiltshire Council' site, then it will be very difficult, or impossible for the information to be successfully submitted. All form fields need to be labelled clearly. This will allow a screen reader user to have all the information needed to complete any process. When all form fields are clearly labelled, then it is not only beneficial to the visitor, but also for 'Wiltshire Council'; as correct information will get to them."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/local-offer-physiotherapy>
- <https://www.wiltshire.gov.uk/child-care-choosing-a-pre-school-or-nursery>
- <https://www.wiltshire.gov.uk/recycling>
- <https://www.wiltshire.gov.uk/economic-regeneration-growth-fund>
- <https://www.wiltshire.gov.uk/housing-extra-care-supported-meadow-court-pewsey>
- <https://www.wiltshire.gov.uk/search?q=jobs>
- <https://www.wiltshire.gov.uk/search?f=ContentRoot1143->
- <https://www.wiltshire.gov.uk/>
- <https://www.wiltshire.gov.uk/news?sort=displaystartdate+desc#maincontent>
- <https://www.wiltshire.gov.uk/jobs-hr-organisational-development#maincontent>

Action Required

1. Ensure that all forms are labelled clearly.
2. Ensure fieldsets and legends are used correctly where appropriate.

Note: placeholder text within an input field or a title is not considered an appropriate means of providing a label.

WCAG References

1.1.1 Non-text Content: 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. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when: (Level AA)

- 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.

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: 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. (Level A)

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.

Further Information

Fieldsets can be used to connect a question to a set of radio buttons or checkboxes, but can also be used to group related fields and remove ambiguity.

```
<form>
  <fieldset>
    <legend>Choose your favourite monster</legend>

    <input type="radio" id="kraken" name="monster">
    <label for="kraken">Kraken</label><br/>

    <input type="radio" id="sasquatch" name="monster">
    <label for="sasquatch">Sasquatch</label><br/>

    <input type="radio" id="mothman" name="monster">
    <label for="mothman">Mothman</label>
  </fieldset>
</form>
```



The image shows a screenshot of a web form. At the top, there is a black header bar with the text "Choose your favourite monster" in white. Below this, there is a white box with a thin black border containing three radio button options, each with a label: "Kraken", "Sasquatch", and "Mothman". The radio buttons are currently unselected.

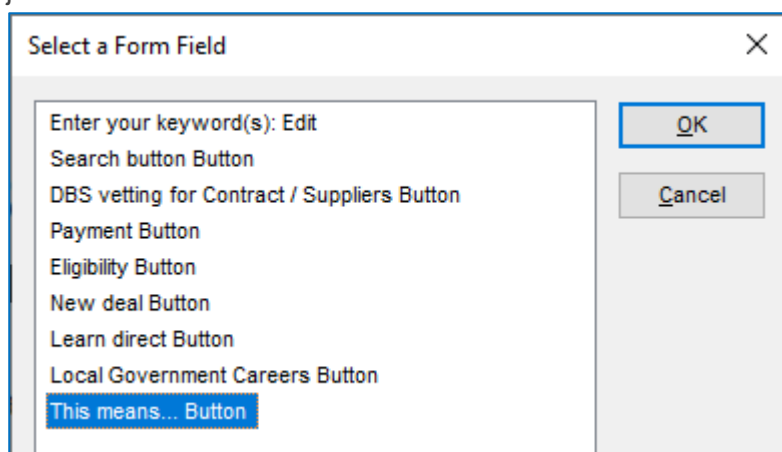
Notice how the fieldset has grouped together the input areas for an answers details.

STAS-F04: Ambiguous Button Labelling

Description

Providing descriptive button labelling will allow users to know what information to enter in a form field. Providing descriptive button labelling will allow users to know what information to expect when the button is activated.

On the 'Services we offer (from jobs search)' page, there is an incorrectly labelled button which is just labelled "This means...".



User Comments

"There are a lot of fields on the page, with the majority of them being given good labelling. However, there are two fields that just have the label: 'X Button'.

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.wiltshire.gov.uk/jobs-hr-organisational-development#maincontent>

Action Required

1. Ensure that all forms elements are labelled clearly.

WCAG References

1.1.1 Non-text Content: 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. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when: (Level AA)

- 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.

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: 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. (Level A)

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.

STAS-F05: Missing Notification of Mandatory Form Fields

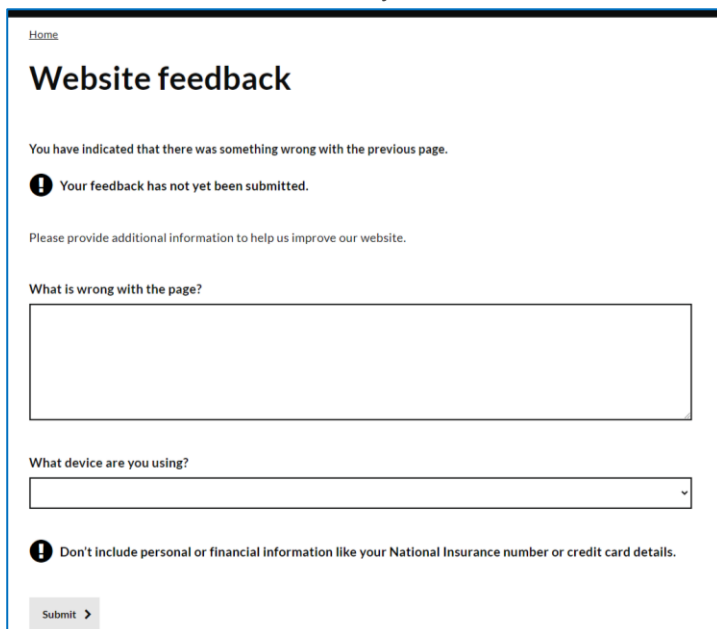
Description

Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data.

When viewing the 'Website feedback' page, there is no indication that any of the fields are mandatory.

However, when the form is submitted without the required fields, an error message appears asking the user to enter the required information.

There seems to be mandatory field, but these are not indicated to the user.



The screenshot shows a web form titled "Website feedback" with a "Home" link in the top left. The form contains the following elements:

- A message: "You have indicated that there was something wrong with the previous page."
- An error message: "Your feedback has not yet been submitted." (indicated by an exclamation mark icon).
- A request for input: "Please provide additional information to help us improve our website."
- A question: "What is wrong with the page?" followed by a large empty text input field.
- A question: "What device are you using?" followed by a dropdown menu.
- A warning message: "Don't include personal or financial information like your National Insurance number or credit card details." (indicated by an exclamation mark icon).
- A "Submit" button with a right-pointing arrow.

Home

Website feedback

You have indicated that there was something wrong with the previous page.

i Your feedback has not yet been submitted.

Please provide additional information to help us improve our website.

What is wrong with the page?
Invalid

Invalid
What device are you using?

i Don't include personal or financial information like your National Insurance number or credit card details.

User Comments

“Fields that are mandatory, but not indicated will frustrate a Screen Reader User. I could not find any mandatory field indications on this site. As a result, I had to return to the field to enter the required information. Notifications to mandatory fields will save time and insure you get the relevant details needed to carry out the request. Mandatory fields are normally indicated by, a ‘*’, or the field having an announcement within it.”

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/website-feedback?feedbackid=902&problem=true>

Action Required

1. Ensure mandatory fields are indicated to users prior to submission.
2. Ensure the purpose on any symbols used to denoted mandatory fields is explained to users.

WCAG References

1.1.1 Non-text Content: 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. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when: (Level AA)

- 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.

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: 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. (Level A)

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.

Further Information

Marking mandatory form fields is important to indicate to users what is necessary to complete a form. An asterisk is the common signal for a mandatory field, the code to create mandatory fields can be seen below:



```
<form action="demo_form.asp">
  *Username: <input type="text" name="username" required>
  <input type="submit">
</form>
```

STAS-F06: Empty links


Description

The text of a link should provide a clear description of the link and the link's purpose. Providing descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not. When a link is empty, screen readers will create the text of a link from the URL. This is not always understandable by a user.


There are 4 empty links on the 'benefits-contact' page.

Phone: 0300 456 0109 Email:  counciltax@wiltshire.gov.uk	19, we are no longer offering a face-to-day to Friday, you will be able to contact at  counciltax@wiltshire.gov.uk .
<ul style="list-style-type: none">Phone: 0300 456 0110Email:  benefits@wiltshire.gov.uk	VID-19, we are no longer offering a face-Monday to Friday, you will be able to cor-mail at  benefits@wiltshire.gov.uk


There is an empty link on the 'children-young-people-worried' page.

If you have significant safeguarding conce young people, call 0300 456 0108 and ask email:  dofaservice@wiltshire.gov.uk


There is an empty link on the 'leisure-marlborough' page.

Email
 marlborough.leisurecentre@wiltshire.gov.uk

There is an empty link on the 'licences-permits-gambling-fees-charges' page.

Contact us
Email:  publicprotectionwest@wiltshire.gov.uk

There is an empty link on the 'highways-improvements-boa' page.

For any further information regarding the scheme please get in contact with  integrated.transport@wiltshire.gov.uk.

User Comments

“There are several pages that have empty links on the page. This can be confusing when tabbing my way through the page, because when I tab away from a link, I lose focus because I expect to be taken to the next visual link on a page.”

Kevin James
Keyboard Only Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/benefits-contact>
- <https://www.wiltshire.gov.uk/children-young-people-worried>
- <https://www.wiltshire.gov.uk/leisure-marlborough>
- <https://www.wiltshire.gov.uk/licences-permits-gambling-fees-charges>
- <https://www.wiltshire.gov.uk/highways-improvements-boa>

Action Required

1. Remove empty links

WCAG References

2.4.4 Link Purpose (In Context): 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)

STAS-F07: Non-Descriptive Link Text

Description

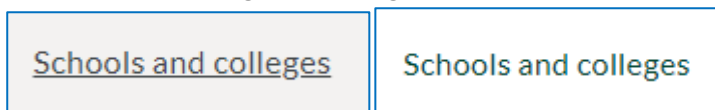
The text of a link should describe the destination of the link and the link's purpose. Providing a descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not.

If it is not possible to identify the purpose of the link from the link text itself, then this information should be provided in context.

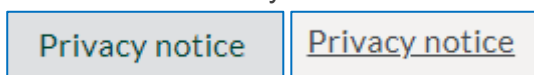
Link text needs to be descriptive even when read out of context. Screen reader users will also listen to lists of links to quickly navigate a page. Links should make sense to users even when read out of context.

For downloadable links, we recommend that the file type and size of the file is also included in the link text to allow the user to make a decision whether or not to download the file.

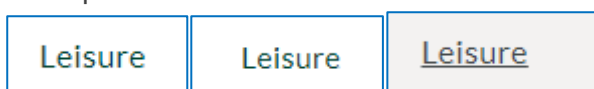
On the 'local-offer-education-employment-training' page there are 2 non-descriptive links labelled 'Schools and colleges' which go to different destinations.



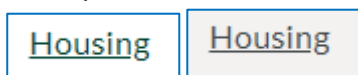
On the 'env-health' page and various other pages throughout the site there are 2 non-descriptive links labelled 'Privacy Notice'.



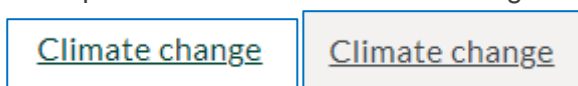
On the 'local-offer-ey-health' page and various other pages throughout the site there are 3 non-descriptive links labelled 'Leisure'.



On the 'new-homes-in porton' page and various other pages throughout the site there are 2 non-descriptive links labelled 'Housing'.



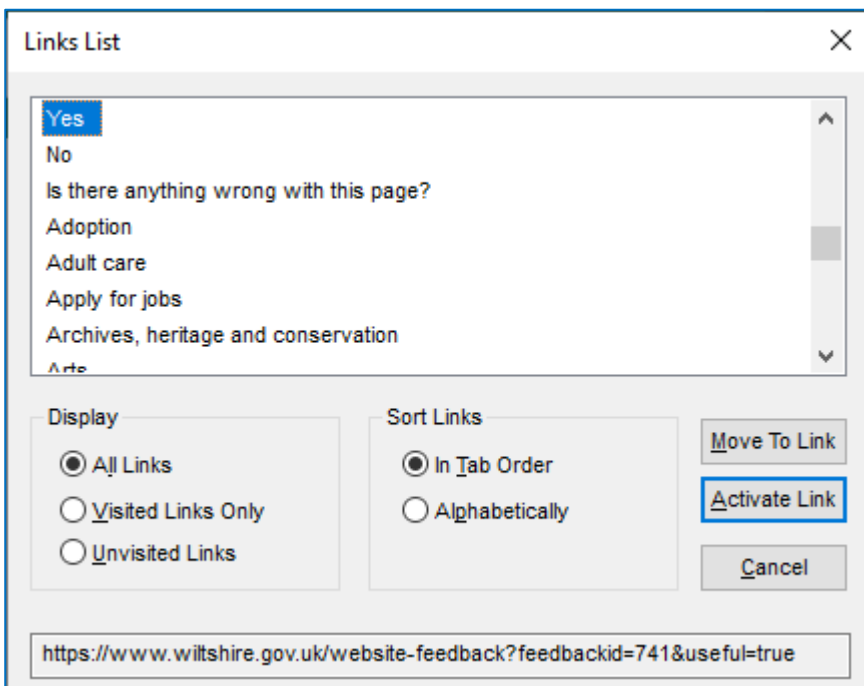
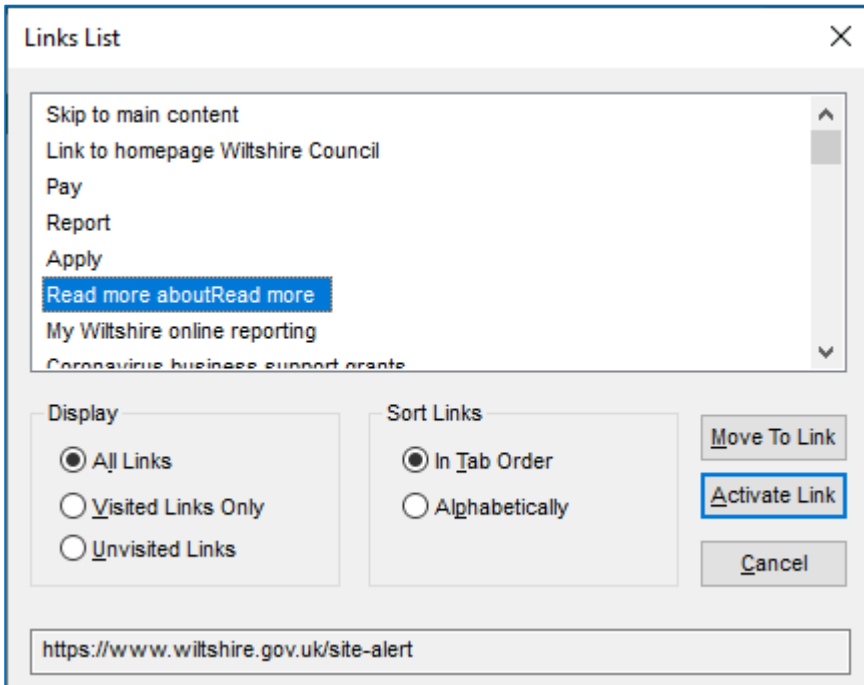
On the 'council-continues-on-its-neutral-journey' 'news' and 'article' pages there are 2 non-descriptive links labelled 'Climate change'.



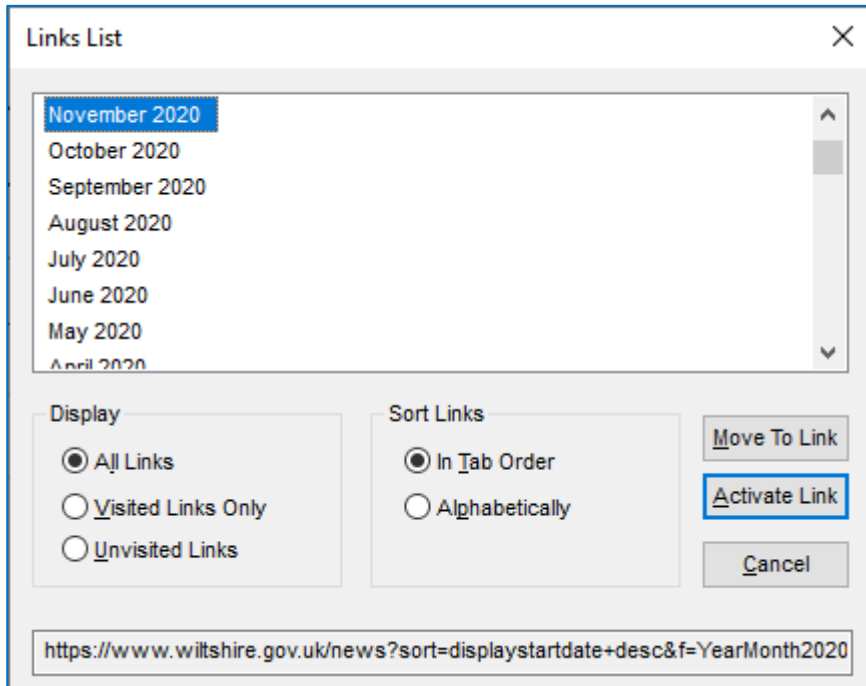
On the homepage, there are there are non-descriptive links present, these are:

1. Read more about read more
2. Yes
3. No

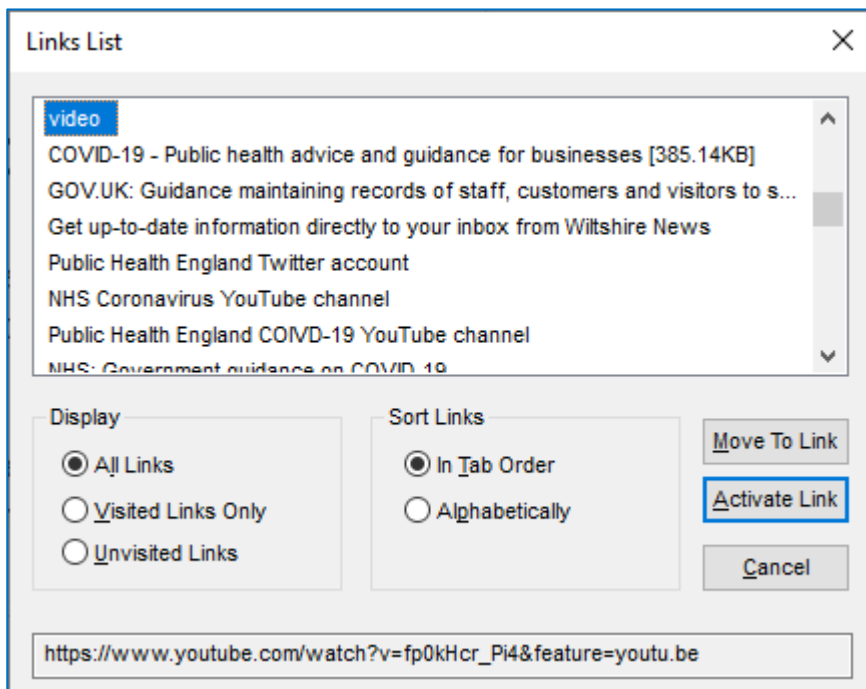
These links refer to updates and advice related to COVID-19 and whether you found the page useful, or not. These links appear on every page visited.



On the 'News and communications' page there are non-descriptive links that do not include the action they will perform.



On the 'coronavirus' page there is a link simply labelled 'video'. This does not explain what the video is about.



User Comments

"A link on the 'Wiltshire Council' site, that is labelled with no description, makes it tough to determine whether to activate it, or not. A well labelled, working link will assist all users to locate a page, or start the process to finding the information they require. A poorly labelled link will leave the user wondering where the link will take them; or asking the question, 'Is this the right page?' The correct labelling of links will give the user a quick and easy journey to the required information. In addition, they will look for what else 'Wiltshire Council' can offer them."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/local-offer-education-employment-training>
- <https://www.wiltshire.gov.uk/env-health>
- <https://www.wiltshire.gov.uk/local-offer-ey-health>
- <https://www.wiltshire.gov.uk/news/new-homes-in-porton>
- <https://www.wiltshire.gov.uk/news/Council-continues-on-its-carbon-neutral-journey>
- <https://www.wiltshire.gov.uk/>
- <https://www.wiltshire.gov.uk/news?sort=displaystartdate+desc#maincontent>
- <https://www.wiltshire.gov.uk/public-health-coronavirus>

Action Required

1. Ensure the purpose of links can be determined from context (programmatically determinable).
2. Provide additional context to links using CSS, ARIA-label or ARIA-describedby
3. Ensure links to non-HTML documents include file type and file size within the link text.
4. Where ARIA is used to provide context, ensure that the visual label appears in the aria label.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.4 Link Purpose (In Context): 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)

Further Information

Link text should be a clear description to the destination of the link. It should avoid vague content such as 'click here' and 'more information'. More information on how to display links can be found on <http://www.w3.org/TR/UNDERSTANDING-WCAG20/navigation-mechanisms-refs.html>

Providing Additional Content using CSS

Normal Code

```
<a href='/news/page2.html'>2</a>
```

Adapted Code

```
<a href='/news/page2.html'>  
<span class="sr-only">Go to directory page</span>2</a>
```

CSS

```
sr-only {position: absolute; margin-left: -9999px;}
```

Providing Additional Content using ARIA

Normal Code

```
<a href='/news/page2.html'>2</a>
```

Adapted Code

```
<a href='/news/page2.html' aria-label='Go to directory page 2'>2</a>
```

Note: display:none will hide content from screen readers as well as sighted users.

STAS-F08: Duplicate Links

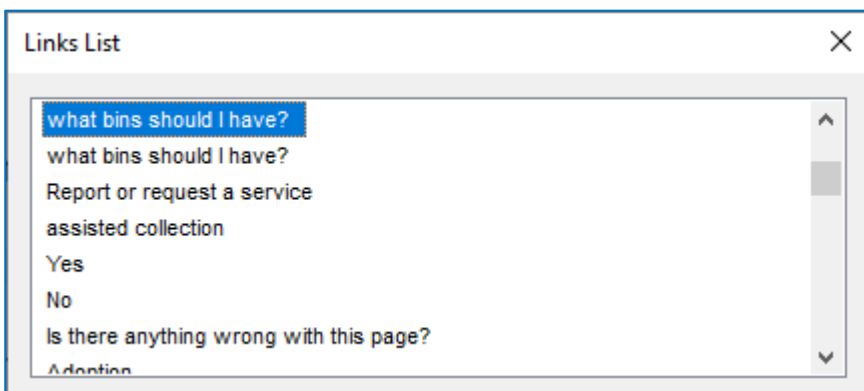
Description

When adjacent links go to the same location (such as a linked product image and an adjacent linked product name that go to the same product page) this results in additional navigation and repetition for keyboard and screen reader users.

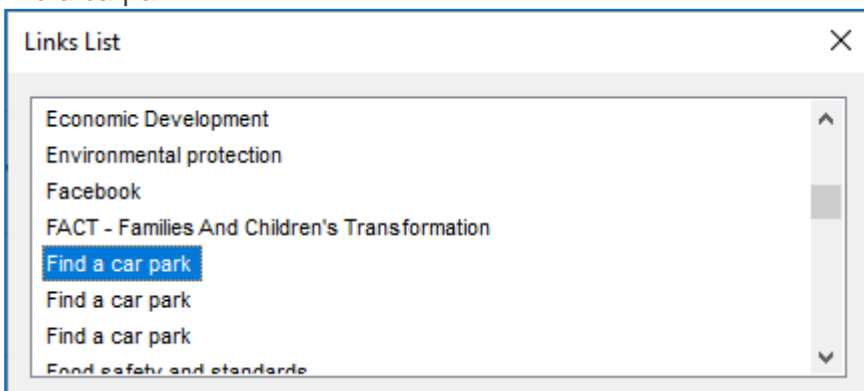
If possible, combine the redundant links into one link and remove any redundant text or alternative text (for example, if a product image and product name are in the same link, the image can usually be given alt="").

When testing the website, it was found that there are instances where there are text links and image links present in close proximity. Screen reader users can find duplicated links confusing, and keyboard users find that duplicated links present extra links to navigate to.

There is a duplicated links on the 'missed bin collection' page, which doesn't describe whether the elements are for the same information, or are they different? The element in question is labelled what bins should I have.



There are several links on the 'Car parking information' page, which doesn't describe whether the elements are for the same information, or are they different? The element in question is labelled find a carpark.



Example Occurrences

- <https://www.wiltshire.gov.uk/rubbish-and-recycling-missed-bin-collection#maincontent>
- <https://www.wiltshire.gov.uk/parking-information>

Action Required

1. Combine the text and image links into one hyperlink and use alt=""
2. Add aria-hidden=true and tabindex="-1" to the <a> attribute of the image link.
This will remove the link from keyboard users tab navigation and will remove the link from screen readers view

WCAG References

1.1.1 Non-text Content: 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. (Level A)

2.4.4 Link Purpose (In Context): 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)

Further Information

To avoid duplicate link text you can create linked images. Code for this can be seen below:

Bad:

```
<a href="BBC.co.uk">BBC Homepage</a>  
<a href="BBC.co.uk"></a>
```

Good Option 1:

```
<a href="BBC.co.uk">  
  BBC Homepage  
</a>
```

Good Option 2:

```
<a href="BBC.co.uk">BBC Homepage</a>  
<a href="BBC.co.uk" tabindex="-1" aria-hidden="true">  
    
</a>
```

STAS-F09: Incorrect Table coding

Description

Within web content, there are 2 different uses for tables:

- tables used for layout and formatting
- tables used to display relational data

Each type of table has a different set of coding requirements.

When using tables to convey data, it is important to mark-up the tables correctly to allow screen reader users to interpret the data. Column and row header mark-up <TH> should be added to data tables as they provide the necessary context that enable screen readers to understand the information. Captions should be included to introduce the table content. A summary should be included for complex tables.

When data tables have more than one level of row or column headers, markup should be used to associate the data cells and the header cells. Including unique ID attributes in the 'th' cells and 'Header' attributes in the associated 'td' cells or including 'Scope' attributes in the 'th' cells would resolve this issue.

Layout tables require the removal of any TH cells, captions and summaries and should be marked with role="presentation" in the table element.

On the 'wiltshire-council-council-services-at-christmas-everything-you-need-to-know' 'news' page there are data tables missing any TH cells making it difficult for screen reader users to understand the content.

<table>		
<td>	<td>	<td>
Normal collection day	Revised household waste, black box, plastic and cardboard collection day	Revised garden waste collection day
<td>	<td>	<td>
Monday 23 December	No change	No collection

<table>							
<td>	<td>	<td>	<td>	<td>	<td>	<td>	<td>
Site	Tuesday 24 December	Wednesday 25 December	Thursday 26 December	Friday 27 December	Saturday 28 December	Sunday 29 December	Monday 30 December
<td>	<td>	<td>	<td>	<td>	<td>	<td>	<td>
Amesbury	Closes 1pm	X	X	Y	Y	Y	Y

On the 'salisbury-amesbury' page there is a data table missing any TH cells making it difficult for screen reader users to understand the content.

Masterplan for The Maltings and Central Car Park	Fisherton Street new library, hotel etc. (Phase 1) This timeline is on hold at present	Market Walk and existing library redevelopment (Phase 2) This timeline is on hold at present
Progress update to Salisbury Area Board 7 March 2019 (completed)		
Public consultation on draft masterplan for The Maltings and Central Car Park 15 April - 24 May 2019 (completed)		











On the 'planning-neighbourhood-latest-news' page there is a data table missing any TH cells making it difficult for screen reader users to understand the content.











Neighbourhood Area Designation	Decision notice
Preshute Neighbourhood Area	Link to the decision notice [144.85KB] (19/11/2020)
Marlborough Area Neighbourhood Plan Neighbourhood Area	Link to the decision notice [1.28MB] (18/11/2020)

On the 'focussing-on-the-future-gets-under-way' page there is a data table missing any TH cells making it difficult for screen reader users to understand the content.

Date	Location	Venue	Timing
Wednesday 15 January 2020	Trowbridge	Cotswold Room, County Hall	5.30pm 7pm
Thursday 16 January 2020	Devizes	Devizes Community Hub and Library	5.30pm 7pm

On the 'parking-warminster' page there are 5 tables that have another table within them that do not make sense to screen readers.

<table>	
<th>  Description	<td> Town centre
<th>  Address	<td> Station Road, Warminster, BA12 9BR
<th>  Spaces	<td> 191 (14 blue badges)
<th>  Open	<td> 24 hours
<th>  Charges apply	<td> Monday - Saturday 8am - 6pm including bank holidays
<th>  Charge	<td> Up to 1 hour: £0:40 Up to 2 hours: £1:10 Up to 3 hours: £2:00 Up to 4 hours: £2:70 Up to 5 hours: £3:60
Blue badge	All day £5:60 Free
<th> 	<td>
Maximum stay	All day - no return in 3 hours
Blue badge	All day
<th>  Pay & display	<td> 4 machines MiPermit - location code 700143 Coin - no charge given
<th>  Security	<td> Random patrols
<th>  Permits	<td>
	<table>
	<td> Standard permits are available

<table>	
<th>  Description	<td> Town centre
<th>  Address	<td> Emwell Street, Warminster, BA12 8JA
<th>  Spaces	<td> 17 (1 blue badges)
<th>  Open	<td> 24 hours
<th>  Charges apply	<td> Monday - Saturday 8am - 6pm including bank holidays
<th>  Charge	<td> Up to 1 hour: £0:40 Up to 2 hours: £1:20 Up to 3 hours: £2:20 Up to 4 hours: £2:70 Up to 5 hours: £3:60 Up to 8 hours: £5:80
Blue badge	All day £6.30 Free
<th> 	<td>
Maximum stay	All day - no return in 3 hours
Blue badge	All day
<th>  Pay & display	<td> 1 machines MiPermit - location code 700145 Coin - no charge given
<th>  Security	<td> Random patrols
<th>  Permits	<td>
	<table>
	<td> Standard permits are available

User Comments

"I found that there were several data tables on the website that were incorrectly marked up. It is important for screen reader users that the table headings etc. contain the correct markup structure. When data tables are correctly marked up, it makes it easier for a screen reader to understand the table."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/news/wiltshire-council-council-services-at-christmas-everything-you-need-to-know>
- <https://www.wiltshire.gov.uk/salisbury-amesbury>
- <https://www.wiltshire.gov.uk/planning-neighbourhood-latest-news>
- <https://www.wiltshire.gov.uk/news/focussing-on-the-future-gets-under-way>
- <https://www.wiltshire.gov.uk/parking-warminster>

Action Required

1. Ensure data tables have column and/or row heading markup.
2. Include a descriptive caption for all data tables.
3. If a table is used for layout, add role="presentation" to the table element.
4. Ensure that all cells contain content. Intentionally blank cells can be marked with a -

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

STAS-F10: Untitled Frames

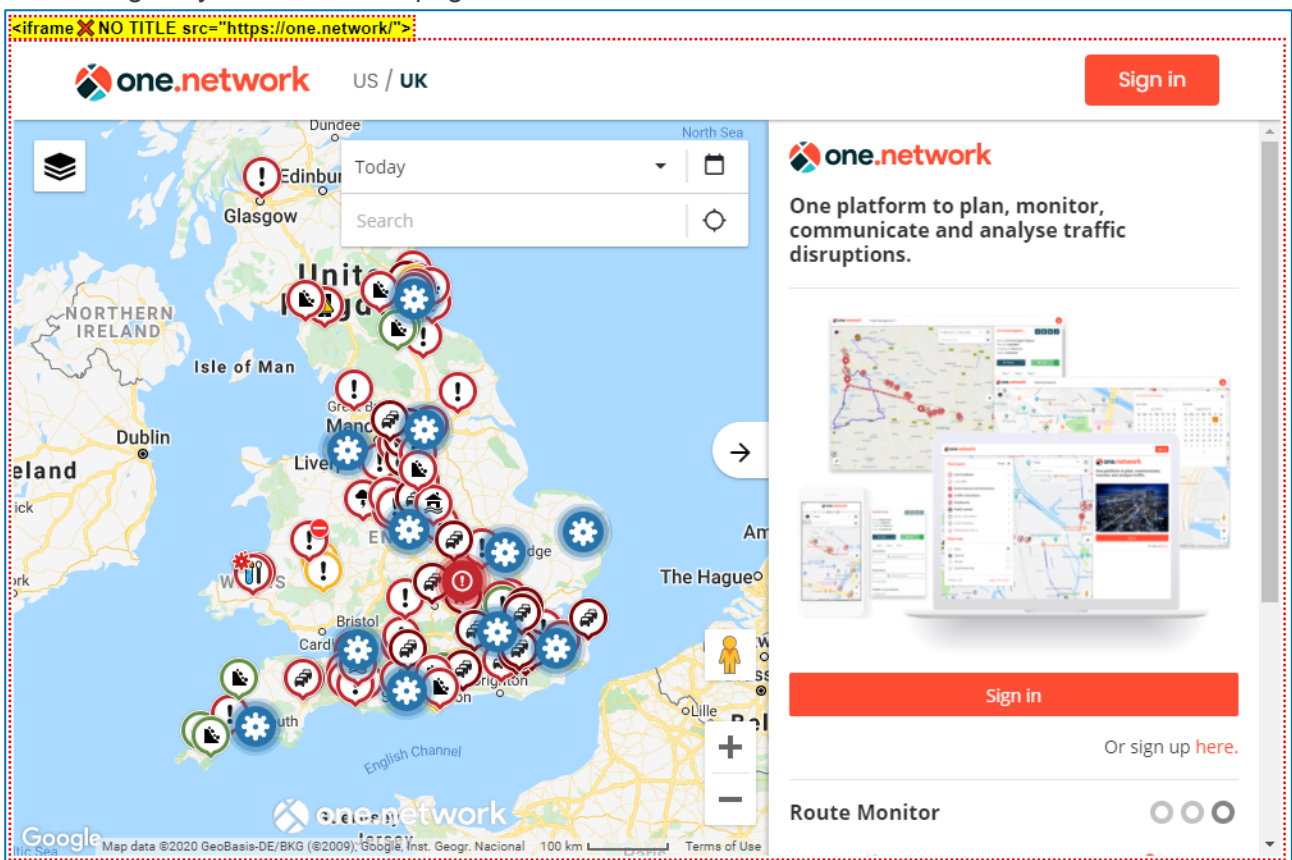
Description

There is a frame present on the site that does not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as the frame's name attribute or file name. Sometimes these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame contains, other than by having the screen reader read through the content.

Alternative content must also be provided for browsers that do not support frames. For example `<iframe src='file.htm'>Alternative content</iframe>`

Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames' content.

On the 'highway-road-closures' page there is an 'one.network' frame with no title.



User Comments

“I found that there was a frame present on the website that did not have a title. Including a frame title would assist screen reader users in understanding what the frame content will be. “

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.wiltshire.gov.uk/highways-road-closures>

Action Required

1. Ensure all frames are clearly labelled.
2. Place some alternative text in the IFRAME tag.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)

STAS-F11: Users not informed of content change

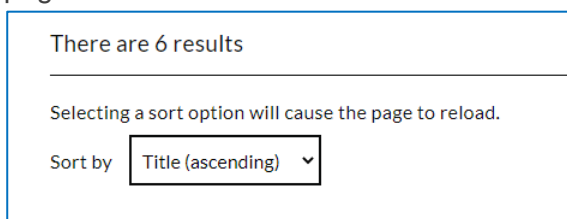
Description

When user controls are used on a page their function should be predictable, i.e. check boxes are used to select an option, combo box options should allow a user to use the cursor keys to move through the options, buttons are used to submit a completed form etc. When user controls are used for a non-standard function, the function of these controls should be advised to the user before they use the controls.

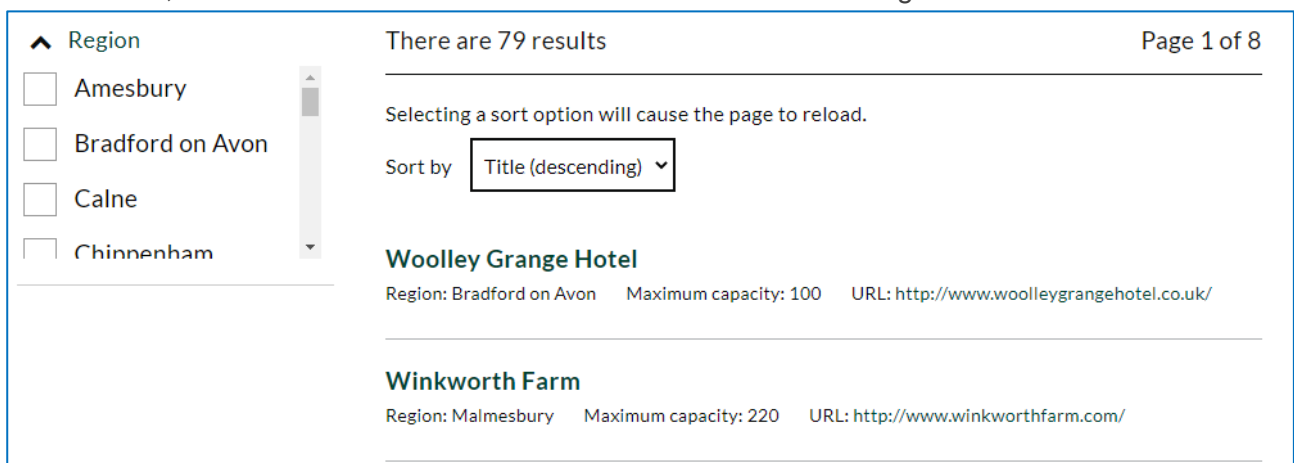
Dynamic content that allows new information to be displayed without the need to reload the whole page is beneficial for users and saves time and processing resources. However, users need to both be aware of what elements will cause data to change and be made aware once that data has been visually updated.

ARIA-live regions can be used to ensure that screen reader users are made aware of changing content on a page.

On the 'registrations-approved-venues' pages the 'sort by' filter submits as soon as an item from the menu is selected causing the page to refresh and the tab focus revert back to the start of the page.



Furthermore, the filter checkboxes refresh the content without warning the user.



You selected:

Calne

Clear all

^ Region

Amesbury

Bradford on Avon

Calne

Chinnenham

There are 3 results

Selecting a sort option will cause the page to reload.

Sort by

Wellington Barn

Region: Calne Maximum capacity: 180 URL: <http://www.wellingtonbarn.co.uk/>

Calne Town Hall

Region: Calne Maximum capacity: 120 URL: <http://www.calne.gov.uk/>

On the ‘news’ pages the ‘sort by’ filter submits as soon as an item from the menu is selected causing the page to refresh and the tab focus revert back to the start of the page.

There are 14 results

Selecting a sort option will cause the page to reload.

Sort by

User Comments

“Each time a ‘Keyboard Only’ user activates a ‘Dropdown box’ or uses the ‘Sort by’ facility within the page above, the page ‘refreshes’. This will not only cause the user to lose the focus, but it will also increase the amount of tabbing necessary.”

Kevin James
Keyboard Only Assessor

“The dropdown boxes on the ‘search properties’ page refresh the page automatically. This is confusing, since I’m not sure whether this means that all my search criteria are being entered correctly or not. The combo box also refreshes the page automatically and I can’t cycle through the options just by pressing the down arrow. I have to use a key combination of pressing the Alt+Down cursor keys.”

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/registrations-approved-venues>
- <https://www.wiltshire.gov.uk/news?f=YearMonth20205s>
- <https://www.wiltshire.gov.uk/news?f=YearMonth20207s>
- <https://www.wiltshire.gov.uk/registrations-approved-venues?f=Metadata13-91>
- <https://www.wiltshire.gov.uk/news?p=5>

Action Required

1. Ensure controls operate in an expected way and do not cause content to change without prior notification.
2. Ensure that all users are informed when content changes on a page
3. Ensure that users are made aware of the function of form elements before they are used

WCAG References

3.2.2 On Input: 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)

4.1.3 Status Messages: In content implemented using markup 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)

STAS-F12: Missing ARIA Reference




Description

When used appropriately, ARIA can be beneficial to screen reader users when navigating a webpage. Correct labelling or a description should be used for the 'aria-labelledby' or 'aria-describedby' attribute value.

ARIA is used on this website; however, the reference is broken. This could cause problems for users of assistive technology such as screen reader users.

Ensuring that all ARIA references are correct will assist users of assistive technology to navigate the website in a similar way to that of a sighted person.

On the 'virtual-school-parents-carers' page, the accordion elements all include the attribute `aria-controls="accordion-panel"`, however no element with the ID "accordion-panel" is present on the page. This issue affects several accordion elements across the site.

Support for Parents and Carers	 <code>*aria-controls="accordion-panel"</code>	+
How carers can support their Young People	 <code>*aria-controls="accordion-panel"</code>	+
Where possible attend PEPS	 <code>*aria-controls="accordion-panel"</code>	+

Ensuring that all ARIA references are correct will assist users of assistive technology navigate the website in a similar way to that of a sighted person.

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/virtual-school-parents-carers>
- <https://www.wiltshire.gov.uk/housing-new-housing-frequently-asked-questions>
- <https://www.wiltshire.gov.uk/business-rates-received-a-summons>
- <https://www.wiltshire.gov.uk/civil-emergencies-sandbags>
- <https://www.wiltshire.gov.uk/rubbish-and-recycling-subject-information-notice>

Action Required

1. Ensure that all aria references are coded correctly Ensure the target for the reference exists

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

STAS-F13: Non-Descriptive Page Titles

Description

A descriptive title helps users understand a page's purpose or content. Without a proper title, many users (especially those using screen readers or other assistive technology) may have difficulty orienting themselves to the page.

There were a number of instances where the page title was not unique to the content and failed to provide a clear description.

Page Title	Occurrences
Website feedback - Wiltshire	1778
News and communications - Wiltshire Council	136
Approved venue search - Wiltshire Council	24
Contact us - Wiltshire Council	20
Privacy notice - Wiltshire Council	13
Leisure – Wiltshire Council	4
Advice and support - Wiltshire Council	3
Document Library - Wiltshire Council	3
Education - Wiltshire Council	3
EHCP or MyPlan - Wiltshire Council	3
Health - Wiltshire Council	3
Health services - Wiltshire Council	3
Money - Wiltshire Council	3
Money advice - Wiltshire Council	3
Social care - Wiltshire Council	3
Transitions - Wiltshire Council	3
Travel - Wiltshire Council	3
Your voice - Wiltshire Council	3
Chippenham's Bath Road car park to close for one day for essential maintenance - Wiltshire Council	2
Join people like you and keep your fitness resolutions this new year - Wiltshire Council	2
Schools and colleges - Wiltshire	2

User Comments

“There are pages on the website that do not contain unique page titles. Some of the pages tested, had different content but the same page titles. This can be confusing for some users, especially screen reader users.”

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

'Website feedback - Wiltshire Council' is used on 1778 pages, including:

- <https://www.wiltshire.gov.uk/website-feedback?feedbackid=741&useful=true>
- <https://www.wiltshire.gov.uk/website-feedback?feedbackid=3087&useful=false>
- <https://www.wiltshire.gov.uk/website-feedback?feedbackid=1415&useful=false>

'News and communications - Wiltshire Council' is used on 136 pages, including:

- <https://www.wiltshire.gov.uk/news>
- <https://www.wiltshire.gov.uk/news?p=4&f=Metadata12-78>
- <https://www.wiltshire.gov.uk/news?p=2&f=YearMonth202011s>

'Approved venue search - Wiltshire Council' is used on 24 pages, including:

- <https://www.wiltshire.gov.uk/registrations-approved-venues>
- <https://www.wiltshire.gov.uk/registrations-approved-venues?f=Metadata13-58>
- <https://www.wiltshire.gov.uk/registrations-approved-venues?f=Metadata13-89>

'Contact us - Wiltshire Council' is used on 20 pages, including:

- <https://www.wiltshire.gov.uk/economic-regeneration-contact>
- <https://www.wiltshire.gov.uk/fostering-contact-us>
- <https://www.wiltshire.gov.uk/article/2275/Contact-us>

'Privacy notice - Wiltshire Council' is used on 13 pages, including:

- <https://www.wiltshire.gov.uk/privacy>
- <https://www.wiltshire.gov.uk/housing-privacy>
- <https://www.wiltshire.gov.uk/planning-privacy-notice>

'Leisure - Wiltshire Council' is used on 4 pages, including:

- <https://www.wiltshire.gov.uk/leisure>
- <https://www.wiltshire.gov.uk/local-offer-ey-leisure>
- <https://www.wiltshire.gov.uk/local-offer-primary-leisure>

'Advice and support - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-primary-advice-support>
- <https://www.wiltshire.gov.uk/local-offer-pfa-advice-support>
- <https://www.wiltshire.gov.uk/local-offer-ey-advice-support>

'Document Library - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-ey-documents-professionals>
- <https://www.wiltshire.gov.uk/local-offer-pfa-documents-professionals>
- <https://www.wiltshire.gov.uk/local-offer-secondary-documents-professionals>

'Education - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/army-basing-education>
- <https://www.wiltshire.gov.uk/local-offer-secondary-education>
- <https://www.wiltshire.gov.uk/local-offer-ey-education>

'EHCP or MyPlan - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-secondary-ehcp>
- <https://www.wiltshire.gov.uk/local-offer-primary-ehcp>
- <https://www.wiltshire.gov.uk/local-offer-pfa-ehcp>

'Health - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-ey-health>
- <https://www.wiltshire.gov.uk/local-offer-pfa-health>
- <https://www.wiltshire.gov.uk/local-offer-primary-health>

'Health services - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-primary-health-services>
- <https://www.wiltshire.gov.uk/local-offer-secondary-health-services>
- <https://www.wiltshire.gov.uk/local-offer-ey-health-services>

'Money - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-secondary-money>
- <https://www.wiltshire.gov.uk/local-offer-money>
- <https://www.wiltshire.gov.uk/local-offer-ey-money>

'Money advice - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-pfa-money-advice>
- <https://www.wiltshire.gov.uk/local-offer-secondary-money-advice>
- <https://www.wiltshire.gov.uk/local-offer-ey-money-advice>

'Social care - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-social-care>
- <https://www.wiltshire.gov.uk/local-offer-ey-social-care>
- <https://www.wiltshire.gov.uk/local-offer-primary-social-care>

'Transitions - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-transitions>
- <https://www.wiltshire.gov.uk/local-offer-secondary-transitions>
- <https://www.wiltshire.gov.uk/local-offer-primary-transitions>

'Travel - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-ey-travel>
- <https://www.wiltshire.gov.uk/local-offer-secondary-travel>
- <https://www.wiltshire.gov.uk/local-offer-travel>

'Your voice - Wiltshire Council' is used on 3 pages:

- <https://www.wiltshire.gov.uk/local-offer-secondary-your-voice>
- <https://www.wiltshire.gov.uk/local-offer-pfa-your-voice>
- <https://www.wiltshire.gov.uk/local-offer-ey-your-voice>

'Chippenham's Bath Road car park to close for one day for essential maintenance - Wiltshire Council' is used on 2 pages:

- <https://www.wiltshire.gov.uk/news/bath-road-car-park-closure>
- <https://www.wiltshire.gov.uk/news/bath-road-car-park-closure1>

'Join people like you and keep your fitness resolutions this new year - Wiltshire Council' is used on 2 pages:

- <https://www.wiltshire.gov.uk/news/Join-people-like-you-and-keep-your-fitness-resolutions-this-new-year1>
- <https://www.wiltshire.gov.uk/news/join-people-like-you-and-keep-your-fitness-resolutions-this-new-year>

'Schools and colleges - Wiltshire Council' is used on 2 pages:

- <https://www.wiltshire.gov.uk/schools-learning>
- <https://www.wiltshire.gov.uk/local-offer-schools-colleges>

Action Required

1. Ensure the all pages have a unique, descriptive and meaningful page title.

WCAG References

2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)

STAS-F14: Inaccessible Non-HTML Documents

Description

A number of non-HTML documents, such as Adobe Acrobat (PDF) files, were encountered. In order for users to access the content contained within non-HTML documents, these documents should be accessible or have an accessible alternative.

The PDF documents examined had issues that prevented certain users from being able to access the content. A number of PDFs did not contain a headings structure, making it difficult for screen reader users to understand and navigate the structure of the document.

(Please note that this is an automated test)

Type	Issue	Quantity
PDF	Document title must not be blank.	>2000
PDF	Figures and images in PDF documents should have non blank ALT text, except for decorative images which should be marked as artifacts.	>2000
PDF	PDFs must be tagged to be accessible by screen readers.	1382
PDF	Use the lang attribute to identify the language of the page.	1211
PDF	Alt text should not be an image file name.	281
Word	Word document contains a non-inline graphic or object.	55
Word	Word document contains a graphic without Alt Text.	54
Word	Alt text should not be an image file name.	31
Word	Identify row and column headers in Word tables.	1

A scan of the 'Marlborough_CAB_Savernake_A346__White_Road_to_Savernake_Park_Farm_03.01.20.pdf' document produced the following results:

29 checks performed / 14 checks passed (48%) / 15 checks failed

Document (2 issues)	Alternate Text (5 issues)
<ul style="list-style-type: none">✓ Accessibility permission flag✓ Image-only PDF✗ Tagged PDF✓ Primary language✗ Title✓ Bookmarks	<ul style="list-style-type: none">✗ Figures alternate text✗ Nested alternate text✗ Associated with content✗ Hides annotation✗ Other elements alternate text
Page Content (2 issues)	Forms (0 issues)
<ul style="list-style-type: none">✗ Tagged content✓ Tagged annotations✓ Tab order✓ Character encoding✓ Tagged multimedia✓ Screen flicker✓ Scripts✓ Timed responses✓ Navigation links✗ Appropriate heading nesting	<ul style="list-style-type: none">✓ Tagged form fields✓ Field descriptions
	Tables (4 issues)
	<ul style="list-style-type: none">✗ Rows✗ TH and TD✗ Headers✗ Regularity
	Lists (2 issues)
	<ul style="list-style-type: none">✗ List items✗ Lbl and LBody

A scan of the 'cil-2015-16-annual-report.pdf' document produced the following results:

29 checks performed / 25 checks passed (86%) / 4 checks failed

Document (1 issues)	Alternate Text (1 issues)
<ul style="list-style-type: none">✓ Accessibility permission flag✓ Image-only PDF✓ Tagged PDF✓ Primary language✗ Title✓ Bookmarks	<ul style="list-style-type: none">✗ Figures alternate text✓ Nested alternate text✓ Associated with content✓ Hides annotation✓ Other elements alternate text
Page Content (0 issues)	Forms (0 issues)
<ul style="list-style-type: none">✓ Tagged content✓ Tagged annotations✓ Tab order✓ Character encoding✓ Tagged multimedia✓ Screen flicker✓ Scripts✓ Timed responses✓ Navigation links✓ Appropriate heading nesting	<ul style="list-style-type: none">✓ Tagged form fields✓ Field descriptions
	Tables (2 issues)
	<ul style="list-style-type: none">✓ Rows✓ TH and TD✗ Headers✗ Regularity
	Lists (0 issues)
	<ul style="list-style-type: none">✓ List items✓ Lbl and LBody

A scan of the 'Application-for-a-council-tax-discount-disabled-persons-.pdf' document produced the following results:

29 checks performed / 27 checks passed (93%) / 2 checks failed

Document (1 issues)

- ✓ Accessibility permission flag
- ✓ Image-only PDF
- ✓ Tagged PDF
- ✓ Primary language
- ✗ Title
- ✓ Bookmarks

Page Content (0 issues)

- ✓ Tagged content
- ✓ Tagged annotations
- ✓ Tab order
- ✓ Character encoding
- ✓ Tagged multimedia
- ✓ Screen flicker
- ✓ Scripts
- ✓ Timed responses
- ✓ Navigation links
- ✓ Appropriate heading nesting

Alternate Text (0 issues)

- ✓ Figures alternate text
- ✓ Nested alternate text
- ✓ Associated with content
- ✓ Hides annotation
- ✓ Other elements alternate text

Forms (0 issues)

- ✓ Tagged form fields
- ✓ Field descriptions

Tables (1 issues)

- ✓ Rows
- ✓ TH and TD
- ✗ Headers
- ✓ Regularity

Lists (0 issues)

- ✓ List items
- ✓ Lbl and LBody

User Comments

“When viewing several PDF documents, I found no evidence of a headings structure, and some graphics did not contain a clear label I am also unsure if some graphics are used for decoration or to convey specific information I also noticed a table that did not contain a clear header, and some of the columns and rows were not clearly labelled for screen reader users

All documents should contain a clear and logical headings structure, and all elements that are used to convey information such as tables, graphics, and links should be tagged to provide easier and accessible navigation, this will promote a positive user experience as a result.”

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

PDFs must be tagged to be accessible by screen readers.

1382 files, including:

https://www.wiltshire.gov.uk/media/4355/Marlborough-Cab-Savernake-A346-White-Road-to-Savernake-Park-Farm-03-01-20/pdf/Marlborough_CAB_Savernake_A346_White_Road_to_Savernake_Park_Farm_03.01.20.pdf?m=637339525353300000
<https://www.wiltshire.gov.uk/media/1481/Calne-Cab-Calne-Without-Calne-To-North-Wilts-Golf-Club-20-05-19/pdf/Calne-cab-calne-without-calne-to-north-wilts-golf-club-20.05.19.pdf?m=637255713173170000>
<https://www.wiltshire.gov.uk/media/1482/Devizes-Cab-Bishops-Cannings-Road-From-A361-To-North-Wilts-Golf-Club-21-05-19/pdf/Devizes-cab-bishops-cannings-road-from-a361-to-north-wilts-golf-club-21.05.19.pdf?m=637255714189970000>

Document title must not be blank.

2000 files, including:

<https://www.wiltshire.gov.uk/media/4442/CIL-Annual-Report-2015-16/pdf/cil-2015-16-annual-report.pdf?m=637340535626000000>
<https://www.wiltshire.gov.uk/media/573/Malmesbury-Neighbourhood-Plan-Volume-II-Design-Guide/pdf/sppnp-made-malmesbury-volume-two-2015.pdf?m=637102881957930000>
<https://www.wiltshire.gov.uk/media/4434/Wiltshire-CIL-Instalments-Policy-May-2015/pdf/wiltshire-may-2015-cil-instalments-policy.pdf?m=637340525992300000>

Identify row and column headers in Word tables.

1 file:

<https://www.wiltshire.gov.uk/media/3265/TAOSJ-Application-Form/doc/Taosj-application-form.docx?m=637157430645870000>

Alt text should not be an image file name.

31 files, including:

<https://www.wiltshire.gov.uk/media/3139/Discount-form-disabled-persons/pdf/Application-for-a-council-tax-discount-disabled-persons-.pdf?m=637154746057670000>
<https://www.wiltshire.gov.uk/media/3138/Discount-form-carers/pdf/Application-for-a-council-tax-discount-carers-.pdf?m=637154746052370000>
<https://www.wiltshire.gov.uk/media/3135/Discount-form-religious/pdf/Application-for-a-council-tax-discount-members-of-religious-communities.pdf?m=637154746046700000>

Word document contains a non-inline graphic or object.

55 files, including:

<https://www.wiltshire.gov.uk/media/2998/03b-Distractions-Standard-exercise-sheet/doc/03b-exercise-sheet-distractions-standard.docx?m=637151582496330000>
<https://www.wiltshire.gov.uk/media/2918/Supported-intern-medical-form/doc/Fairfield-medical-form-supported-intern.docx?m=637151162102670000>
<https://www.wiltshire.gov.uk/media/2536/Babysteps-interest-form-for-health-professionals-to-fill-out-on-behalf-of-their-client/doc/Baby-steps-interest-form.docx?m=637139484469600000>

Word document contains a graphic without Alt Text.

54 files, including:

<https://www.wiltshire.gov.uk/media/721/SHELAA-Call-For-Sites-Submission-Form/doc/shlaa-call-for-sites-submission-form-2.docx?m=637103751129600000>
<https://www.wiltshire.gov.uk/media/2846/Wiltshire-Graduated-Response-to-SEND-Support-WGRSS-KS1/doc/A251-14-grss-pupil-profile-ks1.docx?m=637148527804100000>
<https://www.wiltshire.gov.uk/media/3265/TAOSJ-Application-Form/doc/Taosj-application-form.docx?m=637157430645870000>

Figures and images in PDF documents should have non blank ALT text, except for decorative images which should be marked as artifacts.

2000, including:

https://www.wiltshire.gov.uk/media/4249/Online-booking-step-by-step-guide-non-members/pdf/OnlineBooking_guidance_NM.pdf?m=637336030379570000
https://www.wiltshire.gov.uk/media/5050/Gymnastics-activity-pack-week-1/pdf/Gymnastics_Activity_pack_Week_1.pdf?m=637406839708870000
<https://www.wiltshire.gov.uk/media/1145/Parking-bay-suspension-application/pdf/Bay-suspension.pdf?m=637109872477600000>

Use the lang attribute to identify the language of the page.

1211 files, including:

<https://www.wiltshire.gov.uk/media/514/Regulation-18-Report/pdf/chippenham-regulation-18-report.pdf?m=637102804572830000>
<https://www.wiltshire.gov.uk/media/4897/Devizes/pdf/sbr-2020-whsap-devizes.pdf?m=637387140415330000>
<https://www.wiltshire.gov.uk/media/513/Consultation-Statement-on-Early-Community-Engagement-February-2015/pdf/chippenham-consultation-statement-on-early-community-engagement.pdf?m=637102803916000000>

Action Required

1. Ensure all non-HTML documents are accessible.
2. Provide accessible alternatives to inaccessible non-HTML documents where applicable.

Note: The Shaw Trust Accessibility Services recognises that it may be impractical to make all non-HTML documents accessible due to volume and complexity. In this scenario, only proof of policy to make all future non-HTML documents accessible is required for conformance.

WCAG References

1.1.1 Non-text Content: 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. (Level A)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)

2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)

3.1.1 Language of Page: The default human language of each Web page can be programmatically determined. (Level A)

STAS-F15: HTML Markup Errors

Description

Valid HTML code ensures that a site is understood by a browser in the way the designer intended. Valid sites are more likely to be future proof, more likely to look good on a range of browsers and devices, should improve SEO rankings and are more likely to be compatible with assistive technology. Errors in HTML are easy to make but very hard to find and fix without a tool like a HTML validator. To ensure compatibility with browsers and assistive technology, each page should pass a HTML validator with no errors.

Some pages throughout the site have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.

Note: This is an automated test carried out by the [W3C Markup Validation Service](#), however any HTML validator should produce the same results.

Page checked	Errors	Warnings
https://www.wiltshire.gov.uk/news/focussing-on-the-future-with-wiltshire-council-gets-under-way	2	3
https://www.wiltshire.gov.uk/public-health-1718-annual-report	1	3
https://www.wiltshire.gov.uk/news/lgbt-fostering-and-adoption-week	1	3
https://www.wiltshire.gov.uk/news/elections-postponed	3	3
https://www.wiltshire.gov.uk/news/visiting-wiltshire-council-hubs	1	3

Example Occurrences

- <https://www.wiltshire.gov.uk/news/focussing-on-the-future-with-wiltshire-council-gets-under-way>
- <https://www.wiltshire.gov.uk/public-health-1718-annual-report>
- <https://www.wiltshire.gov.uk/news/lgbt-fostering-and-adoption-week>
- <https://www.wiltshire.gov.uk/news/elections-postponed>
- <https://www.wiltshire.gov.uk/news/visiting-wiltshire-council-hubs>

Action Required

1. Ensure that no HTML parsing errors exist and that can impact use of assistive technologies.

WCAG References

4.1.1 Parsing: 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. (Level A)

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.

4.1.2 Name, Role, Value: 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. (Level A)

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.

Priority AA Issues

There are no issues present that affect Level AA criteria only.

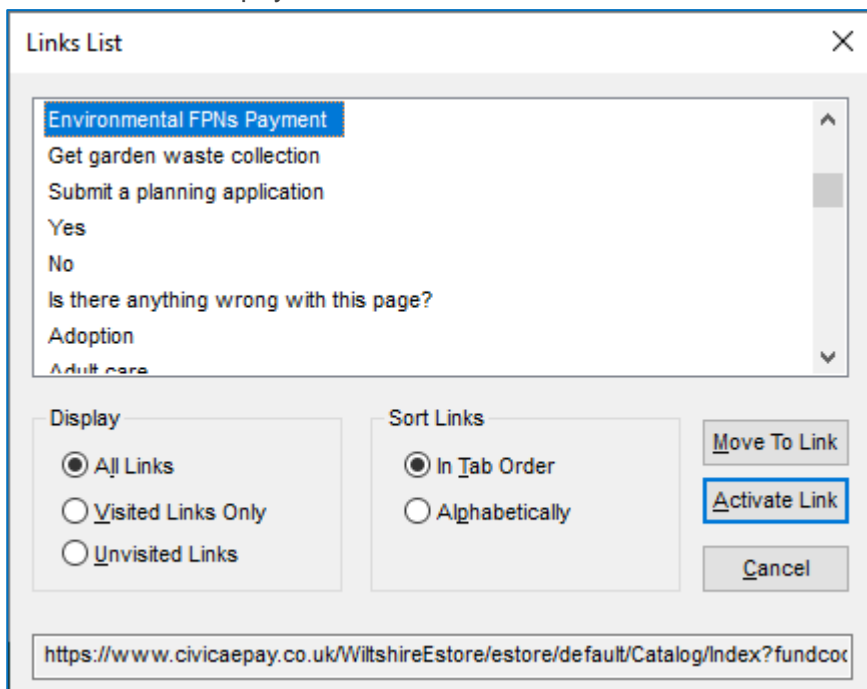
Advisories

STAS-A01: Users not notified of Links Opening in a new Window

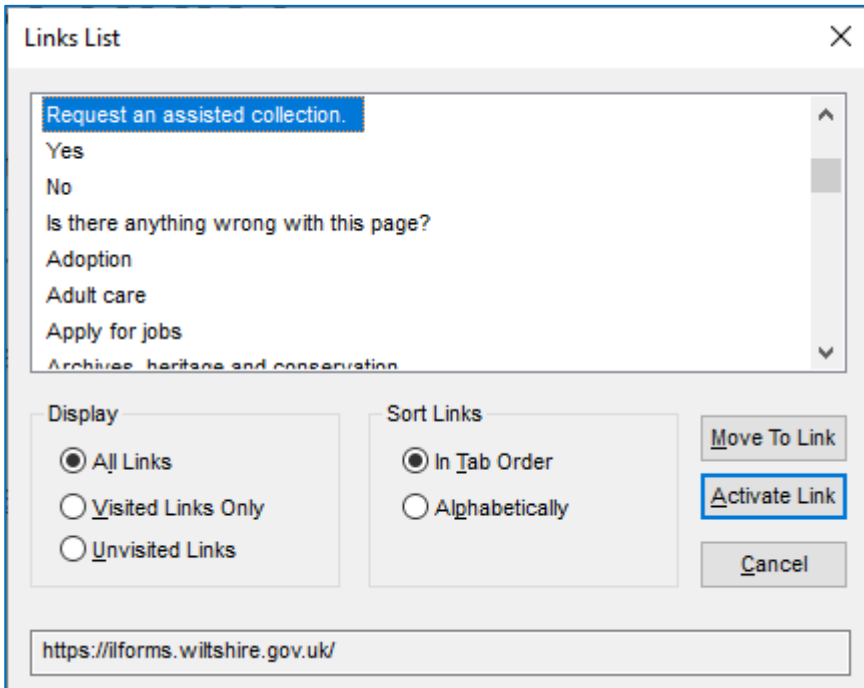
Description

When a link is activated it can either open the linked content in the same window or it can force the content to appear in a new window. There are a number of links that open in a new window without prior notification. When a new window is utilised the user must be informed of this before they activate any link. If a user is not aware that they have been placed in a new window, this can cause issues when the user attempts to use browser controls to move back a page. As they are in a new window, the only way to get back to the previous page will be to close the current window.

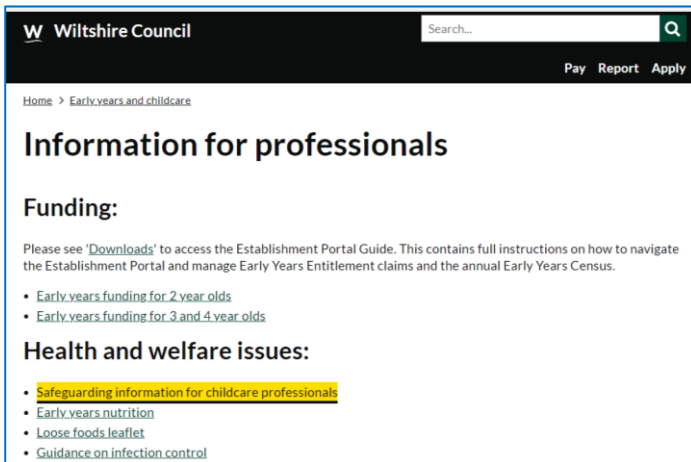
On the 'Pay online' page, there are links that open in a new window without warning. These links are the 12 links listed under the heading pay online. For example: get garden waste collected and environment FPN payment.



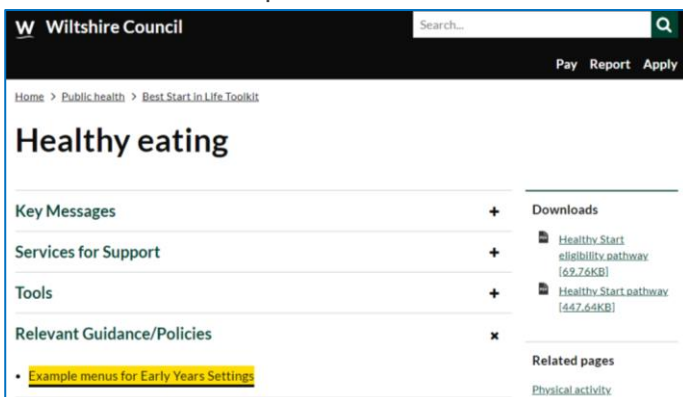
On the 'Assistive collection' page, there are links that open in a new window without warning. These links are labelled request assisted collection.



On the 'Information for professionals' page, there are links that open in a new window without warning. These links are labelled request assisted collection.



On the 'Healthy eating' page, there are links that open in a new window without warning. These links are labelled request assisted collection.



On the 'MyWilts online reporting' page, there are links that open in a new window without warning. These links are labelled request assisted collection.

Privacy notice

Wiltshire Council is the data controller for the personal information you provide in MyWilts. The Council's Data Protection Officer can be contacted by email at dataprotection@wiltshire.gov.uk.

- As a registered user of the MyWilts system Wiltshire Council will collect your data including your email and physical address if you choose to submit these. We will use these to provide you with updates on your cases and to contact you if required.
- By submitting your personal data, you are indicating to us that you agree to this.
- Your data will be stored securely where it can be viewed, and shared where necessary, by our staff and partners including Wiltshire Town and Parish councils, suppliers, or our contractors to resolve your cases. Where required, information may be shared with other local authorities to resolve cases.
- We will not share your data with any other third parties unless we are required or permitted to do so by law.
- We will not share your information with any other organisations for marketing, market research or commercial purposes.
- We may pass on your personal information if we have a legal obligation to do so. This includes exchanging information with other Wiltshire Council departments for other lawful purposes.
- Wiltshire Council is **registered as a data controller** with the Information Commissioner's Office.
- If you are a registered user of MyWilts and wish to de-register, you can do this at any time using the De-register option in the MyWilts menu. Any reports submitted will be anonymised once this process has been completed.

For further information about how Wiltshire Council uses your personal data, including your rights as a data subject, see our [Privacy notice](#).

User Comments

"Text alongside the link saying 'Opens in a new window' will assist people when they activate the link. Intern, avoiding any frustration to the visitor.

The benefit to a user, of knowing whether the link will take them to a 'New window', is that it will aid them to get back to the 'Wiltshire Council' site. Without this labelling next to the link title, they will be wondering why they cannot get back to 'Wiltshire Council'."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.wiltshire.gov.uk/pay-online#maincontent>
- <https://www.wiltshire.gov.uk/rubbish-and-recycling-assisted-collections#maincontent>
- <https://www.wiltshire.gov.uk/child-care-professionals-information>
- <https://www.wiltshire.gov.uk/public-health-eyt-healthy-eating>
- <https://www.wiltshire.gov.uk/mywilts-online-reporting>

Recommendation

1. Ensure that users are notified of links that open in a new window.

STAS-A02: Links to Non-HTML Documents

Description

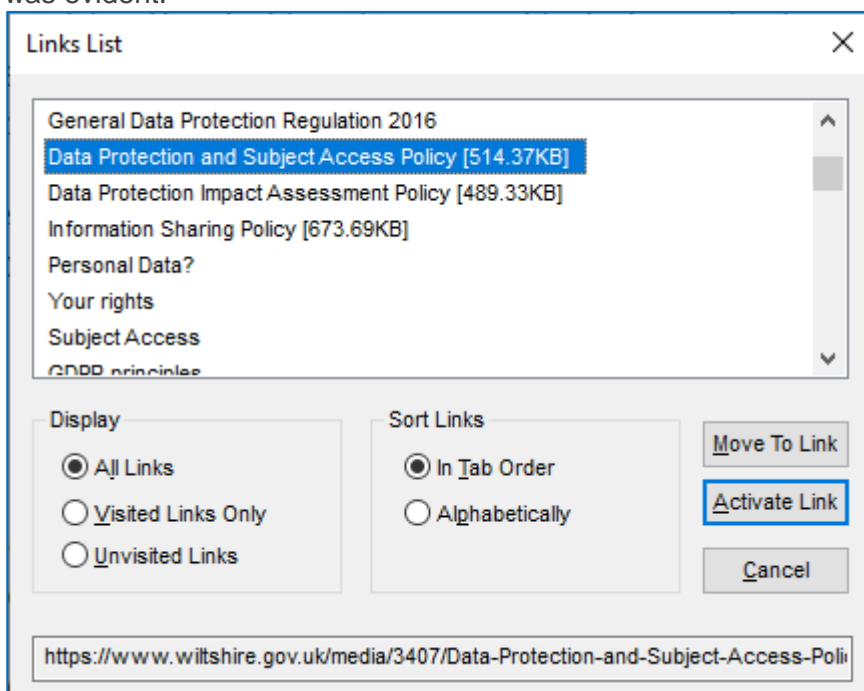
Links to non-HTML documents often omit their file type and file size in a way that can be determined by assistive technologies. Sometimes an image of the file type and textual file size is included on the page, but is not part of the link; this will therefore not be picked up by assistive technology as easily as if it were part of the link itself

Links to non-HTML documents should open in a new window. This is because certain file types may open in a browser plugin by default, which can cause issues for assistive technology users. Users may find that they cannot navigate back to the previous page, making navigation difficult. Opening documents in a new window enables these users to close the window with the open file and return to their previous location.

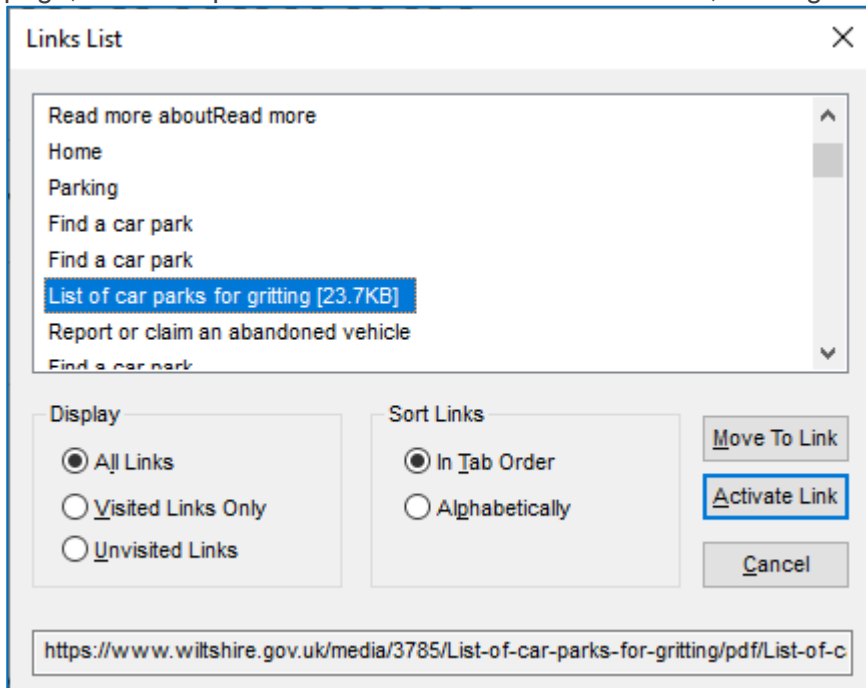
There was no information on the:

- Data Protection and Subject Access Policy [514.37KB]
- Data Protection Impact Assessment Policy [489.33KB]
- Information Sharing Policy [673.69KB]

Link on the 'Data protection' page, to tell the person what format the document is in, but the size was evident.



There was no information on the list of carparks for gritting link on the 'Car parking information' page, to tell the person what format the document is in, although the size was given.



User Comments

"When a Non HTML document is on the 'Wiltshire Council' site and has no indication alongside the link of its format, it is very problematic for a Screen Reader User. Furthermore, whether they have the software to read such a document. Therefore, the link that opens a non-HTML document should have information of the format and size alongside the link. The inclusion of this information will allow people the full knowledge of what format the document is in, and whether they have the software to read such a format; or whether there may be an issue in reading it within that format. In addition, the information about the size of the document may determine the time it may take to upload, or the memory they have on their device.

Clear information on links of this kind will assist everyone using the site, and encourage them to open the information."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.wiltshire.gov.uk/data-protection-foi-data-protection#maincontent>
- <https://www.wiltshire.gov.uk/parking-information>

Recommendations

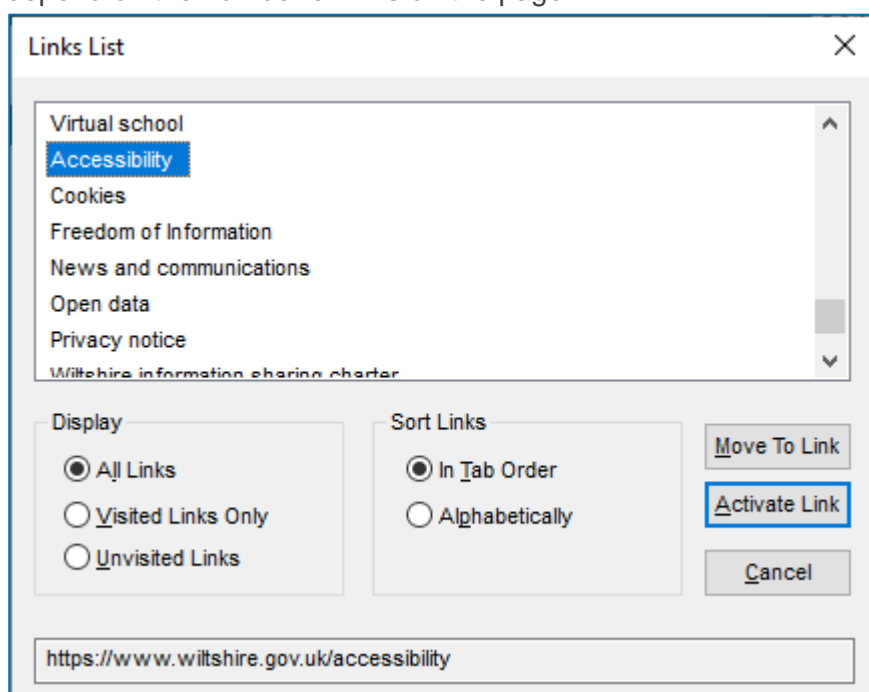
1. Ensure links to non-HTML documents include file type and file size within the link text.

STAS-A03: Accessibility Statement

Description

An accessibility statement will allow disabled users to check if there are any features implemented on the site to enhance a user's experience. Many users with disabilities will look for the accessibility statement before viewing a site. They would expect to find information on how to use the site, what measures have been taken to ensure accessibility is important, and also any limitations the site may have due to third party applications.

The 'Accessibility' link on the 'Homepage' was link number 107, out of: 119. The same was for every page visited, the Accessibility link was at the bottom of the page, and the link number will depend on the number of links on the page.



User Comments

“The position of the Accessibility statement on the 'Wiltshire Council' site, makes it difficult for a Screen Reader user to locate and activate.

A link situated at the top of the page, will allow a Screen Reader user to quickly find the resource being given and gain any knowledge from the site that will make the process of finding information on the site more productive.”

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.wiltshire.gov.uk/>

Recommendation

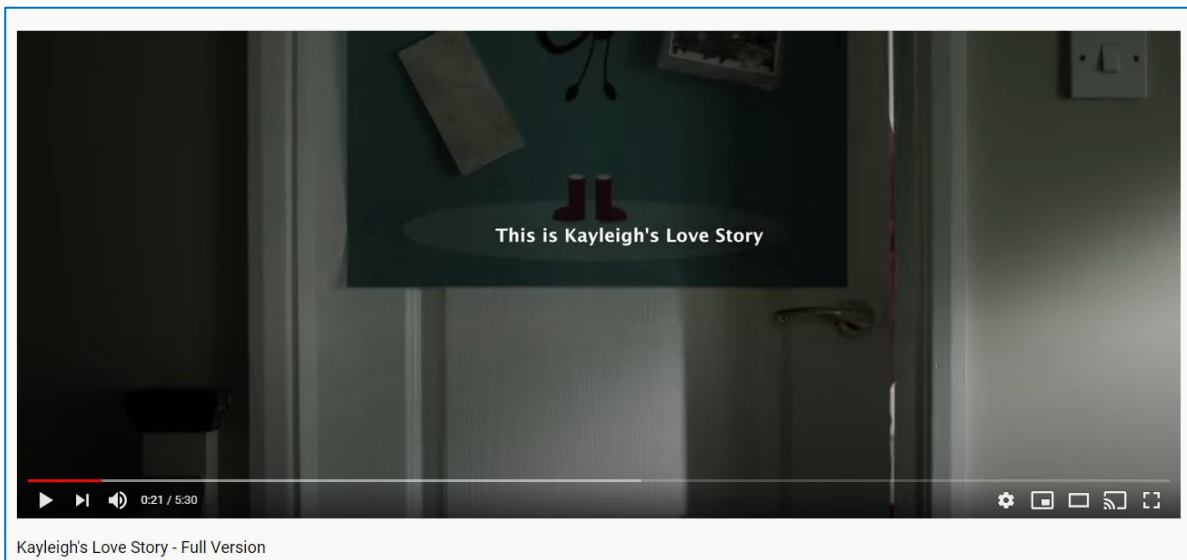
1. Include a descriptive accessibility statement with links from all pages.

STAS-A04: Video and Audio missing Text Alternatives

Description

The website contained links to videos on a number of pages. To enable users who have hearing impairments understand content in videos, they must have a text alternative. Transcripts or subtitles can be used to convey the information within the video to hearing impaired users.

However, the links to videos contained on the website failed to provide a text alternative. The page itself does not contain a transcript and there is no link to a transcript on another page or downloadable file. The video does not provide controls for enabling subtitles.



User Comments

“There are some videos on the site that do not have a transcript or subtitle. As I cannot hear the audio on the video I am unaware if I am missing any information.”

Darren Hardman
Hard of Hearing and Deaf Assessor

Example Occurrences

- <https://www.wiltshire.gov.uk/cse-advice-young-for-people>
 - <https://www.youtube.com/watch?v=WsbYHI-rZOE>

Recommendation

1. Ensure that all audio and video content has a text alternative (transcript or subtitles)

WCAG References

1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A)

- **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.
- **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

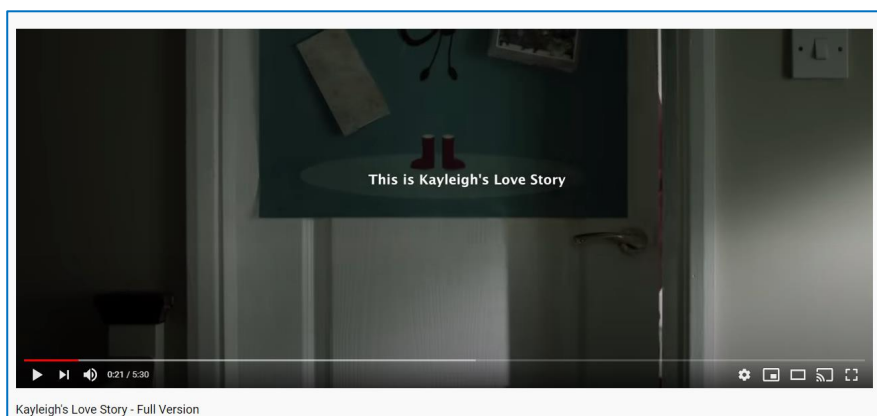
STAS-A05: Video missing Audio Description

Description

The website contained link to videos on a number of pages. To enable users who have limited or no sight understand content in videos that have no sound, they should have an audio description to explain any quiet parts.

However, there are videos contained on the website that failed to provide an audio description.

The 'Advice for young people' page contains a link to a video that displayed information visually that is not contained within the audio. There is also no separate audio description track to describe this content.



User Comments

"There are some videos on the site where there is no sound present. As there is no audio on the video I am unaware if I am missing any information."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.wiltshire.gov.uk/cse-advice-young-for-people>
 - <https://www.youtube.com/watch?v=WsbYHI-rZOE>

Recommendation

1. Ensure that all audio and video content is presented to blind and low vision users
2. Ensure that all audio and video content has audio description if required

WCAG References

1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)

Shaw Trust is a charity which was founded in the village of Shaw, Wiltshire in 1982.

Our Vision:

Shaw Trust believes that everyone has the right to employment, inclusion and independence.

Our Purpose is to:

Focus on people who experience barriers related to disability, health and other disadvantages, providing personalised support to enable them to work, gain independence and control and contribute to family and community life.

Influence policy and improve the lives of disabled and disadvantaged people.

By working with businesses, commissioners and partner organisations, we've helped over 450,000 people achieve employment, inclusion and independence.

If you would like to know more about Shaw Trust please contact us today.
Call: 01225 716300
Email: info@shaw-trust.org.uk
Web: www.shaw-trust.org.uk

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