Central Digital & Data Office | Cabinet Office

26 August 2021

Accessibility report for https://www.wiltshire.gov.uk/

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Overview

How accessible the website is

https://www.wiltshire.gov.uk/ was tested between 21 July 2021 and 16 August 2021 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard: https://www.w3.org/TR/WCAG21/

Based on our testing, this website is partially compliant with WCAG 2.1 AA.

Accessibility statement

As part of the regulations you must publish an accessibility statement.

An accessibility statement was found but it was expected that the non-compliances would be listed in the statement rather than linking out to an accessibility report. There should also be a hyperlink to the Equality and Advisory Support Service (EASS) in the text. This link is provided in the sidebar but uses a sensory characteristic (“linked on the right”) to signpost the link which is a fail of WCAG 1.3.3 Sensory Characteristics.

It was also noted that you cannot reach the accessibility statement from the Revenues online, Wiltshire Council Payments, or Wiltshire Council forms sections of the website.

What to do next

It is a requirement of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 that public sector websites and mobile applications are accessible.

You must review and fix the issues identified in this report.

You need to update your accessibility statement to include the issues outlined in this report and fix any issues related to your statement.

Enforcement

On behalf of the Minister for the Cabinet Office we provide the Equality and Human Rights Commission (EHRC) or Equality Commission for Northern Ireland (ECNI) with details about public sector bodies who have been monitored. If accessibility issues remain after giving you time to fix them, the EHRC or ECNI may take further action.

Public sector bodies must publish an accessibility statement and review it regularly.

If the decision is taken that a public sector body has failed to publish an accessibility statement or that the accessibility statement is incorrect, the Minister for the Cabinet Office may publish the name of the body and a copy of the decision.

How we checked

Different tests were completed to check against WCAG 2.1 AA success criteria.

Testing was based on a sampling approach and limited to a fixed time period. This is not a full comprehensive audit. We expect your organisation to do a full audit to find any other accessibility issues.

Tools we used

Unless otherwise stated, the latest version of software was used.

Type	**Software used**
Operating system	Windows 10 Pro laptop with 15” screen and a Google Pixel mobile phone
Browser	Google Chrome
Assistive technology	NVDA
Accessibility testing software	Axe, HTML Validator, Colour Contrast Analyser and Adobe Acrobat DC Pro

Pages we checked

A sample of pages were tested.

Page Name	**URL**
Home	https://www.wiltshire.gov.uk/
Contact	https://www.wiltshire.gov.uk/contact
About Freedom of Information	https://www.wiltshire.gov.uk/data-protection-foi
Search	https://www.wiltshire.gov.uk/search?q=test
Accessibility statement	https://www.wiltshire.gov.uk/accessibility
Website Feedback	https://www.wiltshire.gov.uk/website-feedback?feedbackid=741&useful=false
Cookies	https://www.wiltshire.gov.uk/cookies
News Article (Temporary social distancing schemes in Wiltshire to be removed)	https://www.wiltshire.gov.uk/news/temporary-social-distancing-schemes-in-wiltshire-to-be-removed

Page Name	URL
Limpley Stoke Hotel	https://www.wiltshire.gov.uk/article/2598/Limpley-Stoke-Hotel
Best Start in Life Toolkit	https://www.wiltshire.gov.uk/public-health-ey-toolkit
Rubbish and recycling	https://www.wiltshire.gov.uk/rubbish-and-recycling
Statement of Accounts 2019/2020 PDF	https://www.wiltshire.gov.uk/media/4953/Pension-Fund-2019-2020/pdf/Published_Pension_SOA_28_August.pdf?m=637393250684470000
Pay online	https://www.wiltshire.gov.uk/pay-online
Coronavirus (COVID-19)	https://www.wiltshire.gov.uk/public-health-coronavirus
Council tax	https://www.wiltshire.gov.uk/benefits-council-tax
Household waste	https://www.wiltshire.gov.uk/household-waste
Term dates and holidays	https://www.wiltshire.gov.uk/schools-learning-term-date-calendar
Wiltshire Council forms	https://ilforms.wiltshire.gov.uk/
Civica Payments Portal - Products & Services catalogue	https://www.civicaepay.co.uk/WiltshireEstore/estore/default/Catalog/Index?Area=&workflow=history
Register for an account process on the Civica Payments Portal: • Welcome to the Wiltshire Council • Registration • Address Search • Address and Contact Details • Registration Check • Registration confirmation	Starting URL: https://www.civicaepay.co.uk/WiltshireEstore/estore/default/Account/Login?ReturnUrl=%2FWiltshireEstore%2Festore%2Fdefault%2FHome%2FIndex%3FArea%3D
Council Tax Options - Revenues Online	https://www.northgate-nes.co.uk/pls/pwslive/call_initial_apex_page.nes_selfsrv?service=CAR&la=WILT&l
Discretionary Housing Payment – Entire process	Starting URL: https://www.northgate-nes.co.uk/pls/pwslive/call_initial_apex_page.nes_selfsrv?service=CAD&la=WILT&l
Garden waste collections	https://www.wiltshire.gov.uk/gardenwaste
Wiltshire Council Payments - Garden Waste Collection 2021/2022 form (all pages up to and including the 'Make a Payment' page)	Starting URL: https://orderlink.wiltshire.gov.uk/

Accessibility issues we found

The issues in this report are presented in WCAG order.

Where no issue was found, the WCAG success criteria has been removed.

WCAG 1.1.1 Non-text context

https://www.w3.org/WAI/WCAG21/Understanding/non-text-content.html

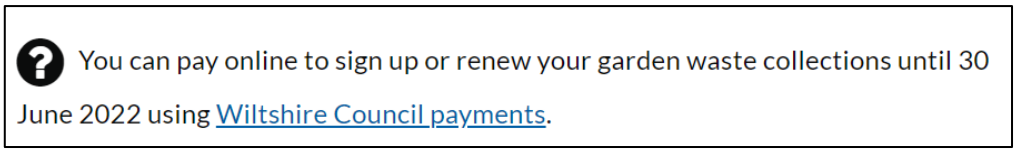
Non-text content like images, charts and icons must have a text alternative to give the same information or meaning to users who cannot see the content, such as screen reader users.

Issue 1 – missing alternative text

There were several occurrences of images with no alternative text:

- On pages with a ‘Downloads’ side panel (such as on the ‘About Freedom of Information’ page), there are often links to documents with an icon that depicts the file type. These images do not have an alternative.

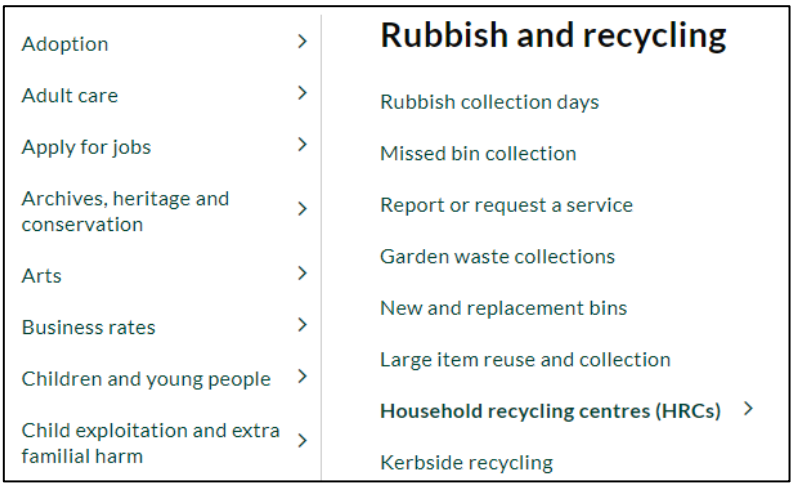
- There are punctuation mark icons, such as question marks and exclamation marks, used across the website (such as on the ‘Council tax’ page and the ‘Garden waste collections’ page) that do not have alternatives. Visually users are drawn to these icons which provide additional information to show the wording is important or answers a question which is lost to users of assistive technology.



- The logos used in the Statement of Accounts 2019/2020 PDF do not have accessible alternatives.

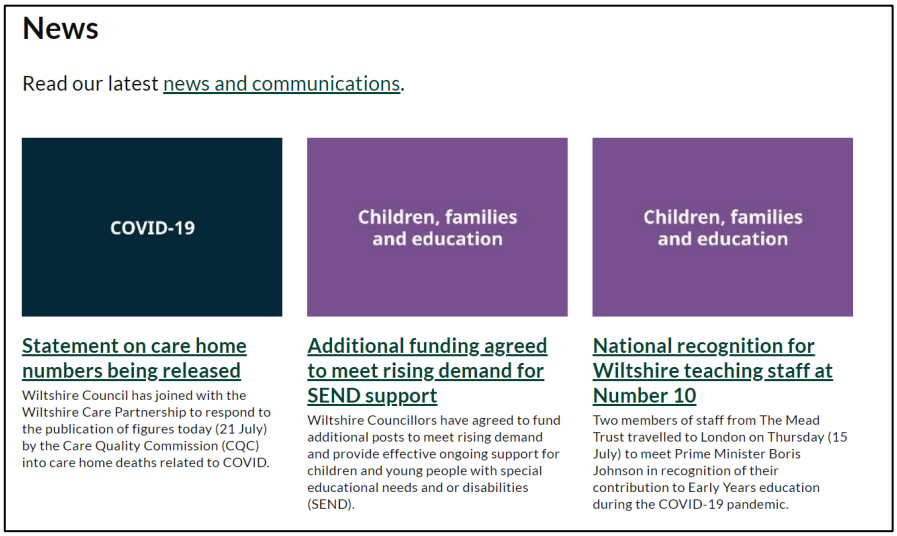
- In the Civica Payments Portal pages (including the ‘Civica Payments Portal - Products & Services catalogue’ page), there are 4 images missing alternative text – the background image in the header, and the 3 social media icons at the bottom of the page.

- On pages where you browse topics such as the ‘Rubbish and Recycling’ page, there are arrow icons that inform sighted users that clicking on that link will open another sub-menu. This information does not make a difference for the menu on the left as all options open another menu, but in other lists where only some links have the arrow icon, a user of assistive technology is not informed of the difference between the types of link as there is no alternative text.

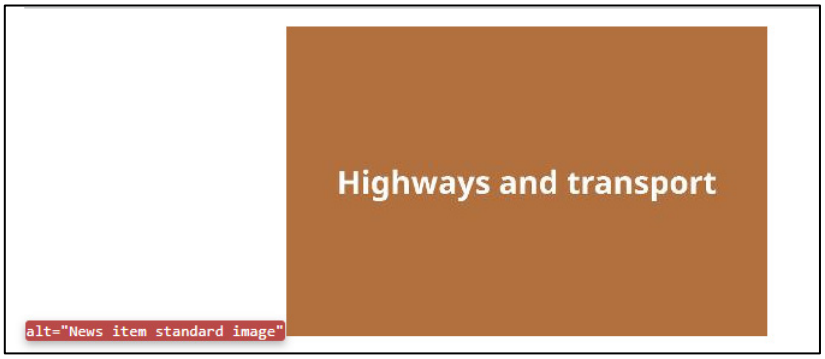


Issue 2 – non-descriptive alternative text

On the home page there are images in the news section. These images have alternative text that matches the title of the news article rather than being descriptive of the images themselves.



Similarly, on the ‘Temporary social distancing schemes in Wiltshire to be removed’ News article page, the image says ‘Highways and Transport’ but the alternative text reads ‘News item standard image’ which is not descriptive.



WCAG 1.3.1 Info and relationships

https://www.w3.org/WAI/WCAG21/Understanding/info-and-relationships.html

Information and relationships between content and elements that are made clear by visual formatting or audio cues should also be clear programmatically.

Assistive technologies such as screen readers rely on correct semantic use of elements to accurately interpret information for users. For example, text which visually looks like a heading because of bold styling should be marked up correctly inside heading tags in the code.

Issue 1 – PDF

In the 'Statement of Accounts 2019/2020' PDF elements are not tagged. This means the structure of the document cannot be understood by assistive technology. This may cause issues across other WCAG success criteria also.

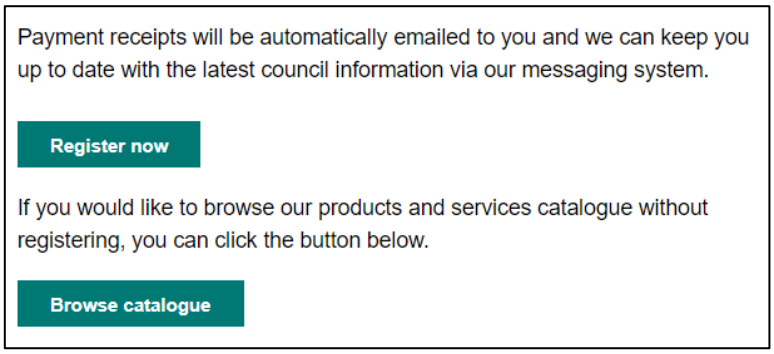
Issue 2 – links and buttons

In the Civica Payments Portal there were a few issues noted:

- On the 'Registration' page the option to 'Cancel' looks like a button but is programmatically a link.

- On the next page of the registration process, 'Address Search', the 'Back', 'Cancel', and 'Skip search' options look like buttons but are programmatically links.

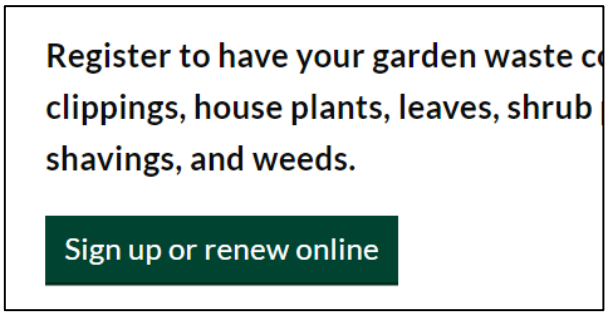
- The 'Register now' and 'Browse catalogue' options on the 'Welcome to the Wiltshire Council' page look like buttons but are programmatically links.



Additionally, there are three other instances of this issue on other pages:

- After completing the 'Discretionary Housing Payment' process there is a page that confirms your application has been submitted. On this page there is an option to download a copy of the application. This option is styled the same as other buttons in the service, but is programmatically a link.

- On the 'Garden waste collections' page the option to 'Sign up or renew online' is a link that looks like a button.

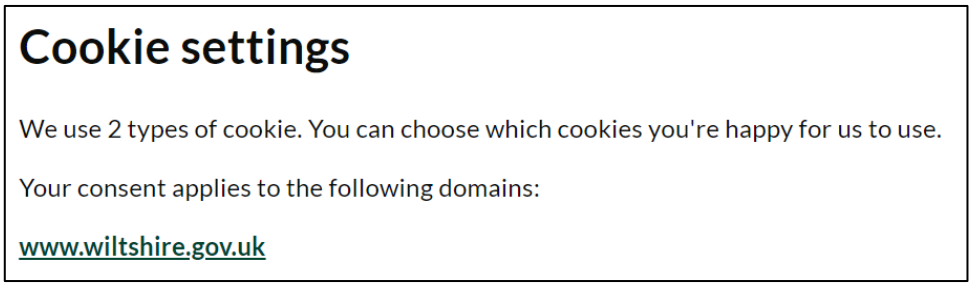


- During the Garden Waste Collection 2021/2022 Form on the page where you enter your details, and on the page where you confirm your answers, there is a 'Back' option that is styled like a button but is programmatically a link.

- At the end of the Garden Waste Collection 2021/2022 Form on the 'Make a payment' page, the 'Back to Top' links look like buttons.

Issue 3 – text that looks like a list

On the ‘Cookies’ page, under the title ‘Cookie settings’, there is text that says ‘Your consent applies to the following domains:’. The colon implies that the URL is directly associated to the sentence, potentially as a list item, but programmatically they are in separate paragraphs.

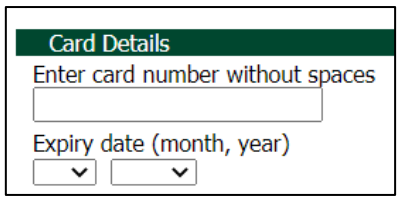


Issue 4 – form field labels

In the Civica Payments Portal there were a few issues noted:

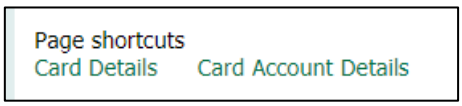
- On the ‘Products and Services catalogue’ page the form elements next to the labels ‘Reference’ and ‘Amount’ which appear multiple times on the page are not programmatically associated with the visual labels.
- On the ‘Welcome to the Wiltshire Council payments portal’ page the username and password fields are not programmatically associated to their visual labels.
- The ‘Date of birth’ drop down boxes on the ‘Registration’ page are not programmatically associated with the visual label. Because there is no associated label, it may also be unclear which drop down is for ‘month’ and which is for ‘day’ which could be an issue under WCAG 3.3.2 Labels or instructions.

Similarly, throughout the Garden Waste Collection 2021/2022 Form process, none of the form fields are programmatically associated to the visual labels. Except on the “Make a payment” page where it is only the ‘Year’ drop down which is not associated with a label.

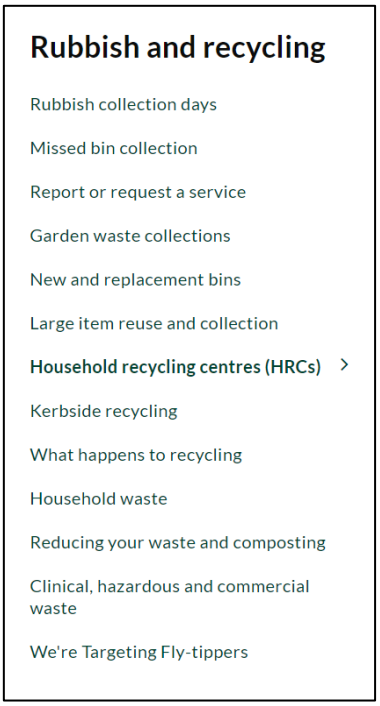


Issue 5 – headings

At the end of the Garden Waste Collection 2021/2022 Form when you go to ‘Make a payment’ there is text that reads ‘Page shortcuts’. This visually appears to be ordinary text due to its styling but is programmatically a heading (<h2>).



On the “Rubbish and Recycling” page there are two columns of list items. Under the “Rubbish and Recycling” list, items which have a sub menu are a <h3>. For assistive technology this potentially makes it appear that those list items are headers for the items below when this was not the intention. For example, the "Household recycling centres (HRCs)" list item.



Issue 6 – tables

On the ‘Limpley Stoke Hotel’ page there are details of the venue which are styled to look like a table, but programmatically it is not a table.

This may cause issues for users of assistive technologies if the relationship between the visual columns and visual rows cannot be interpreted accurately.

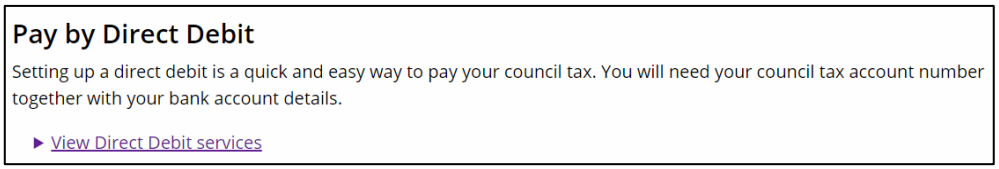
It also causes minor formatting issues when the screen is zoomed in as the formatting lines begin to misalign.

Room	Seating Capacity
The Viaduct Restaurant	120
The Georgian Room	80
The Tudor Room	70
The Avon Room	40
The Gazebo	2

Issue 7 – invalid HTML within list items

There are two instances where invalid elements have been put within list tags:

- On the ‘Council tax options’ page, the accordions do not have the correct semantic HTML. Each accordion is an unordered list (<ul>) with a division ( ) inside. and <ol> elements must only directly contain <li>, <script> or <template> elements.



- On the ‘Temporary social distancing schemes in Wiltshire to be removed’ news article page there is a list called ‘Explore the topic’ which contains the link ‘Highways and transport’. The link is not within a list item (<li>), and the anchor tag (<a>) is not allowed as a child of the unordered list (<ul>).

WCAG 1.3.3 Sensory characteristics

https://www.w3.org/WAI/WCAG21/Understanding/sensory-characteristics.html

Some users with disabilities cannot recognise cues that rely on a particular sense. Important information must not rely on shape, colour, size, visual location, orientation or sound alone.

Issue 1 – accessibility statement

In the Enforcement procedure section of the accessibility statement, the paragraph that mentions the EASS website says '(linked on the right)'. This relies on a user being able to find the visual location of the link.

WCAG 1.3.5 Identify input purpose

https://www.w3.org/WAI/WCAG21/Understanding/identify-input-purpose.html

For form inputs which need personal information, the purpose and specific type of data required must be programmatically available in the code. This makes filling in forms easier for users of assistive technology and users with cognitive impairments.

Where technologically possible, the code must identify the data it expects if the input is one of the types listed in WCAG 2.1 Section 7 - Input Purposes for User Interface Components.

Issue 1 – autocomplete attribute

Across the pages sampled, there are three forms where the autocomplete attribute was missing, or did not have the correct value:

- On the Civica Payment Portal ‘Registration’ page there were form fields that asked for the user’s personal details but did not have an autocomplete attribute.
- On the ‘About you’ page of the Discretionary Housing Payment process, there was an autocomplete attribute on the fields asking for personal information about the user, but it was set to “off”.
- In the Wiltshire Council Payments – Garden Waste Collection 2021/2022 form, there is a page where you have to enter your details and these input fields did not have the corresponding autocomplete value set.

WCAG 1.4.1 Use of colour

https://www.w3.org/WAI/WCAG21/Understanding/use-of-color.html

Colour should not be the only way to display meaning to a user. Where colour is used to identify an element, share information or indicate an action, there must be another method. This helps users who cannot perceive colours well, or who may have changed colour settings to suit their needs, to get the same information in a different way.

Issue 1 – links

Links need to be identifiable from the main text, either by a colour that has a high enough contrast difference from the main text (ratio of 3:1), or by another feature for example an underline.

There were two issues with links:

- In the Wiltshire Council Payments – Garden Waste Collection 2021/2022 form, the links are distinguished by colour alone and the contrast is not high enough between the link colour and the main text. This happens throughout the form except for the ‘Make a payment’ page where the colour difference is sufficient.
- On the ‘Best Start in Life Toolkit’ page the links at the bottom are distinguished by colour alone. Although they are styled differently to the main text, they have the same style as other text on the page except for colour. The contrast between their colour and that of the text is not enough to distinguish them as links.

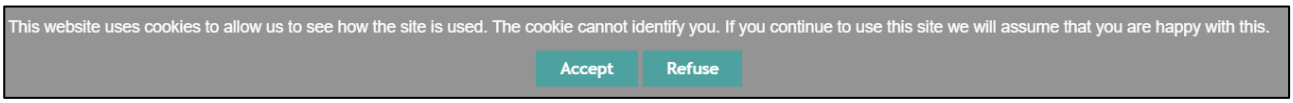
WCAG 1.4.3 Contrast (minimum)

https://www.w3.org/WAI/WCAG21/Understanding/contrast-minimum.html

Poor colour contrast between text and its background makes it harder for all users to see content. The minimum contrast ratio is 4.5:1 for regular text and 3:1 for large text.

Issue 1 – cookies banner

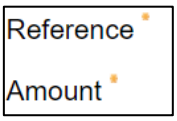
In the Civica Payments Portal on the 'Products & Services catalogue' page the writing in the cookie banner, and the text on the buttons does not have sufficient contrast.



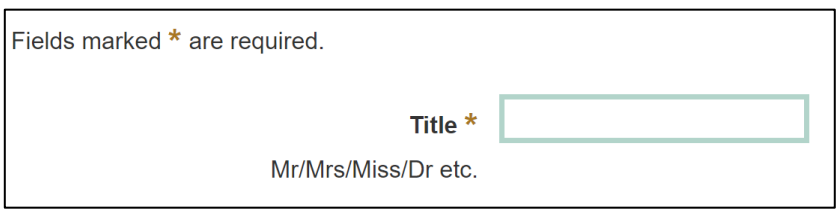
Issue 2 – asterisks in forms

There are two places where the asterisks used to denote that a field is mandatory do not have sufficient contrast:

- On the Civica Payments Portal "Product & Services catalogue" and throughout the Civica pages. The asterisks are also technically images of text that should not be used.



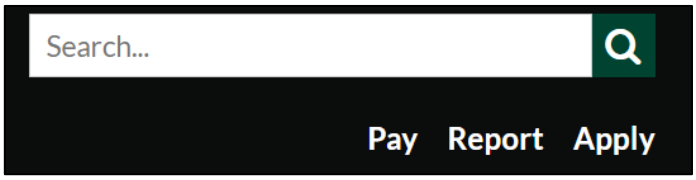
- In the Wiltshire Council Payments – Garden Waste Collection 2021/2022 form there is a page where you enter your details. This page has asterisks that are not sufficient colour contrast.



Issue 3 – placeholder text

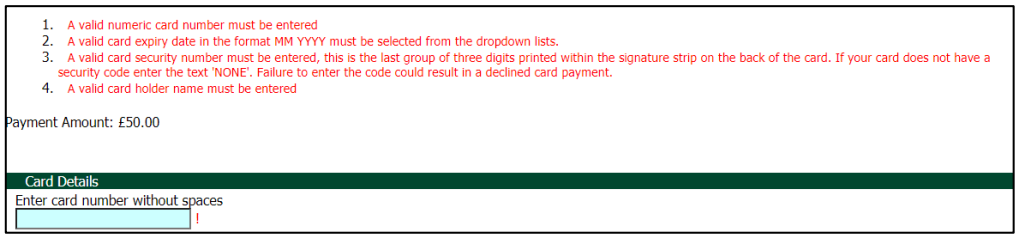
In the standard header that is used on the main pages, there is placeholder text in the search bar. This grey text does not have sufficient contrast against the white background.

This issue was first noticed on the ‘Garden waste collections’ page.



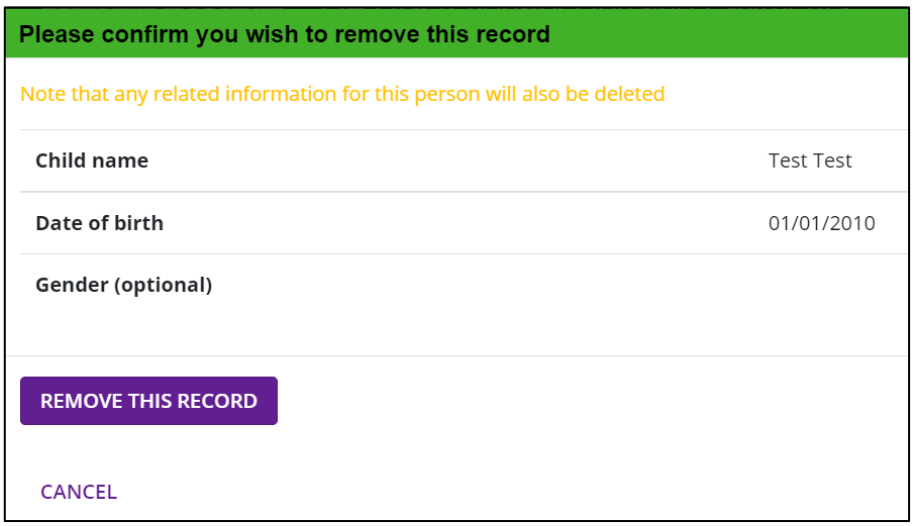
Issue 4 – error messages

On the ‘Make a Payment’ page at the end of the Wiltshire Council Payments – Garden Waste Collection 2021/2022 form, the red colour of the error messages and the red exclamation marks that appear next to each field with an invalid answer do not have sufficient contrast against their background.



Issue 5 – modal window

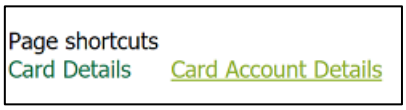
In the “Discretionary Housing Payment” form on the “About your children” page, you can add a record of your child’s details. When deleting a record, a modal window appears. This window has yellow information text which does not meet the minimum requirement against its background.



Issue 6 – on hover

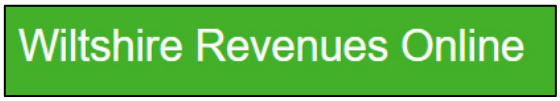
On the Civica Payments Portal pages the colour of text on buttons and menu options changes on hover from white to black. The black colour does not meet the requirement.

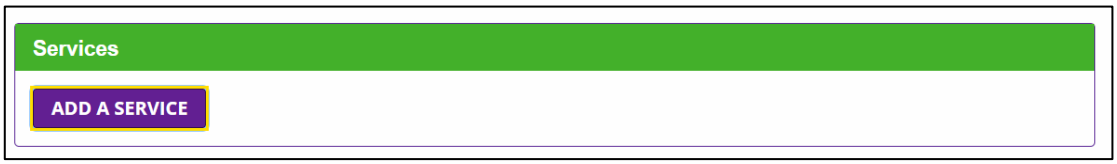
Similarly, on the Wiltshire Council Payments – Garden Waste Collection 2021/2022 form "Make a Payment" page the colour of the link in the header and the links on the page change on hover. The colour on hover does not meet the required contrast against the background.



Issue 7 – text

On the "Council Tax Options" page and throughout the "Discretionary Housing Payment" form there is white text on a green background that does not meet the required contrast ratio.





Issue 8 – Wiltshire Council forms

On the "Wiltshire Council forms" page there are a lot of issues with colour contrast. This includes the breadcrumb, the links, and the text in the footer.

WCAG 1.4.4 Resize text

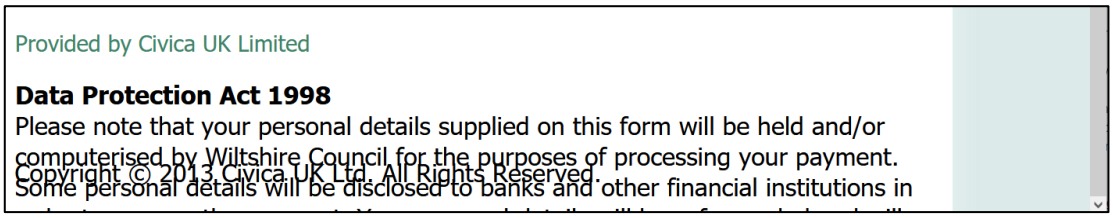
https://www.w3.org/WAI/WCAG21/Understanding/resize-text.html

Visually impaired users may enlarge fonts or zoom in to make text easier to read. The web page should support increasing text size to 200 percent without losing content or functions.

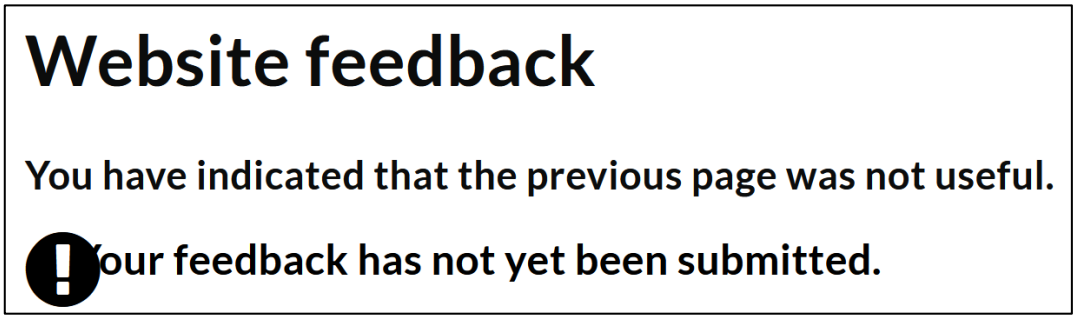
Issue 1 – overlapping text

The following issues relate to text overlapping when text size was increased to 200%:

- On the "Make a Payment" page of the Wiltshire Council Payments - Garden Waste Collection 2021/2022 form the writing in the footer overlaps



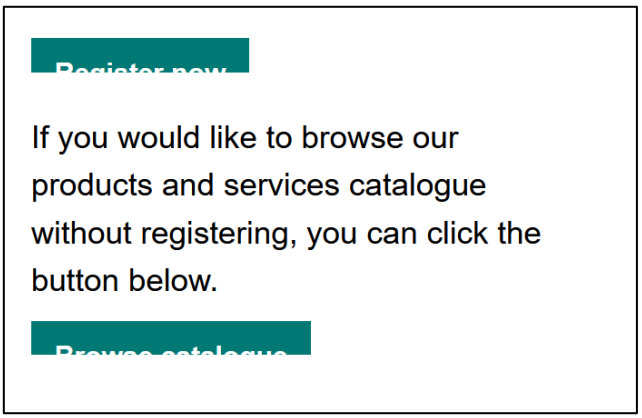
- On the “Website Feedback” page the two exclamation mark icons slightly overlap the text



Issue 2 – overspilling text

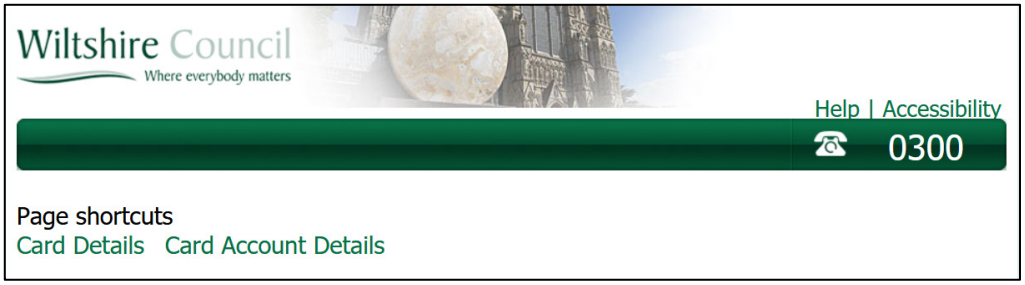
The following issues resulted due to text overspilling the background colour and becoming unreadable:

- On the Civica Payments Portal pages there were a few issues noted when increasing text size to 200% such as on the “Welcome to the Wiltshire Council payments portal” page where the ‘Register now’ and ‘Browse catalogue’ links spill off the background. A similar issue happens throughout the registering process where text spills off of buttons such as the ‘Cancel’ button on the “Registration” page.



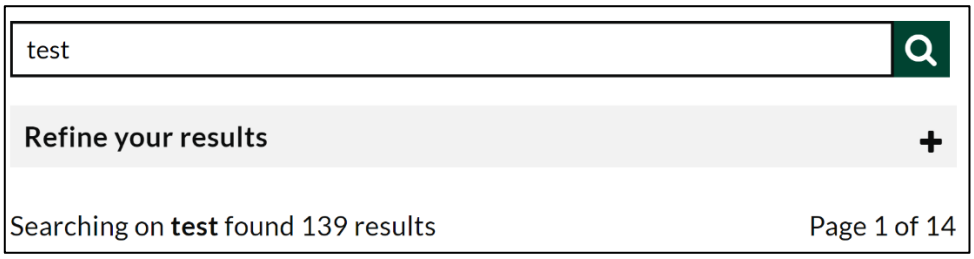
- In the Discretionary Housing Payment form there are places where you can add further information such as ‘Services’. When these sections appear on the page and text is increased to 200%, the white heading on the green background begins to spill onto the white background. Currently it is still readable but care should be taken to make sure this does not become unreadable.

- On the “Make a Payment” page of the Wiltshire Council Payments - Garden Waste Collection 2021/2022 form the phone number in the header, and the contact us link is pushed outside of the green background meaning there is white text on a white background when text size is increased to 200%.



Issue 3 – functionality loss

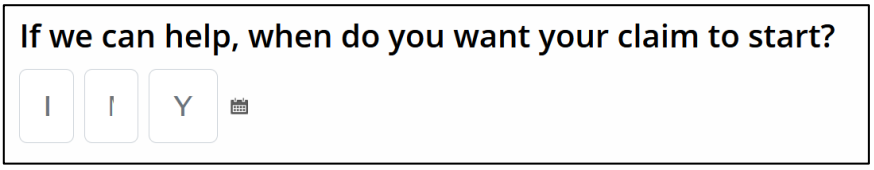
On the “Search” page, at 200% zoom, the topic filter moves into an accordion component called 'Refine your results'. This cannot be used via a keyboard, nor can the 'Topic' accordion.

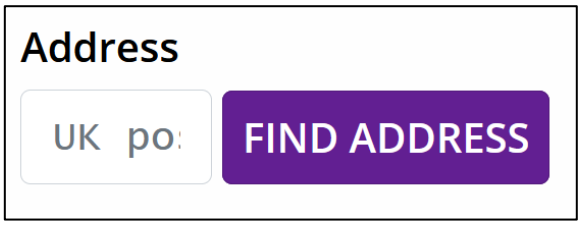


Issue 4 – cut off text in form inputs

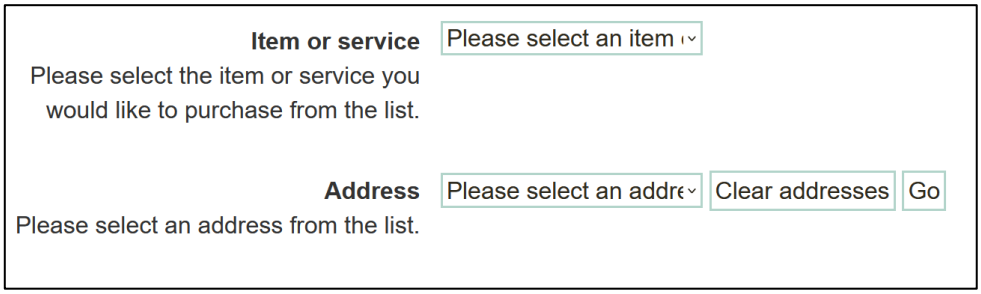
The following issues were found where text was cut off or became unreadable:

- In the Discretionary Housing Payment form on the “Your application for Discretionary Housing Payment” page, it was noted that placeholder text is no longer visible when text size is increased to 200%, neither is the user’s input. This happens for date fields and address search fields across the form.





- When text size is increased to 200% on the Wiltshire Council Payments – Garden Waste Collection 2021/2022 “Enter your address below to request an item or service” page the text in the drop down boxes is clipped.



WCAG 1.4.5 Images of text

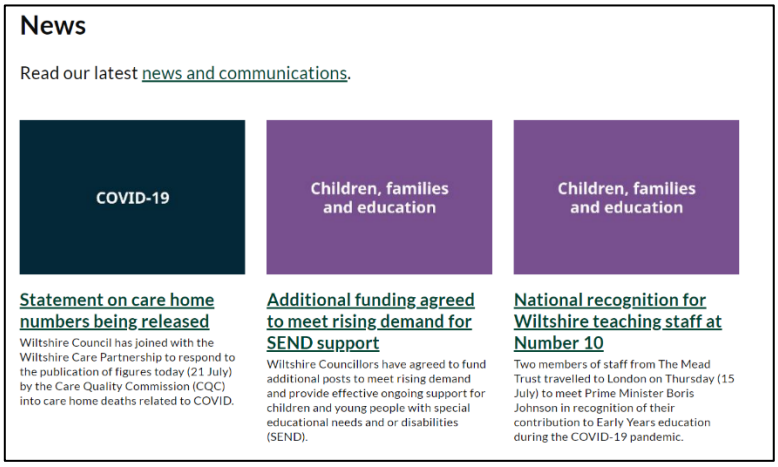
https://www.w3.org/WAI/WCAG21/Understanding/images-of-text.html

Images of text should not be used unless they can be changed by users to meet their needs, for example increasing font size.

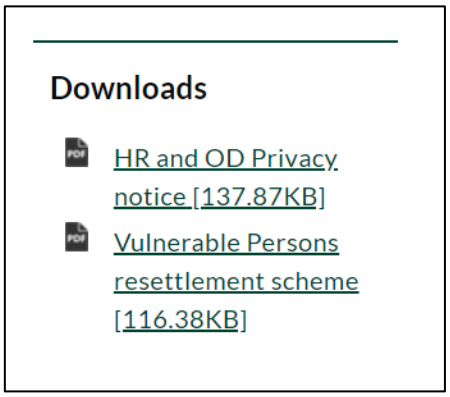
Issue 1 – images of text

There were three instances where images of text were found:

- On the “Home” page in the News section there were three images of text.



- On some pages there is a ‘Downloads’ sidebar with documents where an image that says ‘PDF’ is used to show the document type. This issue was found on the ‘About Freedom of Information’ page but occurs on other pages where this functionality is used.



- In the “Temporary social distancing schemes in Wiltshire to be removed” news article ‘Highways and Transport’ is an image of text.

WCAG 1.4.10 Reflow

https://www.w3.org/WAI/WCAG21/Understanding/reflow.html

Reflow or ‘responsive web design’ helps visually impaired users who may need to enlarge text on a webpage and read it in a single column without scrolling in more than one direction. It also helps users who are viewing the page on a mobile device. All content and functions must still be fully available in the adjusted size.

Issue 1 – pages that do not reflow correctly

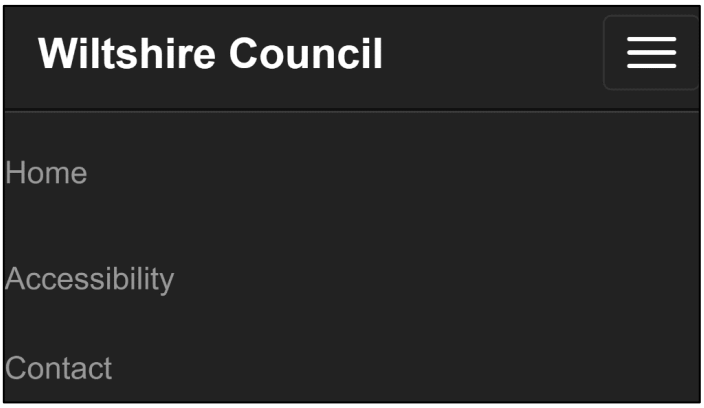
The following pages did not reflow as expected as they required horizontal scrolling at 400% zoom and got smaller to fit the screen rather than reflowing when put into mobile view in the browser:

- The “Cookies” page
- The Civica Payments Portal pages such as the “Products & Services catalogue”
- In the Wiltshire Council Payments - Garden Waste Collection 2021/2022 form, the “Enter your address below to request an item or service” page and the “Make a Payment” page

Issue 2 – change in functionality

On the “Search” page at 400% zoom and in mobile view, there was unusual behaviour in relation to the search filter options and the vertical scroll bars that appear. When open, it appears the filter blocks the first search results from being visible.

On the “Wiltshire Council forms” page, at 400% zoom, the hamburger menu restricts access to the page. When opened, you can only see 3 of the 4 options, and you cannot scroll down to see the last option.



Issue 3 – text cut off

On the “Home” page at 400% zoom, the ‘Wiltshire Council’ logo is slightly cut off

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WCAG 1.4.11 Non-text contrast

https://www.w3.org/WAI/WCAG21/Understanding/non-text-contrast.html

Meaningful graphics and non-text components need to have good contrast against their background to help users with low vision see them.

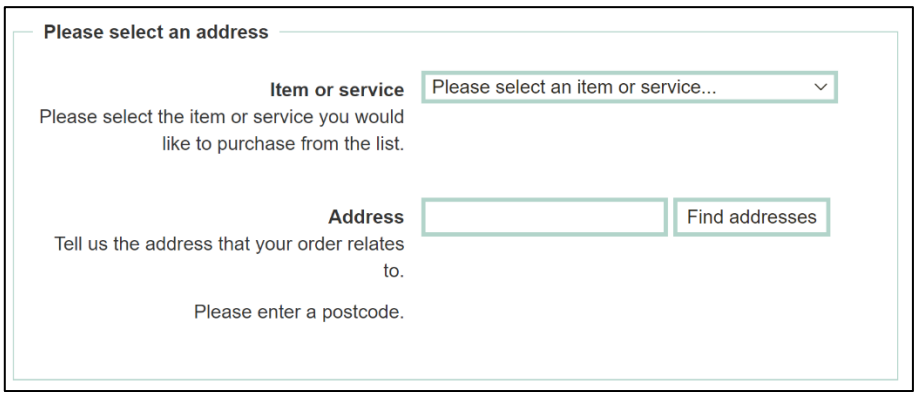
For example, on a selected radio button both its outline and its central dot must be easy to see compared to the other areas close to them, with a contrast ratio of at least 3:1.

Issue 1 – input fields

There were two forms where the border around the input fields throughout the forms did not have sufficient contrast against the background:

- Discretionary Housing Payment form

- Wiltshire Council Payments - Garden Waste Collection 2021/2022 form



WCAG 1.4.12 Text Spacing

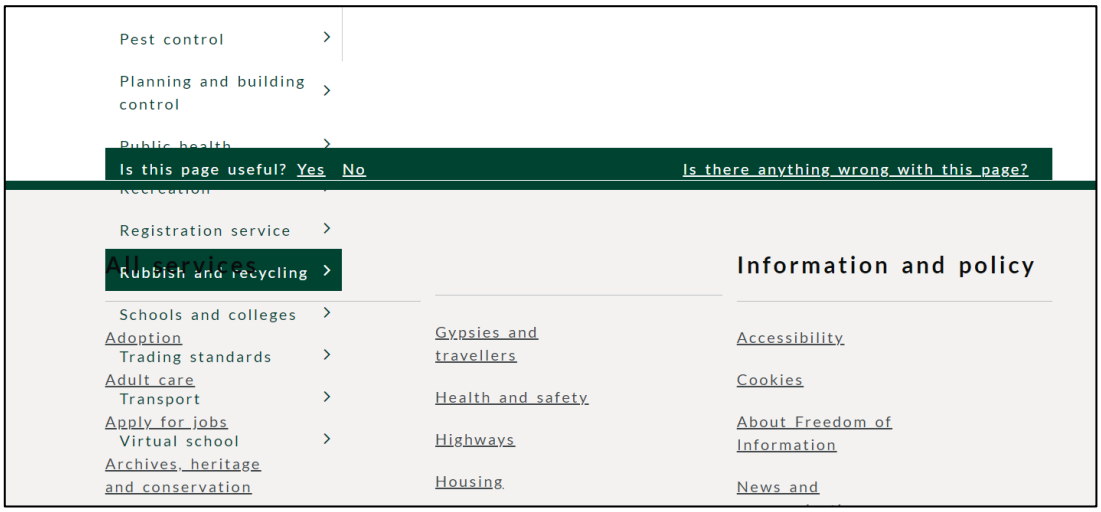
https://www.w3.org/WAI/WCAG21/Understanding/text-spacing.html

Users should be able to change the spacing between lines, words, letters and paragraphs to improve their reading experience without losing content or functions.

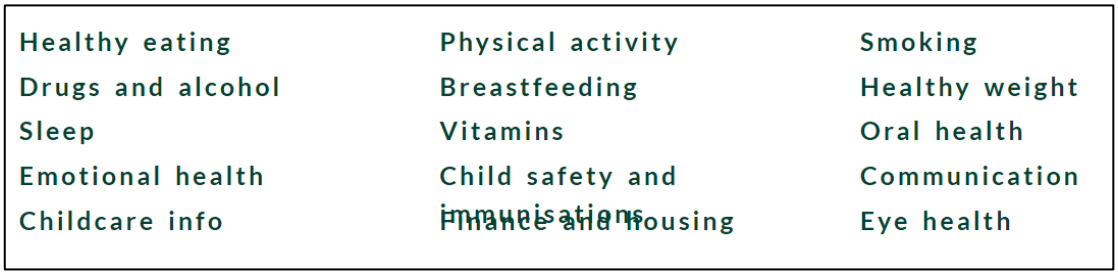
Issue 1 – overlapping text

There were two issues noted where text overlaps when spacing is increased:

- List items on the left of the page overlap the footer on the “Rubbish and Recycling” page.



- Two of the links at the bottom of the page overlap on the “Best Start in Life Toolkit” page.



WCAG 1.4.13 Content on hover or focus

https://www.w3.org/WAI/WCAG21/Understanding/content-on-hover-or-focus.html

Content that appears when an element gets keyboard focus or on mouse pointer hover can confuse users as they may not have intended to trigger an action or may not notice that new content has appeared.

If using this function to display any content that isn’t an input error, it must be possible to:

- dismiss any overlaid content without changing the hover or focus
- move over hover text without it disappearing
- keep the content visible for as long as it is needed

Issue 1 – Discretionary Housing Payment header

The Wiltshire Council logo in the header of the Discretionary Housing Payment form has text which appears on hover and on focus. When you hover over the logo, you cannot move over the text without it disappearing.

There was also unusual behaviour noted when you hover at the bottom of the logo. It appears that the text 'link opens in a new window' does not load properly and it flickers.

This is potentially more of a bug than a WCAG issue, but it should be investigated to ensure it does not fail WCAG 2.3.1 Three Flashes or Below Threshold, as flickering or flashing content can be dangerous and cause seizures.

WCAG 2.1.1 Keyboard

https://www.w3.org/WAI/WCAG21/Understanding/keyboard.html

Not everyone can use a mouse or touchscreen, so users must be able to access all content and functions using a keyboard.

Issue 1 – filters

There were two instances where filter options were not operable via keyboard:

- On the “Search” page, there is an option to hide the 'Topic' filter options which is not accessible via keyboard.

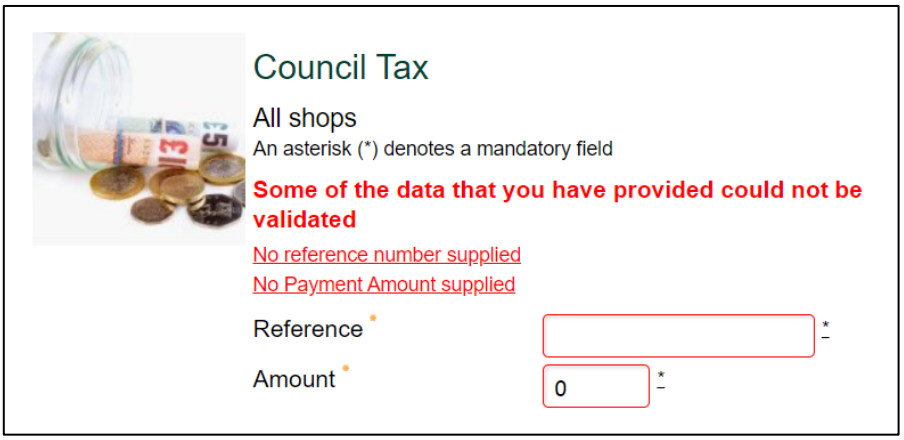
- On the Civica Payments Portal “Products & Services catalogue” the filters at the top of the main content are accessible via keyboard, but actioning them via keyboard reloads the page without applying the filter. If you use the filter via mouse they work as expected therefore this functionality is not available for keyboard only users.

Issue 2 – buttons

In Civica Payments Portal on the “Welcome to the Wiltshire Council payments portal” page the 'Register now' and 'Browse catalogue' buttons do not appear to be accessible via keyboard.

Issue 3 – error messages

In the Civica Payments Portal on the “Products & Services catalogue” page, error messages appear if you try to click any of the 'Add to Basket' buttons without entering information in the input fields. These error messages are links that can be clicked on via a mouse but are not accessible via keyboard. This also happens on other Civica pages.



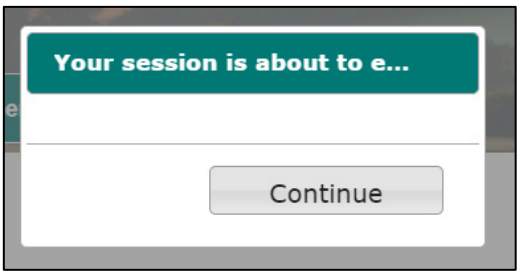
WCAG 2.2.1 Timing adjustable

https://www.w3.org/WAI/WCAG21/Understanding/timing-adjustable.html

Users need to be given enough time to interact with an app or web page, and read content. If pages have a set time limit it must be possible to turn off, adjust or extend the time limit.

Issue 1 – Civica Payments Portal

On the Civica Payments Portal, such as on the “Products and Services catalogue” page, a timeout message appears to warn users, but the message is not readable therefore users are not fully informed of what will happen when you press ‘Continue’.



During the registration process this timeout message also appears. However, after clicking ‘Continue’, and proceeding to attempt to register an account, it appears that ‘Continue’ did not save progress and clicking 'Next' to move to the next page seemed to break the service rather than continue. This could potentially be a connection issue rather than WCAG but should be investigated to determine if clicking ‘Continue’ does extend the time limit.

Issue 2 – Discretionary Housing Payment

The Discretionary Housing Payment form times out after 30 minutes. There is no warning and you cannot turn off, adjust, or extend the time limit.

Issue 3 – Garden Waste Collection 2021/2022 Form

In the Garden Waste Collection 2021/2022 form the “Make a Payment” page provides a warning that the page will timeout in 15 minutes but there is no way to adjust, extend, or turn off the time limit.

WCAG 2.4.2 Page titled

https://www.w3.org/WAI/WCAG21/Understanding/page-titled.html

Pages must have titles that describe the topic or purpose of the page. This helps users avoid having to read or search through content to see if it is relevant. Good titles are descriptive, meaningful and unique.

In most browsers the title will usually be displayed in the top title bar or as the tab name.

Issue 1 – missing title

The Statement of Accounts 2019/2020 PDF does not have a page title.

Issue 2 – non descriptive titles

The following issues have been noted because the page titles were not descriptive enough:

- In the Discretionary Housing Payment form the first two pages are descriptive because they also inform the user about what service they are in. However, from the “About you” page onward the titles no longer describe the service. For example, the “About you” page has the title of ‘About you - Wiltshire Council’.
- The page titles throughout the Garden Waste Collection 2021/2022 form are not descriptive enough to inform the user of what the pages are about.
- The “Wiltshire Council forms” page title says ‘Wiltshire Council forms' which is correct, but the content on the page makes it clearer that the page is specifically for Waste forms and this is not mentioned in the page title.

WCAG 2.4.3 Focus order

https://www.w3.org/WAI/WCAG21/Understanding/focus-order.html

Users should be able to navigate a page in an order that makes sense. Navigating in a logical reading order reduces confusion and maintains relationships between content and components. The focus order may differ from the visual reading order as long as a user can still understand and use the page.

Issue 1 – forms

There were two issues found when tabbing through forms:

- In the Civica Payments Portal on the “Products & Services catalogue” page, focus moves to the 'Add To Basket' button prior to moving to the input fields. This is not expected as users need to enter information to the input fields prior to clicking 'Add To Basket'

- In the Garden Waste Collection 2021/2022 form on the “Make a Payment” page the 'Back to Top' button in the ‘Card Details’ section does not receive keyboard focus until after focus has gone through the 'Card Account Details' section. Similarly, after reaching the ‘Back to Top’ link in the ‘Card Details’ section focus moves to the header, then the footer which is also unexpected.

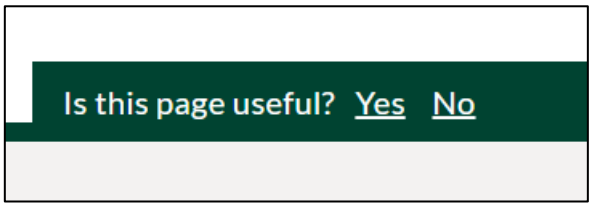
WCAG 2.4.4 Link purpose (in context)

https://www.w3.org/WAI/WCAG21/Understanding/link-purpose-in-context.html

The purpose of each link must be clear from the link text alone or from its immediate context. Users may tab through a set of links on a page, or may view a list of links using assistive technology. Clear link text makes navigation easier.

Issue 1 – feedback links

On the main pages of the website, such as on the “Garden Waste collections” page there is the option to provide feedback via the links ‘Yes’ or ‘No’. These links are visually next to the question ‘Is this page useful?’ but programmatically are in separate block-level elements.



WCAG 2.4.7 Focus visible

https://www.w3.org/WAI/WCAG21/Understanding/focus-visible.html

All interactive elements must have a visible indicator when focussed using a keyboard. This helps users to identify which parts of a web page or app they can interact with, and shows their place as they navigate.

Operating systems have a set focus style which is often carried through to browsers and apps. This default focus indicator can sometimes be difficult to see on different coloured backgrounds.

Issue 1 – no visible focus

The following issues relate to elements on the page having no visible focus and were all found in the Civica Payments Portal:

- On the “Products & Services catalogue” page there is no visible focus in the header, on the ‘Login’ link, on the pagination at the bottom of the page, the social media links at the bottom, or in the footer.
- In other pages there are breadcrumbs which also receive no visible focus.
- When going through the registration process, error messages that appear do not receive visible focus.
- On the “Registration” page the ‘Cancel’ button does not receive visible focus.
- On the “Address Search” page the links 'Back', 'Cancel' and 'Skip search' do not receive visible focus either. This is believed to happen across other pages with the same links.

Issue 2 – barely visible focus

The following issues relate to elements on a page having barely visible focus:

- Across the Civica Payments Portal registration process there is a slight visual change to form inputs for example, fields become bold, but focus is not very visible.
- On the Garden Waste Collection 2021/2022 form “Make a Payment” page the focus on the green buttons is barely visible.

WCAG 2.5.3 Label in name

https://www.w3.org/WAI/WCAG21/Understanding/label-in-name.html

For each interactive component that includes a visible text label, the label or accessible name in the code must match or include the visible text.

Assistive technologies like speech input allows users to interact with a page by speaking the visible text. If the visible name is not present in the code, the speech command will not

work. It also benefits sighted users of screen readers as the label they hear will match the label they see.

Issue 1 – search bar

In the main part of the website the header contains a search bar, such as the one on the “Rubbish and Recycling” page. The visible label for the search input field is the placeholder text that says ‘Search…’. However, the accessible name is ‘Enter your keyword(s):’.

WCAG 3.1.1 Language of page

https://www.w3.org/WAI/WCAG21/Understanding/language-of-page.html

Pages must have a specified language that matches the content on the page.

Setting the language means screen readers can accurately convert text to speech with the correct pronunciation, and the correct characters can be displayed.

Issue 1 – missing language attribute

There were 3 places where the language of the page was missing:

- The Statement of Accounts 2019/2020 PDF had no language tag.
- All pages of the Garden Waste Collection 2021/2022 form except the “Make a Payment” page.
- “Wiltshire Council forms” page.

WCAG 3.2.2 On input

https://www.w3.org/WAI/WCAG21/Understanding/on-input.html

The functionality of a page should be predictable as a user inputs data. Any component must not cause a disorienting change when it gets input, unless the user is warned about the change first. This helps users with visual, cognitive and motor impairments.

Issue 1 – filters

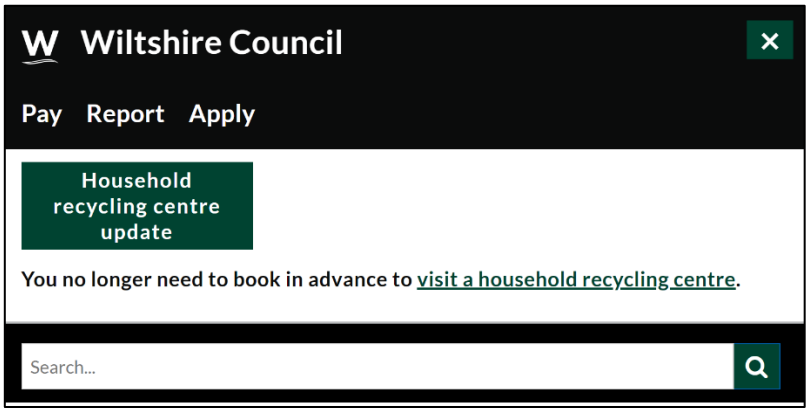
When using the filters on the Civica Payments Portal “Products & Services catalogue” page the page reloads and moves focus back to the top of the page away from the filters which could be disorientating.

Issue 2 – address finder

When you select an address from the address finder, in the Discretionary Housing Payment form on the “About you” page, the address is put onto the page and focus moves to 'Search for another address' without informing users that the address has appeared. This could be confusing for non-visual users who will not know the address they selected is now on screen as focus has been moved below.

Issue 3 – search option

On the “Garden waste collections” page the search bar in the header minimises into a magnifying glass icon when the page is zoomed into 400%. When you click to expand the search icon, the next element to receive focus when you tab is the 'visit a household recycling centre' link, before you then reach the search bar. It would be expected that opening the search icon would take you straight to the search bar without a change of context in between.



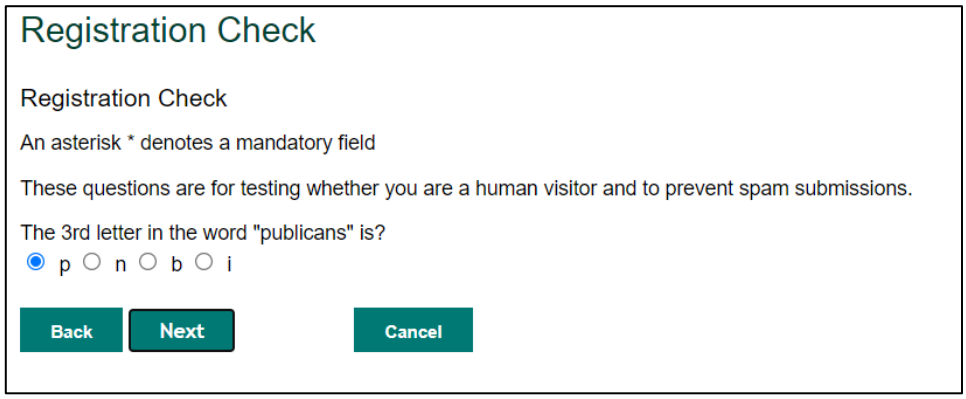
WCAG 3.2.3 Consistent navigation

https://www.w3.org/WAI/WCAG21/Understanding/consistent-navigation.html

Laying out site navigation in a consistent way makes it easier for users to find content. For example, it helps users who can only view a small portion of the screen, or users who rely on visual cues to navigate pages consistently.

Issue 1 – buttons

On the “Registration Check” page of the registration process on the Civica Payments Portal, the buttons are in a different order to previous pages of this process.



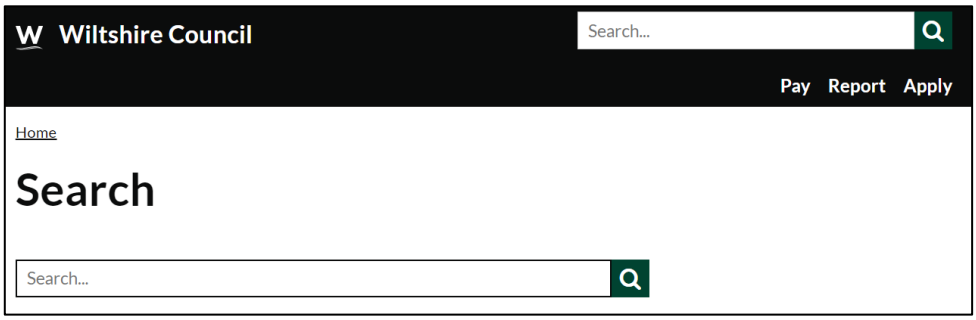
WCAG 3.2.4 Consistent identification

https://www.w3.org/WAI/WCAG21/Understanding/consistent-identification.html

Screen reader users rely on functions being consistently labelled to make it easier to use a site. Keeping labels consistent across a site makes it easier for users to familiarise themselves with the site, and predict how to use each page.

Issue 1 – search icon

On the “Search” page there are two search bars, one in the header and one in the main content. The magnifying glass icon in the header has the accessible name 'Search button' whereas the second one in the main content is named 'Find'.



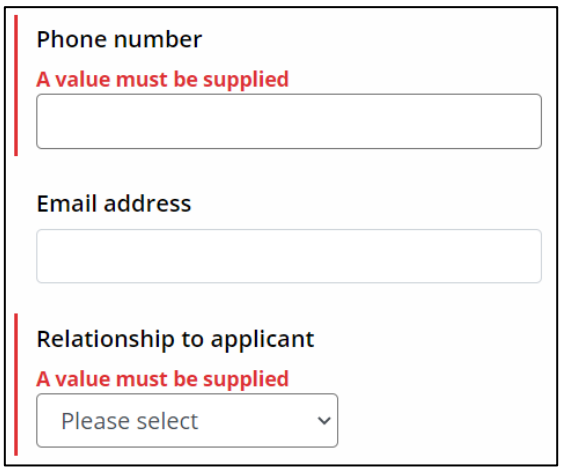
WCAG 3.3.2 Labels or instructions

https://www.w3.org/WAI/WCAG21/Understanding/labels-or-instructions.html

Labels and instructions should be clear and descriptive to help users to understand what information should be entered into form fields. They may also specify a certain format for the data. Labels and instructions should not fill the page with text that is not needed, but give important cues for users to finish a task.

Issue 1 – required fields

Across the Discretionary Housing Payment form some fields are mandatory and others are optional. The label does not inform the user of this and you can only find this out by causing error messages to appear.



Issue 2 – password complexity

On the “Registration” page of registering for an account on the Civica Payments Portal, there are set requirements for what the complexity of the password should be. These instructions are not provided to users.

WCAG 3.3.3 Error suggestion

https://www.w3.org/WAI/WCAG21/Understanding/error-suggestion.html

When a form detects an error, users should get information on how to correct it. For example, a user should be advised if they need to enter data into a required field, or to enter a date in a certain format.

This makes it easier for users with disabilities to submit the form successfully.

The main exception is where suggestions would be a security risk - for example, confirming if a username exists or not.

Issue 1 – password complexity

On the “Registration” page of registering for an account on the Civica Payments Portal you have to set a password. If a user leaves this field blank or enters one that does not meet the requirement an error message appears that says "Password does not meet required complexity". This is not informative to a user as it does not explain what the complexity requirements are.

WCAG 3.3.4 Error prevention (legal, financial, data)

https://www.w3.org/WAI/WCAG21/Understanding/error-prevention-legal-financial-data.html

It is important that users with disabilities are not disadvantaged if there is an error in an irreversible transaction.

When allowing a user to submit legal or financial data, the action must either be reversible, automatically checked for errors, or shown again to the user with an opportunity to correct it before submission.

Issue 1 – Discretionary Housing Payment form

At the end of the Discretionary Housing Payment form there is a declaration page but it is not clear that after this page the form will be submitted and there is no way to check answers or reverse the submission.

WCAG 4.1.1 Parsing

https://www.w3.org/WAI/WCAG21/Understanding/parsing.html

Using markup languages correctly, such as HTML (HyperText Markup Language), ensures that content and functionality works reliably across all supported browsers, devices and assistive technologies.

Errors in this section were found by passing the page through a HTML validator.

Issue 1 – Civica Payments Portal

The following parsing issues relate to the Civica Payments Portal pages.

On all of the tested Civica Payments pages except the “Registration Confirmation” page:

- Element 'style' not allowed as child of element 'body' in this context
    - <style>@font-face {font-family:"font";src:url("https://")}

“Product and Services Catalogue”:

- There were four instances where the duplicate ID 'addToBasketPleaseWait' was used
    -

“Welcome to the Wiltshire Council Payments Portal” page:

- Duplicate ID ‘SubmitButton’
    - <input class="portal-button portal-confirm med-text" id="SubmitButton" name="SubmitButton" type="submit" value="Forgotten Password">

“Registration” page:

- Element 'div' not allowed as child of element 'span' in this context
    - <img class="imgRequired" src="/WiltshireEstore/estore/Images/asterisk_orange.png" title="Required" alt="Required">

“Registration confirmation” page:

- 3 x Stray end tag 'img'
    - <img src="/WiltshireEstore/estore/custom/images/customers/twittericon.png" border="0"></img>
- End tag 'br' used
    - </br>
- End tag 'div' seen, but there were open elements
    - Provided by Civica UK Limited
- Unclosed element 'section'
    - <section class="page-footer"> Stray end tag 'section'. </section><!-- footer component [end]-->

“Registration Check” page:

- Three instances where the duplicate ID 'Questions_0__SelectedAnswer' has been used
    - <input id="Questions_0__SelectedAnswer" name="Questions[0].SelectedAnswer" type="radio" value="75">

Issue 2 – Council Tax Options and Discretionary Housing Payment pages

Across most of the pages tested in this section, the following issue was found:

- Element 'style' not allowed as child of element 'body' in this context
    - <style type="text/css">#session-timeout-mask{position: absolute;z-index: 9000;background-color : #343434;top: 0;left: 0;}.session-timeout-dialog .ui-dialog-titlebar-close{display: none !important;}</style>

“Council Tax Options” page:

- Three instances where the element 'div' is not allowed as child of element 'ul' in this context
    - <ul class="mainmenulist"> <details><summary role="link" style="margin-bottom:unset !important; display:list-item!important">View change of address services</summary><ul class="mainmenulist">

Issue 3 – Wiltshire Council Payments – Garden Waste Collection 2021/2022 Form

On every page of the “Garden Waste Collection 2021/2022” form (except the “Make a Payment” page multiple examples of the same issue were found:

- Element 'p' not allowed as child of element 'span' in this context
    - For example, Test

The “Make a Payment” page had the following issues:

- Element 'title' not allowed as child of element 'head' in this context
  - <title></title></head>
- Attribute 'alt' not allowed on element 'a' at this point
  - <a href="http://www.wiltshire.gov.uk/index.php" title="Wiltshire Council" alt="Wiltshire Council">
- Attribute 'target' not allowed on element 'img' at this point
  - <img src="images/customers/wiltshire-council-logo.gif" target="_wcc" alt="Wiltshire Council - Where everybody matters" width="263" height="100" border="0">
- 9 instances of attribute 'size' not allowed on element 'input' at this point
  - <input name="swipeData" type="hidden" id="swipeData" size="2">

Issue 4 – Website Feedback page

On the “Website Feedback” page there were two instances of the following issue:

- Element 'input' not allowed as child of element 'ol' in this context
  - <ol role="presentation"><input type="hidden" id="WEBSITEFEEDBACK_FEEDBACK_FIELD21" name="WEBSITEFEEDBACK_FEEDBACK_FIELD21" value="true">

Issue 5 – News article

On the “Temporary social distancing schemes in Wiltshire to be removed” news article there is one issue:

- Element 'a' not allowed as child of element 'ul' in this context
  - <ul class="explore__topics">Highways and transport

WCAG 4.1.2 Name, role, value

https://www.w3.org/WAI/WCAG21/Understanding/name-role-value.html

Assistive technologies gather information about interactive elements and components from the code and share it with users. This means they need to be able to identify the name and function of components, set states, properties and values, and notify users of changes to these.

ARIA attributes may be used on custom components to add this information. ARIA attributes should be used correctly as errors can make accessibility worse.

Issue 1 – hidden content

In the Civica Payments Portal pages, such as on the “Products & Services catalogue” page, there is hidden content at the bottom of the page which becomes visible if you zoom

out or turn off styles. This content is available to screen readers. The visually hidden content should also be hidden for screen readers.

Issue 2 – ARIA IDs

Two issues with the values used in ‘aria-labelledby’ attributes in the Discretionary Housing Payment process was found by Axe:

- On the “About the property you live in” page there is an ‘aria-labelledby="heading"’ attribute on the error summary. ‘heading’ does not exist on the page.

- In a few places in this form there are modal windows that appear when users need to add more information such as the window to add details of children on the “About your children " page. These are labelled by the code ‘aria-labelledby="mr-modal-label"’ where ‘mr-modal-label’ does not exist on the page.

Issue 3 – accordions

An error with the accordions was found by Axe on the “Garden waste collections” page:

- ARIA attributes must conform to valid values. Invalid ARIA attribute value: aria-controls="accordion-panel". For example, <button class=""accordion__heading"" id=""accordion-2"" aria-controls=""accordion-panel"" aria-expanded=""true""> <span class=""accordion__text""> What can't I put in my garden waste bin? </button>

This issue was found in relation to all of the accordions on this page.

Issue 4 – missing accessible name

Across the “Garden Waste Collection 2021/2022 form” a hamburger menu appears in the header when the page is zoomed in. This hamburger icon does not have an accessible name.

WCAG 4.1.3 Status messages

https://www.w3.org/WAI/WCAG21/Understanding/status-messages.html

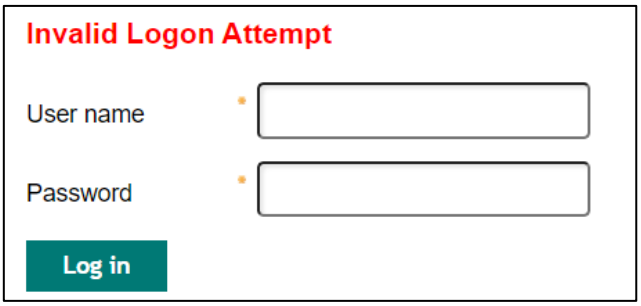
Assistive technology users, like someone using a screen reader, need to know the status of important actions without it interrupting them.

If a status message is shown to a user, it must also be announced by assistive technology without reloading the page or changing their focus.

Issue 1 – error messages

Two issues were found where error messages were not notified to users of assistive technology:

- In the Civica Payments Portal registration process error messages appear that are not notified to users of assistive technology.



- In the Garden Waste Collection 2021/2022 form on the first two pages that require user input, and the “Make a Payment” page at the end of the process, error messages appear when fields are not completed correctly. These messages are not announced to users of assistive technologies.

Contact and more information

This test was conducted by the Central Digital and Data Office on behalf of the Minister of the Cabinet Office as part of their role to monitor the accessibility of public sector websites and mobile applications in the United Kingdom.

As the monitoring body we cannot offer specific advice on approaches or general accessibility queries other than questions directly related to the items in this report.

Any questions about this report can be sent to: accessibility-monitoring@digital.cabinet-office.gov.uk

Information and guidance

Links to further guidance:

- Accessibility regulations - https://accessibility.campaign.gov.uk/
- The monitoring process - https://www.gov.uk/guidance/public-sector-website-and-mobile-application-accessibility-monitoring
- Guidance and tools for digital accessibility - https://www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility

- Help with accessibility auditing and publishing an accessibility statement - https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement
- Accessibility statements - https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps
- UK law on accessibility statements - https://www.legislation.gov.uk/eudn/2018/1523
- Sample accessibility statement - https://www.gov.uk/government/publications/sample-accessibility-statement
- The enforcement process - https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#how-the-accessibility-regulations-will-be-monitored-and-enforced