Warwick District Council – Royal Spa Centre

Headline Accessibility Review

16 March 2022

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Executive Summary

A Headline Review of the **Warwick District Council - Royal Spa Centre** website has been conducted. This is a rapid, light-touch accessibility review.

The overall accessibility health score is detailed in Scores, along with a breakdown of the scores on each page. The pages in scope are detailed in Pages Reviewed.

The review consists of 8 tests, detailed in Appendix A. For each test, the page is rated using the following scale.

- **3 / Green:** minimal or no issues found.
- **2 / Amber:** issues were found that could delay or confuse users.
- **1 / Red:** issues were found that will likely cause severe difficulties or block users entirely from completing user journeys.
- **N/A:** the test was not relevant for the page.

Tests rated as 1 or 2 will also mean that the pages are non-complaint with the Web Content Accessibility Guidelines 2.1 Level AA.

Recommendations for solving these issues are detailed in Appendix B.

Please note that issue caused by repeated components, such as mega menus, have only been included on the first page in scope with the relevant component.

Let us help you

If you have any questions or would like to arrange an online session to go through this review, please email accessibility.services@abilitynet.org.uk.

Scores

Using the below scales, each page has been given an accessibility score. This is represented as a percentage.

- **100%** to a score of 3 for all tests.
- **50%** equivalent to a score of 2 for all tests.
- **0%** would be equivalent to a score of 1 for all tests.

This allows a means of presenting an average score per page to compare accessibility with different sampling sizes.

Please note that issue caused by repeated components, such as mega menus, have only been included on the first page in scope with the relevant component.

Score Average

Average Score	72%

Score by Page

Pages	1	2	3	4	5
Average Scores	56%	57%	71%	92%	83%

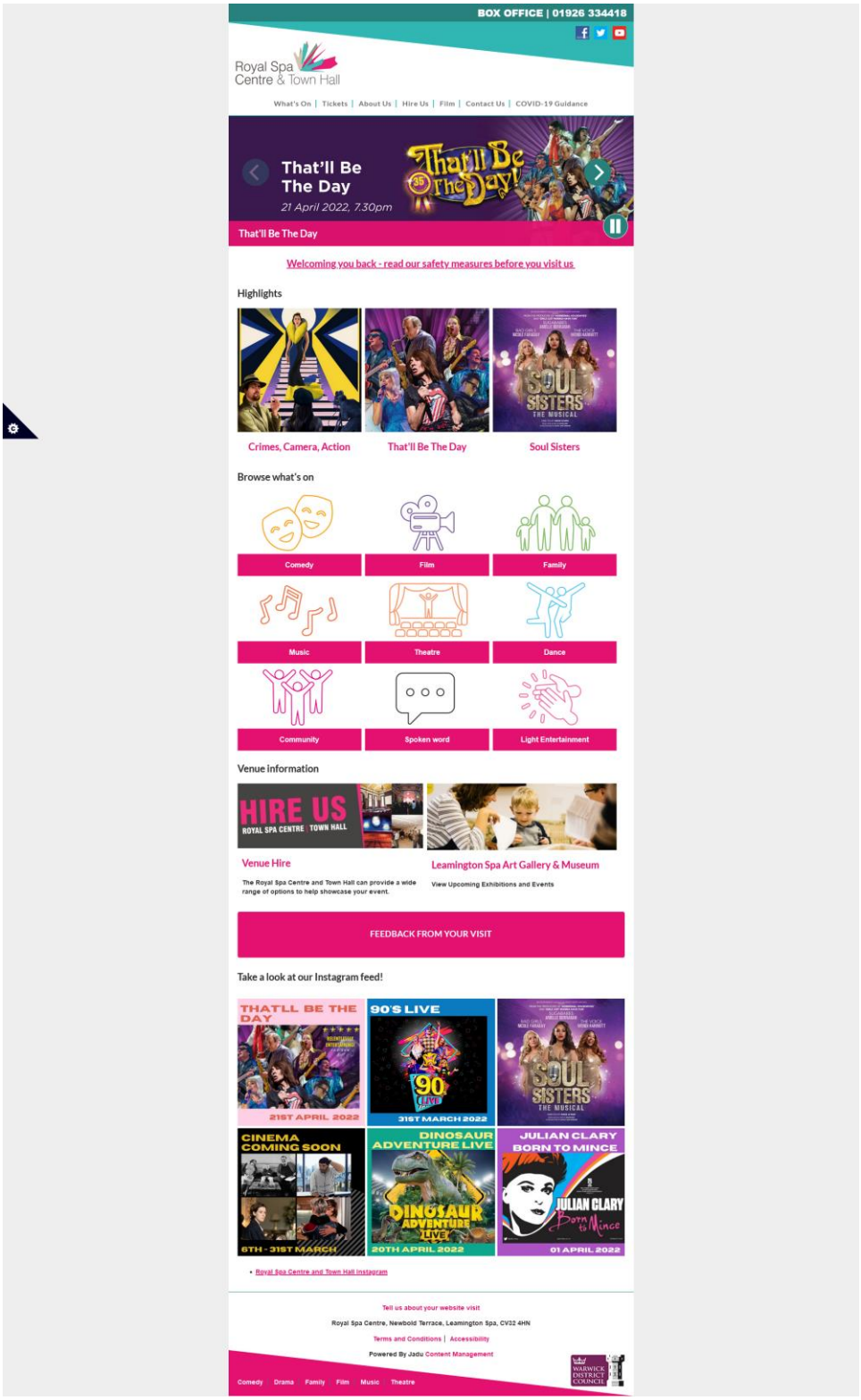
Score Breakdown

Pages, Checks	1	2	3	4	5
Structure	2	1	1	3	3
Keyboard	3	2	3	3	3
Skip Links	3	3	3	3	3
Fields and Components	1	1	3	2	2
Alternative Text	1	2	2	N/A	N/A
Layout	2	3	3	3	3
Colour	2	3	2	3	2
Moving Content and Multimedia	3	N/A	N/A	N/A	N/A

Pages Reviewed

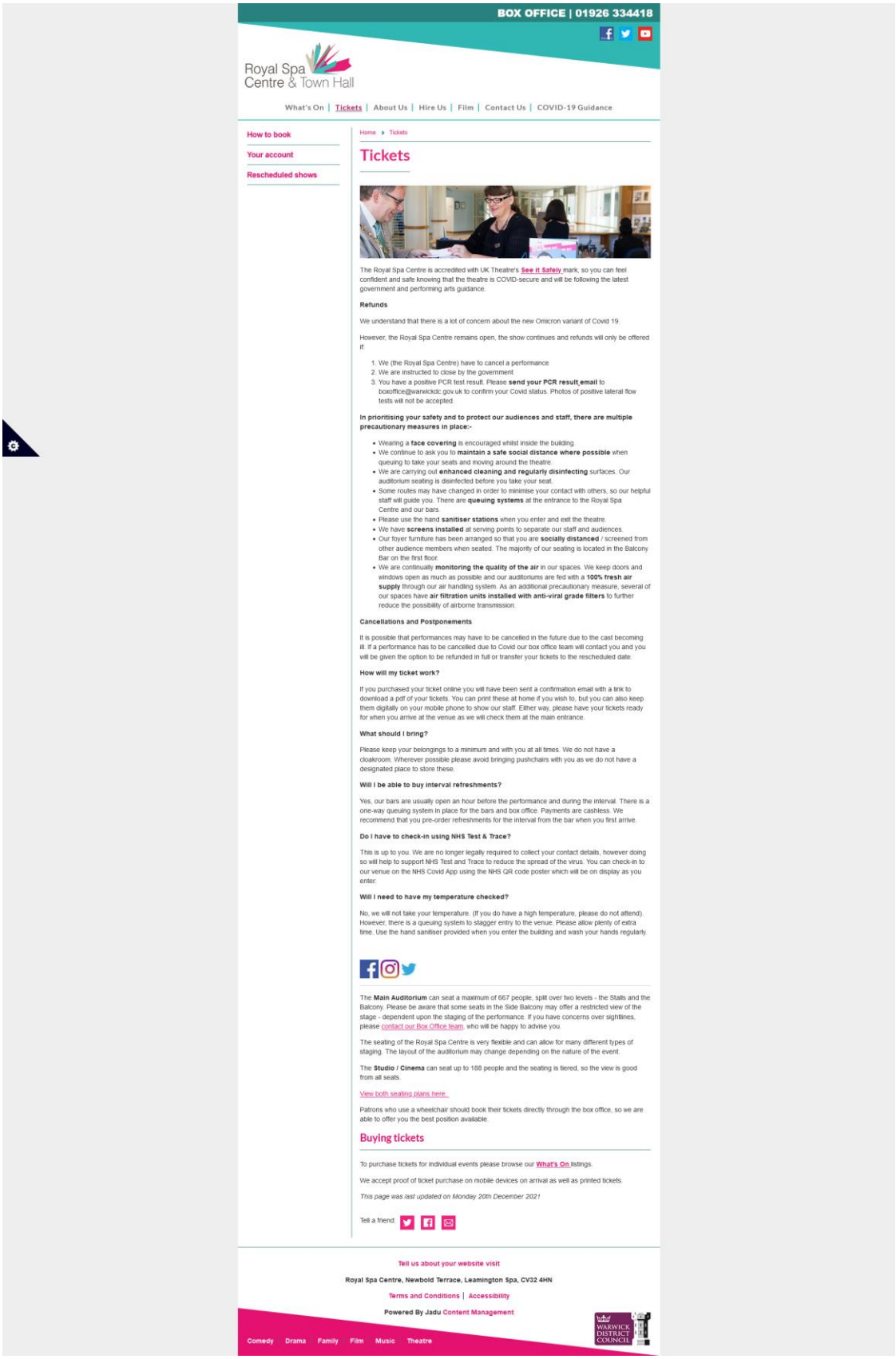
The following **5** pages were reviewed for this headline review:

1. **Homepage**
   https://www.warwickdc.gov.uk/royalspacentre/site/index.php



2. Tickets

https://www.warwickdc.gov.uk/royalspacentre/info/2/tickets



BOX OFFICE | 01926 334418

Royal Spa Centre & Town Hall

What's On | Tickets | About Us | Hire Us | Film | Contact Us | COVID-19 Guidance

How to book
Your account
Rescheduled shows

Home › Tickets

Tickets

The Royal Spa Centre is accredited with UK Theatre's See it Safely mark, so you can feel confident and safe knowing that the theatre is COVID-secure and will be following the latest government and performing arts guidance.

Refunds

We understand that there is a lot of concern about the new Omicron variant of Covid 19.

However, the Royal Spa Centre remains open, the show continues and refunds will only be offered if:

1. We (the Royal Spa Centre) have to cancel a performance
2. We are instructed to close by the government
3. You have a positive PCR test result. Please **send your PCR result email** to boxoffice@warwickdc.gov.uk to confirm your Covid status. Photos of positive lateral flow tests will not be accepted.

In prioritising your safety and to protect our audiences and staff, there are multiple precautionary measures in place:-

- Wearing a **face covering** is encouraged whilst inside the building.
- We continue to ask you to **maintain a safe social distance where possible** when queuing to take your seats and moving around the theatre.
- We are carrying out **enhanced cleaning and regularly disinfecting** surfaces. Our auditorium seating is disinfected before you take your seat.
- Some routes may have changed in order to minimise your contact with others, so our helpful staff will guide you. There are **queuing systems** at the entrance to the Royal Spa Centre and our bars.
- Please use the hand **sanitiser stations** when you enter and exit the theatre.
- We have **screens installed** at serving points to separate our staff and audiences.
- Our foyer furniture has been arranged so that you are **socially distanced** / screened from other audience members when seated. The majority of our seating is located in the Balcony Bar on the first floor.
- We are continually **monitoring the quality of the air** in our spaces. We keep doors and windows open as much as possible and our auditoriums are fed with a **100% fresh air supply** through our air handling system. As an additional precautionary measure, several of our spaces have **air filtration units installed with anti-viral grade filters** to further reduce the possibility of airborne transmission.

Cancellations and Postponements

It is possible that performances may have to be cancelled in the future due to the cast becoming ill. If a performance has to be cancelled due to Covid our box office team will contact you and you will be given the option to be refunded in full or transfer your tickets to the rescheduled date.

How will my ticket work?

If you purchased your ticket online you will have been sent a confirmation email with a link to download a pdf of your tickets. You can print these at home if you wish to, but you can also keep them digitally on your mobile phone to show our staff. Either way, please have your tickets ready for when you arrive at the venue as we will check them at the main entrance.

What should I bring?

Please keep your belongings to a minimum and with you at all times. We do not have a cloakroom. Wherever possible please avoid bringing pushchairs with you as we do not have a designated place to store these.

Will I be able to buy interval refreshments?

Yes, our bars are usually open an hour before the performance and during the interval. There is a one-way queuing system in place for the bars and box office. Payments are cashless. We recommend that you pre-order refreshments for the interval from the bar when you first arrive.

Do I have to check-in using NHS Test & Trace?

This is up to you. We are no longer legally required to collect your contact details, however doing so will help to support NHS Test and Trace to reduce the spread of the virus. You can check-in to our venue on the NHS Covid App using the NHS QR code poster which will be on display as you enter.

Will I need to have my temperature checked?

No, we will not take your temperature. (If you do have a high temperature, please do not attend). However, there is a queuing system to stagger entry to the venue. Please allow plenty of extra time. Use the hand sanitiser provided when you enter the building and wash your hands regularly.

The **Main Auditorium** can seat a maximum of 667 people, split over two levels - the Stalls and the Balcony. Please be aware that some seats in the Side Balcony may offer a restricted view of the stage - dependent upon the staging of the performance. If you have concerns over sightlines, please contact our Box Office team, who will be happy to advise you.

The seating of the Royal Spa Centre is very flexible and can allow for many different types of staging. The layout of the auditorium may change depending on the nature of the event.

The **Studio / Cinema** can seat up to 188 people and the seating is tiered, so the view is good from all seats.

View both seating plans here.

Patrons who use a wheelchair should book their tickets directly through the box office, so we are able to offer you the best position available.

Buying tickets

To purchase tickets for individual events please browse our What's On listings.

We accept proof of ticket purchase on mobile devices on arrival as well as printed tickets.

This page was last updated on Monday 20th December 2021

Tell a friend

Tell us about your website visit

Royal Spa Centre, Newbold Terrace, Leamington Spa, CV32 4HN

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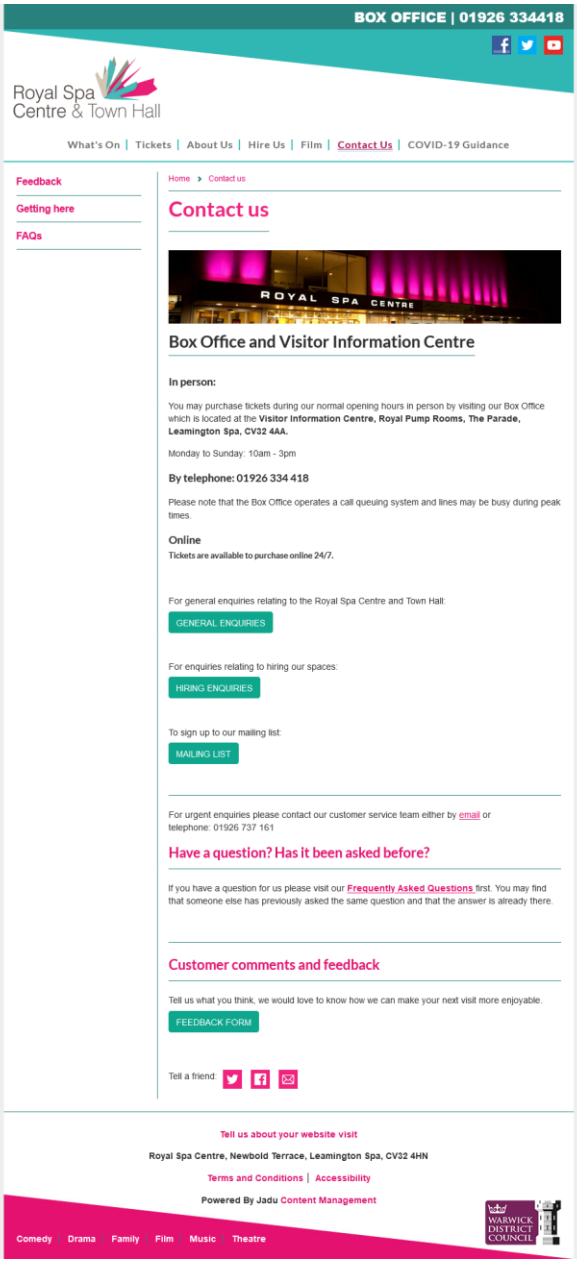
Comedy Drama Family Film Music Theatre

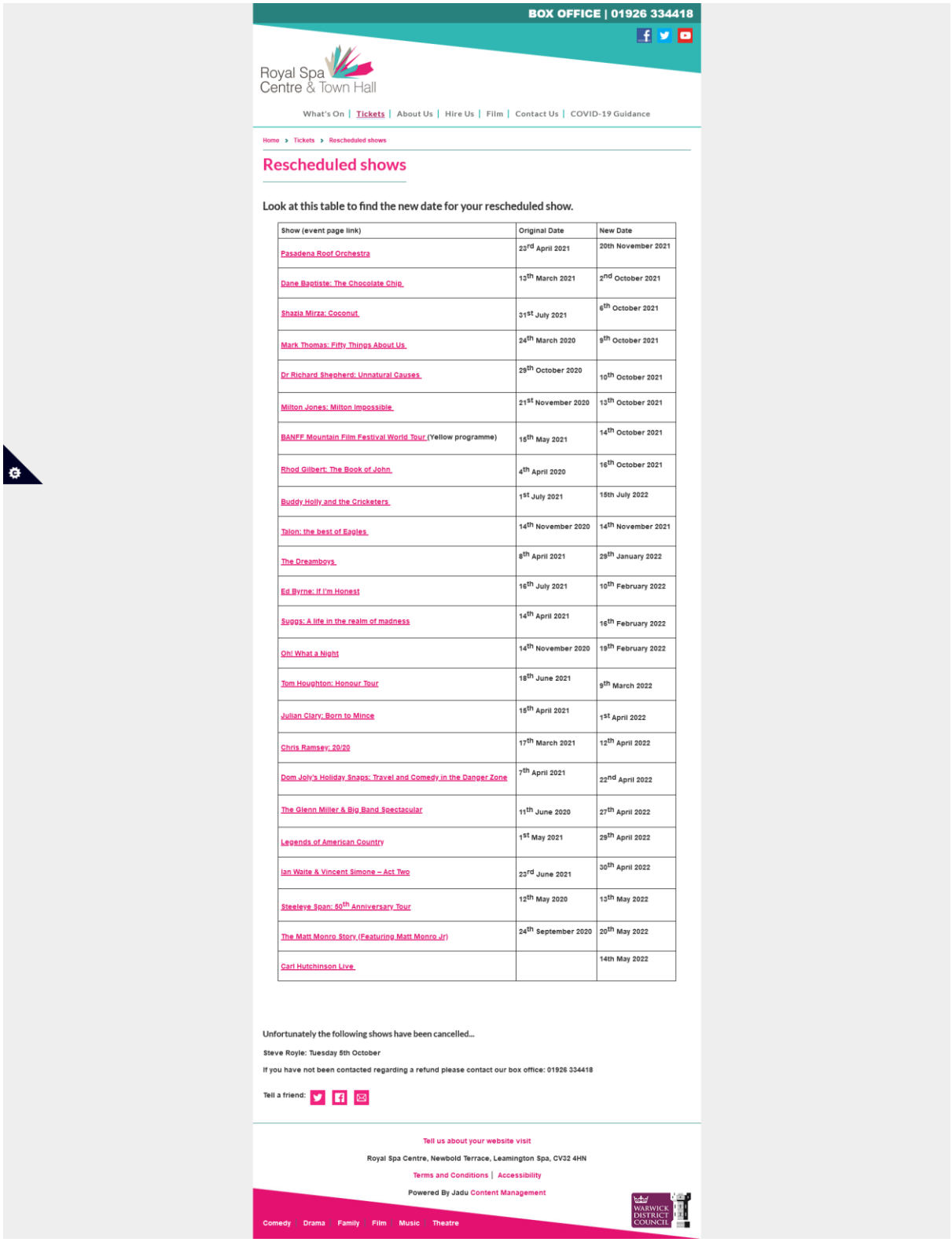
3. Contact Us

https://www.warwickdc.gov.uk/royalspacentre/info/8/contact_us



4. Rescheduled Shows

https://www.warwickdc.gov.uk/royalspacentre/info/70/rescheduled_shows



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Royal Spa Centre & Town Hall

What's On | Tickets | About Us | Hire Us | Film | Contact Us | COVID-19 Guidance

Home > Tickets > Rescheduled shows

Rescheduled shows

Look at this table to find the new date for your rescheduled show.

Show (event page link)	Original Date	New Date
Pasadena Roof Orchestra	23rd April 2021	20th November 2021
Dane Baptiste: The Chocolate Chip	13th March 2021	2nd October 2021
Shazia Mirza: Coconut	31st July 2021	6th October 2021
Mark Thomas: Fifty Things About Us	24th March 2020	9th October 2021
Dr Richard Shepherd: Unnatural Causes	29th October 2020	10th October 2021
Milton Jones: Milton Impossible	21st November 2020	13th October 2021
BANFF Mountain Film Festival World Tour (Yellow programme)	15th May 2021	14th October 2021
Rhod Gilbert: The Book of John	4th April 2020	16th October 2021
Buddy Holly and the Cricketers	1st July 2021	15th July 2022
Talon: the best of Eagles	14th November 2020	14th November 2021
The Dreamboys	8th April 2021	29th January 2022
Ed Byrne: If I'm Honest	16th July 2021	10th February 2022
Suggs: A life in the realm of madness	14th April 2021	16th February 2022
Oh! What a Night	14th November 2020	19th February 2022
Tom Houghton: Honour Tour	18th June 2021	9th March 2022
Julian Clary: Born to Mince	15th April 2021	1st April 2022
Chris Ramsey: 20/20	17th March 2021	12th April 2022
Dom Joly's Holiday Snaps: Travel and Comedy in the Danger Zone	7th April 2021	22nd April 2022
The Glenn Miller & Big Band Spectacular	11th June 2020	27th April 2022
Legends of American Country	1st May 2021	29th April 2022
Ian Waite & Vincent Simone – Act Two	23rd June 2021	30th April 2022
Steeleye Span: 50th Anniversary Tour	12th May 2020	13th May 2022
The Matt Monro Story (Featuring Matt Monro Jr)	24th September 2020	20th May 2022
Carl Hutchinson Live		14th May 2022

Unfortunately the following shows have been cancelled...

Steve Royle: Tuesday 5th October

If you have not been contacted regarding a refund please contact our box office: 01926 334418

Tell a friend:

Tell us about your website visit

Royal Spa Centre, Newbold Terrace, Leamington Spa, CV32 4HN

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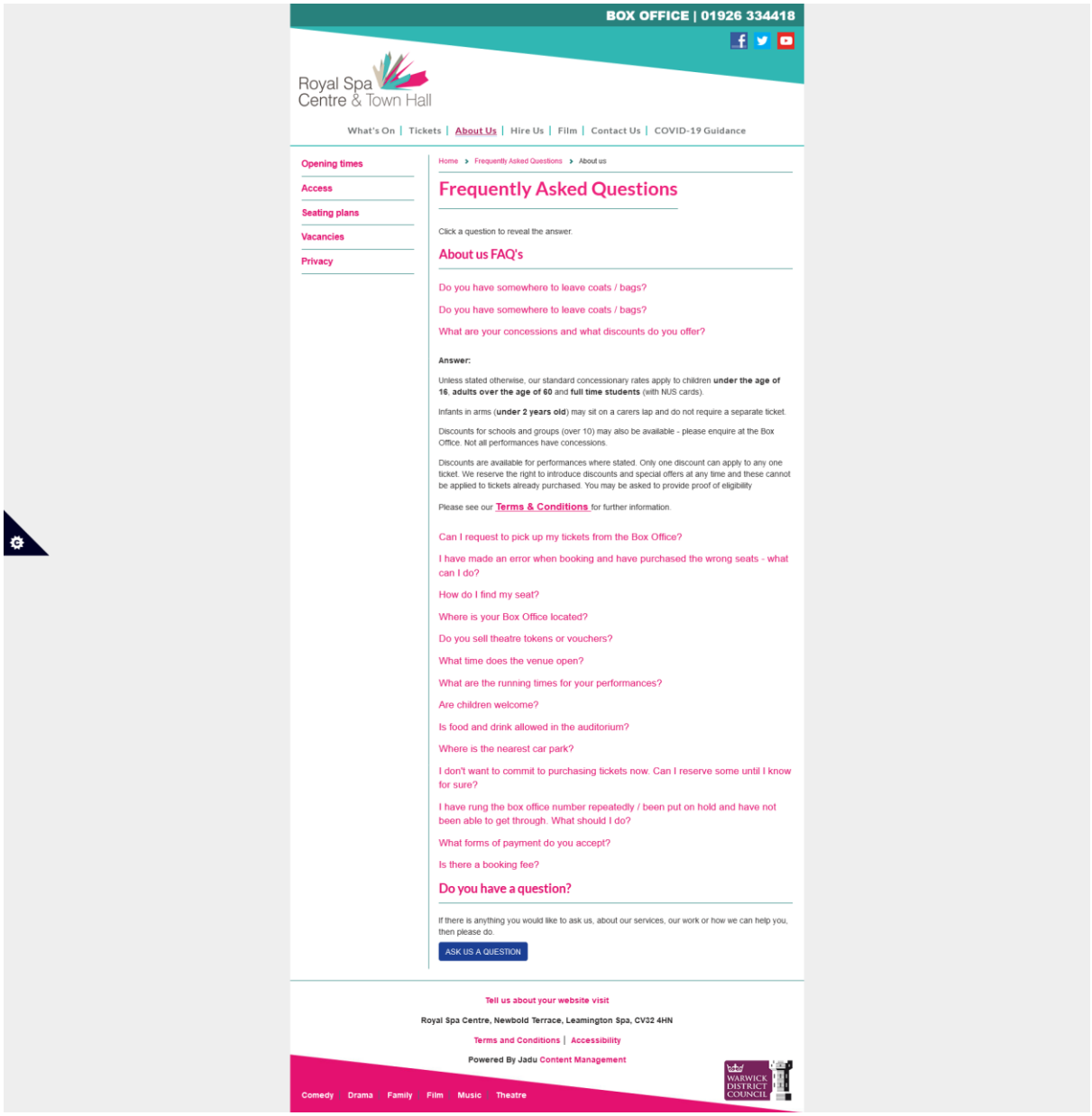
Comedy Drama Family Film Music Theatre

5. Frequently Asked Questions

https://www.warwickdc.gov.uk/royalspacentre/faqs/4/about_us/answer/3/what_are_your_concessions_and_what_discounts_do_you_offer#a3



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Royal Spa Centre & Town Hall

What's On | Tickets | About Us | Hire Us | Film | Contact Us | COVID-19 Guidance

Opening times
Access
Seating plans
Vacancies
Privacy

Home > Frequently Asked Questions > About us

Frequently Asked Questions

Click a question to reveal the answer.

About us FAQ's

Do you have somewhere to leave coats / bags?

Do you have somewhere to leave coats / bags?

What are your concessions and what discounts do you offer?

Answer:

Unless stated otherwise, our standard concessionary rates apply to children **under the age of 16**, **adults over the age of 60** and **full time students** (with NUS cards).

Infants in arms (**under 2 years old**) may sit on a carers lap and do not require a separate ticket.

Discounts for schools and groups (over 10) may also be available - please enquire at the Box Office. Not all performances have concessions.

Discounts are available for performances where stated. Only one discount can apply to any one ticket. We reserve the right to introduce discounts and special offers at any time and these cannot be applied to tickets already purchased. You may be asked to provide proof of eligibility.

Please see our **Terms & Conditions** for further information.

Can I request to pick up my tickets from the Box Office?

I have made an error when booking and have purchased the wrong seats - what can I do?

How do I find my seat?

Where is your Box Office located?

Do you sell theatre tokens or vouchers?

What time does the venue open?

What are the running times for your performances?

Are children welcome?

Is food and drink allowed in the auditorium?

Where is the nearest car park?

I don't want to commit to purchasing tickets now. Can I reserve some until I know for sure?

I have rung the box office number repeatedly / been put on hold and have not been able to get through. What should I do?

What forms of payment do you accept?

Is there a booking fee?

Do you have a question?

If there is anything you would like to ask us, about our services, our work or how we can help you, then please do.

ASK US A QUESTION

Tell us about your website visit

Royal Spa Centre, Newbold Terrace, Leamington Spa, CV32 4HN

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Comedy | Drama | Family | Film | Music | Theatre

Review breakdown

This section details the issues found during the review and suggested amendments.

Page 1 – Homepage

Check	Score	Notes
Structure	**2**	Illogical heading structure, parent and child headings using the same level. Less than 3 elements use headings inappropriately. Less than 5 headings use the wrong level.
Keyboard	**3**	No keyboard traps. Every component can be used with a keyboard or has an alternative. Logical focus order. Everything indicates focus.
Skip Links	**3**	The skip links become visible when receiving keyboard focus. They correctly move the focus down the page.
Fields and Components	**1**	Interactive elements are unlabelled or have no accessible names.
Alternative Text	**1**	10 or more images have inappropriate or missing alt text.
Layout	**2**	There is lost content at 200%, 300% or 400% zoom.
Colour	**2**	Content or functionality **does not** rely on colour. Less than 5 instances of text that fails the colour contrast requirements.
Moving and Multimedia Content	**3**	Moving content **can** be stopped.

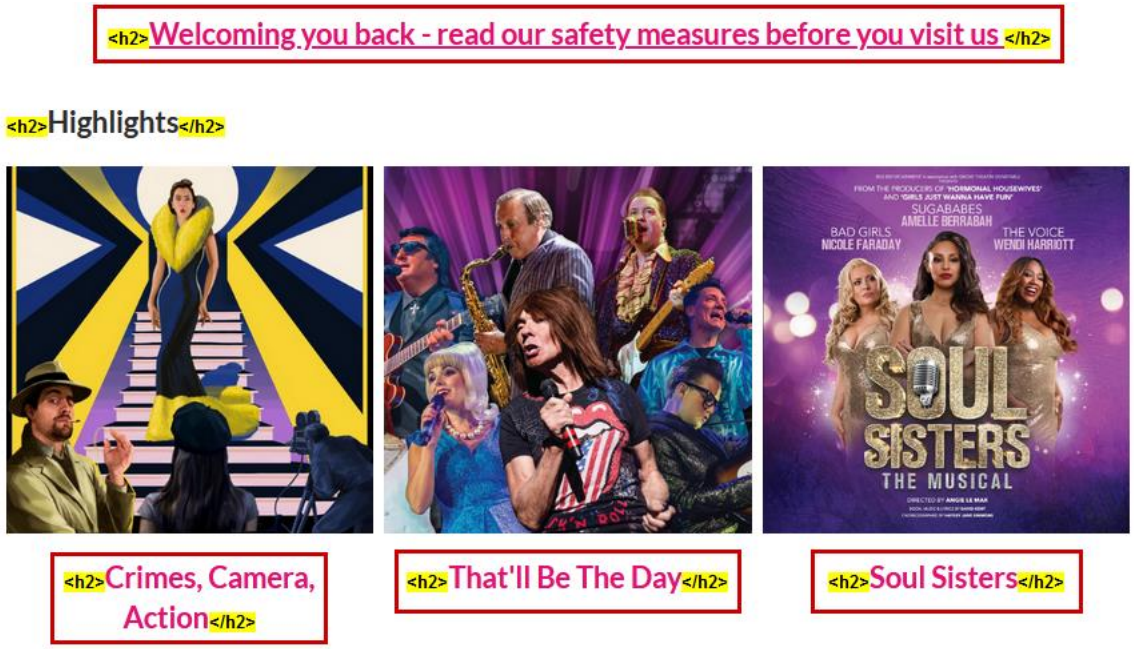

Figure 1 - Several links do not categorise content and so are inappropriately marked up as headings.

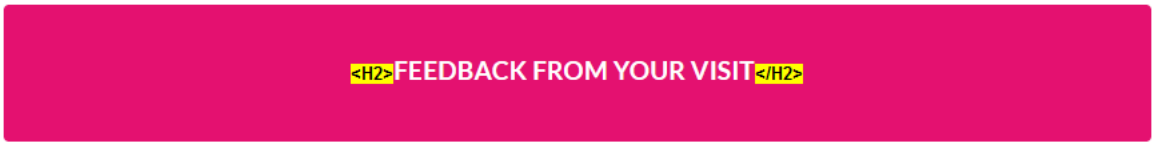

Figure 2 - "Feedback from your visit" link does not categorise content and so is inappropriately marked up as a heading.

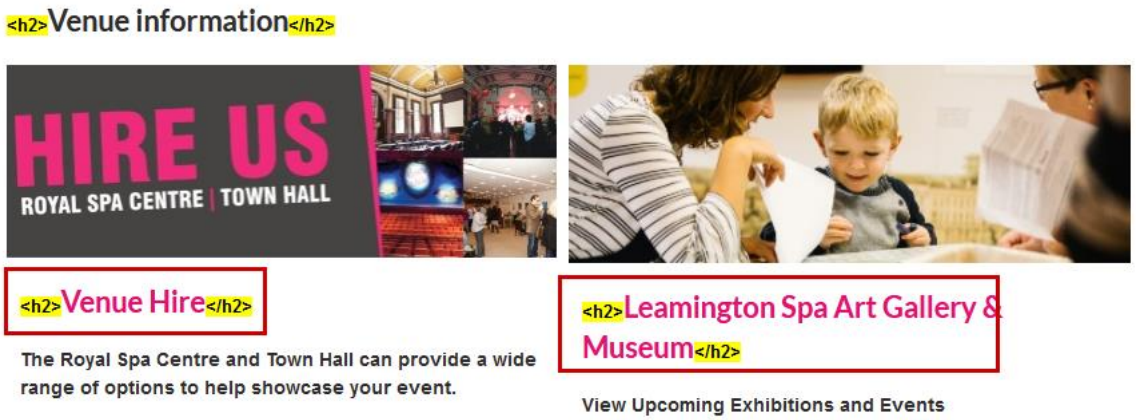

Figure 3 - Child headings are the same `<h2>` level as their parent heading instead of being a `<h3>` to convey the child sub-heading relationship.

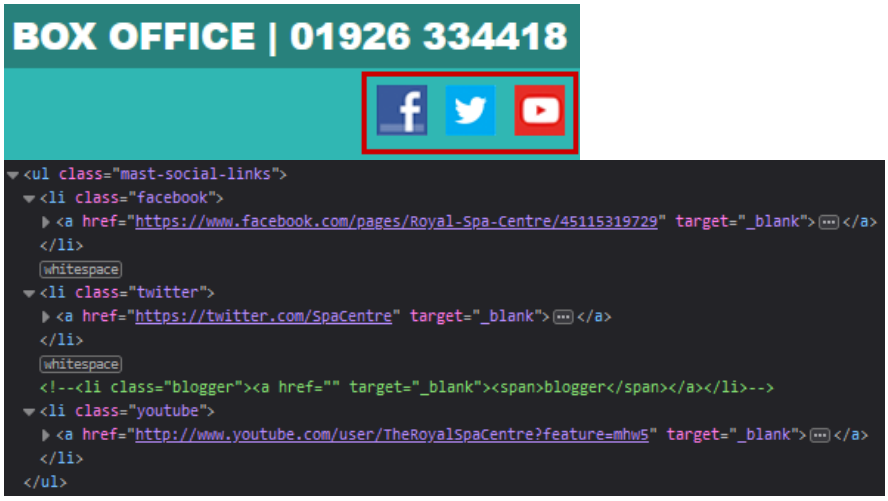

Figure 4 - Social media icon links do not have accessible names implemented.

Figure 5 - Carousel image inappropriately contains "Homepage" and "Carousel" in the image alternative and does not include the date and time of "21 April 2022, 7.30pm".

Figure 6 - Carousel image alternative text does not contain the show name of "One word: wow", the date and time of "19 May 2022, 7.30pm", and the "Book now" text. This is the same for the other carousel images.

Figure 7 - Image does not have descriptive alternative text as it uses the acronym "TBTD" instead of the full show name, and it also inappropriately has "web" in the description.

Figure 8 - Decorative images under "Browse what's on" give no meaningful information to the content but have alternative text instead of being decalred with `alt=""`.

Figure 9 - Previous arrow button covers text on carousel image at 200%+ zoom.

Figure 10 - Text is cut off on carousel image at 200%+ zoom.

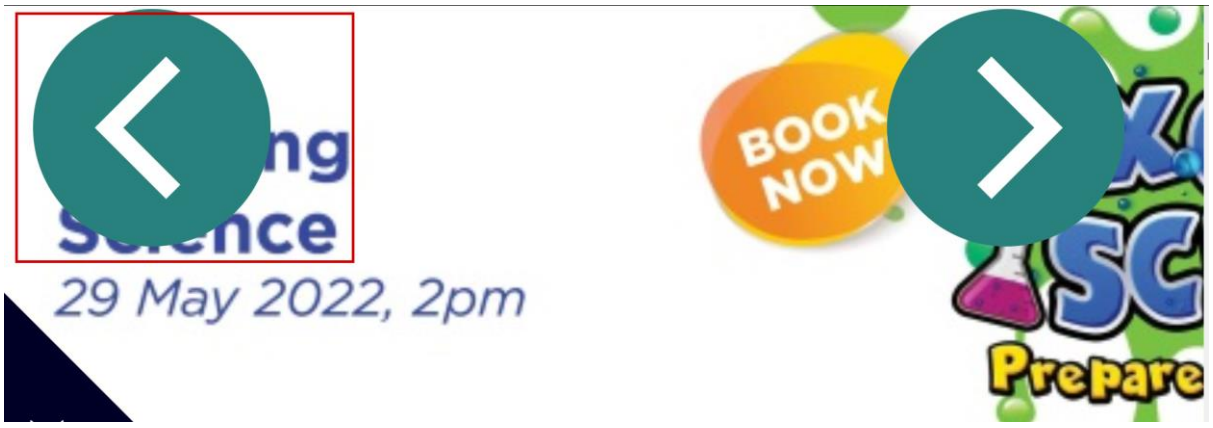

Figure 11 - Previous arrow button covers text on carousel image at 400% zoom. This occurs across all carousel slide images.

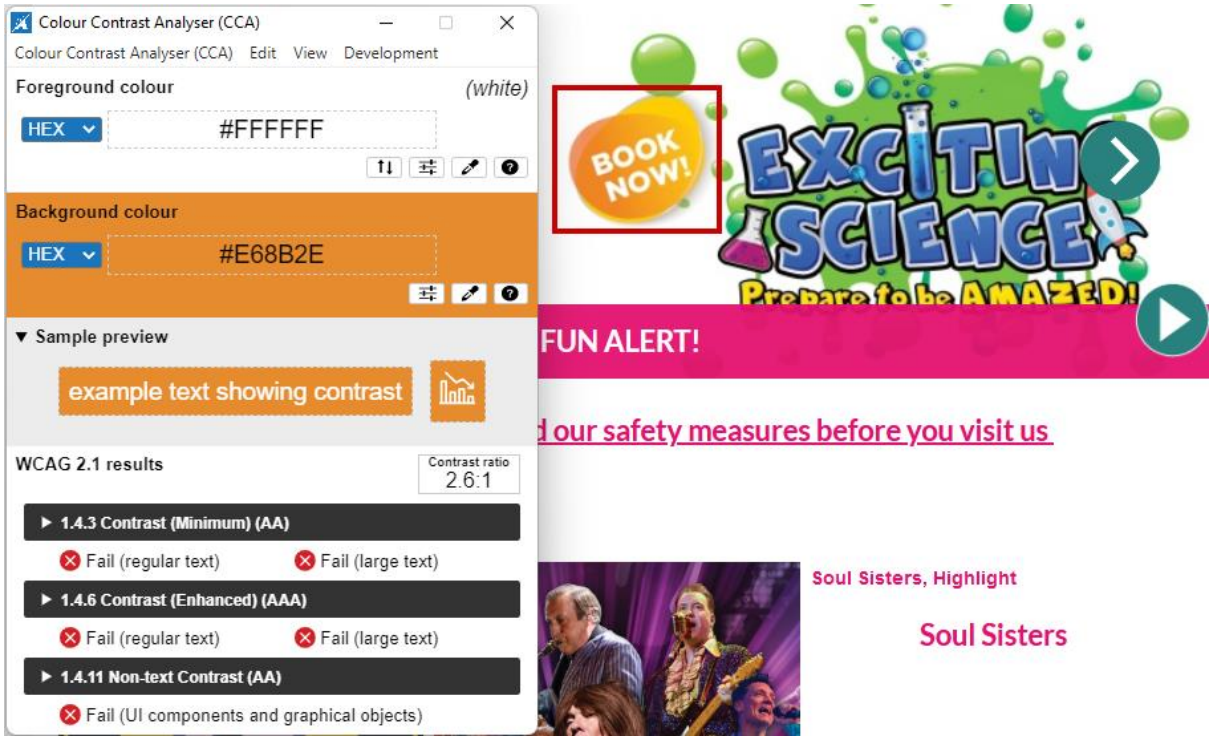

Figure 12 - "Book Now" image of text has a contrast ratio of 2.6:1 which does not pass the minimum requirement of 4.5:1 for regular sized text.

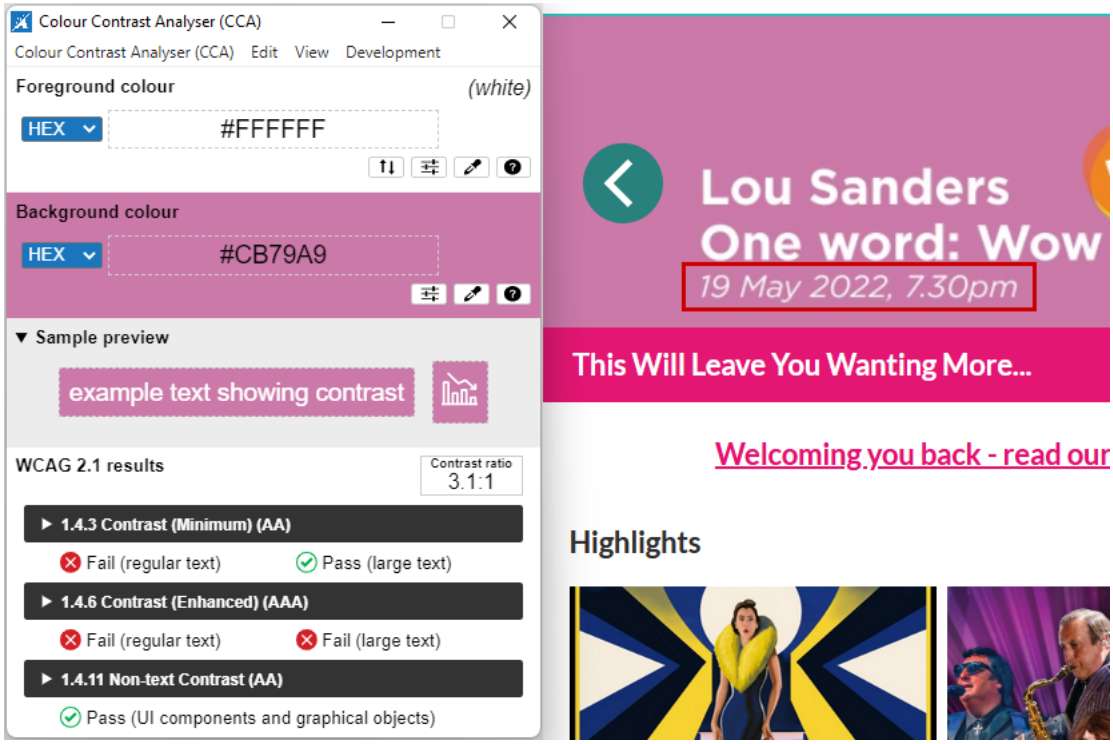

Figure 13 – "19 May 2022, 7.30pm" image of text has a contrast ratio of 3.1:1 which does not pass the minimum requirement of 4.5:1 for regular sized text.

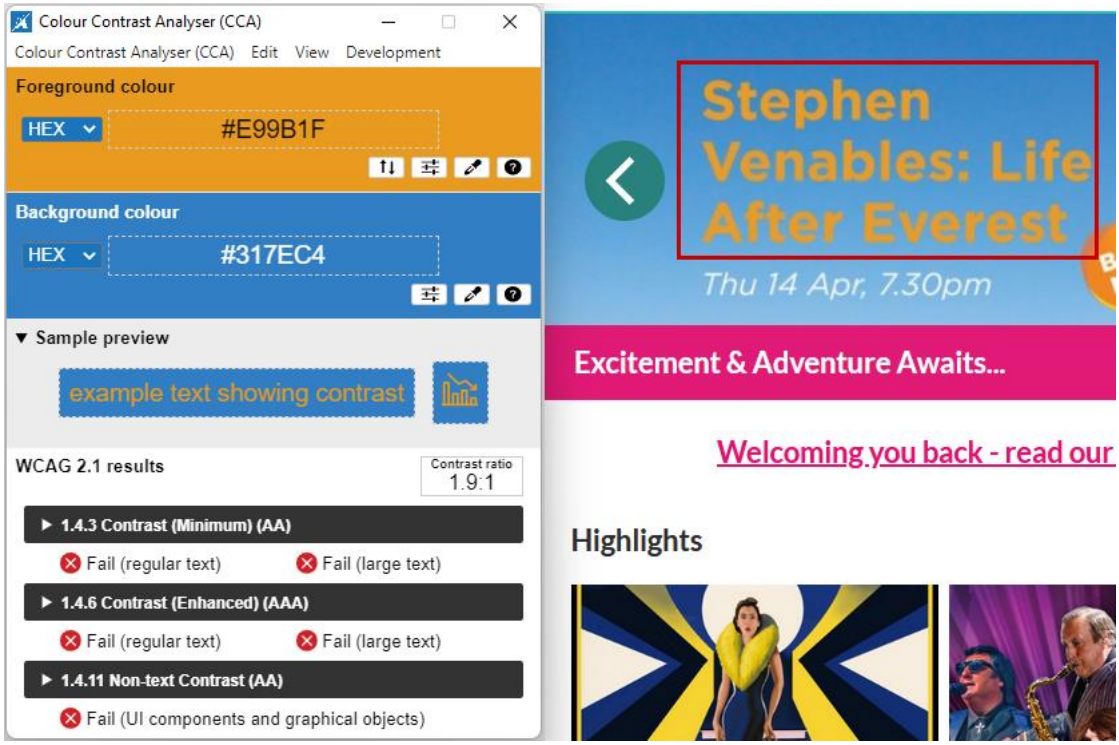

Figure 14 - "Stephen Venables: Life After Everest" image of text has a contrast ratio of 3.1:1 which does not pass the minimum requirement of 3:1 for large sized text. This is even on the darkest gradient of the background colour.

Page 2 – Tickets

Check	Score	Notes
Structure	**1**	3 or more headings have not been marked-up.
Keyboard	**2**	The focus order is illogical. Links receiving multiple focus points.
Skip Links	**3**	The skip links become visible when receiving keyboard focus. They correctly move the focus down the page.
Fields and Components	**1**	Interactive elements are unlabelled or have no accessible name.
Alternative Text	**2**	Less than 10 images have inappropriate or missing alt text.
Layout	**3**	Browser zoom works. There is no lost content or functionality. The page reflows appropriately at 400% browser zoom.
Colour	**3**	Content or functionality **does not** rely on colour. All text pass contrast.
Moving and Multimedia Content	**N/A**	There is no multimedia, moving or blinking content on the page.

<h1>Tickets</h1>

The Royal Spa Centre is accredited with UK Theatre's See it Safely mark, so you can feel confident and safe knowing that the theatre is COVID-secure and will be following the latest government and performing arts guidance.

Refunds

We understand that there is a lot of concern about the new Omicron variant of Covid 19.

However, the Royal Spa Centre remains open, the show continues and refunds will only be offered if:

1. We (the Royal Spa Centre) have to cancel a performance
2. We are instructed to close by the government
3. You have a positive PCR test result. Please **send your PCR result email** to boxoffice@warwickdc.gov.uk to confirm your Covid status. Photos of positive lateral flow tests will not be accepted.

In prioritising your safety and to protect our audiences and staff, there are multiple precautionary measures in place:-

- Wearing a **face covering** is encouraged whilst inside the building.
- We continue to ask you to **maintain a safe social distance where possible** when queuing to take your seats and moving around the theatre.
- We are carrying out **enhanced cleaning and regularly disinfecting** surfaces. Our auditorium seating is disinfected before you take your seat.
- Some routes may have changed in order to minimise your contact with others, so our helpful staff will guide you. There are **queuing systems** at the entrance to the Royal Spa Centre and our bars.
- Please use the hand **sanitiser stations** when you enter and exit the theatre.
- We have **screens installed** at serving points to separate our staff and audiences.
- Our foyer furniture has been arranged so that you are **socially distanced** / screened from other audience members when seated. The majority of our seating is located in the Balcony Bar on the first floor.
- We are continually **monitoring the quality of the air** in our spaces. We keep doors and windows open as much as possible and our auditoriums are fed with a **100% fresh air supply** through our air handling system. As an additional precautionary measure, several of our spaces have **air filtration units installed with anti-viral grade filters** to further reduce the possibility of airborne transmission.

Cancellations and Postponements

It is possible that performances may have to be cancelled in the future due to the cast becoming ill. If a performance has to be cancelled due to Covid our box office team will contact you and you will be given the option to be refunded in full or transfer your tickets to the rescheduled date.

How will my ticket work?

If you purchased your ticket online you will have been sent a confirmation email with a link

Figure 15 - Example of multiple headings under the "Tickets" `<h1>` that have not been marked up as headings at the `<h2>` level.

The Royal Spa Centre is accredited with UK Theatre's **See it Safely** mark, so you can feel confident and safe knowing that the theatre is COVID-secure and will be following the latest government and performing arts guidance.

```
<span class="underline_text">
 <a data-auth="NotApplicable" data-linkindex="1" href="https://officiallondontheatre.com/see-it-safely/" target="_blank">
    <strong>See it Safely</strong>
  </a>
</span>
<a data-auth="NotApplicable" data-linkindex="2" href="https://www.google.com/url?q=https%3A%2F%2Fofficiallondontheatre.com%2Ffaqs-19-july%2F&sa=D" target="_blank">
  <strong> whitespace </strong>
</a>
```

Figure 16 - "See it Safely" link has two focus points due to a separate link implemented next to it.

Buying tickets

To purchase tickets for individual events please browse our **What's On** listings.

We accept proof of ticket purchase on mobile devices on arrival as well as printed tickets.

```
<a href="https://warwickdc.ticketsolve.com/shows">
   <strong>What's On</strong>
</a>
<a href="https://mpv.tickets.com/schedule/?agency=RSMS_MPV&orgid=52970#view=list&start=2020-05-01&includePackages=true" title="What's On"> whitespace </a>
listings.
</p>
```

Figure 17 - "What's On" link has two focus points due to a separate link implemented next to it.

1. We (the Royal Spa Centre) have to cancel a performance
2. We are instructed to close by the government
3. You have a positive PCR test result. Please **send your PCR result email** to boxoffice@warwickdc.gov.uk to confirm your Covid status. Photos of positive lateral flow tests will not be accepted.

```
<strong>
  send your PCR result
  <a href="mailto:boxoffice@warwickdc.gov.uk?subject=Refund%3A%20Positive%20PCR%20test%20confirmation"> whitespace </a>
  email
</strong>
```

Figure 18 – Minimally visible link between “result" and "email" does not have an accessible name.

Figure 19 - Page banner image has the alt text "box office" which is not descriptive enough to give meaningful context

Page 3 – Contact Us

Check	Score	Notes
Structure	**1**	3 or more elements use headings inappropriately.
Keyboard	**3**	No keyboard traps. Every component can be used with a keyboard or has an alternative. Logical focus order. Everything indicates focus.
Skip Links	**3**	The skip links become visible when receiving keyboard focus. They correctly move the focus down the page.
Fields and Components	**3**	All elements have labels and names. All labels and errors are associated correctly. All errors messages are described through text.
Alternative Text	**2**	Less than 10 images have inappropriate or missing alt text.
Layout	**3**	Browser zoom works. There is no lost content or functionality. The page reflows appropriately at 400% browser zoom.
Colour	**2**	Less than 5 instances of text that fails the colour contrast requirements.
Moving and Multimedia Content	**N/A**	There is no multimedia, moving or blinking content on the page.

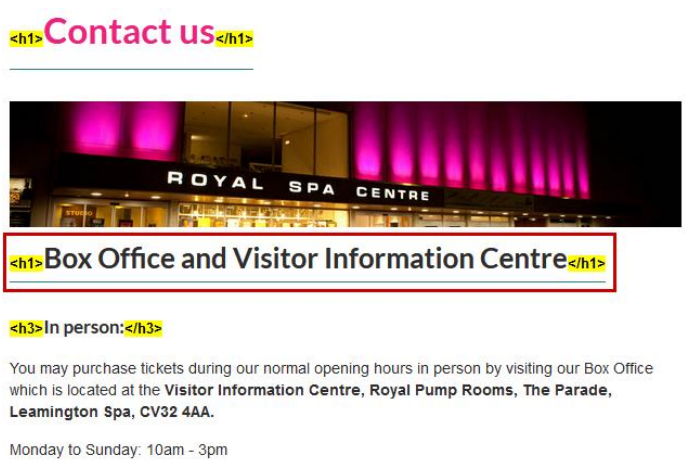

Figure 20 - "Box Office and Visitor Information Centre" heading has been marked up as a heading level `<h1>` whereas it is a child heading of the "Contact Us" `<h1>`, and so should be a `<h2>`.

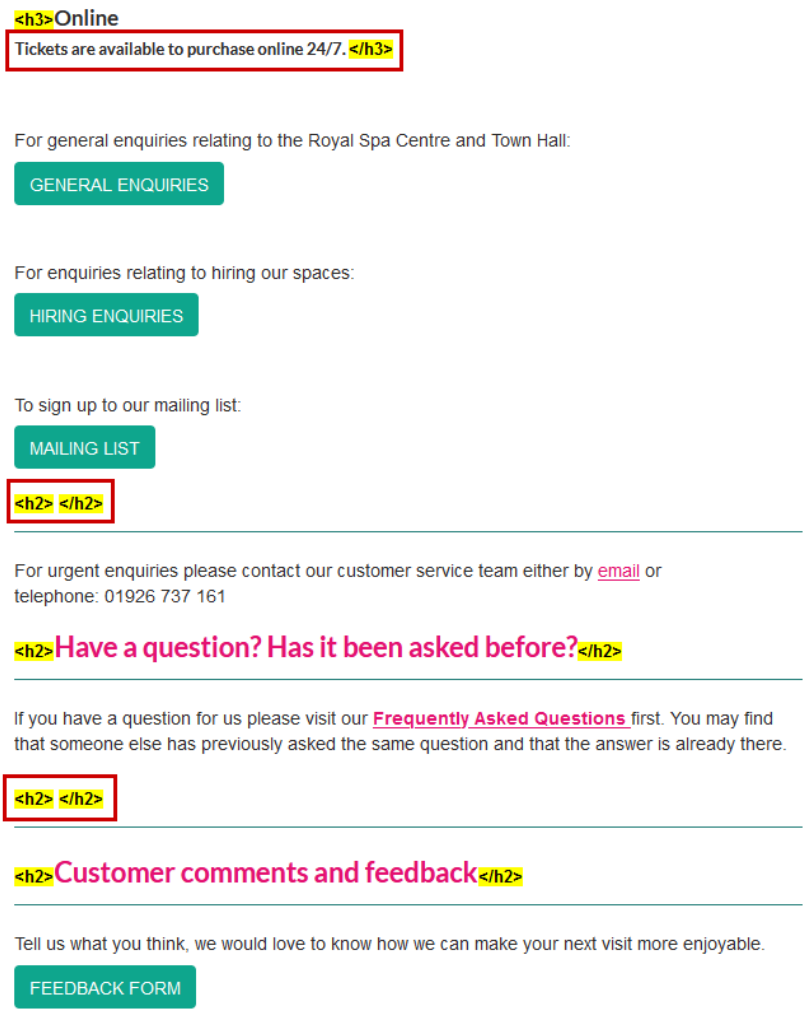

Figure 21 - "Tickets are available..." is included within the `<h3>` heading tags but is just plain text. There are also empty headings marked up as `<h2>`.

Figure 22 - Page banner image has alt text of "Contact us" which does not appropriately describe the image.

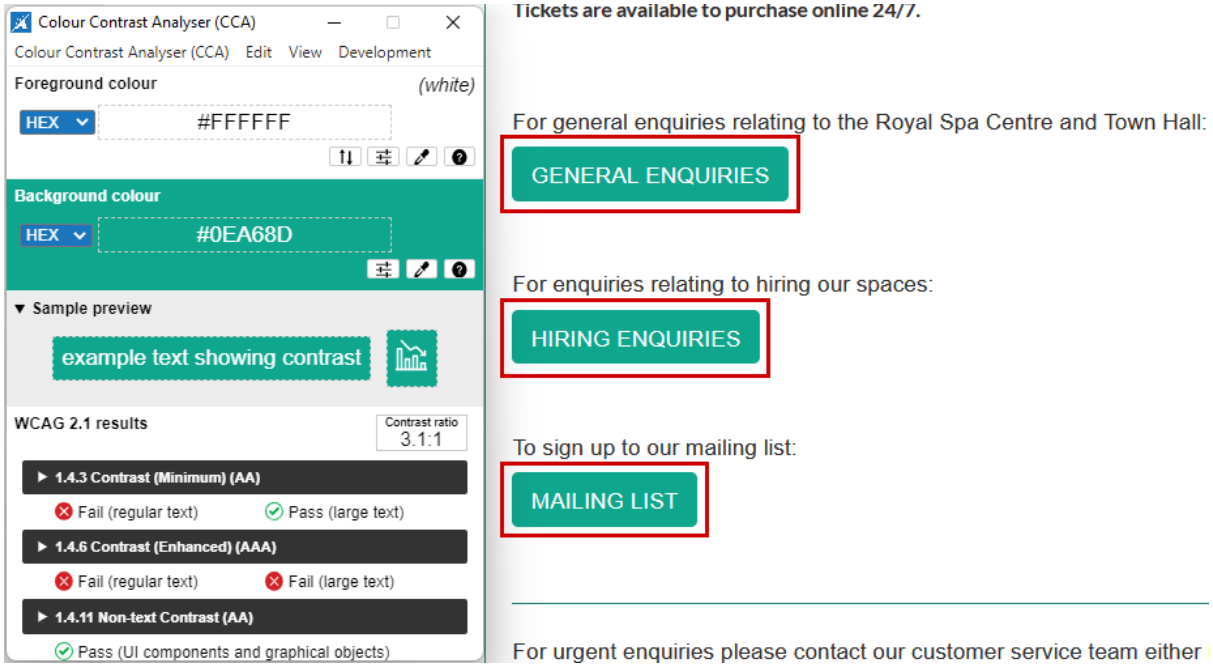

Figure 23 - Green buttons with white text have a contrast ratio of 3.1:1 which does not pass the minimum requirement of 4.5:1 for regular sized text.

Page 4 – Rescheduled Shows

Check	Score	Notes
Structure	**3**	Heading structure is logical. Heading semantics used appropriately.
Keyboard	**3**	No keyboard trap. Every component can be used with a keyboard or has an alternative. Logical focus order. Everything indicates focus.
Skip Links	**3**	The skip links become visible when receiving keyboard focus. They correctly move the focus down the page.
Fields and Components	**2**	Table headings are not associated with column cells.
Alternative Text	**N/A**	There are no images present on the page.
Layout	**3**	Browser zoom works. There is no lost content or functionality. The page reflows appropriately at 400% browser zoom.
Colour	**3**	Content or functionality **does not** rely on colour. All text pass contrast.
Moving and Multimedia Content	**N/A**	There is no multimedia, moving or blinking content on the page.

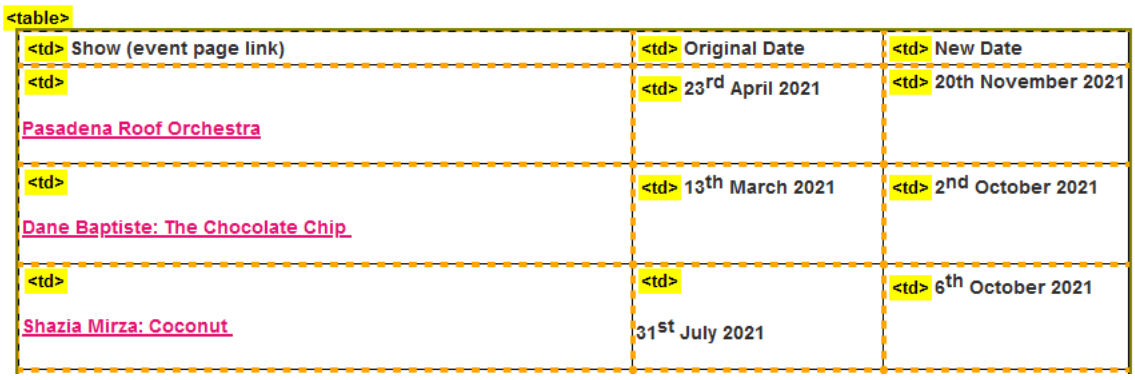

Figure 24 - Table headings are marked up as `<td>` instead of `<th>` and so are not associated with their respective column cells.

Page 5 – Frequently Asked Questions

Check	Score	Notes
Structure	**3**	Heading structure is logical. Heading semantics used appropriately.
Keyboard	**3**	No keyboard trap. Every component can be used with a keyboard or has an alternative. Logical focus order. Everything indicates focus.
Skip Links	**3**	The skip links become visible when receiving keyboard focus. They correctly move the focus down the page.
Fields and Components	**3**	All elements have labels and names. All labels and errors are associated correctly. All errors messages are described through text.
Alternative Text	**N/A**	There are no images present on the page.
Layout	**3**	Browser zoom works. There is no lost content or functionality. The page reflows appropriately at 400% browser zoom.
Colour	**2**	Less than 5 instances of text that fails the colour contrast requirements.
Moving and Multimedia Content	**N/A**	There is no multimedia, moving or blinking content on the page.

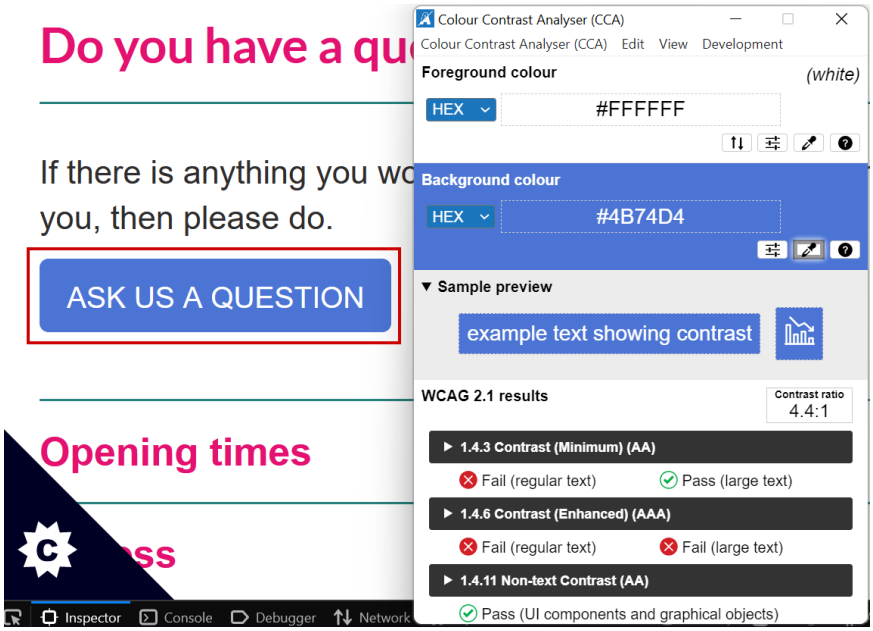

Figure 25 - When the page is zoomed in at 200%+ the colour of the button when hovered becomes blue with white text and has a contrast ratio of 4.4:1 which does not pass the minimum requirement of 4.5:1 for regular sized text.

Appendix A: Headline Review Tests

The following tests are used during the Headline Review process. Due to the brevity of the process, these tests are not designed to pick up all accessibility issues but instead give an indication of where accessibility issues need further investigation.

Check	WCAG Equivalent(s)	Evaluation
Structure	Info and Relationships	Check that the heading structure is logical and appropriate. Check that the heading elements are using heading semantics. Check that non-heading elements are not using heading semantics.
Keyboard	Keyboard No Keyboard Trap Focus Order Focus Visible	Check that the interactive elements are keyboard operable. Check there are no keyboard traps. Check that the focus order is logical. Check that focus indicator is displayed throughout.
Skip Links	Bypass Blocks	Check that there are navigational skip links. Check that the skip links become visible when they receive focus. Check that the skips links move focus appropriately.
Fields and Components	Labels and Instructions Info and Relationships Error Identification Name, Role, Value	Check that all interactive elements (form fields and components) have labels or accessible names, this includes icon buttons. Check that any labels are associated with the fields. Check that any errors are described through text. Check that errors are associated with the fields.

Alternative Text	Non-Text Content	Check that images have appropriate alt attributes. This includes decorative and informative images, as well as image links.
Layout	Resize Text Reflow	Check that browser zoom works. Check that content or functionality is not lost at 200%, 300%, 400% Check with 400% browser zoom that content reflows correctly.
Colour	Contrast Use of Colour	Check that there is not text colour contrast failures. Check that colour is not relied upon to communicate content or functionality.
Moving and Multimedia Content	Audio-only and Video-only (Prerecorded) Audio Description or Media Alternative (Prerecorded) Captions (Prerecorded) Captions (Live) Pause, Stop, Hide	Check that automatically moving content (e.g. a carousel) can be paused or stopped. Check that multimedia has captions and a transcript, as appropriate. Check that captions are generally accurate.

Appendix B: Solution Suggestions

Structure

The heading structure must be logical and uses heading semantics. Avoid using CSS to create headings. These are not exposed correctly to assistive technology.

Avoid this `<span class="mainHeading">Welcome to ACME</span>.`

Use heading levels to create a logical structure. Avoid using the levels for the style bundled with them. As well, use the levels to establish parent and child sections. Do not use the same levels and then use CSS to differentiate parent and child sections.

For example, avoid the following.

```
<h2 class="mediumHeading">News Stories</h2>
<h2 class="smallHeading">Record Profits in Q1</h2>
<h2 class="smallHeading">Lost dog found in CEO Safe</h2>
```

Avoid using heading semantics when the text in question does not title or categorise content. Do not add heading semantics for any large text.

For best practice on headings, see WAI Tutorials - Headings. You can test headings using Web Developer, Headings Map (Chrome) or Headings Map (Firefox).

Keyboard

Users must be able to use Tab and Shift + Tab to navigate forwards and backwards through interactive elements. The order in which elements receive focus as you tab through the page should be logical, which is usually top-left to bottom-right.

There should be no areas where a keyboard user is trapped and cannot tab forwards or backwards. There are a few exceptional circumstances where traps are allowed, such using a temporary keyboard trap on a closable modal dialog.

When tabbing onto interactive elements, the focus must be visible. Avoid the `outline: none` CSS rule, unless you are creating your own focus styles.

Interactive elements should also respond to Return, Space, and Arrow keys. Return and Space are used to activate elements, such as buttons and links. Arrow keys are used to adjust elements, such as a dropdown list with several options.

For more information, see W3 - Perspective Video - Keyboard, MDN - Keyboard, BBC GEL - Focus, and CSS Tricks - Focusing on Focus Styles.

Skip Links

When keyboard users navigate onto a new web page, the keyboard focus defaults to the top of the page. This is expected behaviour, which is driven by web browsers.

The challenge is that keyboard users have to then tab through the page again. This can be time-consuming, particularly when there are large navigation menus.

Such that keyboard users can easily navigate pages; it is necessary to have skip links that allow users to jump over the blocks of content. With navigational skip links, it is standard to move focus onto the `<h1>` that opens the `<main>` container.

These need to be visible when users tab onto them, respond to the user pressing Return or Space, and move focus beyond whatever content is being skipped.

For more information on skip links, see a11y Project - Skip Links, WCAG - G1 Adding a link at the top of each page, and Your skip links are broken.

Fields and Components

Assistive technology interface with the semantics. They use the name, role, and states, which are particularly important with form fields and components.

Many elements are named through internal text. For example, `<button>Submit</button>` is named “Submit” through the internal text.

Other elements are named through association. In the following example, the input field is named through the association created by the `<label>` semantics.

```
<label for=”memAnswer”>Where was your first job?</label>
<input id=”memAnswer” type=”text”>
```

It can be necessary to specify names. This often happens with icons buttons with no visible text. The following example is named by the `aria-label`.

```
<button class=”closeIcon” aria-label=”Close”></button>
```

There can also be informative information that does not name the element. This is commonly seen with error messages, which describe fields rather than naming them. This is where `aria-describedby` is useful. In the following example, the error message is mapped to the hint of the input field. It does not overrule the label.

```
<label for=”memAnswer”>Where was your first job?</label>
<input id=”memAnswer” type=”text” aria-describedby=”error”>
<span id=”error”>The information entered does match our records</span>
```

For more information, see WAI Tutorials - Labels and WAI Tutorials - Notifying Users.

Alternative Text

Images are used in different ways to communicate different information. These require distinct approaches in order to make them accessible to all users.

There are decorative images. There are images or icons that do not convey more meaning than already present on the page.

These images should be marked as decorative. This prompts assistive technology to ignore the images, such that users are not told about decorative content.

This is done with an empty alt attribute. For example, `<img src=”…” alt””>`.

There are informative images. There are images or icons that communicate information that is not otherwise available on the page.

These images should have alt text that describes the unique information. This prompts assistive technology to communicate the information to users.

For example, `<li><img src=”phn.png” alt=”phone”>01443 256590</li> <li><img src=”fx.png” alt=”faxe”>01443 256990</li>`.

There are functional images. There are images or icons that have some functionality associated with them, such as activating a link.

These images should have alt text that describes the functionality. This prompts assistive technology to communicate the functionality to users.

For example, `<a href=”…”><img src=”…” alt=”ACME Homepage”></a>`.

For more information, see WAI Tutorials - Decorative Images, Functional Images, and Informative Images.

If the image is an SVG file, use the `<title>` and `<desc>` attributes, or `aria-hidden`. For more information, see CSS Tricks - Accessible SVGs.

Layout

Different viewports can be more or less useful for different user groups. Diverse users access the same content on different devices with various browser settings.

To help support this, WCAG requires that websites allow users to increase the text size by 200%, which is most commonly achieved through browser zoom.

As well users must be able to zoom up to 400%, and the page must reflow into a single column, without requiring the user navigate up, down, left, and right.

Users must be able to perform the above without losing content or functionality.

The experience does not need to be identical. Different orientations give more or less access to screen real estate.

However, the content and functionality should be comparable. They should be able to complete the same core user journeys and access the same essential information.

Use the appropriate techniques for supporting various viewports. For example, use Flexbox techniques, such as CSS Tricks - A Complete Guide to Flexbox.

Colour

When colour is used as the exclusive means of perceiving information, it can create serious barriers, particularly for low vision and colour blind users.

Make sure that colour vision is not required to differentiate elements. For example, graphs can utilise patterns or textures, as well as text to communicate values. For more information, see PSU - Charts & Accessibility and Princeton - Colour Alone.

As well, to make sure that information is easily perceivable, WCAG requires that that the colour of text passes contrast requirement with the background colours.

For regular size text (e.g. 14pt bold, or 18pt, and below), the contrast ratio must be at least 4.5:1. For large text, the contrast ratio must be at least 3:1.

The colour contrast ratio between foreground and background colours can be tested with tools such as Colour Contrast Analyser

WCAG AA compliant colour palettes can be generated with tools such as Colorsafe and Accessible Colour Matrix.

Multimedia and Moving Content

Automatically moving content generally includes videos and carousels.

Avoid anything that start playing automatically. Such elements can be distracting and can cause difficulties, particularly for those with motion sensitivity.

If you must have automatically playing animations, such as a carousel, make sure that users can pause or stop this behaviour.

It is not acceptable to just pause the animation on mouse hover or keyboard focus. The user must be able to stop the moving content and navigate the rest of the page.

For an example carousel, see WAI Tutorials - Carousel Concepts.

As well, multimedia content must be accessible to all users. This involves communicating the audio or visual information in multiple formats.

For example, video-only or audio-only content must have an alternative, such as a podcast with a text transcript.

Videos that require captions have captions, as well as transcripts and/or audio descriptions. The exact requirements differ based on the video and WCAG levels.

WCAG Level A allows for audio descriptions or a transcript. WCAG Level AA is stricter and requires audio descriptions. Both can be time consuming and expensive.

We recommend the following approach.

First, caption your videos. Then use the captions to create transcripts. Note that captions and transcripts serve different user groups. Captions aid usage without hearing. Transcripts are particularly useful for those using screen readers and refreshable braille devices. These technologies cannot access captions.

Include the transcript adjacent the videos. For example, include a disclosure element under your videos, with which users can open and close a transcript panel.

Otherwise, review whether your videos require audio descriptions. Check whether they have visual information that gives users access to exclusive information.

WCAG has relaxed provisions for “Talking head” videos, where a transcript can be used in place of audio descriptions, due to the lack of meaningful visual information.

It is common that minor editorial decisions can mean that a video can require audio descriptions, or instead that a transcript is sufficient.

For example, a video where the speaker introduces themselves is distinct from a video where this same information is only available through some on-screen text.

For more information, see WAI - Audio Content and Video Content, which has articles such Transcripts, Audio Descriptions and Captions.

The WAI also have examples of videos with captions, audio descriptions, and interactive transcripts. For these videos, see WAI - Perspective Videos.

For information on implementing captions in common video players, see YouTube - Add your own subtitles and closed captions and Vimeo - Captions and subtitles.