



## **Warwick District Council**

# **Headline Accessibility Review**

**16 April 2020**

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## Executive Summary

A Headline Review of the **Warwick District Council** 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-compliant 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](mailto: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

<b>Average Score</b>	<b>89%</b>
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### Score by Page

Pages	1	2	3	4	5
<b>Average Scores</b>	<b>86%</b>	<b>83%</b>	<b>100%</b>	<b>86%</b>	<b>92%</b>

### Score Breakdown

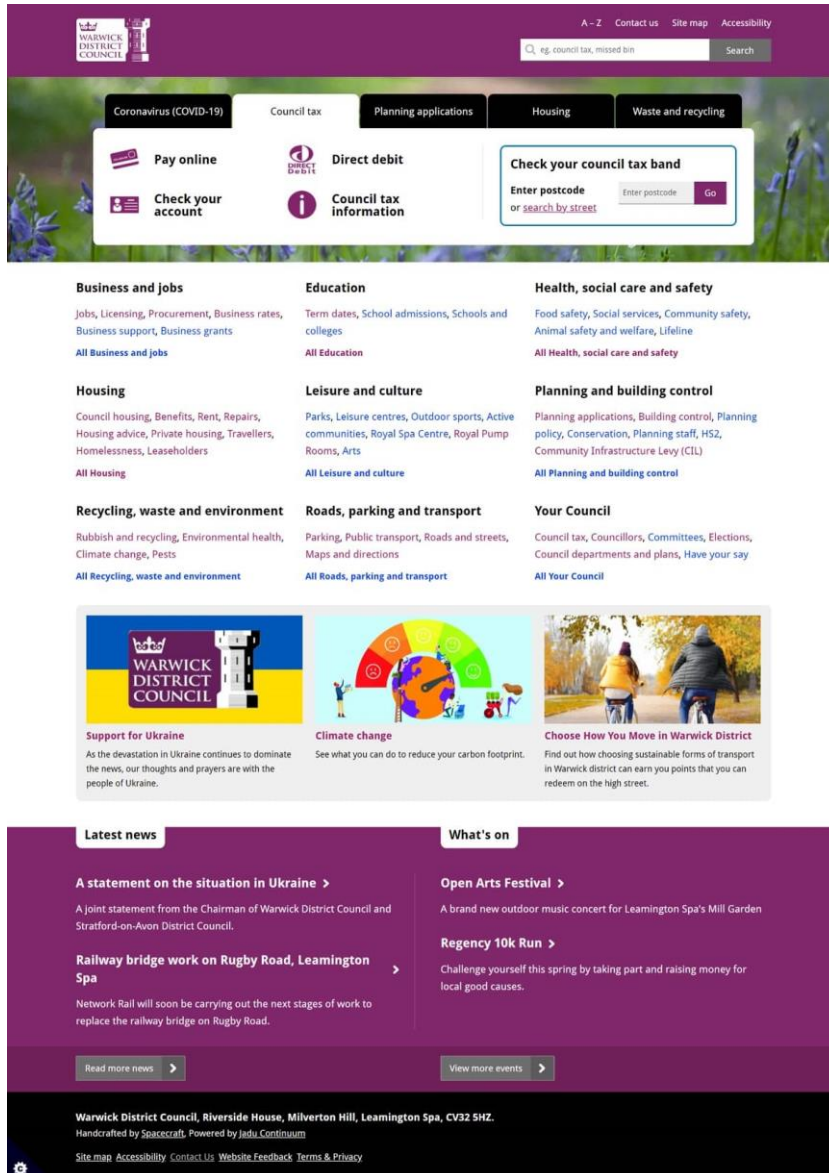
Pages, Checks	1	2	3	4	5
<b>Structure</b>	3	3	3	2	2
<b>Keyboard</b>	2	3	3	3	3
<b>Skip Links</b>	3	N/A	N/A	N/A	N/A
<b>Fields and Components</b>	3	1	3	3	3
<b>Alternative Text</b>	2	3	3	3	3
<b>Layout</b>	3	3	3	3	3
<b>Colour</b>	3	3	3	3	3
<b>Moving Content and Multimedia</b>	N/A	N/A	N/A	2	N/A

# Pages Reviewed

The following 5 pages were reviewed for this headline review:

## Page 1: Homepage

<https://www.warwickdc.gov.uk/site/>



## Page 2: Change of address - moving within Warwick district

<https://www.warwickdc.gov.uk/xfp/form/331>



[A - Z](#)   [Contact us](#)   [Site map](#)   [Accessibility](#)

Search

### Change of address - moving within Warwick district

[Home](#) > [Online forms](#) > [Change of address - moving within Warwick district](#)

#### Your details

**Title**

**First name *(Required)***

**Last name *(Required)***

**Find your address *(Required)***

**Postcode**

Lookup >

Enter your postcode and select 'lookup'. If your address isn't listed, please select the 'I cannot find my property' option.

---

**Phone number *(Required)***

**Email *(Required)***

**Please confirm your email address *(Required)***

Would you like to sign up to an online account and receive your bills electronically?


Yes, receive electronic billing via an online account

Details on how to set up your online account will be sent to you.

< Previous
Next >

**Warwick District Council, Riverside House, Milverton Hill, Leamington Spa, CV32 5HZ.**  
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## Page 3 – Council tax

[https://www.warwickdc.gov.uk/info/20593/council\\_tax](https://www.warwickdc.gov.uk/info/20593/council_tax)

A-Z Contact us Site map Accessibility

---

### Council tax

Home > Your Council > Council tax

- Home
- Your Council
- Council tax**
  - Council tax reduction
  - Eligibility, discounts and exemptions
  - Pay your council tax
  - Council tax bands
  - Council tax band appeals
  - Your council tax account
  - What happens if I do not pay my council tax bill?
  - I am behind with my payments
  - Council tax charges and spending
  - What is council tax?
  - Parish council precepts
  - Council tax forms and other downloads
  - A guide to your Council Tax
  - Contacting the Valuation Office
  - Council Tax and Business Rates privacy notice
  - Council tax information for landlords
  - Energy bills rebate
  - My Bills and Benefits account
  - New properties

Find out where your Council Tax goes and how much the District Council gets in our [Council Tax Guide for 2022/23](#).

### Council tax rebate announcement from Rishi Sunak

The Chancellor has announced today (3 February 2022) that households in properties with a Council Tax band A-D will receive a £150 rebate on their Council Tax bill in April.

In addition, a further sum of money will be given to Councils for a discretionary scheme for households that fall outside of this band, or do not currently pay Council Tax.

Please see our [dedicated page](#) with information about this announcement on it. Further updates will be added to this website page and [shared on social media](#) as soon as we receive them.

### Council Tax explained

The government has issued a plain English [Guide to Council Tax](#). This guidance helps to explain what Council Tax is, what discounts and exemptions may be available and also help you to understand the amount of council tax you need to pay.

### Council tax scams

We are aware of a scam where people are receiving an email from Government Digital Services or Council Tax - payments with details of a Council Tax refund or credits and a link to fill in your bank details. If you receive such an email, please delete it and do not enter your bank details.

[More details on tax refund scams.](#)

We are also aware of dishonest individuals who may target you to gain your bank details in order to claim a band reduction. More details about this scam can be found on this [page](#).

**Go straight to...**

- [Pay your council tax 2022/23 NEW](#)
- [Check your council tax account online](#)
- [Avoiding council tax and business rates](#)
- [Apply for council tax reduction](#)
- [Your guide to council tax](#)
- [Avoiding council tax and business rates](#)
- [Scams](#)
- [Council tax charges](#)
- [For each band - 2021/22](#)

**Check your council tax band**

Enter your postcode



or [Search by street](#)

### Moving in or out - notify the council tax team

- [Moving within Warwick district](#)
- [Moving into Warwick district](#) (only use this form if you are new to the Warwick District area)
- [Moving out of Warwick district](#)
- [Inform us of a change of tenant if you are a landlord](#) (or an owner that doesn't occupy)
- [Payment options](#)
- [Register to vote](#)

### Direct debit and more forms

- [Council tax direct debit sign up](#)
- [Council tax forms](#) - enquiries, change of address, benefits...

### Eligibility, discounts and exemptions

Who has to pay council tax - plus details about single occupants, students, empty properties, second homes and other [discounts and exemptions](#).

### Contact the council tax department

- [Change of address forms](#) - Moving into, within or out of the district
- [Single person discount application form](#)
- [Discounts and exemptions application form](#)
- [General enquiry form](#)
- Phone 01926 456760

### Receive your bill electronically

You can choose to receive your bill electronically by choosing **one** of these options:

- Signing up for an online account where you bill will be generated onto your account for you to view. You can sign up for an online [my bills and benefits](#)
- Signing up for e-billing where you bill is sent to you via an email. You can sign up for e-billing by sending us a request via a [general enquiry form](#) providing the email address you would like to receive your bills to. please quote your full name, address and your council tax account reference number on the form.

By choosing one of these options you will no longer receive a paper bill in the post. You can opt out of electronic billing or your online account at anytime by emailing us to request this and we will revert you back to paper billing again.

### Council tax expenditure

Visit the [statement of accounts](#) and [budget book](#) pages for details of council expenditure.

### Council tax fair processing notice

**How we will use your information:**

The information that you provide will be processed in accordance with the provisions of the Data Protection Act 1998 and relevant legislation. This authority has a duty to protect public funds it administers, and may use information held about you for the prevention and detection of fraud and other lawful purposes. This may include, but not be limited to, matching council tax data with electoral registration records. The council will also use the information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds. We will not disclose your personal information to third parties for marketing purposes.

### Related Links

- [Online payments](#)
- [Direct debit sign up](#)
- [Your benefits](#)
- [Tell us about a change of address](#)
- [Council tax scam](#)

**Share this page**

[Tell us about your website visit.](#)

## Page 4: Leamington car parks

[https://www.warwickdc.gov.uk/info/20546/leamington\\_car\\_parks](https://www.warwickdc.gov.uk/info/20546/leamington_car_parks)

**Leamington car parks**

Leamington Spa has 14 district council car parks with just under 1900 spaces. Please note that not all car parks in Leamington Spa are run by the district council.

**Related links**

- On street parking
- Car park access rules
- Permitting charges notices
- Tyler parking

**How to make card payments**

Warwick still offers to use free to use bar machines to make card payments. Please note that some car parks are cashless.



[View map \(PDF\)](#)

### Coin payments

Coin payments are no longer accepted in Warwick District Council car parks.

### RingGo phone parking payments

RingGo is a quick and easy way to pay for your parking. [Find out more and download the app.](#)

### How to make card payments

Warwick still offers to use free to use bar machines to make card payments. Please note that some car parks are cashless.



### Locations and fees - town centre

**Please note: New charges introduced on Monday 24 January 2022**

All car parks are pay and display. Card payments and RingGo payments are available in all surface car parks and Covent Garden MSCP and St Peters MSCP. You can buy [spaces tickets](#).

#### St Peters Car park

[St Peter's 360 spaces \(CV21 2LE\) \(Access Via Augusta Place\)](#)

This car park is now a Pay and Display and RingGo car park and is open 24 hours 7 days a week.

Card payments are now accepted in St Peters MSCP.

Blue badge holders please display blue badge when visiting St Peters MSCP (no charge for Blue badge holders).

Day	Space	1st	2 hrs	3hrs	4hrs	All day	Charging hours
Monday to Sunday	377 regular Space 4 Disabled Space 4 Motorcycle Space Bicycle Motorcycle 2 spaces						Leamington 7 days a week including bank holidays including Covent Garden £1.00 Car park is open 24 hours 7 days a week.
Monday to Sunday	819 Pay & Display Pay and Display charging Space Motorcycle space only Space 40 Public vehicle	£1.30	£2.30	£2.80	£3.50	£8.00	Card payments accepted RingGo payments accepted Location code: 21862

#### Incremental charges apply in these Leamington car parks

Car park (select postcode for more)	Space	Min charge	1st hour	2nd hour	Charging hours
Covent Garden Approach Lower Road CV21 2AE	110 disabled pay and display only				Been in open 7 days a week including bank holidays £2.00 Card and RingGo payments accepted early. Location code: 21819
Monday to Sunday charges		£1.30	24 hrs	£7.00	
New Car Park	97 regular Space 2 disabled Space 4 Motorcycle Space Bicycle Motorcycle 2 spaces				Been in open 7 days a week including bank holidays £2.00 RingGo is available in this car park. Card payments accepted. Location code: 21817
Monday to Sunday charges		£1.30	24 hrs	£7.00	
Covent Garden Approach car park CV21 2AG	340 regular Space 10 disabled Space 4 Motorcycle Space Bicycle Motorcycle 2 spaces				£2.00 overnight charge 7 days a week Card and RingGo payments accepted. Location code: 21815
Monday to Sunday charges		£1.30	24hrs	£7.00	
Covent Garden Approach car park CV21 2AH	74 regular Space 4 disabled Space 4 Motorcycle Space				Been in open 7 days a week including bank holidays. Card and RingGo payments accepted. Location code: 21818
Monday to Sunday charges		£1.30	4 hrs	£5.00	
Chandos Street CV21 4BT	101 regular Space B&P Public Space charging Space Disabled space only Space 40 Public vehicle				Been in open 7 days a week including bank holidays. Card and RingGo accepted. Location code: 21812
Monday to Sunday charges		£1.30	4 hrs	£5.00	



## Page 5: Rubbish, waste and recycling

[https://www.warwickdc.gov.uk/info/20465/rubbish\\_waste\\_and\\_recycling](https://www.warwickdc.gov.uk/info/20465/rubbish_waste_and_recycling)

[A - Z](#) [Contact us](#) [Site map](#) [Accessibility](#)

### Rubbish, waste and recycling

[Home](#) > [Recycling, waste and environment](#) > [Rubbish, waste and recycling](#)

- ⊙ Home
- ⊙ Recycling, waste and environment
- ⊙ Rubbish, waste and recycling
  - Recycling
  - Refuse collection
  - Garden and food waste
  - Bulky items
  - 123+ waste collections
  - Waste container charges
  - Fly-tipping
  - Commercial waste
  - Assisted collection scheme
  - Clinical waste
  - Struggling with your household waste
  - Recycling and refuse information for students
  - Community litter picking
  - Service disruptions - waste and recycling
  - Storage and containers for new developments
  - Street sweeper naming competition

#### Check your bin collection day

Enter postcode  
or [Search by street](#)

### 123+ waste collections

We will be making changes to your waste and recycling collections and introducing a new 123+ collection service. Find out about [123+ waste collections](#).

**Refuse collection**

What we collect, advice and how to report problems

**Red box recycling**

What we collect and ordering containers

**Garden and food waste**

Food caddies, new bins and what we collect

**Recycling centres**

Local 'tips' and recycling centres

**Bulky waste collection**

Order a collection of bulky items

**Order containers**

Order boxes, bags and caddies

#### Contact Waste and Recycling

- [Report a missed collection](#)
- [Report a damaged waste container](#)
- [Order containers \(boxes, bags and caddies\)](#)
- [Order a bulky item collection](#)
- [Waste collection general enquiry](#)

#### Related Links

- [Street care and cleaning](#)
- [FAQs](#)

#### External Links

- [Skip licences](#)
- [A to Z of recycling](#)

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Accessibility Services

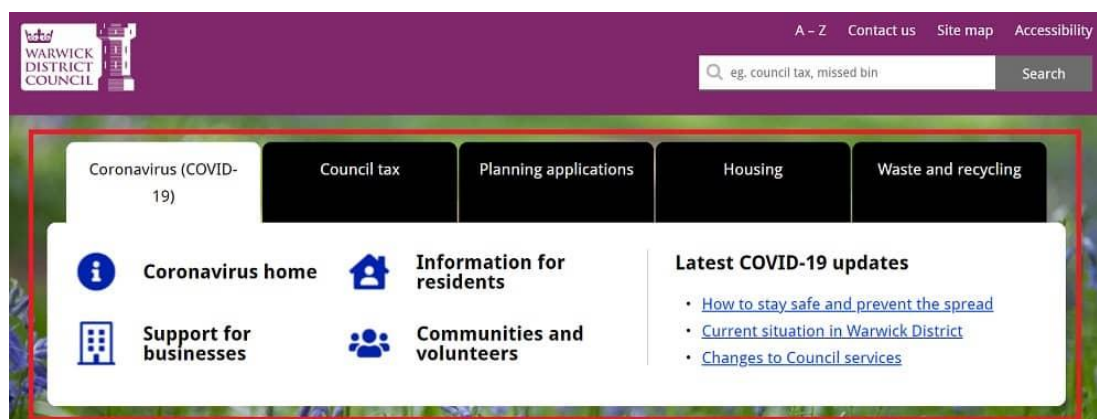
Page 9 of 25

## Review breakdown

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

### Page 1 – Homepage

Check	Score	Notes
Structure	3	Heading structure is logical. Heading semantics used appropriately.
	2	The focus order is illogical.
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 are associated correctly.
Alternative Text	2	Less than 10 decorative images have inappropriate 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.



**Figure 1: Page 1 - The keyboard focus is not logical within the tabbed interface. After activating a tab using keyboard, the focus does not move to the activated panel.**

<p><b>Support for Ukraine</b></p> <p>As the devastation in Ukraine continues to dominate the news, our thoughts and prayers are with the people of Ukraine.</p>	<p><b>Climate change</b></p> <p>See what you can do to reduce your carbon footprint.</p>	<p><b>Choose How You Move in Warwick District</b></p> <p>Find out how choosing sustainable forms of transport in Warwick district can earn you points that you can redeem on the high street.</p>
<pre> ▼&lt;div class="advert promo-middle"&gt;   ▼&lt;a href="https://www.warwickdc.gov.uk/ukraine/"&gt;     &lt;img class="promo_image" alt="Support for Ukraine banner image" src="//www.warwickdc.gov.uk/images/ukraine_banner.jpg" /&gt;     &lt;h3 class="promo_heading"&gt; Support for Ukraine &lt;/h3&gt;   &lt;/a&gt;   ▶&lt;p class="promo_summary"&gt;...&lt;/p&gt;   ::after &lt;/div&gt; ▼&lt;div class="advert promo-middle"&gt;   ▼&lt;a href="https://www.warwickdc.gov.uk/climatechange/"&gt;     &lt;img class="promo_image" alt="Climate change banner image" src="//www.warwickdc.gov.uk/images/climate_change_banner.jpg" /&gt;     &lt;h3 class="promo_heading"&gt; Climate change &lt;/h3&gt;   &lt;/a&gt;   &lt;p class="promo_summary"&gt;See what you can do to reduce your carbon footprint.&lt;/p&gt;   ::after &lt;/div&gt; ▼&lt;div class="advert promo-middle"&gt;   ▼&lt;a href="https://www.warwickdc.gov.uk/info/20531/public_transport/1341/choose_how_you_move_in_warwick_district"&gt;     &lt;img class="promo_image" alt="Choose How You Move in Warwick District banner image" src="//www.warwickdc.gov.uk/images/choose_how_you_move_banner.jpg" /&gt;     &lt;h3 class="promo_heading"&gt; Choose How You Move in Warwick District &lt;/h3&gt;   &lt;/a&gt;   ▶&lt;p class="promo_summary"&gt;...&lt;/p&gt;   ::after &lt;/div&gt; </pre>		

**Figure 2: Page 1 – Decorative images that do not convey meaning or unique information have inappropriate/redundant text alternative. They should use an empty alt attribute**

## Page 2 – Change of address - moving within Warwick district

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	N/A	This has already been reported on page 1.
Fields and Components	1	5 or more errors are not associated correctly.
Alternative Text	3	All images have appropriate 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.

## Your details

Title

! First name (Required)

This is a required field

! Last name (Required)

This is a required field

```
▼ <div id="error_1" class="form__control js-question form__control--error">
  ▼ <label class="form__label" for="qdb4fad2a6fb902f93e2926b317b2f715f156cb44">
    ▶ <strong class="form__error-indicator">...</strong>
      " First name"
      <em class="form__required-note" title="(Required)"> (Required) </em>
    </label>
  ▼ <div class="form__component form__component--text-field">
    ▼ <input class="form__field" id="qdb4fad2a6fb902f93e2926b317b2f715f156cb44"
      type="text" name="qdb4fad2a6fb902f93e2926b317b2f715f156cb44" value
      maxlength="255" autocomplete="off" aria-required="true">
      ▼ #shadow-root (user-agent)
        | <div></div>
      </input>
    <p class="form__error-message"> This is a required field </p>
  </div>
```

**Figure 3: Page 2 – The “Change of address” form errors are not associated with their input fields using `aria-describedby` and `id` attributes**

## Page 3 – Council tax

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	N/A	This has already been reported on page 1.
Fields and Components	3	All elements have labels and names. All labels are associated correctly.
Alternative Text	3	All images have appropriate 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.

## Page 4 – Leamington car parks

Check	Score	Notes
Structure	2	Less than 3 headings have not been marked-up.
Keyboard	3	<p>No keyboard trap.</p> <p>Every component can be used with a keyboard or has an alternative.</p> <p>Logical focus order.</p> <p>Everything indicates focus.</p>
Skip Links	N/A	This has already been reported on page 1.
Fields and Components	3	There are no forms or errors available on this page. All buttons have labels and names.
Alternative Text	3	All images have appropriate 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	2	<p>Moving content can be stopped.</p> <p>Video content does not have transcripts or audio descriptions, as appropriate.</p>

**Incremental charges apply in these Leamington car parks**

Car park (Select postcode for map)	Spaces	Min charge	Max stay	Max charge	Charging hours
	19 designated pay and display bay				

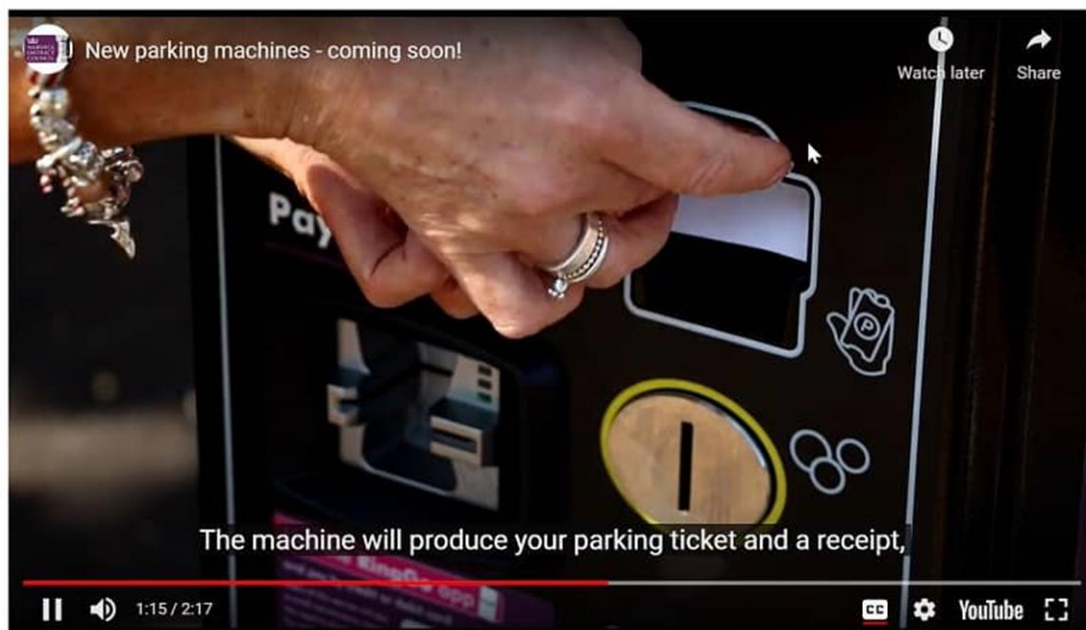
```

<p>
  <strong>Incremental charges apply in these Leamington car parks</strong>
</p>
<div class="table-wrap">...</div>
    
```

**Figure 4: Page 4 - the "Incremental charges apply in these Leamington car parks" visually styled heading is not marked up as a heading**

### How to make card payments

Watch this short video to see how to use our machines to make card payments. Please note that some car parks are cashless.



**Figure 5: Page 4 - YouTube video does not have transcripts**



## Page 5 – Rubbish, waste and recycling

Check	Score	Notes
Structure	2	Illogical heading structure, parent and child headings using the same level.
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	N/A	This has already been reported on page 1.
Fields and Components	3	All elements have labels and names. All labels are associated correctly. There are no errors messages available on the page.
Alternative Text	3	All images have appropriate 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.

**<h2>123+ waste collections</h2>**

We will be making changes to your waste and recycling collections and introducing a new 123+ collection service. Find out about [123+ waste collections](#).



**<h2>Refuse collection</h2>**

What we collect, advice and how to report problems



**<h2>Red box recycling</h2>**

What we collect and ordering containers



**<h2>Garden and food waste</h2>**

Food caddies, new bins and what we collect



**<h2>Recycling centres</h2>**

Local 'tips' and recycling centres



**<h2>Bulky waste collection</h2>**

Order a collection of bulky



**<h2>Order containers</h2>**

Order boxes, bags and caddies

---

```

    ▼<div class="widget widget--content">
      ▼<div class="widget_content byEditor by_editor editor">
        <h2>123+ waste collections</h2>
        ▶<p...</p>
        ::after
      </div>
    </div>
  </div>
  </div>
  ::after
</div>
  </div>
  ▼<div class="widget-row">
    ▼<div class="widget-width widget-width--33 widget-width--small">
      ▼<div class="widget widget--image-title-text">
        ▼<a class="ad" href="https://www.warwickdc.gov.uk/info/20478/refuse_collection">
          ▶<span class="background-animate">...</span>
          ▼<div class="info_ad">
            <h2 class="ad_heading">Refuse collection</h2>
            <p> What we collect, advice and how to report problems </p>
          </div>
        </a>
      </div>
    </div>
  </div>
  </div>
  </div>
  
```

**Figure 6: Page 5 - parent and child headings are using the same level <h2>**

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

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

## 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, ``.

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>01443 256590</li>`  
`<li>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="..."></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](#).