

Warwick District Council

Accessibility Assessment Report

11th March 2024

Accessibility
Services

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Introduction

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

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

Executive Summary

This report documents the outcomes of the accessibility audit on the Warwick District Council website carried out by Shaw Trust Accessibility Services, 8 February 2024. The website was evaluated against the W3C Web Content Accessibility Guidelines (WCAG) 2.1 up to conformance level AA (see [Web Content Accessibility Guidelines](#) for details). Automated evaluation tools and manual testing by an experienced in-house pan-disabled testing team were utilised to complete a comprehensive accessibility audit (see [Methodology](#) for details).

The Warwick District Council website met 3 of the 22 (14%) applicable success criteria required for level A conformance and 7 of the 18 (39%) applicable success criteria required for level AA conformance.

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

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

Web Content Accessibility Guidelines

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

Web Content Accessibility Guidelines 2.1

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

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

Level A – Lowest success criteria

Level AA – Intermediate success criteria

Level AAA – Highest success criteria

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

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

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

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

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

Methodology

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

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

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

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

Scope

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

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

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

Technical Testing

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

Manual User Testing

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

- **Keyboard Only User**

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

- **Voice Activation User**

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

- **Screen Reader User**

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

- **Low Vision User**

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

- **Colour Blind User**

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

- **Deaf or Hard of Hearing User**

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

- **Learning Difficulties User**

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

Note: Testers may have a combination of disabilities.

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

Audit Details

Client Details

Organisation	Warwick District Council	
Primary Contact	Name	Matt Pearce Website Services Manager
	Position	Matt.pearce@warwickdc.gov.uk
	Email	

Provider Details

Organisation	Shaw Trust Accessibility Services	
Primary Contact	Name	Graham Rees-Evans
	Position	Technical Account Manager
	Email	accessibility-services@shaw-trust.org.uk

Testing Details

Type	Website	
URL	www.warwickdc.gov.uk	
Name	Warwick District Council Website	
Description	Warwick District Council portal website	
Primary Language	English	
Testing Type	Assessment	
Testing Environment	Windows 10 Google Chrome / Microsoft Edge JAWS 2020 / NVDA 2019 / ZoomText 2019 / Dragon Professional 15	
Testing Team	Alan Sleat	Screen Reader
	Imran Akhtar	Screen Reader
	Thomas Harrison	Screen Reader
	Lee Ellery	Keyboard Only
	Rupi Phullar	Keyboard Only

	Darren Hardman Sam Hopkins Steve Evans Adam Armstrong William Treharne	Deaf Low Vision & Colour Low Vision & Colour Learning Difficulties Hard of Hearing
Technical Analyst	Kieran Stoakes/Lianne Richards	
Technical Consultant	Graham Rees-Evans	
Quality Assurance	Graham Rees-Evans	
Date Tested	08/02/2024	
Date Report Issued	11/03/2024	

Audit Results

Results Summary

Priority A Results

Issue(s) Ref	Success Criterion	Current Results
STAS-F04/F05/F06/F15/F19	1.1.1 Non-text Content	FAIL
STAS-F15	1.2.1 Prerecorded Audio-only and Video-only	FAIL
STAS-F15	1.2.2 Captions (Prerecorded)	FAIL
STAS-F15/F16	1.2.3 Audio Description or Media Alternative (Prerecorded)	FAIL
STAS-F02/F03/F06/F09/F10/F14/F19	1.3.1 Info and Relationships	FAIL
STAS-F19	1.3.2 Meaningful Sequence	FAIL
STAS-F18	1.3.3 Sensory Characteristics	FAIL
STAS-F18	1.4.1 Use of Colour	FAIL
	1.4.2 Audio Control	N/A
STAS-F17	2.1.1 Keyboard	FAIL
	2.1.2 No Keyboard Trap	PASS
	2.1.4 Character Key Shortcuts	N/A
	2.2.1 Timing Adjustable	N/A
STAS-F13	2.2.2 Pause, Stop, Hide	FAIL
	2.3.1 Three Flashes or Below Threshold	N/A
STAS-F01/F14	2.4.1 Bypass Blocks	FAIL
STAS-F19	2.4.2 Page Titled	FAIL
	2.4.3 Focus Order	PASS
STAS-F08/F09	2.4.4 Link Purpose (In Context)	FAIL
	2.5.1 Pointer Gestures	N/A
	2.5.2 Pointer Cancellation	N/A
	2.5.3 Label in Name	N/A
	2.5.4 Motion Actuation	N/A
STAS-F19	3.1.1 Language of Page	FAIL
	3.2.1 On Focus	PASS
STAS-F12	3.2.2 On Input	FAIL
STAS-F07	3.3.1 Error Identification	FAIL
STAS-F06	3.3.2 Labels or Instructions	FAIL
STAS-F20	4.1.1 Parsing	FAIL
STAS-F06/F11/F20	4.1.2 Name, Role, Value	FAIL
Total		30
Non-Applicable		08
Compliant (Pass)		03
Non-Compliant (Fail)		19

Priority AA Results

Issue(s) Ref	Success Criterion	Current Results
	1.2.4 Captions (Live)	N/A
STAS-F16	1.2.5 Audio Description (Prerecorded)	FAIL
	1.3.4 Orientation	PASS
STAS-F06	1.3.5 Identify Input Purpose	FAIL
STAS-F21	1.4.3 Contrast (Minimum)	FAIL
STAS-F22	1.4.4 Resize Text	FAIL
STAS-F05	1.4.5 Images of Text	FAIL
	1.4.10 Reflow	PASS
STAS-F18/F21	1.4.11 Non-text Contrast	FAIL
	1.4.12 Text Spacing	PASS
STAS-F17	1.4.13 Content on Hover or Focus	FAIL
	2.4.5 Multiple Ways	PASS
STAS-F02/F03	2.4.6 Headings and Labels	FAIL
	2.4.7 Focus Visible	PASS
	3.1.2 Language of Parts	N/A
	3.2.3 Consistent Navigation	PASS
	3.2.4 Consistent Identification	PASS
STAS-F07	3.3.3 Error Suggestion	FAIL
STAS-F07	3.3.4 Error Prevention (Legal, Financial, Data)	FAIL
STAS-F07/F12	4.1.3 Status Messages	FAIL
	Total	20
	Non-Applicable	02
	Compliant (Pass)	07
	Non-Compliant (Fail)	11

Issues

#	Ref	Issue	Level	WCAG References
1	STAS-F01	Non-Functioning 'Skip' Navigation	A	2.4.1
2	STAS-F02	Incorrect Heading Structure	A/AA	1.3.1, 2.4.6
3	STAS-F03	Empty Headings	A/AA	1.3.1, 2.4.6
4	STAS-F04	Missing Alt Text	A	1.1.1
5	STAS-F05	Non-Descriptive Alt Text	A/AA	1.1.1, 1.4.5
6	STAS-F06	Empty Button	A/AA	1.1.1, 1.3.1, 1.3.5, 3.3.2, 4.1.2
7	STAS-F07	Form Error Handling	A/AA	3.3.1, 3.3.3, 3.3.4, 4.1.3
8	STAS-F08	Empty links	A	2.4.4
9	STAS-F09	Non-Descriptive Link Text	A	1.3.1, 2.4.4
10	STAS-F10	Incorrect Table coding	A	1.3.1
11	STAS-F11	Element Markup	A	4.1.2
12	STAS-F12	Users unaware of content change	A/AA	3.2.2, 4.1.3
13	STAS-F13	Unable to Pause Moving Content	A	2.2.2
14	STAS-F14	Untitled Frames	A	1.3.1, 2.4.1
15	STAS-F15	Video and Audio missing Text Alternatives	A	1.1.1, 1.2.1, 1.2.2, 1.2.3
16	STAS-F16	Video missing Audio Description	A/AA	1.2.3, 1.2.5
17	STAS-F17	Mouse Dependant Areas	A/AA	2.1.1, 1.4.13
18	STAS-F18	Link Styling	A/AA	1.3.3, 1.4.1, 1.4.11
19	STAS-F19	Inaccessible Non-HTML Documents	A	1.1.1, 1.3.1, 1.3.2, 2.4.2, 3.1.1
20	STAS-F20	HTML Markup Errors	A	4.1.1, 4.1.2
21	STAS-F21	Insufficient Colour Contrast	AA	1.4.3, 1.4.11
22	STAS-F22	Obscured Text	AA	1.4.4

Priority A Issues

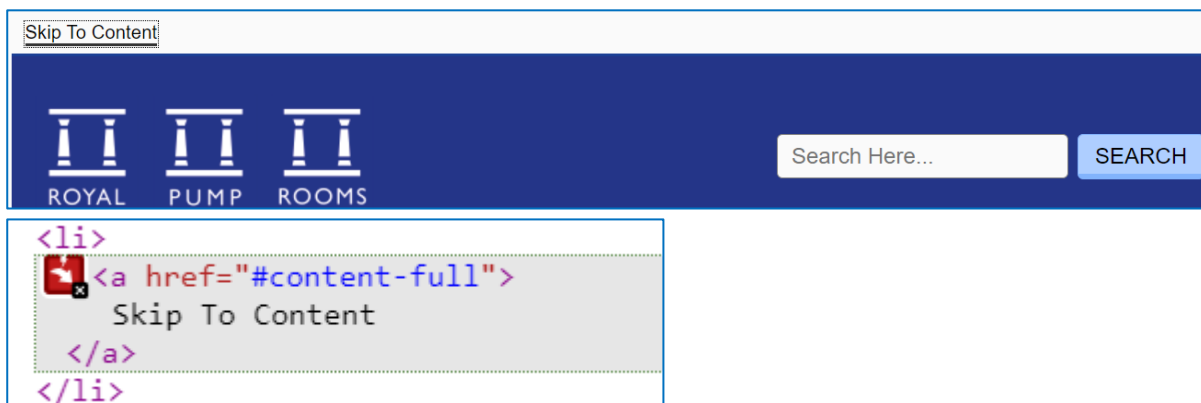
STAS-F01: Non-Functioning ‘Skip’ Navigation

Description

The purpose of skip navigation is to provide a mechanism to bypass blocks of material that are repeated on multiple web pages by skipping directly to the main content of the web page. One of the first interactive items on a web page should be a link to the beginning of the main content. Activating the link sets focus beyond the repeated content to the main content of the page.

When ‘Skip’ Navigation is present, but not functioning correctly, screen reader users have to listen to content on pages visited on the website, and keyboard only users would have to tab through all the links until they arrive at the main content of the page. Ideally, the ‘skip’ to content link should take the user to just above the header of the main content at the top left hand side.

There is currently a skip to content link that does not skip the user to the main content of the ‘Job Vacancies’ page. Instead, the user’s focus remains on the skip to content link. Additionally, the skip to content link is only available upon the user’s second tab press on the page and should instead be the first.



User Comments

“I was unable to access a ‘Skip’ navigation link on the pages that I tested. Including a working ‘skip’ link, would enable me to move through the page in a similar fashion to that of a mouse user by passing repeated content.”

Kevin James
Keyboard Only Assessor

“When someone activates a 'Skip to content' link the expectation is that the cursor will land on the main information provided. The frustration of making something more difficult to navigate the page while there is a facility to make it easier. The 'Skip' link is a great feature; however, if the feature does not work, or lands the person in the wrong part of the page, then it becomes frustrating for them; as it is there, but does not work.

A good 'Skip' feature assists visitors in navigating to the main information on the page, and improves the functionality of the website.”

Alan Sleat
Screen Reader Assessor

Example Occurrences

https://www.warwickdc.gov.uk/royalpumprooms/info/34/job_vacancies#content-full

https://www.warwickdc.gov.uk/royalpumprooms/downloads/file/67/stilt_man

https://www.warwickdc.gov.uk/royalpumprooms/downloads/file/70/make_your_masterpiece

https://www.warwickdc.gov.uk/royalpumprooms/downloads/file/59/schools_risk_assessment_form

<https://www.warwickdc.gov.uk/royalpumprooms/downloads/23/exhibitions>

<https://www.warwickdc.gov.uk/royalpumprooms/events/locations?location=Art+Gallery+%26+Museum&year=2024&month=5>

Action Required

1. Ensure the skip navigation link functions as intended.
2. Ensure that the skip navigation links appears as the first focusable items on a page.

WCAG References

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

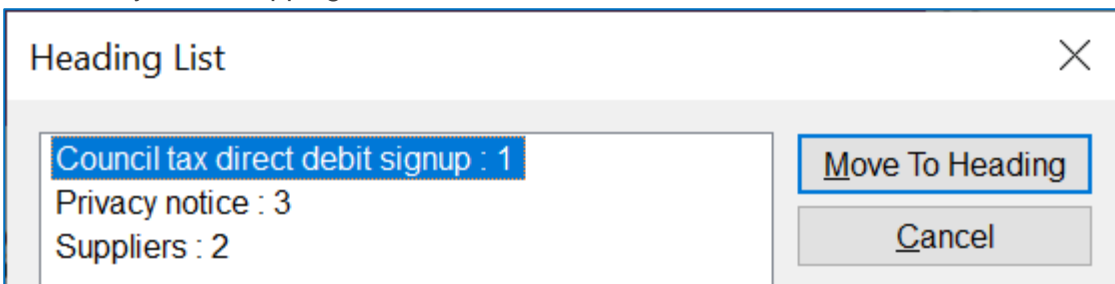
STAS-F02: Incorrect Heading Structure

Description

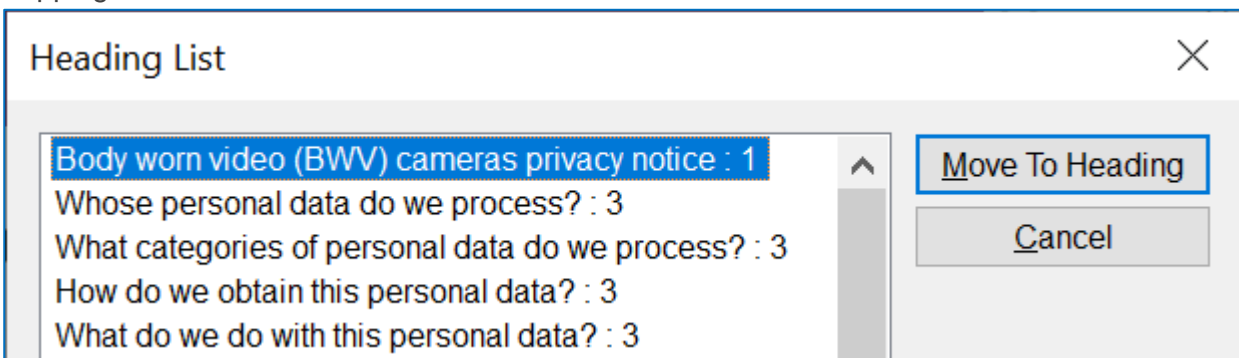
Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should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

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

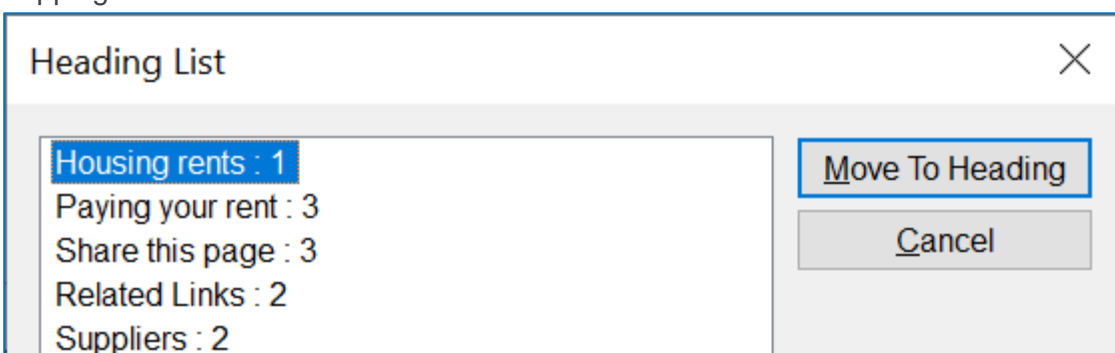
The 'Council tax direct debit signup' page contains a heading structure that starts with a H1 followed by a H3, skipping H2.



The 'Body worn video' page contains a heading structure that starts with a H1 followed by a H3, skipping H2.



The 'Housing rents' page contains a heading structure that starts with a H1 followed by a H3, skipping H2.



User Comments

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

The benefit of a logical heading structure is that the user will be able to quickly skip through the headings and view what the contents of the page holds. In addition, making a logical structure, by using numerical headings of importance. The change will enable the user to find any information in a more comprehensive way.”

Alan Sleat
Screen Reader Assessor

Example Occurrences

<https://www.warwickdc.gov.uk/xfp/form/234>

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

https://www.warwickdc.gov.uk/info/20853/housing_rents

Action Required

1. Ensure that all pages contain a heading 1.
2. Ensure that all heading on a page follow a logical structure.
3. Ensure that the heading structure represents the information structure of the page
4. Where widget or component elements contain a heading structure, ensure that the heading structure remains logical wherever the component is used

WCAG References

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

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

Further Information

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

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

STAS-F03: Empty Headings

Description

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

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

On the 'Exhibitions' page there are 6 empty headings.

h- x
OPEN 2022

h- x
Modern Pre-Raphaelite Visionaries: British

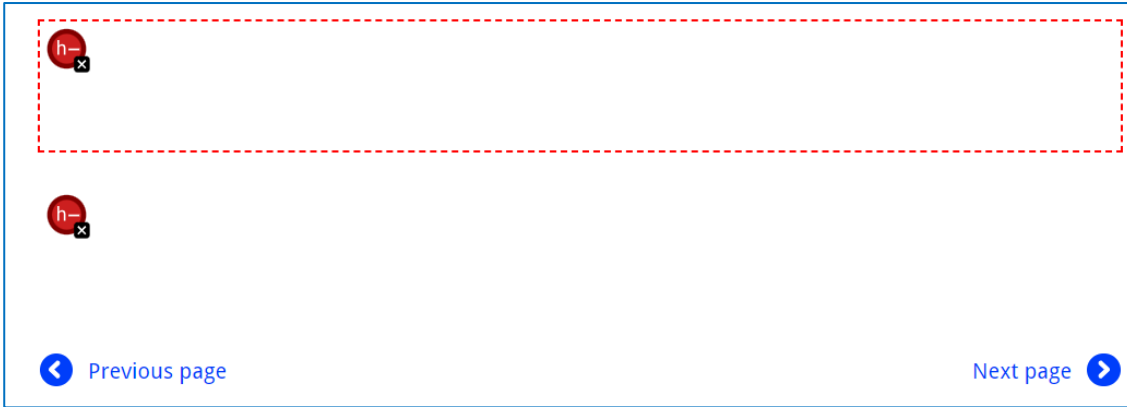
Photograph Michael Harvey

h- x

h- x
Cornelia Parker: One Day This Glass Will Break

h- x
ARTIST ROOMS: DIANE ARBUS

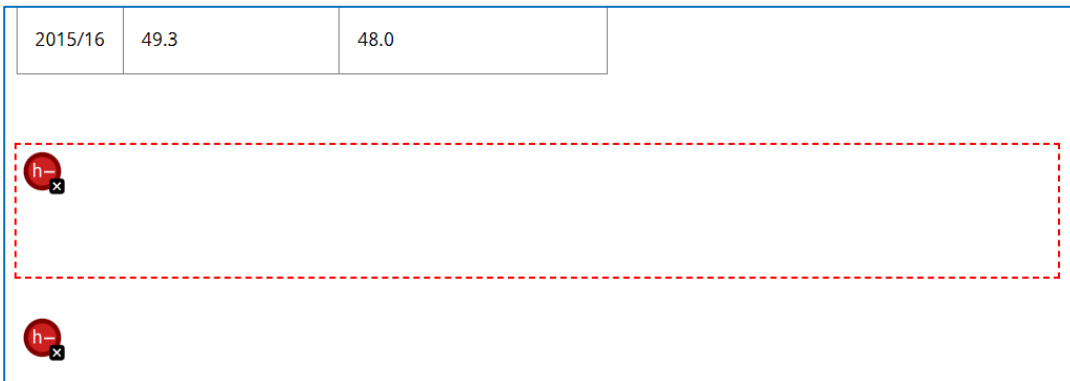
On the 'Spark Programme - The Marketplace' page there are 2 empty headings.



The screenshot shows a page with two empty heading boxes, each marked with a red 'h-' icon and a small 'x' in a square. At the bottom, there are two navigation links: 'Previous page' with a left arrow and 'Next page' with a right arrow.

On the 'How business rates are calculated' page there are 2 empty headings.

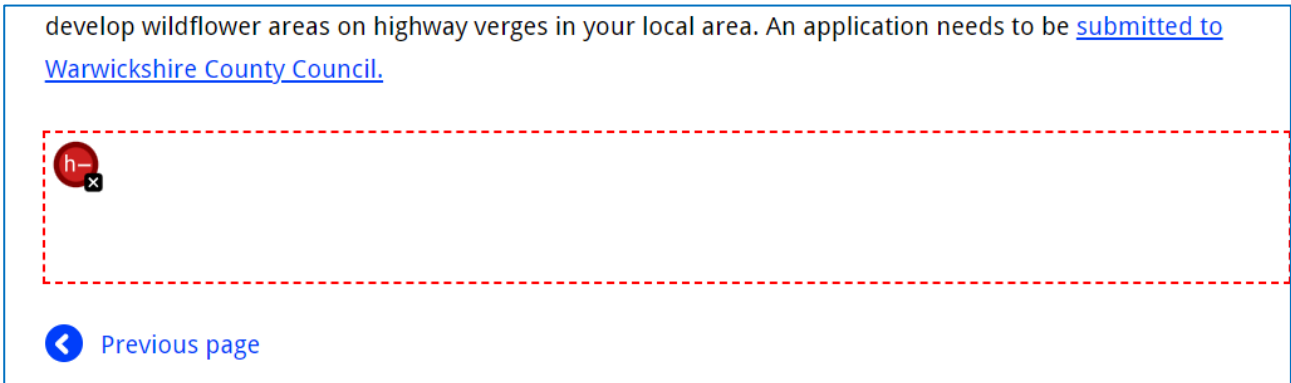
2015/16	49.3	48.0
---------	------	------



The screenshot shows a table with three columns: '2015/16', '49.3', and '48.0'. Below the table are two empty heading boxes, each marked with a red 'h-' icon and a small 'x' in a square.

On the 'No Mow May' page there is an empty heading.

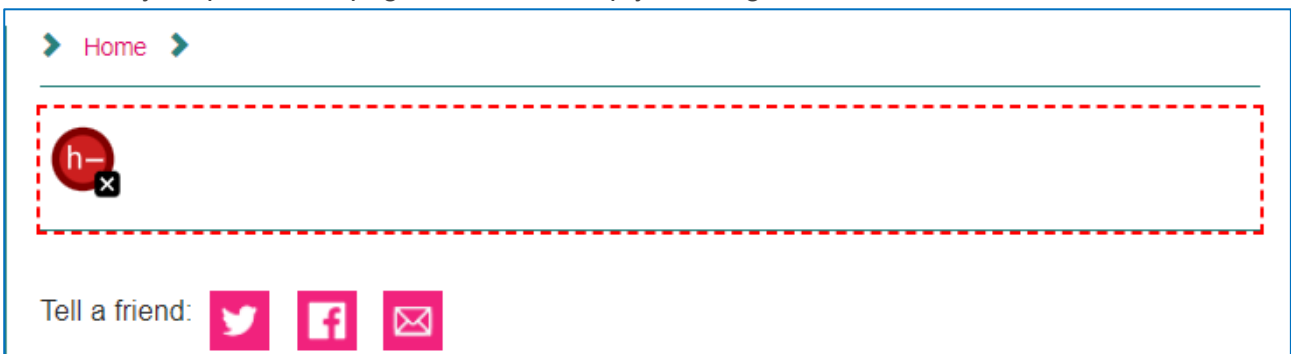
develop wildflower areas on highway verges in your local area. An application needs to be [submitted to Warwickshire County Council](#).



The screenshot shows a paragraph of text: "develop wildflower areas on highway verges in your local area. An application needs to be [submitted to Warwickshire County Council](#)." Below the text is one empty heading box, marked with a red 'h-' icon and a small 'x' in a square. At the bottom left, there is a 'Previous page' link with a left arrow.

On the 'Royal Spa Centre' page there is an empty heading.

> Home >



The screenshot shows a navigation link: "> Home >". Below it is one empty heading box, marked with a red 'h-' icon and a small 'x' in a square. At the bottom, there is a 'Tell a friend:' label followed by three social media icons: Twitter, Facebook, and Email.

User Comments

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

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.warwickdc.gov.uk/royalpumprooms/info/24/exhibitions>
- https://www.warwickdc.gov.uk/info/20832/spark/1491/spark_programme/3
- https://www.warwickdc.gov.uk/info/20047/business_rates/37/how_business_rates_are_calculated
- <https://www.warwickdc.gov.uk/nomowmay>
- https://www.warwickdc.gov.uk/royalspacentre/info/22/food_and_drink

Action Required

1. Ensure that all headings contain content.

WCAG References

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

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

Further Information

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

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

STAS-F04: Missing Alt Text

Description

All images must contain a valid alternative text to allow screen readers to hear the description of the image. If an item is used for decoration, a null alt attribute should be included (alt=""), to hide the items from Screen Reading software. It will cause less confusion, while making the website more usable and accessible as a result.

Furthermore, an image with a null ALT attribute should not have a TITLE or ARIA label attributes, as it can impact on screen reader users as follows:

JAWS: Ignores all images with ALT="".

NVDA: Reads some images with ALT="" and a TITLE or ARIA label.

WindowEyes: Reads images with ALT="" and a TITLE or ARIA label.

VoiceOver Reads images with ALT="" and a TITLE or ARIA label.

There are a number of instances where images are missing alternative text.

On the 'Friends of Leamington Art Gallery' page there is an image missing an alternative text attribute.



User Comments

"If an Image is not clearly described with an Alt Text', and only has the file number to it, then it makes it impossible for a screen reader user to know what it is depicting.

Some people may have seen before and, so, having the interaction of an image being described, brings the page alive for them.

In addition, people will not worry that they are missing vital information that is being given within the image."

Alan Sleat

Screen Reader Assessor

Example Occurrences

https://www.warwickdc.gov.uk/royalpumprooms/info/26/friends_of_leamington_art_gallery

Action Required

1. Ensure that all images used purely for decoration purposes have a blank alternative text attribute, i.e. alt="".
2. Ensure that all non-text content used as a link to other information is given a suitable descriptive alternative text to indicate what content is being linked to.
3. Ensure that any image with a null alternative text has no title attribute.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

STAS-F05: Non-Descriptive Alt Text

Description

Describing the content of images is very important to give users with a visual impairment a similar experience of a website as sighted visitors. Without a valid alternative text, Screen Reading software will use the filename of the image to try and describe the content of the image. Missing out alternative text or using a non-descriptive alternative text can cause confusion for screen reader users.

There were a number of instances where images had non-descriptive alt text.

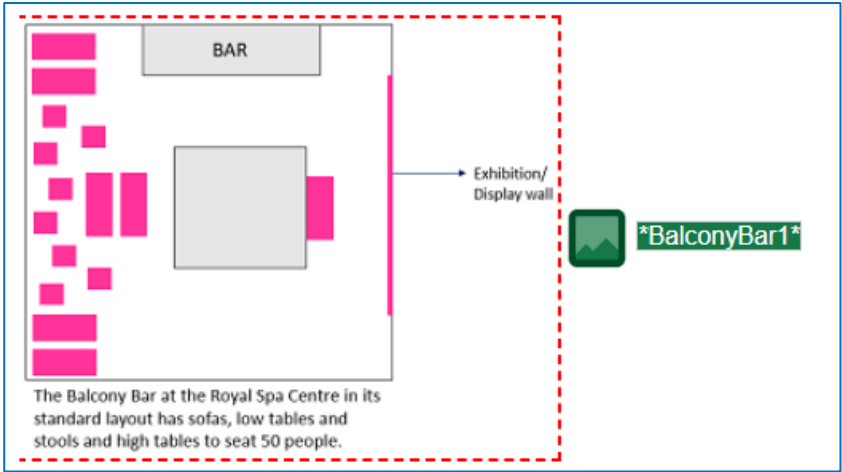
On the 'Friends of Leamington Art Gallery' page there is a linked image that contains a non-descriptive alt text.



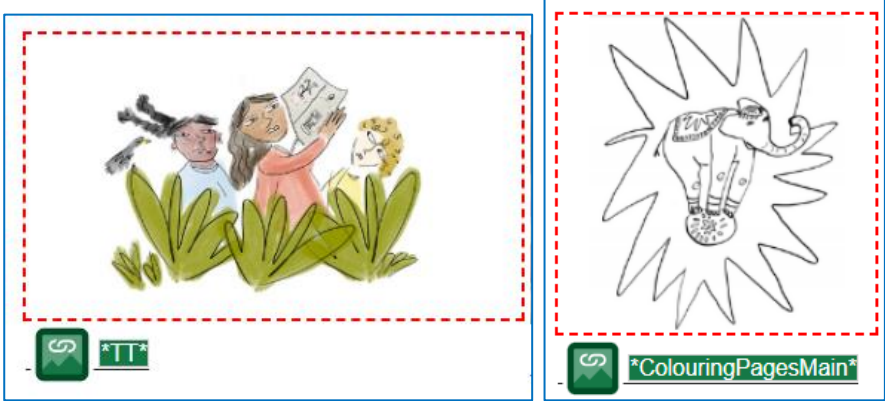
On the 'Create a meme challenge!' page were several images that contained a non-descriptive alt text.



On the 'Balcony Bar' page there is an image that contains a non-descriptive alt text.

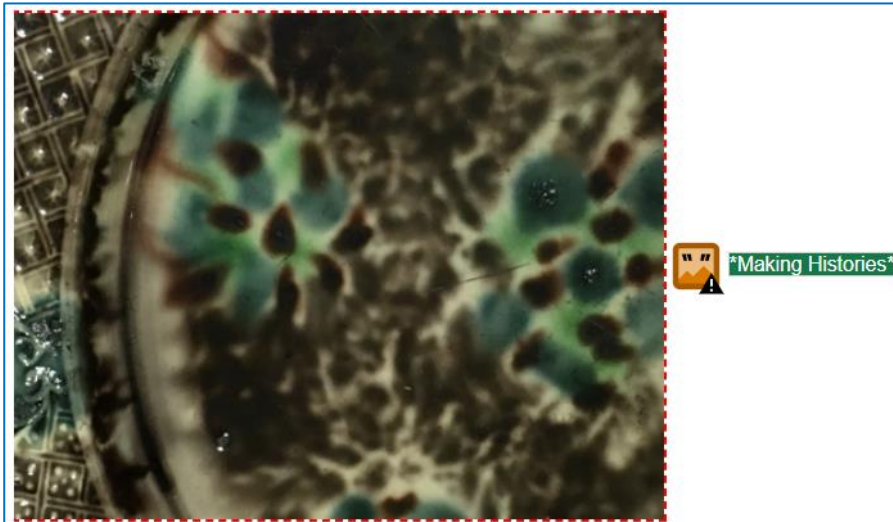
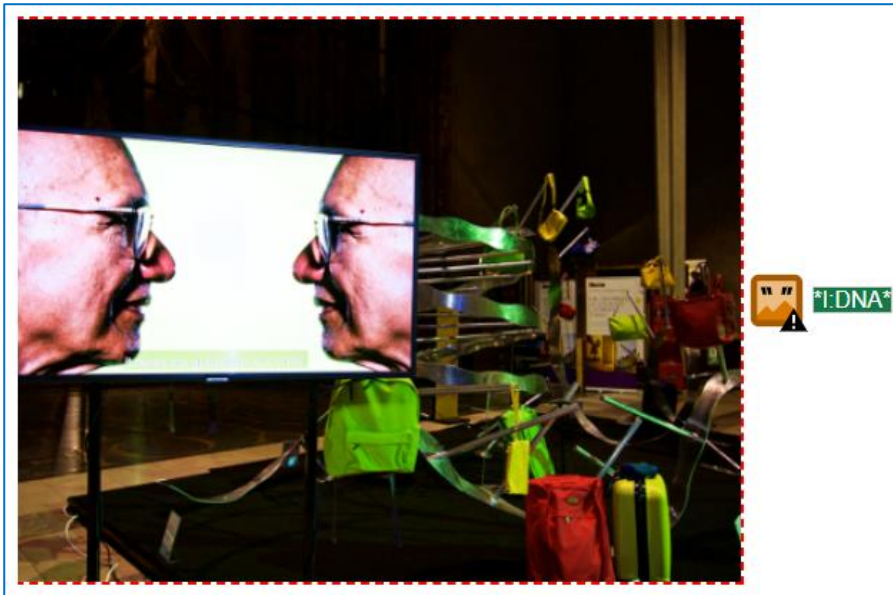


On the 'Art Activities' page there are multiple images and linked images that contain a non-descriptive alt text.



On the 'Exhibitions' page there is an image that contains a non-descriptive alt text.





User Comments

"The benefit in having alt text to all graphics is to make them inclusive to screen reader users. This will tell them what the page graphic is indicating. The description should describe the graphic shown adequately; however, this description should not be too long; so, short and to-the-point is best. This will improve the feel for screen reader users, and show their experience has been taken into consideration."

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.warwickdc.gov.uk/royalpumprooms/info/26/friends_of_lemington_art_gallery
https://www.warwickdc.gov.uk/royalpumprooms/events/event/381/create_a_meme_challenge
https://www.warwickdc.gov.uk/royalspacentre/info/69/balcony_bar
https://www.warwickdc.gov.uk/royalpumprooms/homepage/55/art_activities
<https://www.warwickdc.gov.uk/royalpumprooms/info/24/exhibitions>

Action Required

1. Ensure all non-text content has a suitable descriptive alternative text.
2. Where a visible caption is available, the alt and title attributes should be set to null, i.e. alt="", title=""
3. Ensure that all images used purely for decoration purposes have a blank alternative text attribute, i.e. alt="".
4. Ensure that all non-text content used as a link to other information is given a suitable descriptive alternative text to indicate what content is being linked to.

Note: The title attribute is not a substitute for alternative text

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)

- **Customizable:** The image of text can be visually customized to the user's requirements;
- **Essential:** A particular presentation of text is essential to the information being conveyed.

Note: Logotypes (text that is part of a logo or brand name) are considered essential.

STAS-F06: Empty Button

Description

When navigating to a button, descriptive text must be presented to screen reader users to indicate the function of the button.

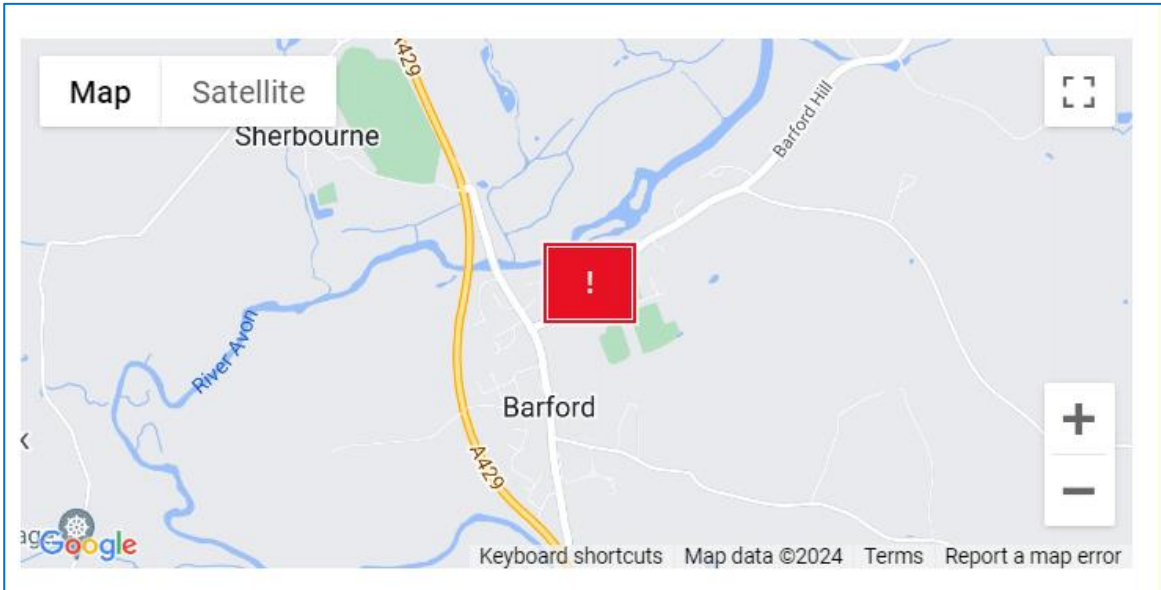
Providing descriptive button labelling will allow users to make an informed decision whether to activate a button or not.

On the 'Main Auditorium' page, there is an empty ARIA button near the carousel element.



```
<div class="flickity-slider" style="left: 0px; transform: translateX(0.01%);">  
  <span role="button" class="focusReferencePoint" tabindex="-1"></span> == $0  
  ▶ <div class="slide is-selected" style="position: absolute; left: 0%;">⋮</div>  
  ▶ <div class="slide" style="position: absolute; left: 100%;">⋮</div>  
  ▶ <div class="slide" style="position: absolute; left: 200%;">⋮</div>  
</div>  
</div>
```

On the 'Polling station review - Barford Memorial Hall' page, there is an empty ARIA button near the Google Maps element.



```

▼ <div title role="button" tabindex="0" aria-describedby="702FBBEA-83A4-4A2
6-80A6-06A7CBBEF1D9" style="width: 32px; height: 32px; overflow: hidden;
position: absolute; cursor: pointer; touch-action: none; left: -16px; to
p: -32px; z-index: 0;"> == $0
  
</div>

```

On the 'Royal Pump Rooms – Leamington Spa' page, there is an empty ARIA button near the carousel element.

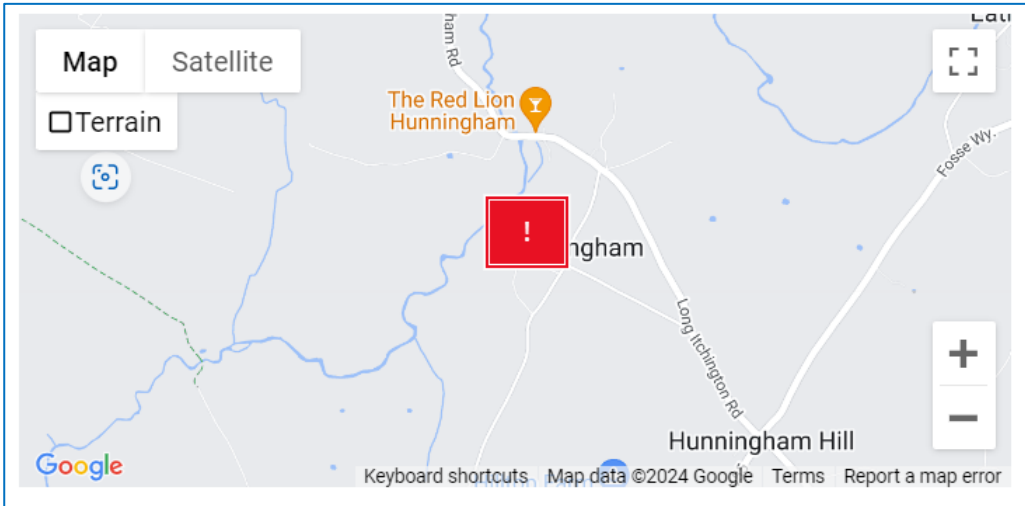


```

▼ <div class="flickity-slider" style="left: 0px; transform: translateX(-20
0%);">
  <span role="button" class="focusReferencePoint" tabindex="-1">
  </span> == $0
  ▶ <div class="slide" style="position: absolute; left: 0%;"> ... </div>
  ▶ <div class="slide" style="position: absolute; left: 100%;"> ... </div>
  ▶ <div class="slide is-selected" style="position: absolute; left: 200%;">
  ... </div>

```


On the 'Polling station review - St. Margaret's Church Room' page, there is an empty ARIA button near the Google Maps element.

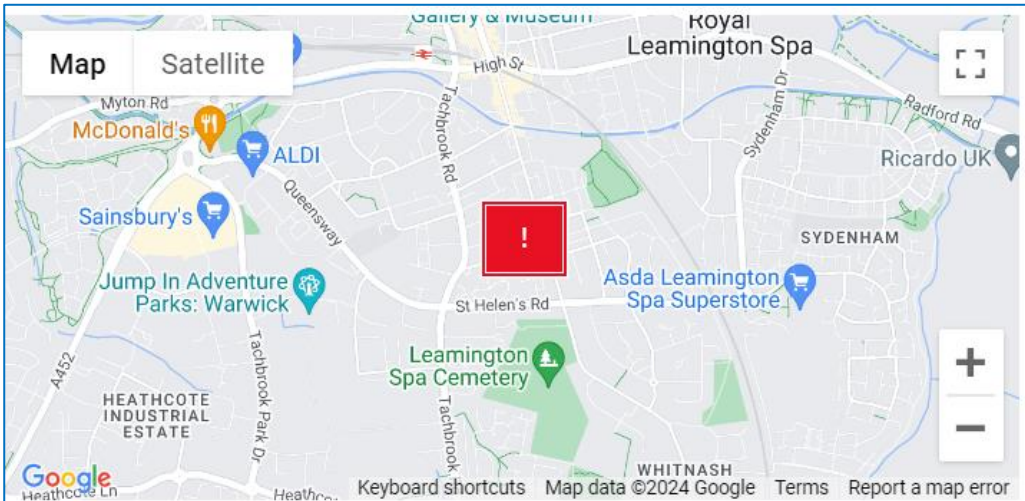


```

▼ <div title role="button" tabindex="0" aria-describedby="6022E2CE-00DE-46F2-95B9-2233897D19C3" style="width: 32px; height: 32px; overflow: hidden; position: absolute; cursor: pointer; touch-action: none; left: -16px; top: -32px; z-index: 0;"> == $0
  
</div>

```

On the 'St John the Baptist' page, there is an empty ARIA button near the Google Maps element.



```

▼ <div title role="button" tabindex="0" aria-describedby="5AB736DE-64C6-4AA2-B53D-E95CDA8560E8" style="width: 32px; height: 32px; overflow: hidden; position: absolute; cursor: pointer; touch-action: none; left: -16px; top: -32px; z-index: 0;"> == $0
  
</div>

```

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.warwickdc.gov.uk/royalspacentre/info/40/main_auditorium

https://www.warwickdc.gov.uk/directory_record/8588/barford_memorial_hall

<https://www.warwickdc.gov.uk/royalpumprooms/site/index.php?year=2024&month=1>

https://www.warwickdc.gov.uk/directory_record/8646/st_margarets_church_room

https://www.warwickdc.gov.uk/directory_record/8495/st_john_the_baptist

Action Required

1. Ensure that all forms elements are labelled clearly.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

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

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

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

- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

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

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

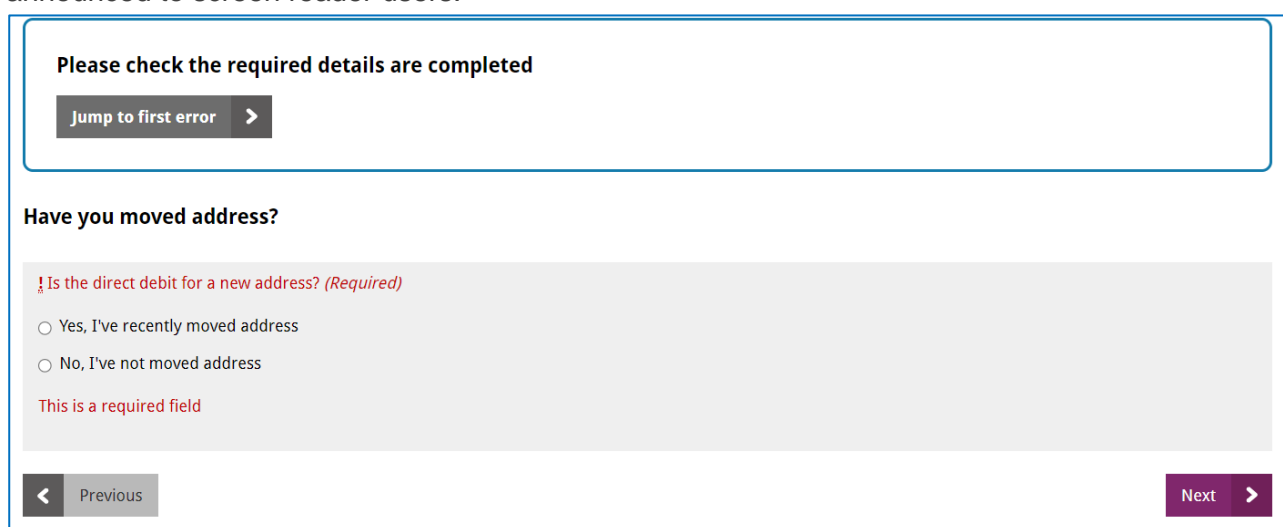
Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F07: Form Error Handling

Description

When a user makes an error when submitting data to a form, the user should firstly be informed that they have made an error and secondly where the errors are located. This is especially important for screen reader users who will be unaware of any visual indication that there are input errors.

Upon submission of the form on the 'Direct Debit' page without the required information, an error message pops up which allows the user to activate a button to jump to the first error. This ideally should be the first thing that the user's focus is moved to after incorrect submission of the form, however the user's focus is moved to the top of the page. This error message also is not announced to screen reader users.



Please check the required details are completed

Jump to first error >

Have you moved address?

! Is the direct debit for a new address? (Required)

Yes, I've recently moved address

No, I've not moved address

This is a required field

< Previous

Next >

User Comments

“When there is no error message, the form was not submitted; which, in turn, left the screen reader user wondering if the form was working, or not, as they had spent time carefully filling out the form. In the event that a person has either missed a mandatory field, or made an error to the information given, a 'Handling Error' message should alert the person on submission.

The result will be that the user will not know what error has been made that has prevented the information to be submitted, and quickly resolve the matter.

If there has been an error in filling in information within a form, or search, being directed to that error will not only save time but give confidence that the site will have all the details necessary to complete their enquiry.

The most effective method of telling someone of an error is by having a heading, which the person has been directed to, which clearly locates the error; and they can then quickly navigate to it and change it. The result is that, even though they have made an error, it is quickly rectified.

Another option is that the person is taken directly to the field that has an error, which is good if there is only one error evident. However, if there is more than one, then the person will have to try and 'Submit' it again, for the page to tell them they have another error, which will take much longer than having a list of errors, as suggested previously."

Alan Sleat
Screen Reader Assessor

Example Occurrences

<https://www.warwickdc.gov.uk/xfp/form/234>

Action Required

1. Ensure that users are informed that an error has occurred.
2. Provide a user with a list of where the errors occur.
3. Provide the user with additional help on how to fix the errors.
4. Ensure that any additional help provided is linked to the field, for example with the use of aria-describedby
5. Ensure that the users focus is moved to a convenient place to help them make any corrections. Either to the first error listed, or the first field with an error.

WCAG References

3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)

3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)

3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)

- **Reversible:** Submissions are reversible.
- **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
- **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

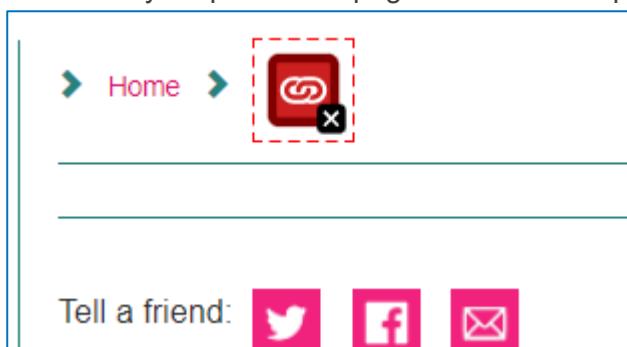
4.1.3 Status Messages: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. (Level AA)

STAS-F08: Empty links

Description

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

On the 'Royal Spa Centre' page there is an empty link.



User Comments

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

Kevin James
Keyboard Only Assessor

Example Occurrences

https://www.warwickdc.gov.uk/royalspacentre/info/22/food_and_drink

Action Required

1. Remove empty links

WCAG References

2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

STAS-F09: Non-Descriptive Link Text

Description

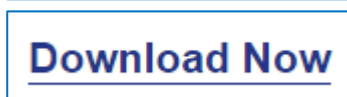
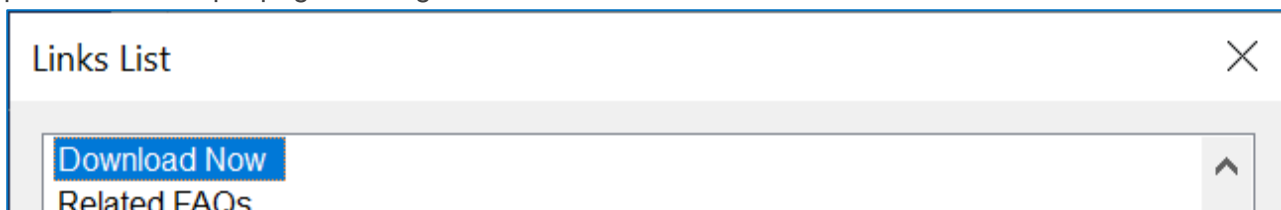
The text of a link should describe the destination of the link and the link's purpose. Providing a descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not.

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

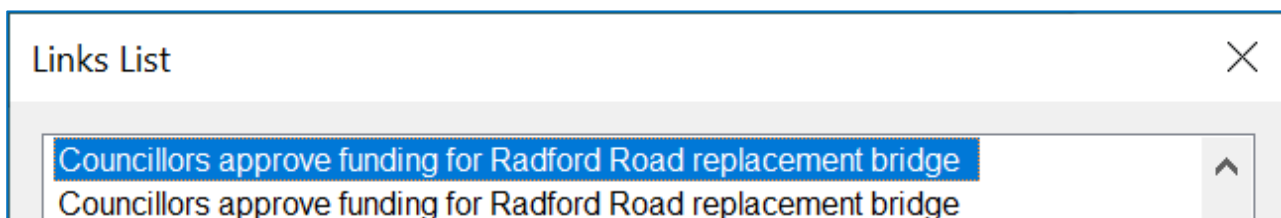
Screen reader users have the ability to display and navigate by lists of elements, or jump from element to element. Navigating this way is much quicker than listening to a whole page, however the context provided by paragraphs and other narrative is lost and non-descriptive links become harder to understand.

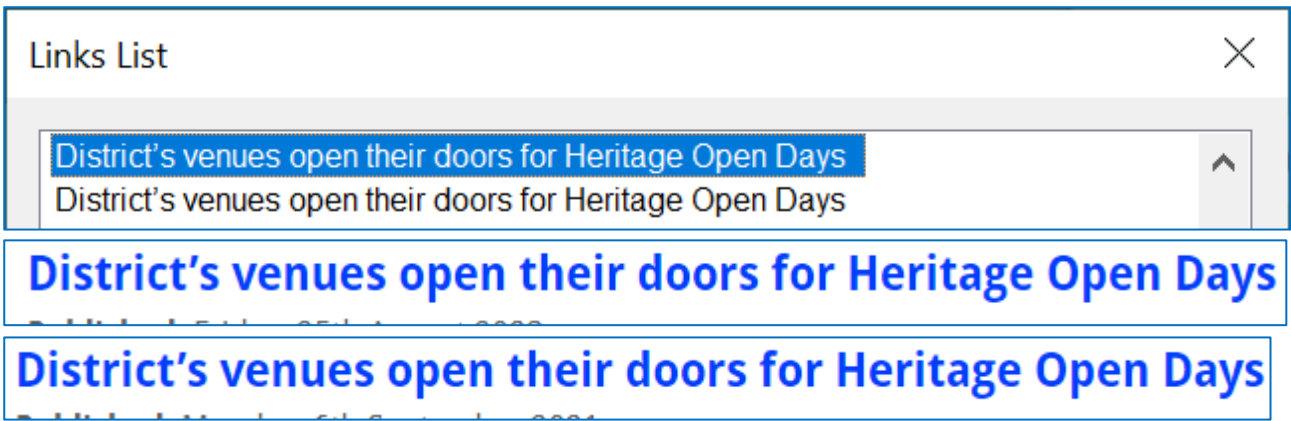
For downloadable links, we recommend that the file type and size of the file is also included in the link text to allow the user to make a decision whether or not to download the file.

On the 'Stilt Man' page there is a non-descriptive link labelled 'Download Now'. This issue is present on multiple pages throughout the site.

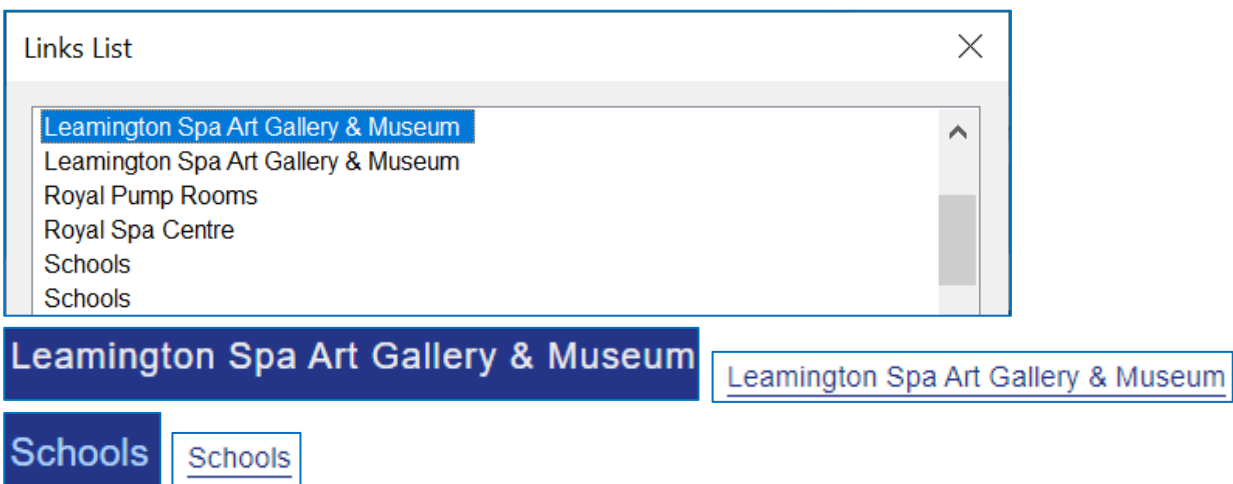


On the 'News' page there are 2 non-descriptive links labelled 'Councillors approve funding for Radford Road replacement bridge' which go to different destinations and 2 non-descriptive links labelled 'District's venues open their doors for heritage open days' which go to different destinations.

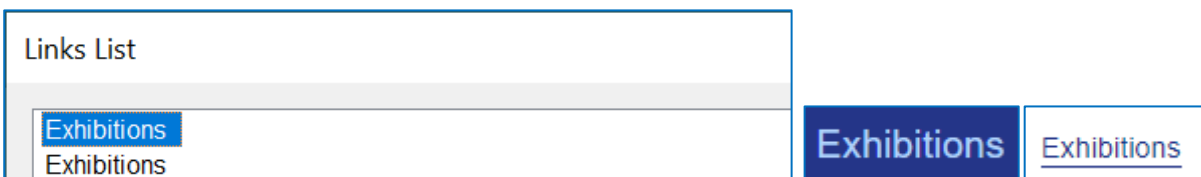




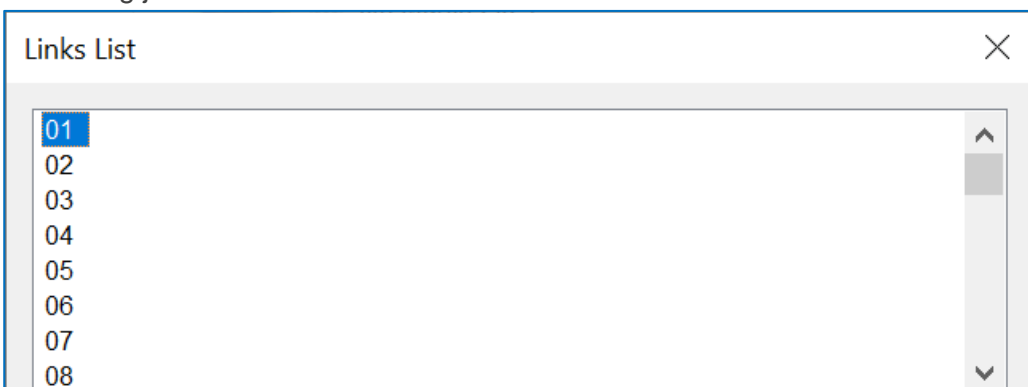
On the 'Schools Risk Assessment Form' page there are 2 non-descriptive links labelled 'Leamington Spa Art Gallery & Museum' which lead to different destinations and 2 non-descriptive links labelled 'Schools' which lead to different destinations.

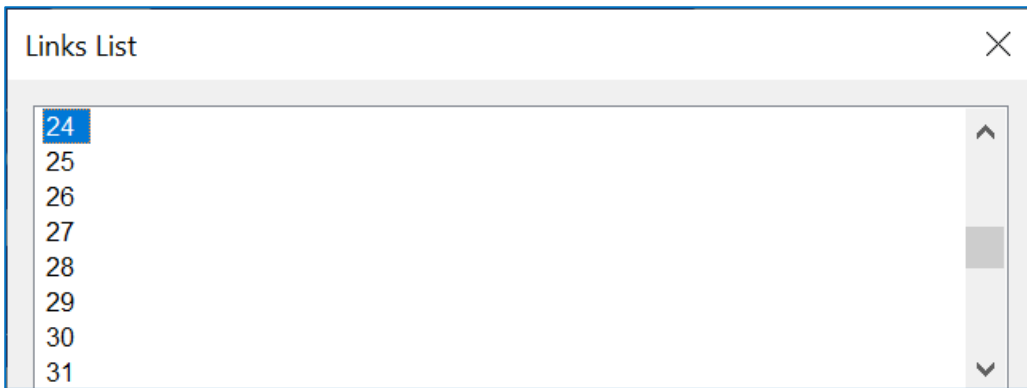


On the 'Downloads' page there are 2 non-descriptive links labelled 'Exhibitions' which lead to different destinations.



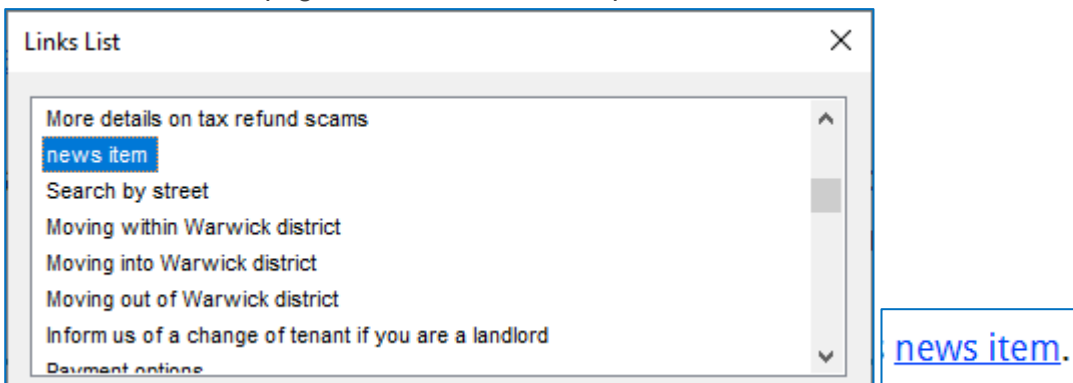
On the 'Events Listings' page there are many non-descriptive links with ambiguous labels containing just numbers from 1-31





		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

On the 'Council tax' page, there is a non-descriptive link labelled 'News item'.



User Comments

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

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.warwickdc.gov.uk/royalpumprooms/downloads/file/67/stilt_man

https://www.warwickdc.gov.uk/royalpumprooms/downloads/file/70/make_your_masterpiece

<https://www.warwickdc.gov.uk/news/20604/news>

https://www.warwickdc.gov.uk/royalpumprooms/downloads/file/59/schools_risk_assessment_form

<https://www.warwickdc.gov.uk/royalpumprooms/downloads/23/exhibitions>

<https://www.warwickdc.gov.uk/royalpumprooms/events/locations?location=Art+Gallery+%26+Museum&year=2024&month=5>

https://www.warwickdc.gov.uk/info/20593/council_tax

Action Required

1. Ensure the purpose of links can be determined from immediate context.
2. Provide additional context to links by altering the link text, adding visually hidden content using CSS, adding an ARIA-label or using ARIA-describedby to link to other content.
3. Ensure links to non-HTML documents include file type and file size within the link text.

Note: Where ARIA is used to provide context, the visual label should appear in the aria label.

WCAG References

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

2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

Further Information

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

For links within a paragraph, consider rewording the paragraph to make the links more understandable.

TOWER OF LONDON

A 1000-year old fortress, the Tower of London is an iconic landmark in our capital and is the home of the Crown Jewels. Discover the history of this royal palace, prison and fortress and meet the Beefeaters sharing fascinating tales from years ago. Book your tickets [here](#).

TOWER OF LONDON

A 1000-year old fortress, the Tower of London is an iconic landmark in our capital and is the home of the Crown Jewels. Discover the history of this royal palace, prison and fortress and meet the Beefeaters sharing fascinating tales from years ago. [Book Tower of London Tickets here](#).

Where visual amendments to the link cannot be made, consider one of the following methods of providing additional content to the end of the link.

Using CSS

Normal Code

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

Adapted Code

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

CSS

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

Using ARIA

Normal Code

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

Adapted Code

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

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

STAS-F10: Incorrect Table coding

Description

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

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

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

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

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

On the 'Energy efficiency at home' page there are data tables missing any TH cells making it difficult for screen reader users to understand the content. Furthermore, there are tables on the page that contain empty TD cells.

<table>	
<td> B94 5NS	<td> B94 5NT
<td> B94 5NU	<td> B94 5NX
<td> B94 5PA	<td> B94 5PE
<td> B94 5PF	<td> B94 5PG
<td> B94 5PH	<td> B94 5PJ
<td> B94 5PQ	<td> B94 5QH

B95	
<table>	
<td> B95 5EL	<td> B95 5ER
<td> B95 5ES	<td> B95 5ET
<td> B95 5EU	<td> B95 5EX
<td> B95 5EY	<td> B95 5EZ
<td> B95 5FJ	<td> B95 5HA
<td> B95 5HB	<td> B95 5HG

CV31

<table>

<td> CV31 1HU	<td> CV31 1LB
<td> CV31 1NL	<td> CV31 1NX
<td> CV31 1QP	<td> CV31 1RH
<td> CV31 1RJ	<td> CV31 1RQ

CV32

<table>

<td> CV32 4QG	<td> CV32 4RL
<td> CV32 4RP	<td> CV32 4RR
<td> CV32 5AD	<td> CV32 5EA

CV35

<table>

<td> CV35 7AB	<td> CV35 7AD
<td> CV35 7AE	<td> CV35 7AG
<td> CV35 7AH	<td> CV35 7BS
<td> CV35 7BT	<td> CV35 7BU
<td> CV35 7BX	<td> CV35 7BY

<td> CV34 5XY	<td> CV34 5YE
<td> CV34 5YF	<td> CV34 6AE
<td> CV34 6HJ	<td> CV34 6HS
<td> CV34 6HT	<td>

<td> CV35 7BX	<td> CV35 7BY
<td> CV35 7DA	<td> CV35 7DB
<td> CV35 7DF	<td> CV35 7DH
<td> CV35 7DL	<td> CV35 7DN
<td> CV35 7DQ	<td>

On the 'Additional charges 2023/2024' page there are data tables missing any TH cells making it difficult for screen reader users to understand the content.

Box Office Service	10% of gross box office takings (a £1 levy is also applied the ticket price of each ticket and retained by the venue)
Box Office Credit Card Commission	3% of gross box office takings
Box Office Buy-Out	Up to 25% of tickets can be allocated to you to sell. If you wish to sell your own tickets a fee of £500+VAT is applicable, plus £0.10+VAT per ticket printed.

Staff Member Required	Hourly Charge* (inc VAT)
Customer Services Assistant	£21.00
Facilities Assistant	£21.00
Duty Manager	£23.40

On the 'Balcony Bar Hire Rates 2024/2025' page there are data tables missing any TH cells making it difficult for screen reader users to understand the content.

First Floor Foyer	FULL DAY (up to 8 hours) EX VAT	FULL DAY INC VAT	1/2 DAY (up to 4 hours) EX VAT	1/2 DAY INC VAT
Commercial	£725	£870	£363	£435
Community	£582	£698	£291	£349
Charitable	£499	£599	£250	£299

PER HOUR EX VAT	PER HOUR INC VAT
£88	£105
£72	£86
£57	£68

On the 'Burial fees' page there are data tables missing any TH cells making it difficult for screen reader users to understand the content.

<table>	
<td> Headstone and other memorials up to 3 feet 6 inches - includes first inscription	<td> £300
<td> Vase and other memorials under 1 foot - includes first inscription	<td> £300
<td> Every inscription after the first	<td> £150
<td> Kerbs set memorials	<td> £500
<td> Adding kerbs to an existing memorial	<td> £200

<table>	
<td> Use of Kenilworth cemetery chapel	<td> £150
<td> Late arrival fee (charged after 10 minutes and for every subsequent 15 minutes)	<td> £265
<td> Personal delivery of cremated remains from Oakley Wood Crematorium	<td> £155
<td> Assistance when making arrangements without a funeral director	<td> £115
<td> Administration of late, incomplete or incorrect paperwork (after 10am, 3 working days prior to burial)	<td> £87
<td> Late cancellation of service (after 10am, 3 working days prior to burial)	<td> £305
<td> Late notification of incorrect coffin sizes (after 10am, 3 working days prior to burial)	<td> £305
<td> Very late cancellation of burial (if excavation already carried out)	<td> Full cost

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

<table>	
<td> Day	<td> Opening Hours
<td> Monday	<td> Closed
<td> Tuesday	<td> 10am - 4pm
<td> Wednesday	<td> 10am - 4pm
<td> Thursday	<td> 10am - 4pm
<td> Friday	<td> 10am - 4pm
<td> Saturday	<td> 10am - 4pm
<td> Sunday	<td> 10am - 4pm

User Comments

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

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.warwickdc.gov.uk/info/20468/climate_change/1439/energy_efficiency_at_home/7

https://www.warwickdc.gov.uk/royalspacentre/info/5/hire_us/36/hire_rates/4

https://www.warwickdc.gov.uk/royalspacentre/info/5/hire_us/36/hire_rates/3

https://www.warwickdc.gov.uk/info/20645/oakley_wood_crematorium/1168/fees_for_oakley_wood_crematorium/2

https://www.warwickdc.gov.uk/royalpumprooms/info/6/visit_us

Action Required

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

WCAG References

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

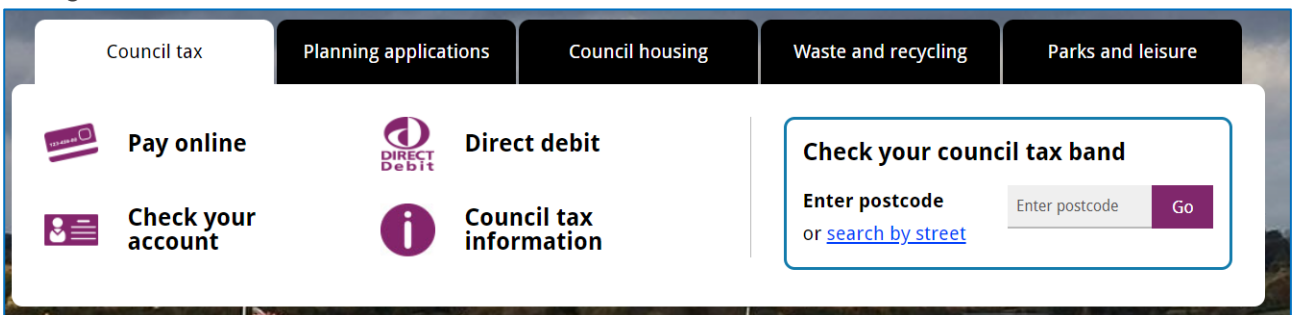
STAS-F11: Element Markup

Description

It is important to use the correct element for the correct purpose. For example a button for submitting data, or a link for navigating between pages. Assistive technology is designed to work with standard elements and informs the user of a range of options based on each element present. For example, a screen reader will inform the user that they can press enter to activate a link, or press space bar to select a radio button.

When non-standard markup is used to change the functionality of an item, screen readers and other assistive technology will not present these options and this may cause the element to be inaccessible to those users.

On the homepage, there are several filter elements labelled 'Council Tax', 'Planning Applications', 'Council Housing', 'Waste and Recycling' and 'Parks and Leisure'. These elements are incorrectly coded as links as they do not take the user to a different page on the site but instead change the content of the page. This causes issues for screen reader users as they are not informed of the change of content. These links should instead be coded as buttons.



```
<a class="list--tabs-link" data-tab-show="tab-65e7235fc711d_140" href="https://www.warwickdc.gov.uk/homepage/140/planning_applications_tab" style="height: 80.9722px;"> Planning applications </a> == $0
```

```
<a class="list--tabs-link" data-tab-show="tab-65e7235fc711d_139" href="https://www.warwickdc.gov.uk/homepage/139/rubbish_and_recycling_tab" style="height: 80.9722px;"> Waste and recycling </a> == $0
```

Example Occurrences

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

Action Required

1. Ensure that all elements are correctly coded
2. Where a non-standard element is being used, ensure that the ARIA role attribute correctly identifies the element

WCAG References

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F12: Users unaware of content change

Description

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

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

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

On the homepage there are multiple filter elements labelled 'Council Tax', 'Planning Applications', 'Council Housing', 'Waste and Recycling' and 'Parks and Leisure'. Upon activation of these elements the content changes but screen reader users are unaware of the change of content.

The image shows two screenshots of the Warwick District Council website. The top screenshot shows the 'Council tax' filter selected, displaying options like 'Pay online', 'Check your account', 'Direct debit', and 'Council tax information'. A search box for 'Check your council tax band' is also visible. The bottom screenshot shows the 'Waste and recycling' filter selected, displaying options like 'Rubbish and recycling', 'Garden and food waste', '123+ waste service', and 'Bulky items'. A search box for 'Check your bin collection day' is also visible. The filter elements are highlighted with blue borders in both screenshots.

Example Occurrences

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

Action Required

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

WCAG References

3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. (Level A)

4.1.3 Status Messages: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. (Level AA)

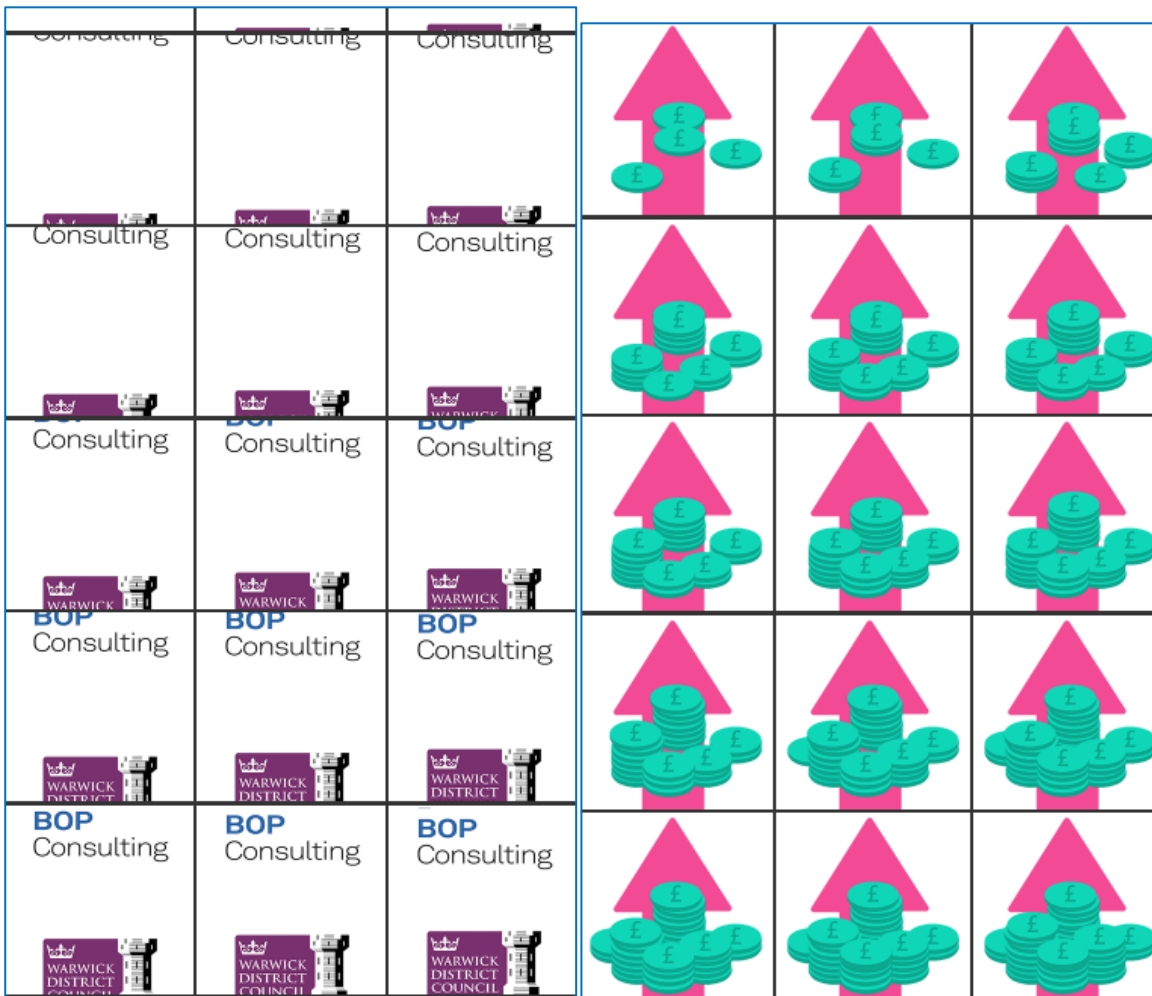
STAS-F13: Unable to Pause Moving Content

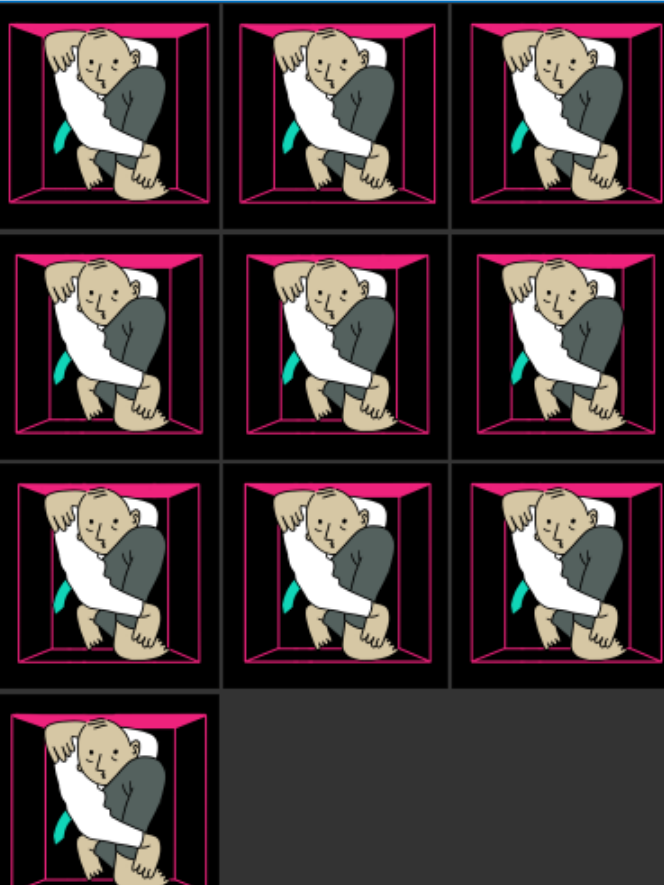
Description

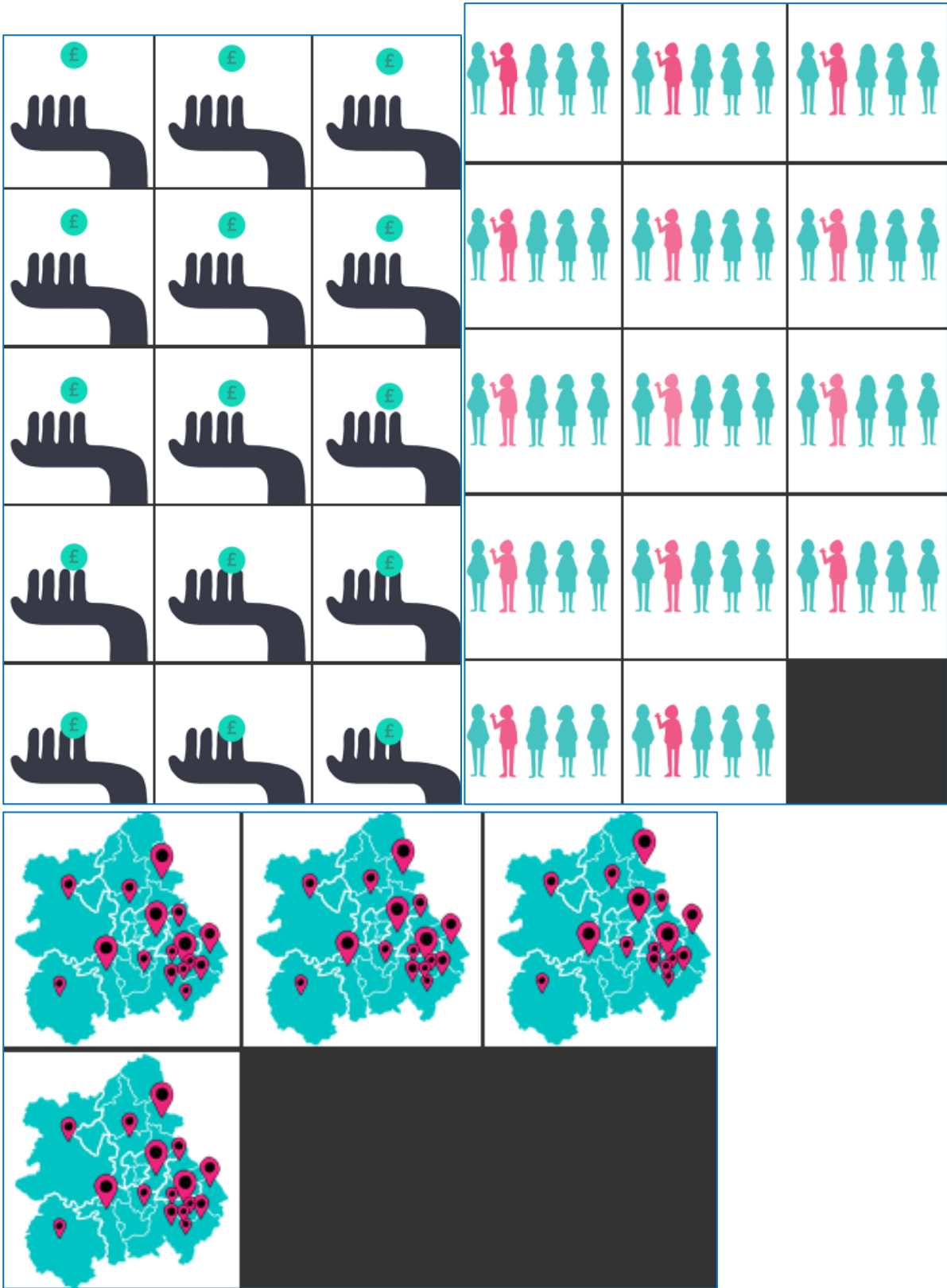
When moving content is provided, a mechanism should also be provided to pause the content. This gives users who need it, more time to read content.

Moving content can also be a severe distraction for some people. Certain groups, particularly those with attention deficit disorders, find blinking content distracting, making it difficult for them to concentrate on other parts of the Web page.

The 'Creative sector report' page has 8 moving animations which play automatically. There is no method to stop the movement. Users may be distracted by this and may struggle to concentrate on or read other content.



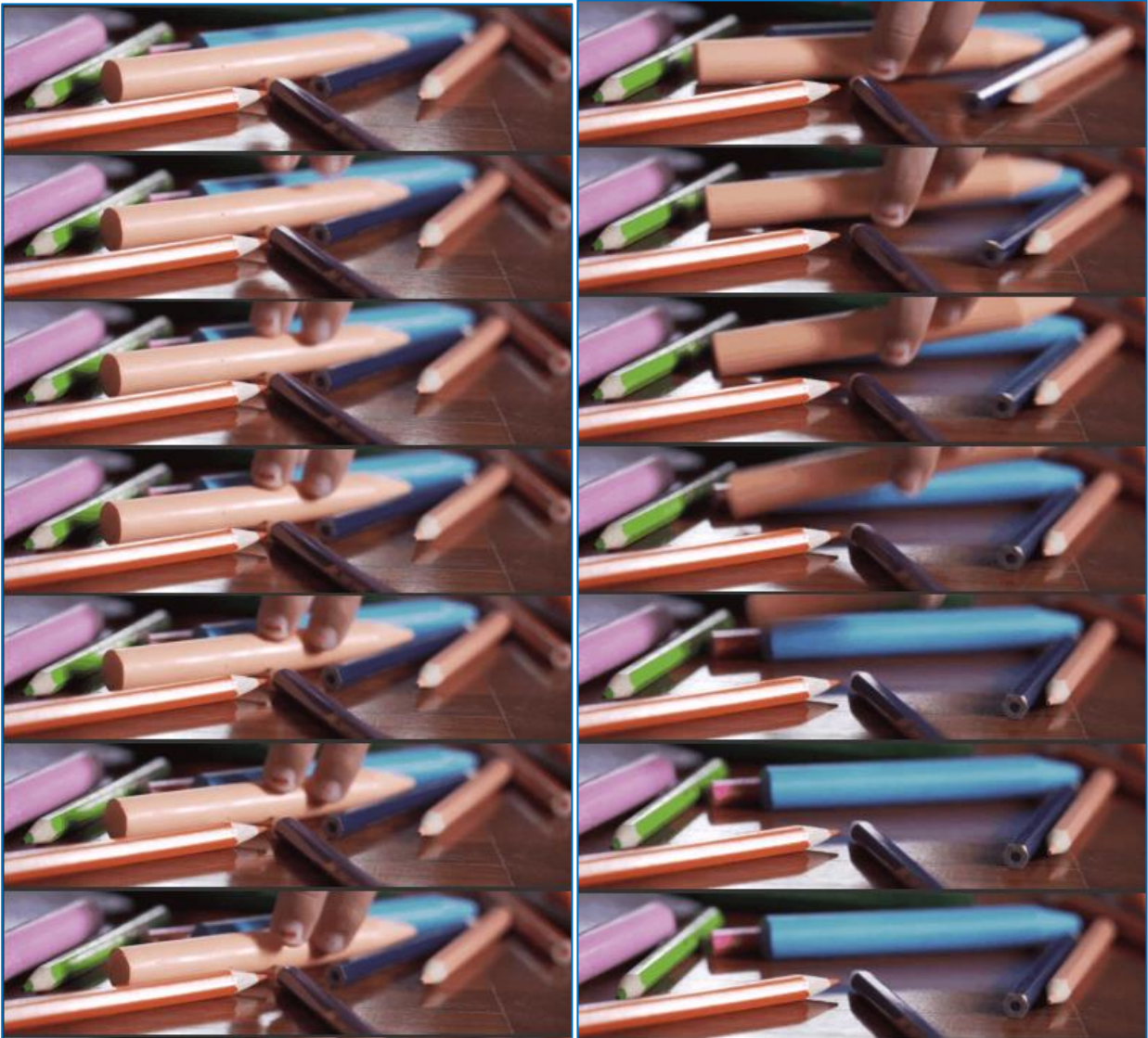




The 'Welcome to Leamington Spa Art Gallery & Museum's dedicated families' page has 2 moving animations which play automatically. There is no method to stop the movement. Users may be distracted by this and may struggle to concentrate on or read other content.



The 'Art Activities' page has moving animations which play automatically. There is no method to stop the movement. Users may be distracted by this and may struggle to concentrate on or read other content. While it is noted that this animation has a pause function, the button does not pause the animation.



Occurrences

This issue occurs throughout the site.

Example Occurrences

https://www.warwickdc.gov.uk/info/20834/creative_sector_report

https://www.warwickdc.gov.uk/homepage/249/creative_sector_report

https://www.warwickdc.gov.uk/royalpumprooms/info/45/welcome_to_leamington_spa_art_gallery_and_museums_dedicated_families_page

https://www.warwickdc.gov.uk/royalpumprooms/info/46/art_activities

https://www.warwickdc.gov.uk/royalpumprooms/homepage/55/art_activities

Action Required

1. Ensure there is a mechanism to pause and play any moving content
2. Ensure all controls are labelled correctly.
3. Ensure all controls are accessible via mouse and keyboard.

WCAG References

2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)

- **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

STAS-F14: Untitled Frames

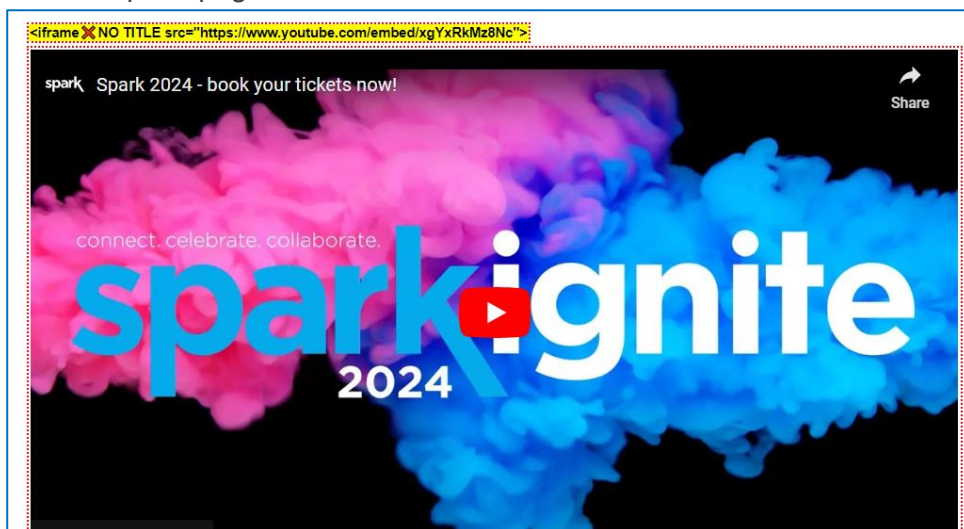
Description

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

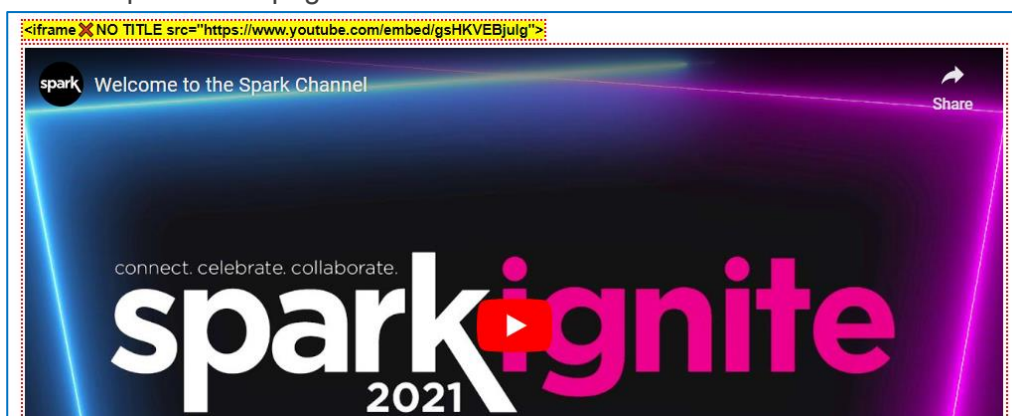
Alternative content must also be provided for browsers that do not support frames. For example `<iframe src='file.htm'>Alternative content</iframe>`

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

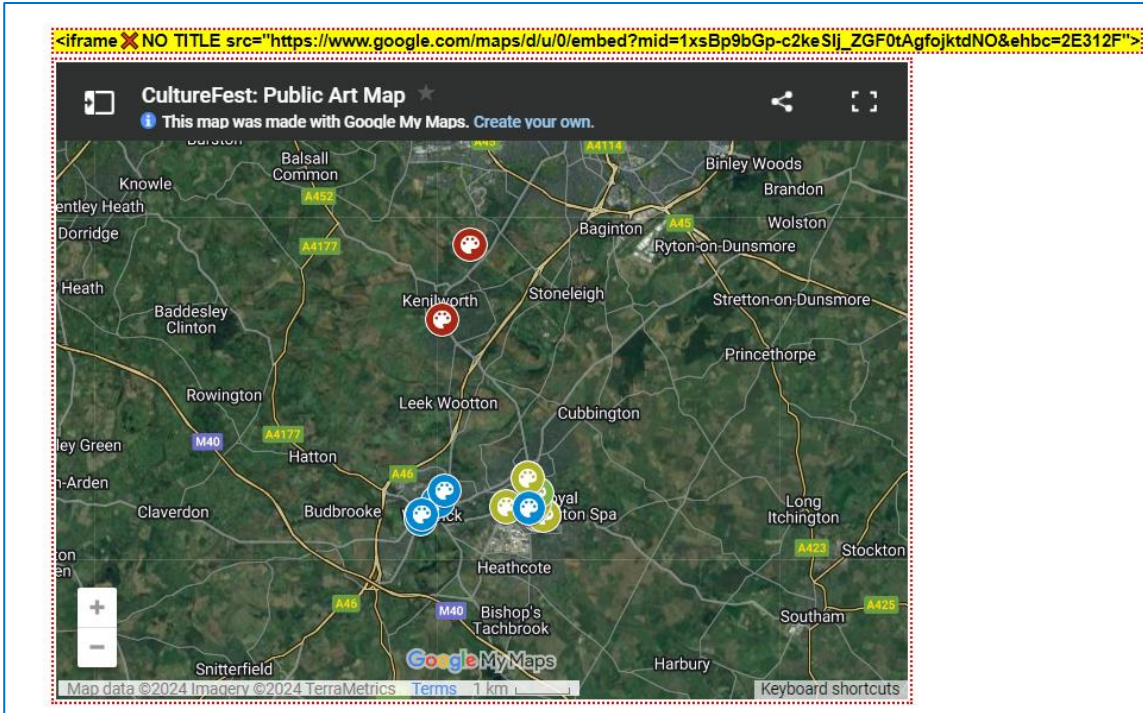
On the 'Spark' page there is an untitled YouTube frame.



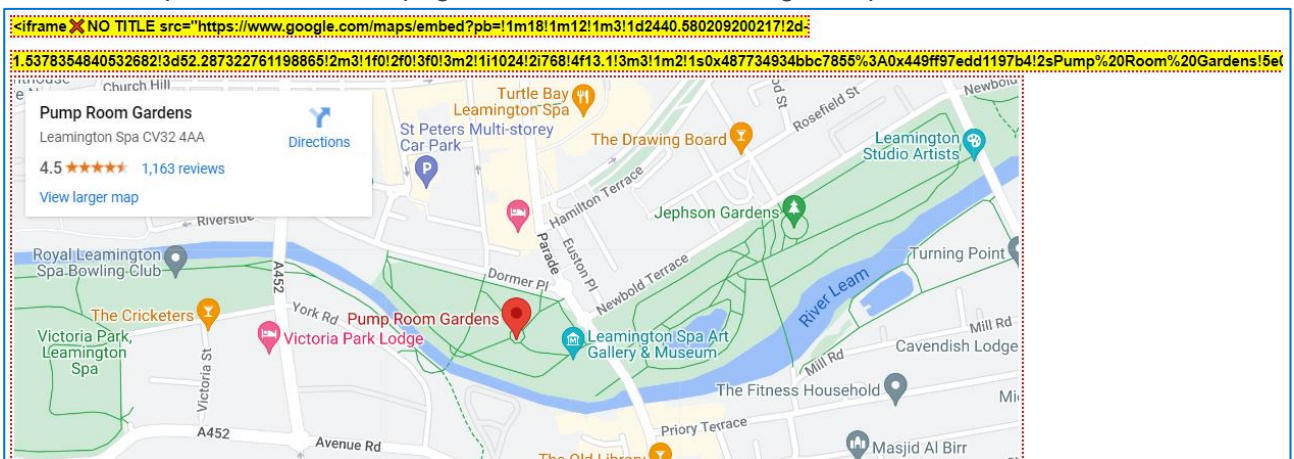
On the 'Spark 2021' page there is an untitled YouTube frame.



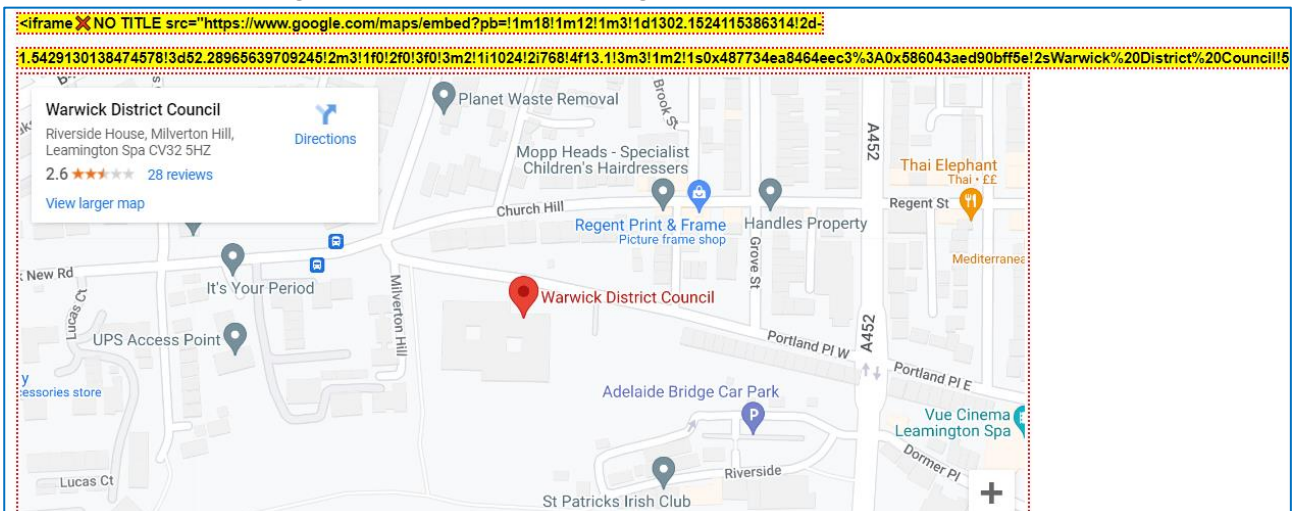
On the 'CultureFest: Public Art Map' page there is an untitled Google Maps frame.



On the 'Pump Room Gardens' page there is an untitled Google Maps frame.



On the 'Contact us' page there is an untitled Google Maps frame.



User Comments

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

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

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

https://www.warwickdc.gov.uk/homepage/256/spark_2021

https://www.warwickdc.gov.uk/events/event/277/culturefest_public_art_map

https://www.warwickdc.gov.uk/info/20320/pump_room_gardens

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

Action Required

1. Ensure all frames are clearly labelled.
2. Place some alternative content in the <iframe> tag as a fallback should the content not load.

WCAG References

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

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

STAS-F15: Video and Audio missing Text Alternatives

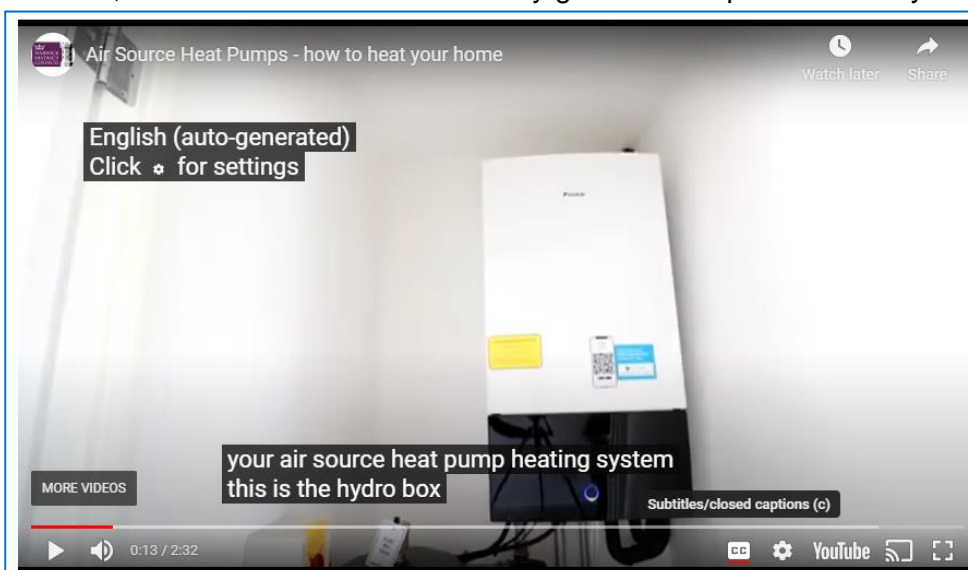
Description

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

The 'Commonwealth Connections stories - Jamie-Lea' page contains a video with no transcript and relies on automatically generated captions that may not be accurate.



The 'Air source heat pumps - how to heat your home' page contains a video with a transcript; however, the video relies on automatically generated captions that may not be accurate.



User Comments

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

Darren Hardman
Hard of Hearing and Deaf Assessor

Example Occurrences

https://www.warwickdc.gov.uk/directory_record/3268/jamie-lea_winch

https://www.warwickdc.gov.uk/info/20848/housing_developments/1764/air_source_heat_pumps_-_how_to_heat_your_home

Action Required

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

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)

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

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

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

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

STAS-F16: Video missing Audio Description

Description

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

The videos used throughout the website provided visual material that was not explained in the audio track, was not explained in an additional audio description track and would therefore be unavailable to users who have limited or no sight.

The 'Spark' page contains a video that displayed information visually that is unavailable to blind or low vision users.



The 'Commonwealth Connections stories - Jamie-Lea' page contains a video that displayed information visually that is unavailable to blind or low vision users.



The 'Green Spaces activities at home' page contains videos that displayed information visually that is unavailable to blind or low vision users.

#GreenSpacesPresents... How to Make a Nesting Material Holder

YOU WILL NEED:

A recycled plastic bottle / toilet roll tube / drinks carton or small cardboard box



A mix of collected natural materials from around the garden or house, e.g. string, wool, twigs, dry grass and leaves.



Scissors and an adult



A piece of string




0:07 / 4:16


#GreenSpacesPresents... How to Make a Sound Map

YOU WILL NEED:


Paper



Pens, pencils or crayons



A timer - watch, phone or egg timer



0:07 / 5:36

#GreenSpacesPresents... How to Make a Nature Card

YOU WILL NEED:

Card in any colour



Scissors

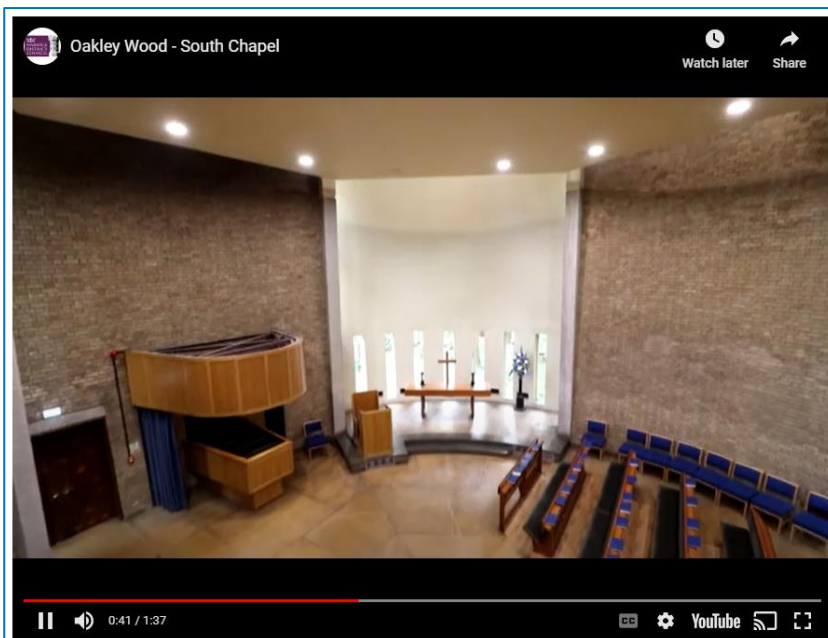
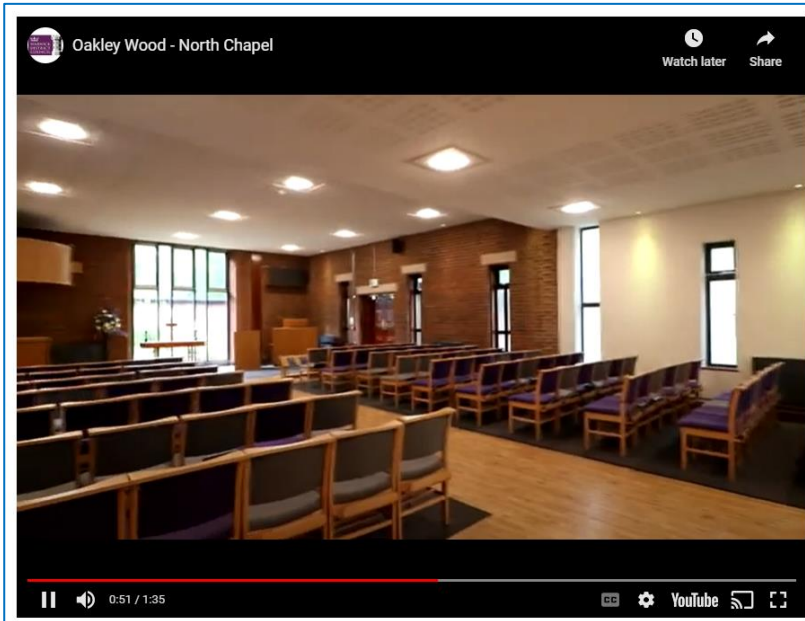


Double sided sticky tape or cello tape



0:08 / 4:08

The 'Crematorium Chapels Guided Tours' page contains videos that displayed information visually that is unavailable to blind or low vision users.



The 'CultureFest' page contains a video that displayed information visually that is unavailable to blind or low vision users.



User Comments

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

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

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

https://www.warwickdc.gov.uk/directory_record/3268/jamie-lea_winch

https://www.warwickdc.gov.uk/info/20245/parks/1576/green_spaces_activities_at_home

https://www.warwickdc.gov.uk/info/20645/oakley_wood_crematorium/1481/crematorium_chapels_guided_tours

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

Action Required

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

WCAG References

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

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

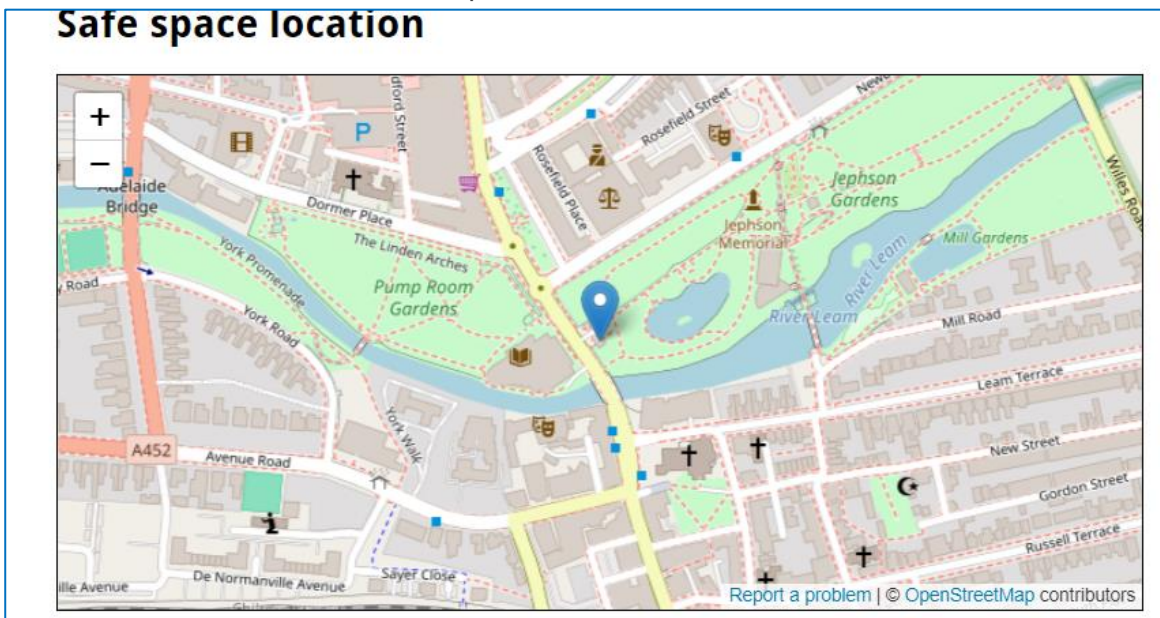
STAS-F17: Mouse Dependant Areas

Description

All areas of a website should be accessible to users regardless of their navigation method, whether it is via mouse, keyboard or voice. Websites must accommodate all types of input methods with all areas being accessible to users using any of these types of input.

Some sections are easily accessible for a mouse user but this is not the case for a keyboard only users.

On the 'Safe space' page there is a map that has been given a role of `aria-hidden=true` yet contains a focusable frame. Due to the `aria-hidden=true` tag, this frame is not announced to screen reader users and it does not show up on their elements list.



```
<p aria-hidden="true">
  <span class="snippet"> == $0
    <iframe title="the safe space in Warwick district" width="100%" h
      rg/export/embed.html?bbox=-1.53738319873809...28862446932818&layer=
        619369507" style="border: 1px solid black">
    </span>
</p>
```

```
<html xmlns="http://www.w3.org/1999/xhtml">
  <head>
    <meta charset="utf-8">
    <title>OpenStreetMap Embedded</title>
    <link rel="stylesheet" href="/assets/embed-31abec0e3f0382e4d60ae9f3056d454f04784e6907e8229bf615fb3dc2c74374.css" media="screen" />
    <script src="/assets/embed-602e98fabd3fcd0773d8f7b30485493dc4229ff4bb86c40e3c5683e224512b84.js"></script>
  </head>
  <body>
    <div id="map"></div>
  </body>
</html>
```


Example Occurrences

https://www.warwickdc.gov.uk/info/20112/community_safety/1918/safe_space

Action Required

1. Ensure that all elements on a page are accessible to keyboard only users.
2. Ensure that any onkeypress event handlers have a corresponding onkeydown or onkeyup event handler.
3. Ensure that any onmouseover event handlers have a corresponding onfocus event handler

WCAG References

2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)

Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.

Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

1.4.13 Content on Hover or Focus: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true (Level AA):

- **Dismissible:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;
- **Hoverable:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

STAS-F18: Link Styling

Description

Links are fundamental part of website content. They allow users to move from page to page, or to a new part of an existing page. Links can be attached to text, images, or other HTML elements.

While some links may be visually evident from page design and context, some links are added to body text and may blend in to the surrounding paragraph.

When links share the same size, weight, style, and font face as surrounding text, they lack purpose and identity, and can be hard for users to distinguish from surrounding text.

To add purpose and to help low-vision users, links are commonly underlined or bolded to give a non-colour identifier. This should be present without the use of mouse or keyboard focus.

On the homepage there are many links that only convey their functionality through a change of colour and only show an underline upon focus. All these links should have an underline present without the user needing to have the link hovered or in focus.

Business and jobs Jobs , Licensing , Procurement , Business rates , Business support , Business grants All Business and jobs	Education Term dates , School admissions , Schools and colleges All Education	Health, social care and safety Food safety , Social services , Community safety , Animal welfare , Lifeline , COVID-19 All Health, social care and safety
Housing Apply for housing , Benefits , Rent , Repairs , Private housing , Homelessness , Leaseholders , Tenants All Housing	Leisure and culture Parks , Leisure centres , Outdoor sports , Royal Spa Centre , Royal Pump Rooms , Arts All Leisure and culture	Planning Planning applications , Building regs , Policy , Conservation , Planning staff , HS2 , Community Infrastructure Levy (CIL) All Planning
Recycling, waste and environment Rubbish and recycling , Environmental health , Sustainability and climate change , Pests	Roads, parking and transport Parking , Public transport , Roads and streets , Maps and directions	Your Council Council tax , Councillors , Committees , Elections , Register to vote , Departments , Have your say

Example Occurrences

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

Action Required

1. Ensure that links are distinguishable from surrounding text using a non-colour identifier
2. Ensure that any non-colour identifiers are present without the need for mouse hover or keyboard focus
3. Where colour is used, ensure that it contrasts with the background with at least a ratio of 4.5:1 and with surrounding text of 3:1.

WCAG References

1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. (Level A)

1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)

Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.

1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): (Level AA)

- User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

STAS-F19: Inaccessible Non-HTML Documents

Description

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

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

(Please note that this is an automated test)

Type	Issue	Quantity
PDF	Figures and images in PDF documents should have non blank ALT text, except for decorative images which should be marked as artifacts.	1900
PDF	Use the lang attribute to identify the language of the page.	1744
PDF	PDFs must be tagged to be accessible by screen readers.	1689
PDF	Document title must not be blank.	1622
PDF	alt text should not be an image file name.	137
Word	Word document contains a graphic without Alt Text.	71
Word	Word document contains a non-inline graphic or object.	64
Word	Identify row and column headers in Word tables.	1
Word	Figures and images in PDF documents should have non blank ALT text, except for decorative images which should be marked as artifacts.	1

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

29 checks performed / 24 checks passed (82%) / 5 checks failed

Document (3 issues)	Alternate Text (1 issues)
<ul style="list-style-type: none">✓ Accessibility permission flag✓ Image-only PDF✗ Tagged PDF✗ Primary language✗ Title✓ Bookmarks	<ul style="list-style-type: none">✓ Figures alternate text✓ Nested alternate text✓ Associated with content✓ Hides annotation✗ Other elements alternate text
Page Content (1 issues)	Forms (0 issues)
<ul style="list-style-type: none">✓ Tagged content✓ Tagged annotations✗ Tab order✓ Character encoding✓ Tagged multimedia✓ Screen flicker✓ Scripts✓ Timed responses✓ Navigation links✓ Appropriate heading nesting	<ul style="list-style-type: none">✓ Tagged form fields✓ Field descriptions
	Tables (0 issues)
	<ul style="list-style-type: none">✓ Rows✓ TH and TD✓ Headers✓ Regularity
	Lists (0 issues)
	<ul style="list-style-type: none">✓ List items✓ Lbl and LBody

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

29 checks performed / 12 checks passed (41%) / 17 checks failed

Document (3 issues)	Alternate Text (5 issues)
<ul style="list-style-type: none">✓ Accessibility permission flag✓ Image-only PDF✗ Tagged PDF✗ Primary language✗ Title✓ Bookmarks	<ul style="list-style-type: none">✗ Figures alternate text✗ Nested alternate text✗ Associated with content✗ Hides annotation✗ Other elements alternate text
Page Content (3 issues)	Forms (0 issues)
<ul style="list-style-type: none">✗ Tagged content✓ Tagged annotations✗ Tab order✓ Character encoding✓ Tagged multimedia✓ Screen flicker✓ Scripts✓ Timed responses✓ Navigation links✗ Appropriate heading nesting	<ul style="list-style-type: none">✓ Tagged form fields✓ Field descriptions
	Tables (4 issues)
	<ul style="list-style-type: none">✗ Rows✗ TH and TD✗ Headers✗ Regularity
	Lists (2 issues)
	<ul style="list-style-type: none">✗ List items✗ Lbl and LBody

A scan of the 'AssetManagementPlan2008.pdf' document produced the following results:

29 checks performed / 23 checks passed (79%) / 6 checks failed

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

User Comments

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

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

Alan Sleat
Screen Reader Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

PDFs must be tagged to be accessible by screen readers.

1689 files including:

https://www.warwickdc.gov.uk/download/downloads/id/2075/stratford_road_gypsy_and_traveller_consultation_document_with_cover

https://www.warwickdc.gov.uk/download/downloads/id/1707/gypsy_and_traveller_sites_-_preferred_options_consultation_document

https://www.warwickdc.gov.uk/download/downloads/id/188/fire_safety_guide

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

1900 files including:

https://www.warwickdc.gov.uk/download/downloads/id/673/asset_management_plan

https://www.warwickdc.gov.uk/download/downloads/id/652/asset_management_plan

https://www.warwickdc.gov.uk/download/downloads/id/173/application_form_for_a_sex_establishment_licence

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

1744 files including:

https://www.warwickdc.gov.uk/download/downloads/id/5604/sea_screening_report.pdf

https://www.warwickdc.gov.uk/download/downloads/id/1614/weston_under_wetherley.pdf

https://www.warwickdc.gov.uk/download/downloads/id/1598/warwick_west.pdf

Document title must not be blank.

1622 files including:

https://www.warwickdc.gov.uk/download/downloads/id/2111/card_transactions_-_september_2014_pdf.pdf

https://www.warwickdc.gov.uk/download/downloads/id/6794/spend_over_250_-_may_2021_pdf.pdf

https://www.warwickdc.gov.uk/download/downloads/id/3014/card_transactions_-_september_2015_pdf.pdf

Alt text should not be an image file name.

137 files including:

https://www.warwickdc.gov.uk/download/downloads/id/3617/matter_7a_written_statement_h44_north_of_milverton_hunter_page_for_old_milverton_blackdown_joint_parish_councils.pdf

https://www.warwickdc.gov.uk/download/downloads/id/4507/consultation_statement_final_270717.pdf

https://www.warwickdc.gov.uk/download/downloads/id/3587/matter_4_written_statement_-_spatial_strategy_-_swords_for_landowners_of_site_h19.pdf

Word document contains a graphic without Alt Text.

71 files including:

https://www.warwickdc.gov.uk/download/downloads/id/6887/landlord_steering_group_minutes_-_january_2021.docx

https://www.warwickdc.gov.uk/download/downloads/id/6299/advice_on_covid_-_19_for_shared_houses.docx

https://www.warwickdc.gov.uk/download/downloads/id/5952/sports_and_arts_grants_application_form_202021.docx

Word document contains a non-inline graphic or object.

64 files including:

https://www.warwickdc.gov.uk/download/downloads/id/4136/evacuation_procedures.docx

https://www.warwickdc.gov.uk/download/downloads/id/4470/cil_additional_evidence_response_form.docx

https://www.warwickdc.gov.uk/download/downloads/id/6590/furniture_dimensions.docx

Identify row and column headers in Word tables.

1 file:

https://www.warwickdc.gov.uk/download/downloads/id/4622/refuse_and_recycling_storage_requirements_sept_2017.docx

Word document contains a graphic without Alt Text.

1 file:

https://www.warwickdc.gov.uk/download/downloads/id/239/application_for_renewal_of_a_zoo_licence

Action Required

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

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

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

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

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

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

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

STAS-F20: HTML Markup Errors

Description

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

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

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

Page checked	Errors	Warnings
https://www.warwickdc.gov.uk/news/article/797/district_to_welcome_a_festival_of_commonwealth_culture_this_summer	9	0
https://www.warwickdc.gov.uk/info/20712/committees/558/council_councillors	11	1

Example Occurrences

https://www.warwickdc.gov.uk/news/article/797/district_to_welcome_a_festival_of_commonwealth_culture_this_summer

https://www.warwickdc.gov.uk/info/20712/committees/558/council_councillors

Action Required

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

WCAG References

4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)

Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

Priority AA Issues

STAS-F21: Insufficient Colour Contrast

Description

The combination of text and background colour should be set to create an easy to read website. Using colours that are similar for the background and foreground can cause blocks of text to become difficult to read. Alternative stylesheets can be used to change the appearance of the page and provide an alternative with a stronger contrast.

The minimum colour contrast ratio between the foreground and background should be at least 4.5:1. For large text, the ratio can be lowered to 3:1.

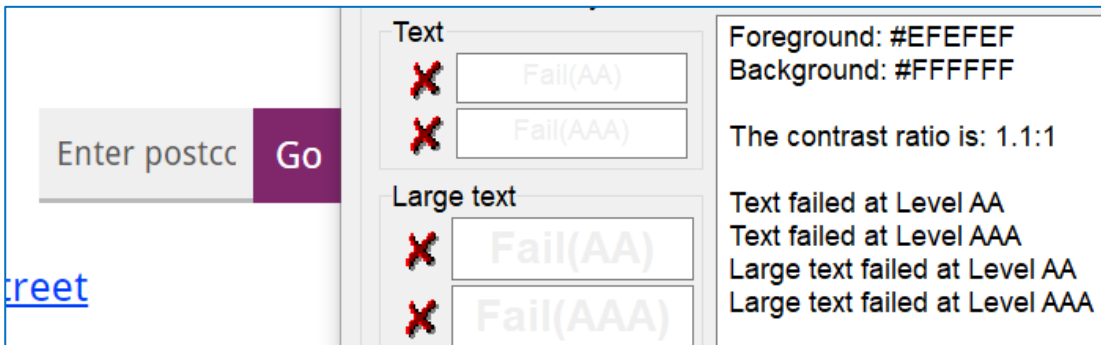
Text is considered large if it is

- greater than 18 point (approx. 24px) or
- greater than 14 point (approx. 18.6px) if bolded (font-weight:700 or more).

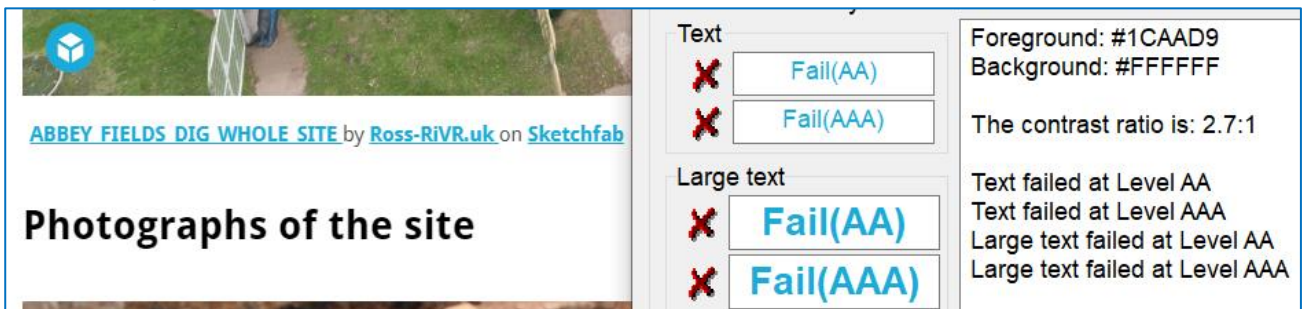
For interactive elements, the contrast between the element and the background should be 3:1.

Throughout the site there are combinations of colours that fall below the minimum contrast levels that make the text difficult to read.

The light grey form field on a white background used for the 'Enter Postcode' box on the homepage fails colour contrast requirements with a ratio of 1.1. This issue is present on several pages throughout the site, including the 'Council Tax' page.



The blue link text against a white background on the 'Archaeological finds' page fails colour contrast requirements with a ratio of 2.7.




The black text on a purple background on the 'Elections Act 2022' page fails colour contrast requirements with a ratio of 2.8.

<p>Act</p> <p>Voter ID</p>	<p>Scheduled date of implementation</p> <p>May 2023</p>	<p>Text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p> <p>Large text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p>	<p>Foreground: #000000 Background: #9F126A</p> <p>The contrast ratio is: 2.8:1</p> <p>Text failed at Level AA Text failed at Level AAA Large text failed at Level AA Large text failed at Level AAA</p>
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The white text on the green buttons on the 'Royal Spa – Contact us' page fails colour contrast requirements with a ratio of just below 3.0.

<p>For general enquiries relating to the</p> <p>GENERAL ENQUIRIES</p> <p>For enquiries relating to hiring our s</p> <p>HIRING ENQUIRIES</p> <p>To sign up to our mailing list:</p> <p>MAILING LIST</p>	<p>Text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p> <p>Large text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p>	<p>Foreground: #F0FFF8 Background: #0EA68D</p> <p>The contrast ratio is: just below 3.0:1</p> <p>Text failed at Level AA Text failed at Level AAA Large text failed at Level AA Large text failed at Level AAA</p> <p><input type="checkbox"/> Show contrast result for colour blindness</p> <p>Copy</p>
---	---	--

The white text on a green button on the 'Balcony Bar' page fails colour contrast requirements with a ratio of just below 3.0.

<p>Spacious sea</p> <p>VIEW OUR RATES</p> <p>With beautiful views over space that can host any meetings.</p> <p>There are sofas and sto</p>	<p>Text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p> <p>Large text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p>	<p>Foreground: #F0FFF8 Background: #0EA68D</p> <p>The contrast ratio is: just below 3.0:1</p> <p>Text failed at Level AA Text failed at Level AAA Large text failed at Level AA Large text failed at Level AAA</p>
<p>The Balcony Bar at the Ro standard layout has sofas, stools and high tables to s</p> <p>BOOK NOW</p> <p>Tell a friend: </p>	<p>Text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p> <p>Large text</p> <p>✗ Fail(AA)</p> <p>✗ Fail(AAA)</p>	<p>Foreground: #F0FFF8 Background: #0EA68D</p> <p>The contrast ratio is: just below 3.0:1</p> <p>Text failed at Level AA Text failed at Level AAA Large text failed at Level AA Large text failed at Level AAA</p>

The white text on a green button on the 'Town Hall Hire' page fails colour contrast requirements with a ratio of just below 3.0.

community.
*** Charitable rate: No charitable funds or de
CONTACT US

Pages in Tow

Text
Fail(AA)
Fail(AAA)

Large text
Fail(AA)
Fail(AAA)

Foreground: #F0FFF8
Background: #0EA68D
The contrast ratio is: just below 3.0:1
Text failed at Level AA
Text failed at Level AAA
Large text failed at Level AA
Large text failed at Level AAA

User Comments

“There are a number of instances where the text is made harder to read because of the colour combination used. Changing either the foreground colour or background colour to make the combination stronger would help low vision and colour blind people read the content.”

Sam Hopkins
Readability Assessor

Occurrences

This issue occurs throughout the site.

Example Occurrences

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

https://www.warwickdc.gov.uk/info/20811/leisure_development_programme/1316/kenilworth_leisure_centre_developments/2

https://www.warwickdc.gov.uk/info/20596/elections/1893/elections_act_2022

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

https://www.warwickdc.gov.uk/royalspacentre/info/69/balcony_bar

https://www.warwickdc.gov.uk/royalspacentre/info/5/hire_us/36/hire_rates/5

https://www.warwickdc.gov.uk/info/20593/council_tax

Action Required

1. Ensure that all colour combinations meet the minimum ratio.
2. Ensure that all foreground and background colours have been specified.
3. Ensure that styling is used to increase the contrast of any browser defaults, especially for text boxes and other form inputs.

WCAG References

1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)

- Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;
- Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.

1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): (Level AA)

- User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;

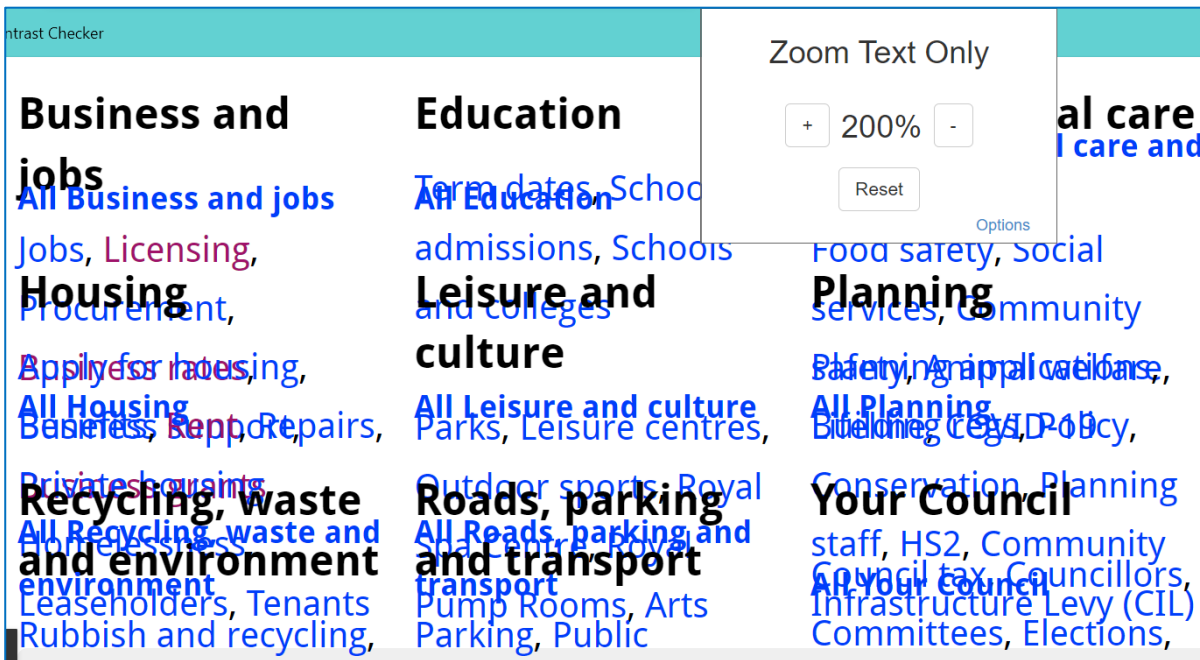
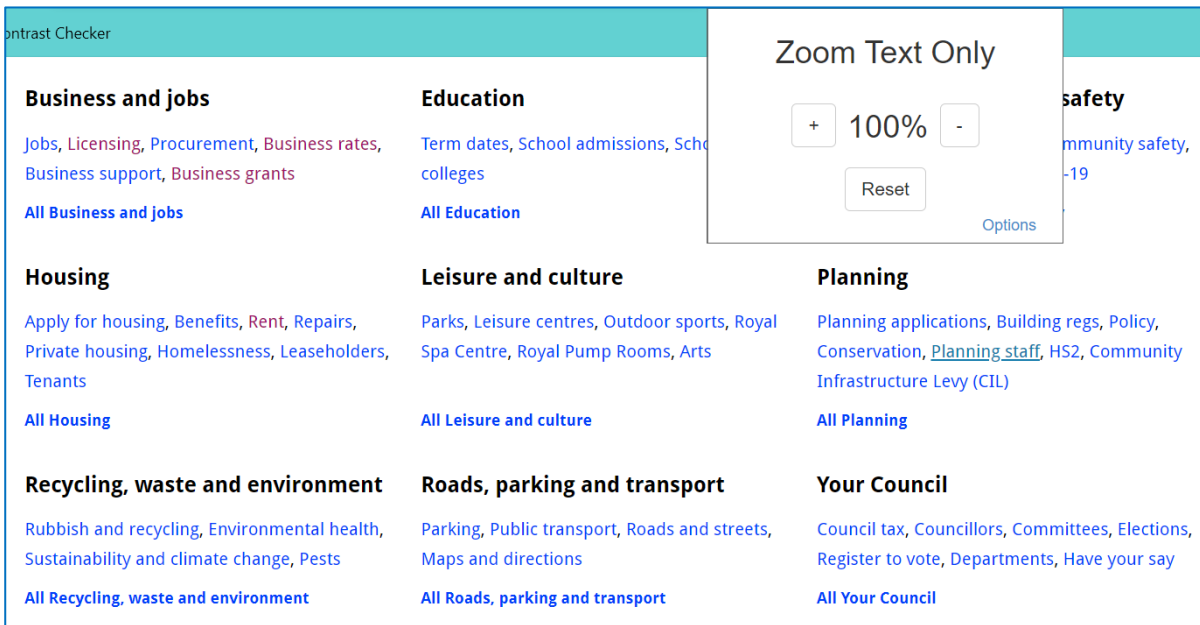
Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed

STAS-F22: Obscured Text

Description

Some users will need to view the text on a page or the page itself in different ways. One of the most common ways is through text resizing or page magnification.

The majority of the content on the site resizes correctly, however, when increasing the size of the text to 200% on the homepage, the links under each heading become obscured.



Example Occurrences

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

Action Required

1. Ensure that when text is resized to 200% there is no loss of content.

WCAG References

1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)

Advisories

STAS-A01: Links to Non-HTML Documents

Description

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

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

On the 'Licensing' page there are two links to PDFs that do not contain their file size.

- [Guidance on how to make representations against premises licence applications \(PDF\)](#)
- [Timescales for determining licence applications \(PDF\)](#)

On the 'Forms' page there are links to PDFs that contain the file type but not the file size information.


Benefits

- [Register for a My Bills and Benefits account](#)
- [Apply for council tax reduction / housing benefit](#)
- [Report a change in circumstances](#)
- [Report a suspected fraud](#)
- [Verification of tenancy form HB33 \(PDF\)](#)
- [Self employed earnings and expenses form \(SE1\)](#)
- [Certificate of earnings form \(HB5\)](#)
- [Employer's certificate of non-dependant's earning form HB4 \(PDF\)](#)
- [Childcare details form HB3 \(PDF\)](#)
- [Discretionary housing payment form \(PDF\)](#)

On the 'Search results for the term 'PDF' page there are links to PDFs that contain the file type but not the file size information.

About 9,740 results (0.16 seconds)

[Animal Welfare Act 2006](#)




[www.warwickdc.gov.uk > downloads > animal_welfare_act_2006](http://www.warwickdc.gov.uk/downloads/animal_welfare_act_2006)

File Format: PDF/Adobe Acrobat

8 Nov 2006 ... Post-conviction powers. 32 Imprisonment or fine. 33 Deprivation. 34 Disqualification. 35 Seizure of animals in connection with ...

Labeled [warwick_do ...](#)

[Warwick District Council Local Plan Final Interim SA Report](#)



[www.warwickdc.gov.uk > download > downloads > sa03_-_final_...](http://www.warwickdc.gov.uk/download/downloads/sa03_-_final_...)

File Format: PDF/Adobe Acrobat

14 Jun 2013 ... 9AB9-3CB787890738/0/EA2WarwickLeamingtonandWhitnash.pdf [accessed May 2013] ...

3CB787890738/0/EA2WarwickLeamingtonandWhitnash.pdf.

Labeled [warwick_do ...](#)

User Comments

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

In addition, the information about the size of the document may determine the time it may take to upload, or the memory they have on their device.

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

Alan Sleat

Screen Reader Assessor

Example Occurrences

<https://www.warwickdc.gov.uk/info/20009/licensing>

https://www.warwickdc.gov.uk/info/20605/online_services/4/forms

https://www.warwickdc.gov.uk/site_search/results/?q=pdf#gsc.tab=0&gsc.q=pdf&gsc.page=1

Recommendation

1. Ensure links to non-HTML documents include file type and file size within the link text.
For example [Annual Report \(PDF, 87kb\)](#)

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

Our Vision:

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

Our Purpose is to:

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

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

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

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

A Company Limited by Guarantee. Registered Number 1744121
Registered Charity Number in England & Wales 287785
Registered Charity Number in Scotland SC039856

