



Central Digital
& Data Office



Cabinet Office

Date: 16 November 2021

Website: <https://beta.bathnes.gov.uk/>

Website accessibility regulations came into force on 23 September 2018. The regulations mean that public sector bodies now have a legal obligation to meet accessibility requirements for their websites.

To check how well the public sector are meeting the requirements, the Central Digital and Data Office (part of the Cabinet Office) has been monitoring a sample of public sector websites.

You've been sent this report because <https://beta.bathnes.gov.uk/> is one of the websites we've monitored. This document explains:

- which parts of your website we looked at
- how we checked the accessibility of those pages
- the accessibility issues found and how important they are
- what you need to do next to fix the issues

You can [read more about the web accessibility regulations](#).

How accessible the website is

We checked <https://beta.bathnes.gov.uk/> on 16 November 2021 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard: <https://www.w3.org/TR/WCAG21/>

Based on our testing, this site is partially compliant with WCAG 2.1 AA. This means there are some things which are not fully accessible.

How we checked

We use a mixture of simple manual checks and automated tests to find only the most common barriers to users with accessibility needs. We would expect your organisation to fully audit the website to find any other accessibility issues.

Manual checks included using each page without a mouse, viewing the page at different zoom settings, and simulating viewing the page on a small screen.

The automated tests were completed using the latest version of axe: <https://www.deque.com/axe/>

Tests were completed using different settings in the Google Chrome browser on Mac OSX with a 13 inch screen.

Pages we checked

Page Name	URL
Home	https://beta.bathnes.gov.uk/
Contact	https://beta.bathnes.gov.uk/contact-us
Accessibility	https://beta.bathnes.gov.uk/accessibility-statement
Coronavirus	https://beta.bathnes.gov.uk/coronavirus
What's on	https://beta.bathnes.gov.uk/whats-on
Compliment	https://www.bathnes.gov.uk/webforms/feedbackforms/feedback.html?Request=Compliment
Bath and North East Somerset Cabinet Wednesday, 10th November, 2021	https://democracy.bathnes.gov.uk/documents/g6062/Public%20minutes%2010th-Nov-2021%2018.30%20Cabinet.pdf?T=11

The issues we found

Only serious accessibility issues on the sample of pages we tested are listed in this report – these will cause problems for users with access needs when using your website. There are likely to be smaller errors which will make things more difficult for some users. You must carry out your own audit to find and fix issues on other pages.

Issues

The following errors were found.

Issue and description	Where the issue was found
<p>WCAG 2.1.1 Keyboard</p> <p>Users should be able to use a keyboard to access all content and functionality of a web page. This means the page can be used by people with no vision as well as people who use alternative keyboards or input devices that act as a keyboard.</p>	<p>Coronavirus, Home, What's on</p> <ul style="list-style-type: none"> The 'Hide this message' button does not function when selected using the keyboard <p>This is on all webpages</p> <ul style="list-style-type: none"> 'View the latest Covid case information' link cannot be accessed using the keyboard
<p>WCAG 1.4.3 Contrast (Minimum)</p> <p>Poor colour contrast makes it difficult for someone with sight loss to see the content properly. If there is a big difference between the background and foreground colours it should be much easier to see the difference between them.</p>	<p>This is on all webpages</p> <ul style="list-style-type: none"> Poor colour contrast when the keyboard highlights Feedback button at the top of the webpage. <p>Home</p> <ul style="list-style-type: none"> Poor colour contrast when the keyboard highlights the buttons: Report it and Pay for it

	<ul style="list-style-type: none"> • There is poor colour contrast when using the mouse to highlight links under Services • There is poor colour contrast when using the mouse to highlight links under News and Events • This refers to the white text on an orange background for Getting around in B&NES <p>Customer feedback</p> <ul style="list-style-type: none"> • There is poor colour contrast for text on a blue background at the top of the webpage. This is both white text on pale blue background, and when the keyboard focus is on them. • Prev and Next buttons have white text and do not have sufficient colour contrast • There is poor colour contrast on the footer banner when using the keyboard. This includes Accessibility and Contact us. <p>What's On</p> <ul style="list-style-type: none"> • All titles have poor colour contrast when hovered over with the mouse <p>Coronavirus</p> <ul style="list-style-type: none"> • There is poor colour contrast on View our latest case numbers when highlighted on using the keyboard
<p>WCAG 2.4.7 Focus visible A visible focus helps users know which element has keyboard focus and where they are on the page.</p> <p>When an element gets focus there should be a visible border around it. Highlighting the element that has keyboard focus or is hovered over can provide information like whether the element is interactive or the scope of that element.</p> <p>Operating systems have a native indication</p>	<p>Home</p> <ul style="list-style-type: none"> • The focus is not clear on links under 'Services' • Focus on News and Events links are not clear when using the keyboard <p>What's on</p> <ul style="list-style-type: none"> • Focus is not clear on links under What's on <p>Coronavirus</p>

<p>of focus, which is available in many browsers. The default display of the focus indicator is not always highly visible and may even be difficult to see especially on coloured backgrounds.</p>	<ul style="list-style-type: none"> • Focus is not clear on green buttons within the pop up box ‘What are you looking for?’
<p>WCAG 1.3.1 Info and Relationships, 4.1.2 Name, Role, Value Form elements must have labels</p> <p>WCAG 4.1.2 Name, Role, Value Select element must have an accessible name</p> <p>Form labels help assistive technologies to understand what input is expected in a form field. Adding a label reduces confusion and enlarges the clickable area which helps users with limited motor control.</p> <p>Labels should be used for inputs such as:</p> <ul style="list-style-type: none"> • Text entry fields • Radio buttons • Checkboxes • Select menus 	<p>Accessibility, Contact us, Coronavirus, Home</p> <ul style="list-style-type: none"> • This refers to the search bar. Element location; #edit-keys <p>Customer Feedback</p> <ul style="list-style-type: none"> • This refers to the dropdown box under ‘Title’. <p>Whats On</p> <ul style="list-style-type: none"> • This refers to the block of content across ‘Whats on’ title. Element location; #edit-keys
<p>WCAG 2.4.4 Link Purpose (In Context), 4.1.2 Name, Role, Value Links must have discernible text. All link names should be accessible by a screen reader and be descriptive enough to tell a user where that link will take them. Common issues include:</p> <ul style="list-style-type: none"> • the inner link text not being visible • duplicate link labels • the link not being focusable <p>All links should receive focus and link text should not be hidden as this will stop a screen reader from relaying the link information.</p>	<p>This is on all webpages</p> <ul style="list-style-type: none"> • This refers to all social media icons at the bottom of the webpage, including; Facebook, Twitter, Youtube and Instagram.
<p>WCAG 4.1.1 Parsing IDs used in ARIA and labels must be unique</p> <p>Using unique IDs helps to identify each element and can prevent invalid markup. When the same value has been used for two or more ID attributes or labels, assistive technologies may skip over the</p>	<p>What’s On</p> <ul style="list-style-type: none"> • This refers to all content across the webpage. Element location; .cc-color-override-294089269 > .cc-message <ul style="list-style-type: none"> ◦ To solve this issue, you need to fix the following: Document has multiple elements referenced with ARIA with the same id attribute: cookieconsent:desc

<p>second instance or be unable to recognise a difference between the two elements causing misinterpretations of content or functionality for users.</p>	<ul style="list-style-type: none"> ▪ Related node: .cc-color-override--1740185294 > .cc-message <p>Contact us</p> <ul style="list-style-type: none"> • This refers to the Find our offices title and content underneath. To solve this issue, you need to fix the following: <ul style="list-style-type: none"> ◦ Document has multiple elements referenced with ARIA with the same id attribute: accordion-default-content-2
<p><u>WCAG 4.1.2 Name, Role, Value</u> Buttons must have discernible text</p> <p>All buttons must have a descriptive accessible name so that screen reader users can understand the destination, purpose, function, or action of the button.</p> <p>If an image is used as a button, screen readers may not understand the use without a clear and accessible name. The title of an active image may not give enough information. Unnamed active images will have no details of the destination, purpose or action.</p>	<p>Coronavirus</p> <ul style="list-style-type: none"> • This refers to the arrow on the black pop up box. Element location; ._hj-OO1S1__styles__openStateToggle
<p><u>WCAG 4.1.2 Name, Role, Value</u> ARIA attributes must conform to valid values</p> <p>Incorrect use of ARIA attributes can cause conflicts with semantic HTML elements which may cause errors in assistive technology and make accessibility worse for a user. ARIA defines which attributes are allowed and where.</p> <p>ARIA attributes can cause issues where</p> <ul style="list-style-type: none"> • an invalid attribute or attribute value is used • attribute names or values are spelt 	<p>Contact us</p> <ul style="list-style-type: none"> • This refers to the 'Follow us on Social Media link'. To solve this issue, you need to fix the following: Invalid ARIA attribute value: aria-controls="accordion-default-content-6"

<p>incorrectly</p> <ul style="list-style-type: none"> • an invalid role has been assigned • an attribute is missing when it is required 	
<p>WCAG 3.1.1 Language of Page Assistive technologies are more accurate when a document has a specified language. For example, knowing the language means screen readers can accurately convert text to speech with the correct pronunciation and visual browsers can display the correct characters. This allows users to understand content better.</p>	<p>This refers to the PDF document.</p>

Accessibility statement

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

An accessibility statement for the website was found but

- accessibility issues were found during the test that were not included in the statement
- mandatory wording is missing
- we require more information covering the disproportionate burden claim
- is out of date and needs to be reviewed

More information about accessibility statements can be found at:

<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>

A sample statement can be found at:

<https://www.gov.uk/government/publications/sample-accessibility-statement>

What to do next

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

You should fix the issues that were found and do your own accessibility audit to check for issues that go beyond the scope of simple accessibility testing.

You need to review your accessibility statement to cover the issues found in this report, including ones related to your accessibility statement, and any other accessibility issues found during your own site audit.

A disproportionate burden assessment must have been completed before adding this section to your accessibility statement. You need to send evidence of the assessment to us for review.

Enforcement

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

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

The enforcement process can be found at

<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#how-the-accessibility-regulations-will-be-monitored-and-enforced>

Contact and more information

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

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

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

Further information on guidance and tools for digital accessibility can be found at: <https://www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility>

Help with accessibility auditing and publishing an accessibility statement can be found at <https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement>