

Web Accessibility Audit

Devon Partnership Trust

Created by Optix Solutions | September 2020

Overview

This document summarises findings, breaches and advisory actions based on the UK government's Web Content Accessibility Guidelines (WCAG 2.1) for the following website:

www.dpt.nhs.uk

You can find out more about the WCAG 2.1 guidelines here:

<https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag>

The WCAG guidelines themselves can be found here:

<https://www.w3.org/TR/WCAG21/>

For the purposes of this audit we will be using and referring to the quick reference guide provided for auditors and developers here:

<https://www.w3.org/WAI/WCAG21/quickref/>

There are three levels of accessibility standards, **A** (lowest), **AA** (minimum required by UK government) and **AAA** (Highest accessibility standards). This audit will address A and AA accessibility issues and recommendations in line with minimum UK standards. This audit will not review AAA accessibility guidelines or provide recommendations to achieve AAA status.

The guidelines themselves are broken down into four principles aimed at determining if the site is Perceivable, Operable, Understandable and Robust. The WCAG itself breaks its checklist down along these lines and this audit will follow that approach.

Each "Principle" has guidelines, all of which are referenced and commented upon in this audit (these are labelled as 1.1, 1.2 etc.).

All guidelines have one or more points of compliance. We do not list all points of compliance in this report, instead only mentioning specific points if they are in need of addressing.

Audited Content

As per government advice (see: <https://www.gov.uk/service-manual/helping-people-to-use-your-service/getting-an-accessibility-audit>) It's not usually feasible to audit the whole service.

It is recommended to focus on:

- getting a representative sample of your page templates and content types tested
- any key interactive features
- your most common or important user journeys
- any particularly problematic areas you've seen in testing

Inline with this advice we have selected the following areas/samples of **www.dpt.nhs.uk** to be subject to this Audit:

Homepage:

<https://www.dpt.nhs.uk/>

Plain text page (including resource links):

<https://www.dpt.nhs.uk/our-services/adult-autism-and-adhd/what-is-autism>

Listings Pages:

<https://www.dpt.nhs.uk/our-services>

Resources download:

<https://www.dpt.nhs.uk/resources/carers-and-families/advice-for-carers-during-the-coronavirus-pandemic>

Services Page:

<https://www.dpt.nhs.uk/our-services/adult-autism-and-adhd>

Locations:

<https://www.dpt.nhs.uk/locations>

in-site video:

<https://www.dpt.nhs.uk/our-services/eating-disorders/stories>

Principle 1 – Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

1.1 Text Alternatives

Guidelines under this section refer to information delivered in a format other than text (for example a graph).

Audit Outcome: **Fail**

Notes:

The homepage specifically has the potential to breach guidelines based on the way the slider is used. We would recommend reconsidering the value brought by sliders, what they are/will be used for and potentially adjusting the homepage to retire sliders in favour of simpler solutions.

There are instances of decorative images with no ALT attribute.

Recommended Action	Owner
Ensure slider text has alt-text (homepage). Furthermore, consider if slider content adds any benefit to pages – sliders have the potential to breach guidelines depending on their content. For example, if they contain words/convey information that's not available elsewhere. They also have no way to pause being time-based if they did hold such information.	Development
Ensure decorative images more generally have the alt="" (null) text feature (homepage, service landing pages). See: https://www.w3.org/WAI/WCAG21/Techniques/failures/F38.html	Development

1.2 Time Based Media

Guidelines under this section refer to media such as video and audio accessibility

Audit Outcome: **Fail**

Notes:

We have multiple videos on the site that convey information without a text alternative. Although the videos on pages reviewed are largely complimentary content (i.e. don't explain how to access services, just a testimonial to them) the guidelines make no allowance for this – all video is subject to the same guidelines.

Videos viewed could access closed captions via Youtube.

To achieve full compliance would require the following actions

Recommended Action	Owner
All video content must be displayed with a text alternative conveying the same information or must contain a link to a page with a text alternative	Client/Development

conveying the same information – it is advisory that this is a video transcript.

The site will have multiple videos so we would recommend a full audit of site pages to identify which will require these updates and then implement them. Development may be needed for some implementations.

1.3 Adaptable

Can content be presented/understood in alternative, accessible layouts (where required) without losing information or structure.

Audit Outcome: Fail

Notes:

We use semantic structure to make relationships conveyed through presentation programmatically determinable – such as making text bold via the tag or using header tags.

The site can be used with any display orientation (landscape as in desktop, or portrait as in mobile).

To achieve full compliance would require the following actions:

Recommended Action

Owner

Advisory Action: Use the <nav> element to group navigation links in header and footer (see: <https://www.w3.org/WAI/WCAG21/Techniques/html/H97.html>)

Development

Pages have been found that allow video to play, but how to operate the video is only indicated via an icon, no accompanying text or label identifies how to operate the video. Adding simple instructions near or around the video will meet this guideline.

Design, Development or Client Content.

<https://www.dpt.nhs.uk/our-services/eating-disorders/stories>

<https://www.dpt.nhs.uk/our-services/adult-autism-and-adhd>

1.4 Distinguishable

Is content easy to see or hear, and can background be easily separated from foreground

Audit Outcome: Fail

Notes:

Although there are areas of the site that do not meet minimum contrast ratio for text, it is an acceptable solution to provide tools that allow contrast to be adjusted, which this site does. We also provide tools to resize text, amend spacing etc. all of which are mentioned in the guidelines.

Recommended Action

Owner

The blue-background icon on service pages does not provide sufficient contrast <https://www.dpt.nhs.uk/our-services>

Design/Client/Development

The site requires a mechanism for dismissing the drop-down menu without moving the pointer (mouse). For example being able to dismiss the menu by pressing "escape" on keyboard focus:

<https://www.w3.org/WAI/WCAG21/Understanding/content-on-hover-or-focus.html#dfn-mechanism>

Development

Principle 2 – Operable

User interface components and navigation must be operable.

2.1 Keyboard Accessible

Is all functionality available from a keyboard?

Audit Outcome: **Fail**

Notes:

Although elements have been identified that fail the accessibility criteria, it is possible to navigate the site and interact with on page elements including downloading documents, playing videos and using the locations map.

Navigation however would be significantly improved by adding alt titles to page links featured in buttons, and images. Accessibility tools are able to read these titles and help users navigate the site. Buttons also require bolder highlighting when focused on to help users identify where the keyboard is pointing to.

To achieve full compliance would require the following actions

Recommended Action	Owner
Fix element event handlers that are point device specific. For example, the main menu at the top of the page. Accessing the 'Our Services' sub-menu requires a mouse point, a function that can't be replicated on a keyboard.	Development
Remove scripts that change focus when focus is received. Content such as images within carousels receive focus when the content is accessed by keyboard then have this focus removed by script which moves image onto the next in the carousel.	Development
Add script to buttons on page that are emulating links. For example, the Accessibility button that tracks the page can't be focused on by the keyboard. Guidance on fix: https://www.w3.org/WAI/WCAG21/Techniques/failures/F42.html	Development

2.2 Enough Time

Does the site provide enough time to read and use content?

Audit Outcome: **Fail**

Notes:

To achieve full compliance we would recommend the following actions:

Recommended Action

Owner

Users are unable to pause the sliding action of the homepage sliders. Sliders should either allow a pausing of content or be removed.

Development

Note: the non-essential nature of the content could lead this to be considered advisory but in the absence of absolute clarity it has been flagged as a fail.

2.3 Seizures and Physical Reactions

Ensuring content is not designed in a way that is known to cause seizures or physical reactions

Audit Outcome: **Pass**

Notes:

We have found no flashing or blinking content that would require assessment on the site in our samples/checks and can't see any indication of such content existing on the site.

Optional Advisory Action: Check all web pages do not contain anything that flashes more than three times in any one second period

2.4 Navigable

Does the site provide ways to help users navigate, find content, and determine where they are?

Audit Outcome: **Fail**

Notes:

Page structure uses heading tags to allow blocks of content to be skipped past.

Warning: The site has links on page, as well as using breadcrumbs, fulfilling guideline check 2.4.5 to allow "multiple ways" to content. It has been noticed however that sometime menus or fixed links (in the header or sidebar) can change in what could be considered an unexpected way. Although we can argue this guideline is fulfilled, this behaviour could cause confusion to users.

There are some failures around keyboard focus. To achieve full compliance would require the following actions:

Recommended Action

Owner

buttons do not show when they have focus as part of keyboard navigation – i.e. a clear, contrasting boarder, like other on-page elements.

Development

The services listing page does not have a clear title explaining its purpose.

Development

2.5 Input Modalities

Does the website make it easy for users to operate functionality through various inputs beyond keyboard.

Audit Outcome: **Fail**

Notes:

There is no complex input functionality required to operate the site. Basic input functionality (i.e. clicking a button) confirms to guideline requirements. One area of the site does require an action

Recommended Action	Owner
The search bar “magnifying glass” icon requires an accessible name: https://www.w3.org/WAI/WCAG21/Techniques/general/G208.html	Development

Principle 3 – Understandable

Information and the operation of the user interface must be understandable.

3.1 Readable

Is text clear and understandable

Audit Outcome: **Fail**

Notes:

A missing lang tag flags this as a failure but is easily corrected.

Advisory: I couldn't find areas of the site in any languages other than English (excluding PDFs) but there are guidelines about how to label such content. If any such content does exist, please highlight to Optix for a further review and recommendation.

To achieve full compliance would require the following actions:

Recommended Action	Owner
Site should use lang tags to allow programmatic determination of language: <html lang="en">	Development

3.2 predictable

Make web pages appear and operate in predictable ways

Audit Outcome: **Advisory**

Notes:

One important advisory note added. Trying to address this may be too complex for the site in its current form – but should be noted.

Recommended Action	Owner
There are times when the top or sidebar menu change in a way that could be considered unexpected – for example when selecting “your feedback” from this page’s sidebar: https://www.dpt.nhs.uk/our-services/adult-autism-and-adhd/what-is-autism	Design/Development

the order of content is not changed, sidebars are consistent within themselves, so this could qualify as a pass for the guideline, but the UX might be considered questionable.

3.3 Input Assistance

Help user avoid and correct mistakes on areas such as forms, or areas of user input bar search fields.

Audit Outcome: **Pass**

Notes:

The current DPT site does not have forms and there are no areas of the site where users might be required to correct mistakes.

Principle 4 – Robust

Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.

4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

Audit Outcome: **Fail**

Notes:

Parsing errors have been identified and will need investigation. User input components (of which there are not many – i.e. the search) conform to guidelines.

To achieve full compliance would require the following actions

Recommended Action

Owner

In accordance with guideline 4.1.1 web pages must validate against formal specifications. Information for development can be found here:

<https://www.w3.org/WAI/WCAG21/Techniques/general/G134.html>

Validation was run using the recommended tool here:

<https://validator.w3.org/>

the following tested pages were tested flagged errors to be investigated:

<https://www.dpt.nhs.uk/>

<https://www.dpt.nhs.uk/our-services/adult-autism-and-adhd/what-is-autism>

<https://www.dpt.nhs.uk/our-services>

<https://www.dpt.nhs.uk/resources/carers-and-families/advice-for-carers-during-the-coronavirus-pandemic>

<https://www.dpt.nhs.uk/our-services/adult-autism-and-adhd>

<https://www.dpt.nhs.uk/locations>

Additional Notes

Although not something covered by the accessibility guidelines it should be noted that the current DPT site is an older site built in PHP 5, a version of PHP which is now “end of life” and so no longer receives support:

<https://www.php.net/supported-versions.php>

Being a much older version (5) rather than the incremental versions used today (7.3/7.4) updating to the newest version is likely to cause functionality issues with the site and therefore could incur costs or usability issues to update.

Our advice would be to consider the current DPT site will be entering end of life itself and consider a target date or plan of action for its replacement over the next year or two.