



Digital Accessibility Centre

Accessibility Audit Report

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Disclosure

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Document Control

Web site:	https://www.nao.org.uk/
Client:	NAO
Project lead:	James O’Kane
User Testing lead/support:	Adam Florence
Technical Auditing Report Author:	James O’Kane
Quality checked by:	Cath Roberts
Address:	Digital Accessibility Centre Stephen Lloyd Suite (Unit 18) D’arcy Business Park Llandarcy Neath SA10 6FG
Contact details:	Gavin.evans@digitalaccessibilitycentre.org 079366 85804 Cam.nicholl@digitalaccessibilitycentre.org 07597 690358
Phone:	01792 815267
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Contents

Digital Accessibility Centre.....	1
Accessibility Audit Report	1
Document Control.....	2
Contents.....	3
Executive Summary.....	7
Audit Summary	8
Scope.....	10
Browser matrix and Assistive Technology (AT) combinations.....	10
Summary Graphs.....	12
Audit Results	15
Missing Title Attribute (A).....	15
Issue ID: DAC_Missing_Title_Attribute_Issue1	15
Issue ID: DAC_Missing_Title_Attribute_Issue2	16
Issue ID: DAC_Missing_Title_Attribute_Issue3	17
Unlabelled Form Fields (A).....	19
Issue ID: DAC_Unlabelled_Form_Fields_Issue1	19
Issue ID: DAC_Unlabelled_Form_Fields_Issue2	20
Issue ID: DAC_Unlabelled_Form_Fields_Issue3	22
Duplicate ID's (A).....	24
Issue ID: DAC_Duplicate_ID's_Issue1	24
Issue ID: DAC_Duplicate_ID's_Issue2	25
Form Field Values (A)	26
Issue ID: DAC_Form_Field_Values_Issue1.....	26
Non-Discernible Link Text (A)	28
Issue ID: DAC_Non_Discernible_Link_Text_Issue1	28
Issue ID: DAC_Non_Discernible_Link_Text_Issue2	29
Issue ID: DAC_Non_Discernible_Link_Text_Issue3	30
Keyboard Access (A).....	32
Issue ID: DAC_Keyboard_Access_Issue1	32
Issue ID: DAC_Keyboard_Access_Issue2	33
Issue ID: DAC_Keyboard_Access_Issue3	33
Issue ID: DAC_Keyboard_Access_Issue4	34
Issue ID: DAC_Keyboard_Access_Issue5	35
Custom Elements (A)	36
Issue ID: DAC_Custom_Elements_Issue1	36
Issue ID: DAC_Custom_Elements_Issue2	37
Illogical Tab Order (A)	39
Issue ID: DAC_Illogical_Tab_Order_Issue1.....	39



Issue ID: DAC_Illogical_Tab_Order_Issue2	40
Issue ID: DAC_Illogical_Tab_Order_Issue3	41
Non-Descriptive Links in Context (A)	42
Issue ID: DAC_Non-Descriptive_Links_in_Context_Issue1	42
Issue ID: DAC_Non-Descriptive_Links_in_Context_Issue2	43
Issue ID: DAC_Non-Descriptive_Links_in_Context_Issue3	44
Modal Focus (A)	45
Issue ID: DAC_Modal_Focus_Issue1	45
Issue ID: DAC_Modal_Focus_Issue2	46
Text Alternative (A)	48
Issue ID: DAC_Missing_Image_Alt_Issue1	48
Links to Non-HTML Documents (A)	50
Issue ID: DAC_Links_to_Non-HTML_Documents_Issue1	50
Missing Level 1 Heading (A)	53
Issue ID: DAC_Missing_Level_1_Heading_Issue1	53
Missing Image Alt (A)	55
Issue ID: DAC_Missing_Image_Alt_Issue1	55
Issue ID: DAC_Missing_Image_Alt_Issue2	56
No Heading Structure (A)	57
Issue ID: DAC_No_Heading_Structure_Issue1	57
Information Conveyed by Colour Alone (A)	58
Issue ID: DAC_Information_Conveyed_by_Colour_Alone_Issue1	58
Issue ID: DAC_Information_Conveyed_by_Colour_Alone_Issue2	59
Non-Descriptive Image Links (A)	61
Issue ID: DAC_Non-Descriptive_Image_Links_Issue1	61
Status message (AA)	63
Issue ID: DAC_Status_Message_Issue1	63
Missing Visible Focus Indicator (AA)	65
Issue ID: DAC_Missing_Visible_Focus_Indicator_Issue1	65
Relative Sizing (AA)	67
Issue ID: DAC_Relative_Sizing_Issue1	67
Reflow (AA)	69
Issue ID: DAC_Reflow_Issue1	69
Issue ID: DAC_Reflow_Issue2	70
Issue ID: DAC_Reflow_Issue3	71
Issue ID: DAC_Reflow_Issue4	72
Images of Text (AA)	73
Issue ID: DAC_Images_of_Text_Issue1	73
Issue ID: DAC_Images_of_Text_Issue2	74
Issue ID: DAC_Images_of_Text_Issue3	75
Issue ID: DAC_Images_of_Text_Issue4	75



Low Colour Contrast (AA)	78
Issue ID: DAC_Low_Colour_Contrast_Issue1	78
Issue ID: DAC_Low_Colour_Contrast_Issue2	79
Issue ID: DAC_Low_Colour_Contrast_Issue3	79
Issue ID: DAC_Low_Colour_Contrast_Issue4	80
Issue ID: DAC_Low_Colour_Contrast_Issue5	81
Issue ID: DAC_Low_Colour_Contrast_Issue6	82
Issue ID: DAC_Low_Colour_Contrast_Issue7	83
Issue ID: DAC_Low_Colour_Contrast_Issue8	84
Issue ID: DAC_Low_Colour_Contrast_Issue9	85
Issue ID: DAC_Low_Colour_Contrast_Issue10	86
Issue ID: DAC_Low_Colour_Contrast_Issue11	87
Issue ID: DAC_Low_Colour_Contrast_Issue12	88
Low Non-Text Contrast (AA)	91
Issue ID: DAC_Low_Non-Text_Contrast_Issue1	91
Overlapping Page Content (AA)	93
Issue ID: DAC_Overlapping_Page_Content_Issue1	93
Zoom Disabled (AA)	94
Issue ID: DAC_Zoom_Disabled_Issue1	94
Text Cannot be Resized (AA)	95
Issue ID: DAC_Text_Cannot_be_Resized_Issue1	95
Links New Window (AAA)	97
Issue ID: DAC_Links_New_Window_Issue1	97
Target Size (AAA)	99
Issue ID: DAC_Target_Size_Issue1	99
Semantically Incorrect Headings (AAA)	100
Issue ID: DAC_Semantically_Incorrect_Headings_Issue1	100
Issue ID: DAC_Semantically_Incorrect_Headings_Issue2	101
Issue ID: DAC_Semantically_Incorrect_Headings_Issue3	101
Non-Descriptive Links out of Context (AAA)	103
Issue ID: DAC_Non-Descriptive_Links_out_of_Context_Issue1	103
Issue ID: DAC_Non-Descriptive_Links_out_of_Context_Issue2	103
Sign Language Interpretation (AAA)	105
Issue ID: DAC_Sign_Language_Interpretation_Issue1	105
Issue ID: DAC_Sign_Language_Interpretation_Issue2	106
Readability Statistics (AAA)	108
Issue ID: DAC_Readability_Statistics_Issue1	108
Issue ID: DAC_Readability_Statistics_Issue2	108
Issue ID: DAC_Readability_Statistics_Issue3	109
Unexpanded Acronyms (AAA)	111
Issue ID: DAC_Unexpanded_Acronyms_Issue1	111



EPUB Documents Compatibility (Usability)	112
Issue ID: DAC_EPUB_Documents_Compatibility_Issue1	112
End of Report	114
Appendix I	115
Journey 1: Webpages to be tested	115
Journey 2: PDF's	115
Journey 3: Career pages.....	115
Appendix II	116
Classification of Accessibility Issues.....	116
Appendix III	137
The Process	137
CRITERIA	137
Pass	137
Fail	137
Not Applicable.....	137
DAC Testing Procedure	138
User Testing	138
Technical Auditing.....	138



Executive Summary

An accessibility audit for the National Audit Office website was carried out by the Digital Accessibility Centre (DAC) user/technical team on the 18th February 2019. This document incorporates the findings regarding any accessibility barriers identified during the process.

A high number of accessibility issues were reported by both our automated testing tools and manual user testing team. Many of the access issues reported were found to affect the majority of user groups but most specifically the vision and mobility impaired. For example, a number of custom elements were reported that were found to be inaccessible to assistive technologies including screen reader, voice activation software and standard keyboard commands. Some page elements either did not contain discernible text or were not descriptive enough for users to determine their function or purpose. As a result of this some users were unable to confidently interact with those page elements independently.

In addition to this, multiple instances of important information had been conveyed in a way that was not accessible to people with visual impairments. For example, the interactive tables and graphs displayed under 'A snapshot of UK finances' presented text in a way that was not adjustable. This meant that users who required text presented in a particular format were unable to do so. Other instances conveyed information in a way that was not accessible to people who cannot perceive colour.

Some of the colour combinations found on the site are low contrast and are likely to be difficult for people with low vision to read. Developers must take care to ensure that colour contrast meets the minimum requirements. If the standard scheme does not meet the minimum requirements, then an alternative colour scheme that does meet the requirements should be made available.

Usability comments have been provided by our manual user testing team. These can be found near the end of the report and describe various aspects of the website that, although do not fail to meet the success criteria, could be improved to benefit the overall user experience.



Audit Summary

In order for the site to be eligible for a Digital Accessibility Centre certification, and fall in line with WCAG 2.1 requirements, improvements need to be made in the following areas.

Below shows a list of the problematic areas of concern categorised by priority:



High Priority

- [Missing Title Attribute](#)
- [Unlabelled Form Fields](#)
- [Duplicate ID's](#)
- [Form Field Values](#)
- [Non-Discernible Link Text](#)
- [Keyboard Access](#)
- [Custom Elements](#)
- [Illogical Tab Order](#)
- [Non-Descriptive Links in Context](#)
- [Modal Focus](#)
- [Text Alternative](#)
- [Links to Non-HTML Documents](#)
- [Missing Level 1 Headings](#)
- [Missing Image Alt](#)
- [No Heading Structure](#)
- [Information Conveyed by Colour Alone](#)
- [Non-Descriptive Image Links](#)



Medium Priority

- [Status message](#)
- [Missing Visible Focus Indicator](#)
- [Relative Sizing](#)
- [Reflow](#)
- [Images of Text](#)
- [Low Colour Contrast](#)
- [Low Non-Text Contrast](#)
- [Overlapping Page Content](#)



[Zoom Disabled](#)
[Text Cannot be Resized](#)



Low Priority

[Links New Window](#)
[Target Size](#)
[Semantically Incorrect Headings](#)
[Non-Descriptive Links out of Context](#)
[Sign Language Interpretation](#)
[Readability Statistics](#)
[Unexpanded Acronyms](#)



Scope

Exact Task and/or URLs are listed below along with the specific browser and AT set.

See [Appendix I](#) for a full list of tasks and instructions

IMPORTANT: The Homepage is out of scope until further notice because this is scheduled to be updated later in the year!

Browser matrix and Assistive Technology (AT) combinations

Desktop

User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	Windows	IE11	Jaws 16
			Firefox	NVDA
Mobility (iii)	VA	Windows	IE11	Dragon Voice Activation
Mobility (iii)	KO	Windows	Chrome	Keyboard
			IE11	Keyboard
Deaf (i)	D	Windows	Firefox	-
Colour blind (ii)	CB	Windows	Chrome	System inverted colours
Dyslexia (ii)	DX	Windows	Chrome	-
Low Vision	LV	Windows	IE11	Screen Magnification
Asperger's (i)	A	Windows	Firefox	-
Cognitive Impaired/ Panic/Anxiety	Cog	Windows 10	IE11	-



Mobile/Tablet

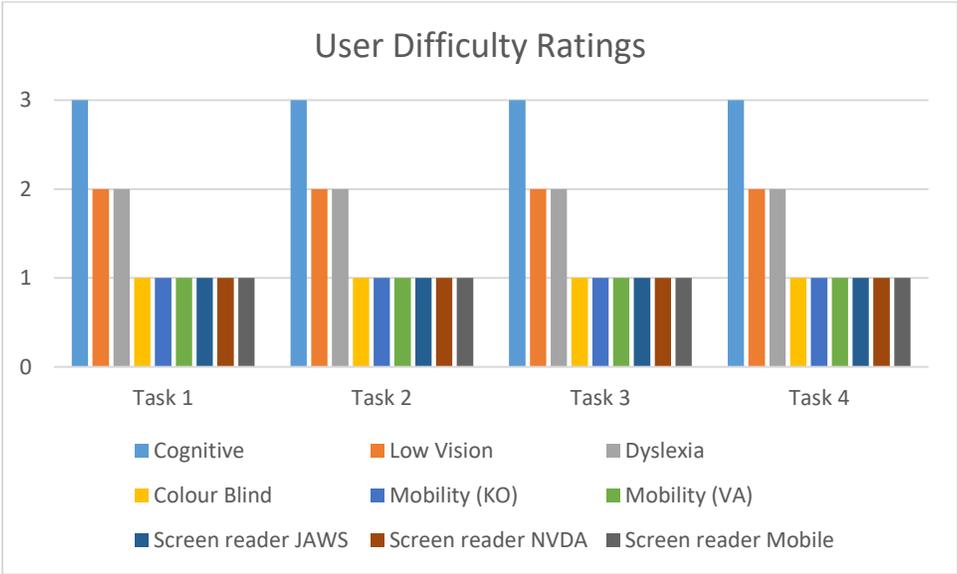
User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	iOS	Safari	VoiceOver
		Android	Firefox	Talkback
Mobility	KO	iOS	Safari	-
Mobility	KO	Android	Android Browser	-
Deaf	D	Android/iOS	Android browser/safari	
Colour blind/Dyslexia	CB/DX	Android/iOS	Android browser/safari	System inverted colours/colour blind checks
Low Vision	LV	Android/iOS	Android browser/safari	Screen Magnification/Resizing content



Summary Graphs

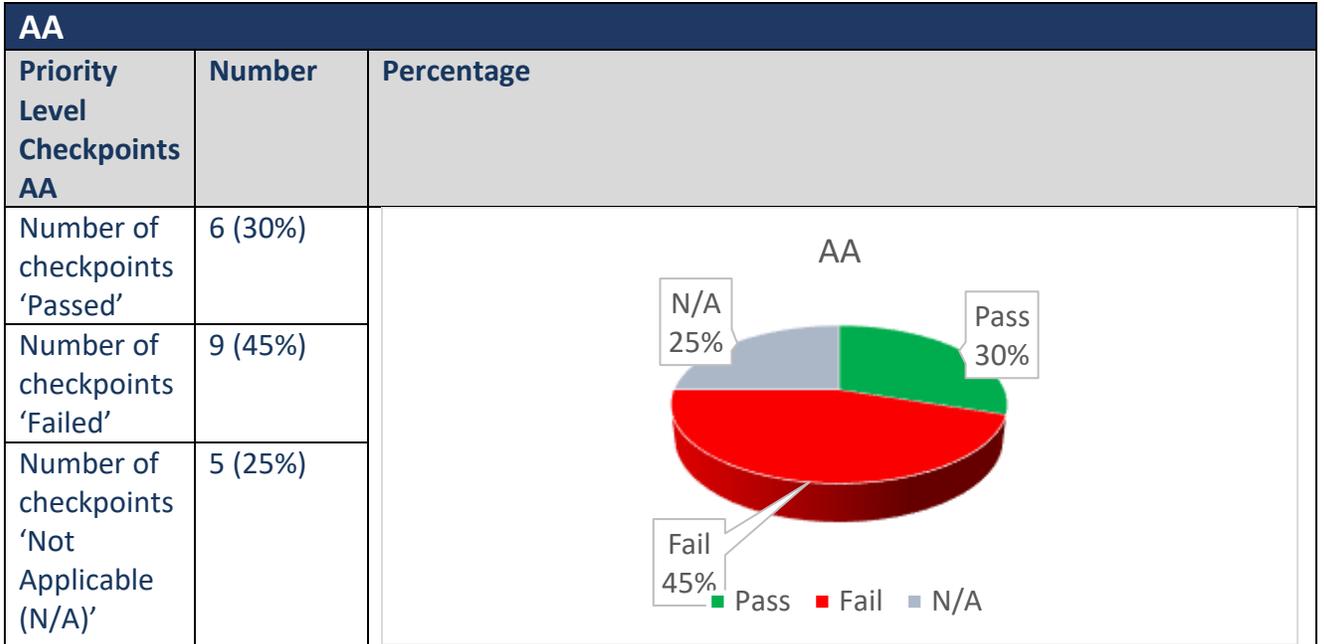
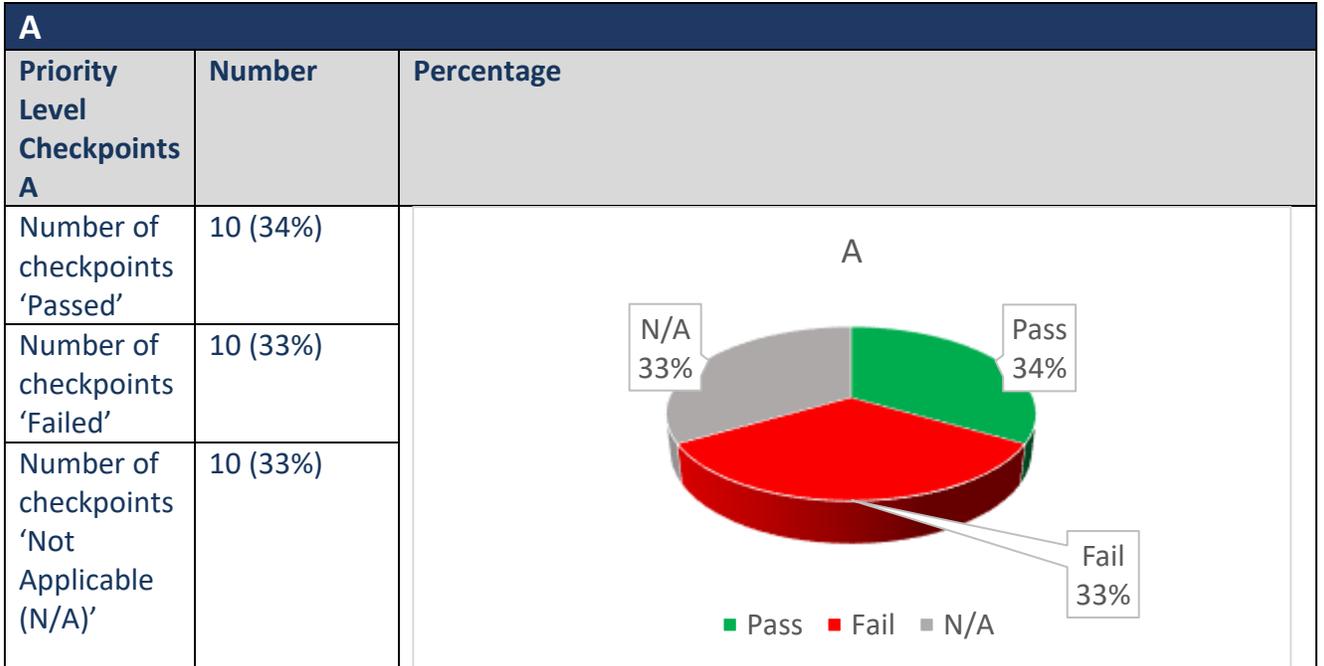
Our analysts provided their overall feedback on the service. This was rated from 1 – could not complete to 5 – Good user experience.

Key:	
Could not complete on my own	1
Completed independently but with issues	2
Good user experience	3



The graph below details the number of checkpoints that passed, failed or were not applicable to the service.

Please refer to the [Classification of Accessibility Issues](#) for more information.



AAA										
Priority Level Checkpoints AAA	Number	Percentage								
Number of checkpoints 'Passed'	2 (7%)	<p>A 3D pie chart titled 'AAA' showing the distribution of checkpoint results. The chart is divided into three segments: a small green segment for 'Pass' (7%), a larger red segment for 'Fail' (39%), and a large grey segment for 'N/A' (54%). A legend below the chart identifies the colors: green for Pass, red for Fail, and grey for N/A.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Pass</td> <td>7%</td> </tr> <tr> <td>Fail</td> <td>39%</td> </tr> <tr> <td>N/A</td> <td>54%</td> </tr> </tbody> </table>	Category	Percentage	Pass	7%	Fail	39%	N/A	54%
Category	Percentage									
Pass	7%									
Fail	39%									
N/A	54%									
Number of checkpoints 'Failed'	11 (39%)									
Number of checkpoints 'Not Applicable (N/A)'	15 (54%)									



Audit Results

These are the results of the Digital Accessibility Centre accessibility audit by section.

Each area contains a reference to the WCAG success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.

Missing Title Attribute (A)

Titles attributes are not available to help users identify the general purpose and content of a page or frame.

WCAG Reference:

2.4.1 Bypass Blocks

[Understanding Bypass Blocks](#) | [How to Meet Bypass Blocks](#)

(Level A)

4.1.2 Name, Role, Value

[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)

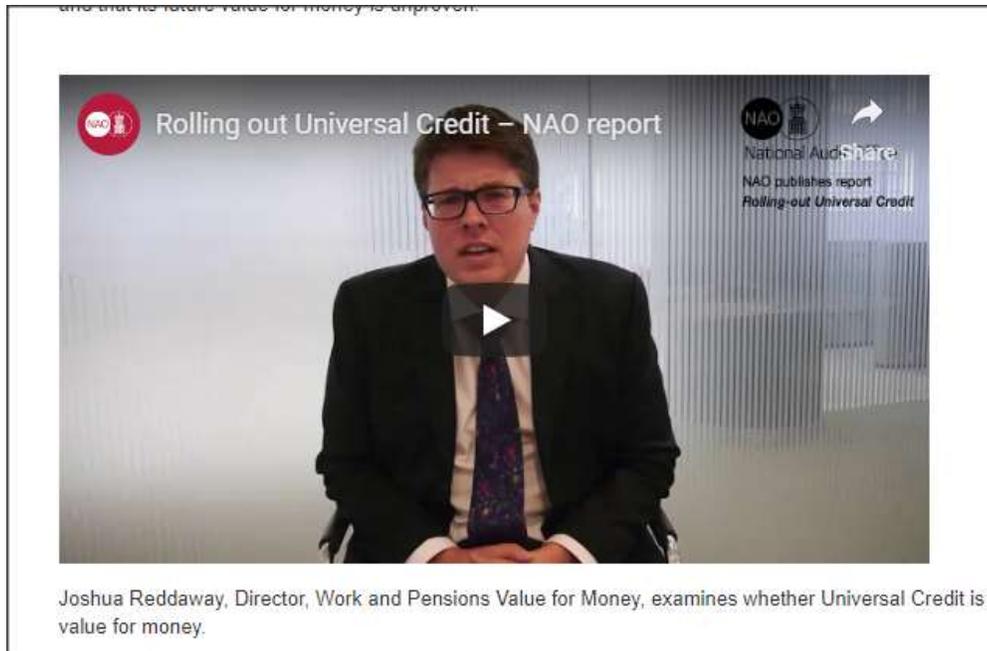
(Level A)

Issue ID: DAC_Missing_Title_Attribute_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:





The embedded YouTube 'Rolling out Universal Credit – NAO report' player is contained within an <iframe> element that does not contain a non-empty title attribute that describes its content.

Code Ref(s):

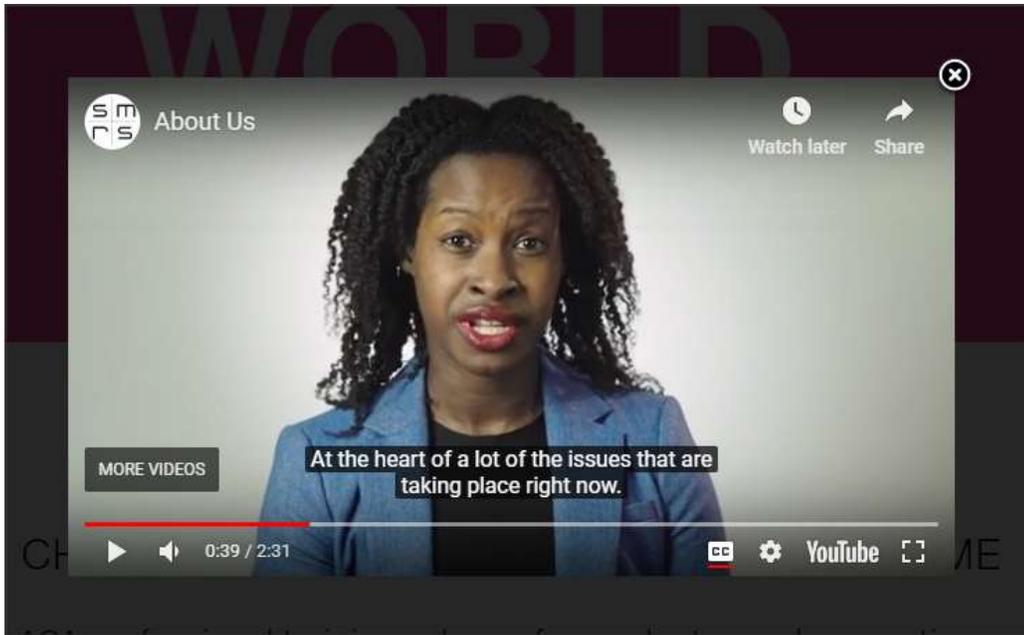
```
<iframe src="https://www.youtube-nocookie.com/embed/qE2fpNSrrpc" width="560" height="315" frameborder="0" allowfullscreen="allowfullscreen" nuan_newframe="true"></iframe>
```

Issue ID: DAC_Missing_Title_Attribute_Issue2

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:





The 'About us' YouTube player is contained within an <iframe> element that does not contain a non-empty title attribute that describes its content.

Code Ref(s):

```
<iframe id="popup-youtube-player" width="640" height="360" frameborder="0" src="https://www.youtube.com/embed/N6dVqlfoLus?rel=0&showinfo=0&enablejsapi=1&version=3&playerapiid=ytplayer&autoplay=1" allowfullscreen="true" allowscriptaccess="always" nuan_newframe="true"></iframe>
```

Issue ID: DAC_Missing_Title_Attribute_Issue3

URL: <https://www.nao.org.uk/wp-content/uploads/2018/07/The-health-and-social-care-interface.pdf>

Screen Shot:





'The health and social care interface' PDF document does not contain a title attribute that briefly introduces the subject or content of the document.

Solution:

Ensure that iframes contain non-empty title attributes that describe the contents of the frame. For example:

```
<iframe src="https://www.youtube-nocookie.com/embed/qE2fpNSrrpc" width="560" height="315" frameborder="0" allowfullscreen="allowfullscreen" nuan_newframe="true" title="description of content within iframe"></iframe>
```



Unlabelled Form Fields (A)

A form element is present that does not contain an explicit label.

WCAG Reference:

1.3.1 Info and Relationships

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

(Level A)

WCAG Reference:

3.3.2 Labels or Instructions

[Understanding Labels or Instructions](#) | [How to Meet Labels or Instructions](#)

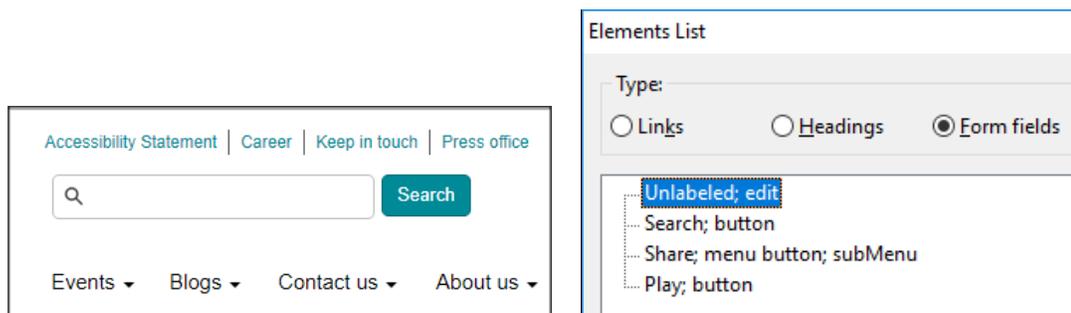
(Level A)

Issue ID: DAC_Unlabelled_Form_Fields_Issue1

URL's:

- <https://www.nao.org.uk/report/rolling-out-universal-credit/>
- <https://www.nao.org.uk/highlights/whole-of-government-accounts/>
- <https://www.nao.org.uk/press-release/nhs-englands-management-of-the-primary-care-support-services-contract-with-capita/>
- <https://www.nao.org.uk/search/type/report/>

Screen Shot:



The search facility edit field present in the header of the pages list above is not labelled which means some users of assistive technology may not be able to determine the form elements function or purpose.

Code Ref(s):

```
<form>
```



```
<input type="text" class="st-default-search-input" autocomplete="off"
autocorrect="off" autocapitalize="off">
<button type="submit" style="float:right; margin-right:45px; background-
color:#008a97; border:1px solid #036d77; padding:5px 10px; border-radius:5px;
color:#fff">Search</button>
</form>
```

Screen reader comments:

"I located an unlabelled edit field in the Jaws forms list out of context. It would be helpful if a clear form label could be provided to avoid ambiguity."

Solution:

Ensure that all form elements are labelled uniquely and descriptively to help users of assistive technology identify their function or purpose. For example:

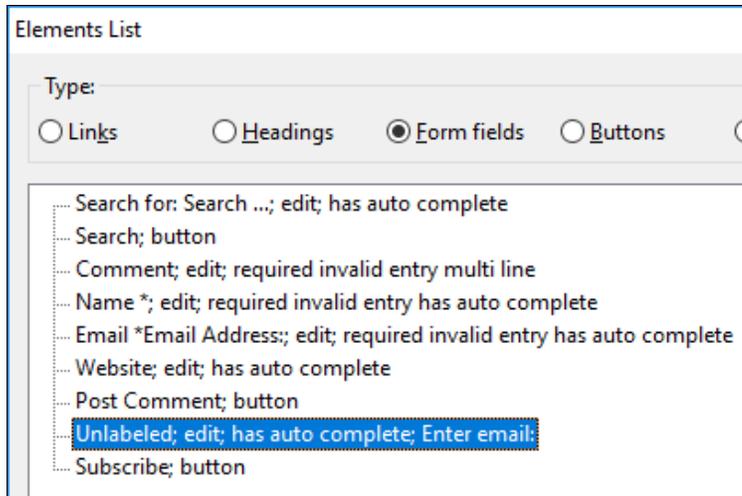
```
<form>
<input aria-label="search field" type="text" class="st-default-search-input"
autocomplete="off" autocorrect="off" autocapitalize="off">
<button type="submit" style="float:right; margin-right:45px; background-
color:#008a97; border:1px solid #036d77; padding:5px 10px; border-radius:5px;
color:#fff">Search</button>
</form>
```

Issue ID: DAC_Unlabelled_Form_Fields_Issue2

URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/>

Screen Shot:





Although the 'Email' edit fields related to 'Leave a reply' and 'Sign up for automatic feeds' are labelled, they reference duplicate input id attribute values. Page elements that reference duplicate ID attribute values may be overlooked by some assistive technologies. This may give some users of assistive technology the impression that the form field is unlabelled.

Code Ref(s):

```
<p class="comment-form-email">
<label for="email">Email <span class="required">*</span></label>
<input id="email" name="email" type="text" value="" size="30" maxlength="100"
aria-describedby="email-notes" required="required">
</p>
```

```
<p>Sign up to receive email alerts: <br><br>
<label for="email" class="sr-only">Email Address:</label>
<br>
<input type="text" style="width:140px" id="email" name="email" value="Enter
email: ">
<input type="hidden" value="org/BSqy" name="uri">
<input type="hidden" name="loc" value="en_US"><br><br>
<input type="submit" value="Subscribe" style="margin-left:0em;">
</p>
```

Solution:

Ensure that all form elements are labelled descriptively and reference unique ID attribute values to help users of assistive technology identify their function or purpose. For example:



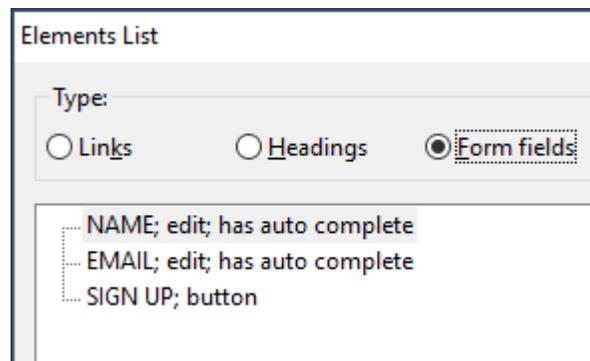
```
<p class="comment-form-email">
<label for="email1">leave a reply: your email address
<span class="required">*</span></label>
<input id="email1" name="email" type="text" value="" size="30" maxlength="100"
aria-describedby="email-notes" required="required">
</p>
```

```
<p>Sign up to receive email alerts: <br><br>
<label for="email2" class="sr-only">sign up for automatic feeds: your email
address</label>
<br>
<input type="text" style="width:140px" id="email2" name="email" value="Enter
email: ">
<input type="hidden" value="org/BSqy" name="uri">
<input type="hidden" name="loc" value="en_US"><br><br>
<input type="submit" value="Subscribe" style="margin-left:0em;">
</p>
```

Issue ID: DAC_Unlabelled_Form_Fields_Issue3

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:



The 'Name' and 'Email Address' edit fields include labels that are hidden from users of assistive technology by the CSS property display: none; Although some assistive technology recognises the placeholder text, this is not supported by all assistive technologies. This means that some users may not be able to determine the function or purpose of the fields.

Code Ref(s):



```

<div id="frm_field_8_container" class="frm_form_field form-field
frm_required_field frm_none_container frm_first frm_full">
<label for="field_8o1o7" class="frm_primary_label">Name
<span class="frm_required">*</span>
</label>
<input type="text" id="field_8o1o7" name="item_meta[8]" value=""
placeholder="NAME" data-reqmsg="This field cannot be blank.">
</div>

```

```

.with_frm_style .frm_none_container label.frm_primary_label, .with_frm_style
.frm_pos_none, .frm_none_container label.frm_primary_label {
    display: none;
}

```

Screen reader comments:

“I found editable fields that are not clearly labelled. For example, TalkBack on Android announces, ‘edit box, double tap to edit’. It would be helpful if all form elements could be labelled clearly to enable users to be able to fill in the fields independently.”

Solution:

Ensure that form fields contain uniquely descriptive labels that are visible to users of assistive technology to help users identify the elements function or purpose. Do not rely on placeholder text alone to convey important information because this is not supported by some assistive technologies.

```

<div id="frm_field_8_container" class="frm_form_field form-field
frm_required_field frm_none_container frm_first frm_full">
<label for="field_8o1o7" class="frm_primary_label">Name
<span class="frm_required">*</span>
</label>
<input type="text" id="field_8o1o7" name="item_meta[8]" value=""
placeholder="NAME" data-reqmsg="This field cannot be blank."
aria-label="Sign up for email updates: Name *">
</div>

```

```

.with_frm_style .frm_none_container label.frm_primary_label, .with_frm_style
.frm_pos_none, .frm_none_container label.frm_primary_label {
    display: none;
}

```



Duplicate ID's (A)

Elements are present that reference duplicate ID attribute values.

WCAG Reference:

4.1.1 Parsing

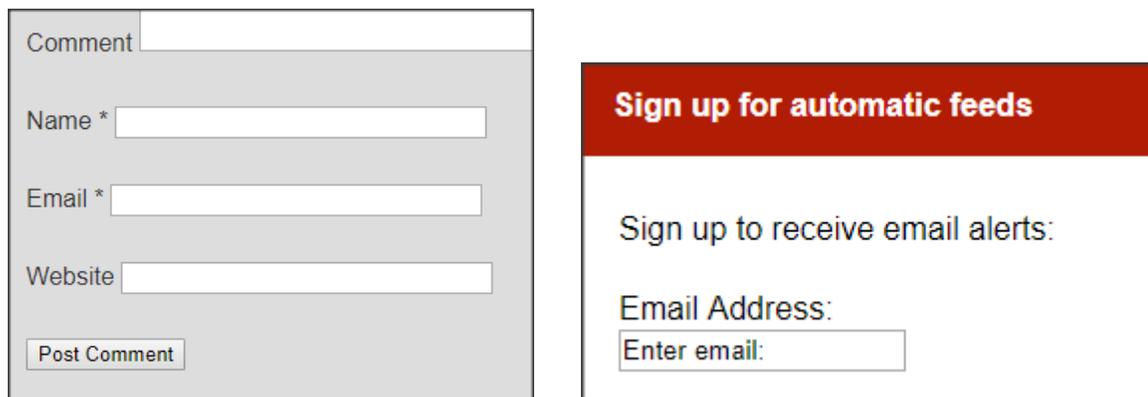
[Understanding Parsing](#) | [How to Meet Parsing](#)

(Level A)

Issue ID: DAC_Duplicate_ID's_Issue1

URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/>

Screen Shot:



The image contains two screenshots of web forms. The left screenshot shows a comment form with a 'Comment' text area, and three input fields labeled 'Name *', 'Email *', and 'Website'. Below these fields is a 'Post Comment' button. The right screenshot shows a sign-up form for automatic feeds. It has a red header with the text 'Sign up for automatic feeds'. Below the header, it says 'Sign up to receive email alerts:' followed by 'Email Address:' and an input field with the placeholder text 'Enter email:'.

The 'Email' edit fields related to 'Leave a reply' and 'Sign up for automatic feeds' references duplicate ID attribute values: email

Page elements that reference duplicate ID attribute values may be overlooked by some assistive technologies. This is consistent of every validation error message encountered throughout.

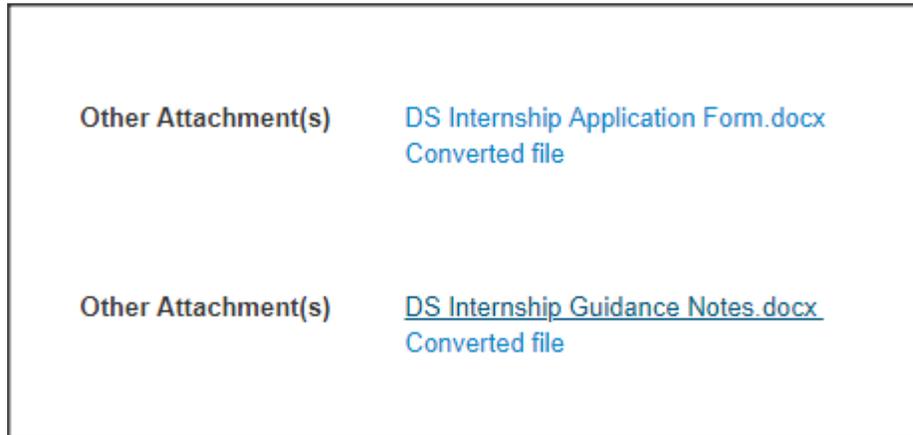
Code Ref Example:

```
<input id="email" name="email" type="text" value="" size="30" maxlength="100"
aria-describedby="email-notes" required="required">
```



URL: <https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB>

Screen Shot:



The two 'Other Attachment(s)' related to 'Data Science Internship 2019' references duplicate ID attribute values: form_section_14418_col_0

Page elements that reference duplicate ID attribute values may be overlooked by some assistive technologies. This is consistent of every validation error message encountered throughout.

Code Ref Example:

```
<div class="col-sm-12 hform_section" id="form_section_14418_col_0">
```

Solution:

Ensure that all ID attribute values are unique to prevent page elements from being overlooked by assistive technology.



Form Field Values (A)

Form field values remain present within the edit field when they receive focus.

WCAG Reference:

4.1.2 Name, Role, Value

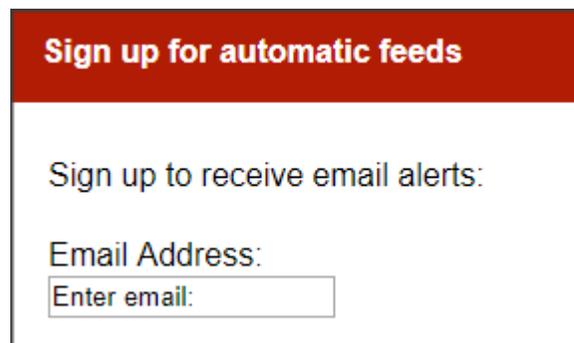
[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)

(Level A)

Issue ID: DAC_Form_Field_Values_Issue1

URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/>

Screen Shot:



Sign up for automatic feeds

Sign up to receive email alerts:

Email Address:

Enter email:

The 'Email Address' value remains present within the edit field when it receives focus. This can be disorientating for some users of assistive technology users who may be unaware that the value is present when they populate the field.

Code Ref(s):

```
<p>Sign up to receive email alerts: <br><br>
<label for="email2" class="sr-only">sign up for automatic feeds: your email
address</label>
<br>
<input type="text" style="width:140px" id="email2" name="email" value="Enter
email: ">
<input type="hidden" value="org/BSqy" name="uri">
<input type="hidden" name="loc" value="en_US"><br><br>
<input type="submit" value="Subscribe" style="margin-left:0em;">
</p>
```



Solution:

Ensure that value attribute values do not remain present within form fields when they receive focus. Consider implementing placeholder text instead to help users understand the purpose or function of the form element. However, do not rely on placeholder text alone to convey important information because this is not supported by some assistive technologies.



Non-Discernible Link Text (A)

Links are present that do not contain text that is visible to users of assistive technology.

WCAG Reference:

2.4.4 Link Purpose – in context

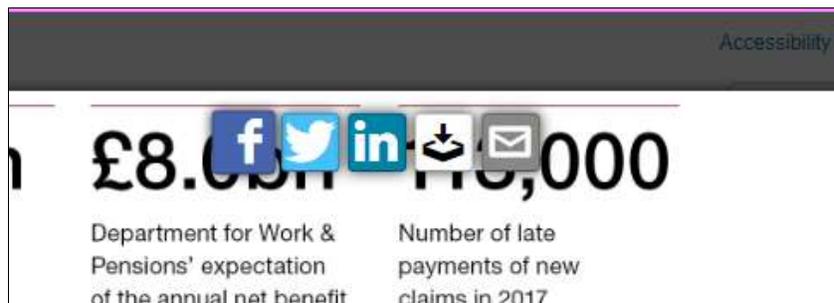
[Understanding Link Purpose \(In Context\)](#) | [How to Meet Link Purpose \(In Context\)](#)

(Level A)

Issue ID: DAC_Non_Discernible_Link_Text_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#foobox-1/0/Key-Facts-Rolling-out-Universal-Credit.png>

Screen Shot:



The social media links near the top of the 'Report Images' modals do not contain discernible text. This means that screen reader users may not be able to determine their destination or purpose.

Code Ref(s):

```
<a href="/report/rolling-out-universal-credit/?foobox_share=26e5666a78&network=facebook&hash=%23foobox-1%2F0%2FKey-Facts-Rolling-out-Universal-Credit.png&content_url=https%3A%2F%2Fwww.nao.org.uk%2Fwp-content%2Fuploads%2F2018%2F06%2FKey-Facts-Rolling-out-Universal-Credit.png&content_type=image&title=&description=" class="fbx-facebook" rel="nofollow" target="_blank"></a>
```

Solution:



The 'An example of web of care services for a person with dementia' image link does not contain discernible text. This means that screen reader users may not be able to determine their destination or purpose.

Code Ref(s):

```
<a href="https://www.nao.org.uk/naoblog/wp-content/uploads/sites/33/2018/08/Web-of-care-services4dementia.jpg" class="fbx-link fbx-instance">  
  
</a>
```

Solution:

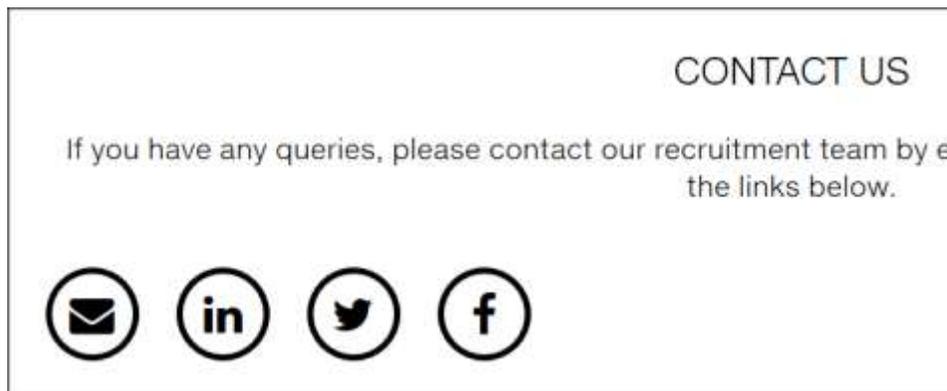
Ensure that image links either contain discernible link text or alt attributes that are descriptive of the links destination or purpose. For example:

```
<a href="https://www.nao.org.uk/naoblog/wp-content/uploads/sites/33/2018/08/Web-of-care-services4dementia.jpg" class="fbx-link fbx-instance">  
  
</a>
```

Issue ID: DAC_Non_Discernible_Link_Text_Issue3

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:



The four contact links under the heading 'Contact Us' do not contain discernible text. This means that screen reader users may not be able to determine their destination or purpose.

Code Ref(s):

```
<li>  
<a href="mailto:HRServiceDesk@nao.gsi.gov.uk" target="_blank"><i class="fa fa-envelope" aria-hidden="true"></i></a>  
</li>
```

Solution:

Ensure that image links either contain discernible link text or alt attributes that are descriptive of the links destination or purpose. For example:

```
<li><a href="mailto:HRServiceDesk@nao.gsi.gov.uk" target="_blank" aria-label="Contact Us by Email"><i class="fa fa-envelope" aria-hidden="true"></i></a></li>
```



Keyboard Access (A)

Some page elements are not accessible to keyboard commands.

WCAG Reference:

2.1.1 Keyboard

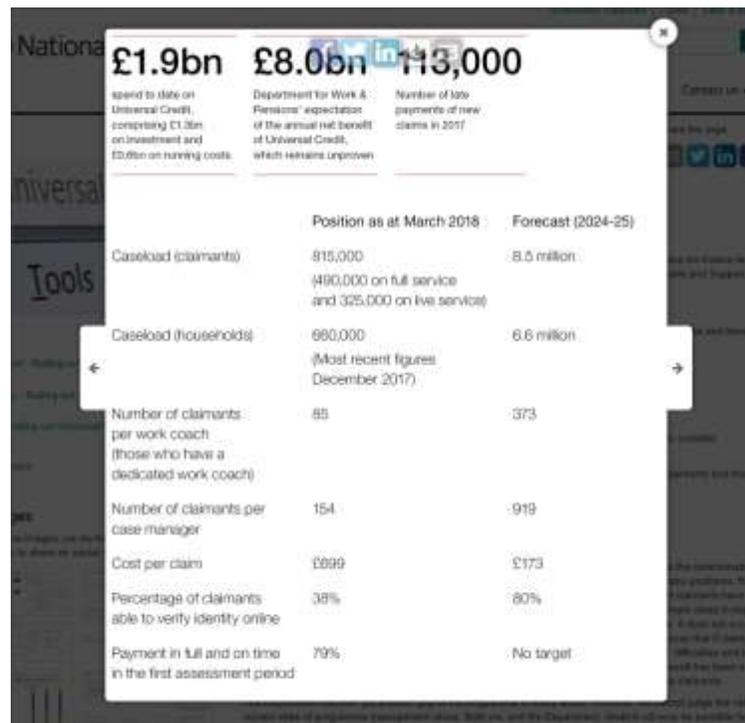
[Understanding Keyboard](#) | [How to Meet Keyboard](#)

(Level A)

Issue ID: DAC_Keyboard_Access_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#foobox-1/0/Key-Facts-Rolling-out-Universal-Credit.png>

Screen Shot:



The 'Close', 'Previous' and 'Next' buttons related to the 'Report Images' modal are not accessible to keyboard only users. This means that some users with mobility impairments may not be able to access this page content independently.

Code Ref(s):

DAC | Accessibility Report

```
<a class="fbx-close fbx-btn-transition fbx-btn-shadow"></a>
```

```
<a class="fbx-prev fbx-btn-transition fbx-btn-shadow"></a>
```

```
<a class="fbx-next fbx-btn-transition fbx-btn-shadow"></a>
```

Issue ID: DAC_Keyboard_Access_Issue2

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The 'Share', 'Download' and 'Full Screen' buttons related to 'A Snapshot of UK Finances' are not accessible to keyboard only users. This means that some users with mobility impairments may not be able to access this page content independently.

Issue ID: DAC_Keyboard_Access_Issue3

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The four tab widgets under 'A Snapshot of UK Finances' are not accessible to keyboard only users. This means that some users with mobility impairments may not be able to access this page content independently.



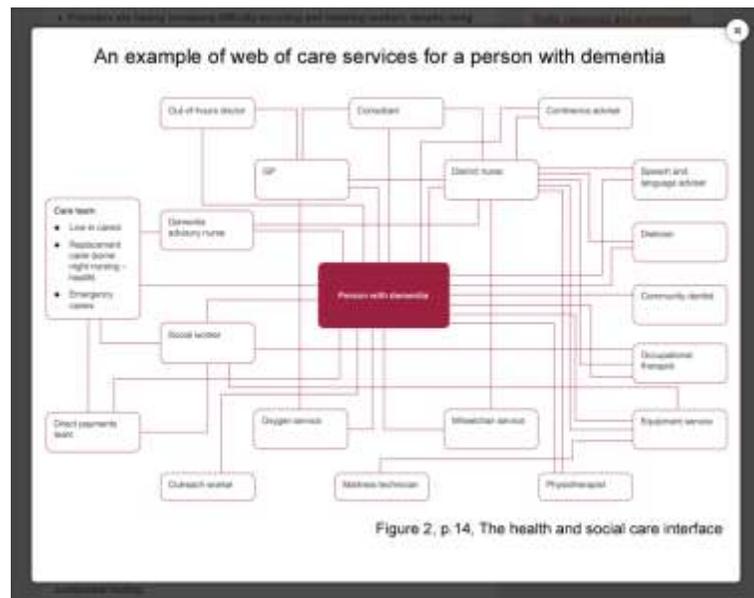
Code Ref(s):

...

Issue ID: DAC_Keyboard_Access_Issue4

URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/>

Screen Shot:



The 'Close' button related to the 'An example of web of care service for a person with dementia' modal is not accessible to keyboard only users. This means that some users with mobility impairments may not be able to access this page content independently.

Code Ref(s):

```
<div class="fbx-item-current" style="display: block; opacity: 1; overflow: hidden;">  
  
</div>
```



URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:



The 'Play' button related to the 'About us' YouTube player is not accessible to keyboard only users. This means that some users with mobility impairments may not be able to access this page content independently.

Code Ref(s):

```
<div class="play-button"></div>
```

Solutions:

Ensure that all functionality is operable through a keyboard. Keyboard users would expect to navigate to the elements using the TAB key and select them using the enter key.



Custom Elements (A)

Some page elements are not accessible to all users because they have not been marked up using standard HTML elements.

WCAG Reference:

1.3.1 Info and Relationships

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)
(Level A)

2.1.1 Keyboard

[Understanding Keyboard](#) | [How to Meet Keyboard](#)
(Level A)

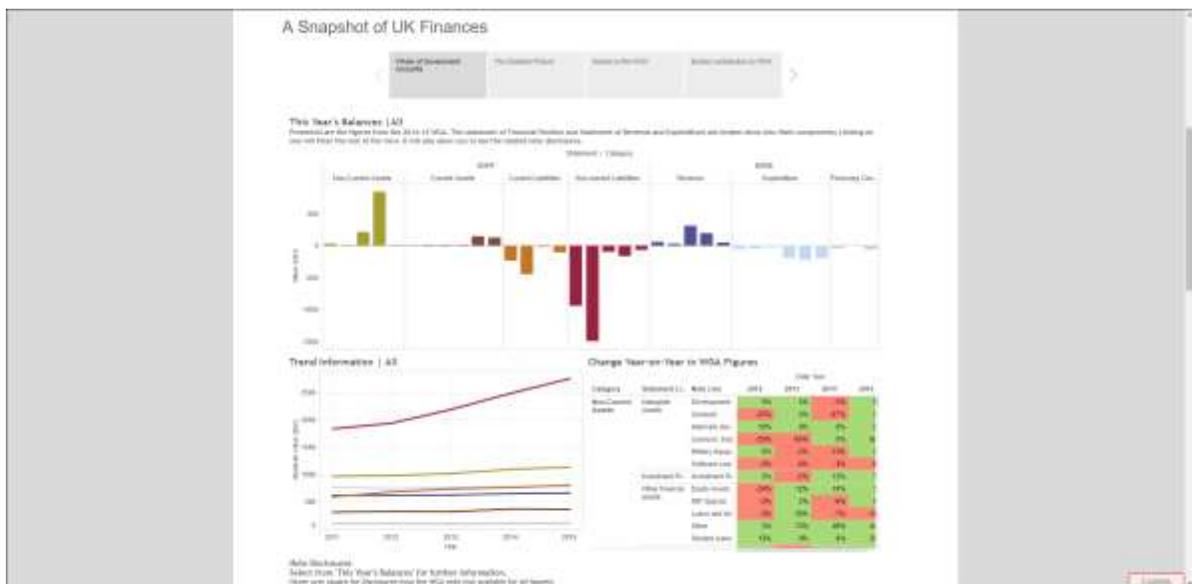
4.1.2 Name, Role, Value

[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)
(Level A)

Issue ID: DAC_Custom_Elements_Issue1

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The tables and graphs under the heading 'A Snapshot of UK Finances' are not accessible to users of assistive technology. This means that users may require assistance to access or interact with the tables or graphs content.

Screen reader comments:

“While viewing the page in context I found information about dashboards. When I attempted to locate these dashboards, I was unsure where the dashboards were. A member of the support team informed me that there are tables and graphs present on the page that cannot be navigated to using the cursor keys. Some of the sections are navigable via the tab key although the content within these sections are still inaccessible. Providing a text alternative to the graphs/dashboards would avoid further confusion.”

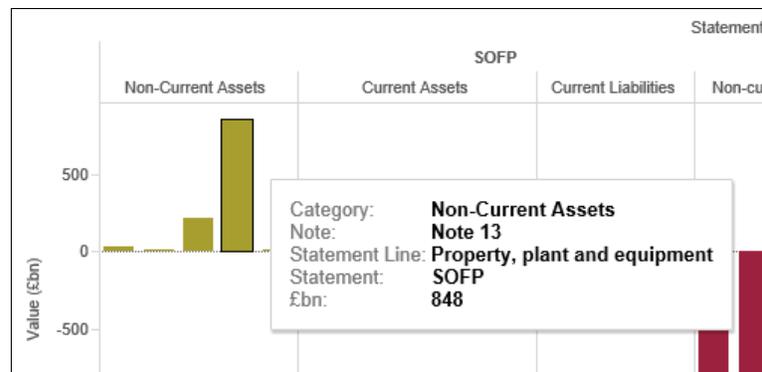
Keyboard only comments:

“None of the elements within the screenshot above can be actioned via keyboard commands. However, the 'Statement / Category' and 'Trend Information / all' graphs do receive highlighting on tab.”

Issue ID: DAC_Custom_Elements_Issue2

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The content within the tables and graphs under 'A Snapshot of UK Finances' display additional content with mouse hover. This functionality however is not accessible to all users of assistive technology.



Solution:

Ensure that the all the information is available/accessible to all users.

Offer an accessible alternative in the form of a table containing data for each graph.

Provide a descriptive link to enable users to view the accessible alternative.



Illogical Tab Order (A)

The order in which some page elements receive focus is not logical.

WCAG Reference:

2.4.3 Focus Order

[Understanding Focus Order](#) | [How to Meet Focus Order](#)
(Level A)

Issue ID: DAC_Illogical_Tab_Order_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The tab order of the elements under the heading 'Report Images' is not logical. Users would expect the tab order to represent the way that a sighted user would read the page; typically left to right and top to bottom.

Code Ref(s):

```
<div id="social">  
<div class="find-us">Find us on:</div>  
<a href="https://twitter.com/EstynHMI" class="twitter">  

```



```
</a>  
<a href="https://www.facebook.com/EstynHMI/" class="facebook">  
  
</a>  
</div>
```

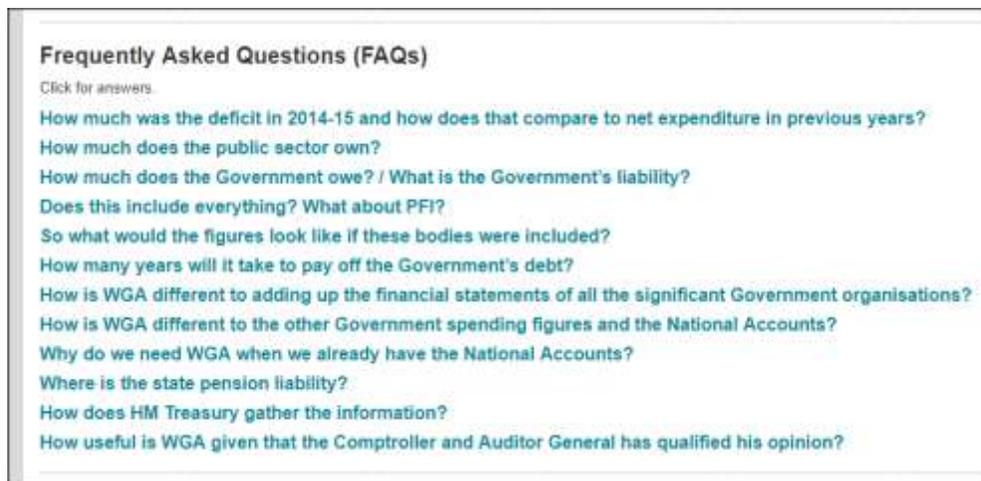
Solution:

Ensure that the tab order of a page (the order in which links and form controls receive focus when navigating via keyboard commands) is logical. This will enable keyboard only users to predict which elements will receive focus.

Issue ID: DAC_Illogical_Tab_Order_Issue2

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The list items under 'Frequently Asked Questions (FAQs)' have a tabindex greater than zero which creates an unexpected tab order. Users would expect their focus to begin at the top of the page and continue to navigate each page element in order from left to right and top to bottom.

Code Ref(s):

```
<h4 style="cursor: pointer; font-weight: bold;"><a href="#a1" data-toggle="collapse" tabindex="1">How much was the deficit in 2014-15 and how does that compare to net expenditure in previous years?</a></h4>
```

DAC | Accessibility Report



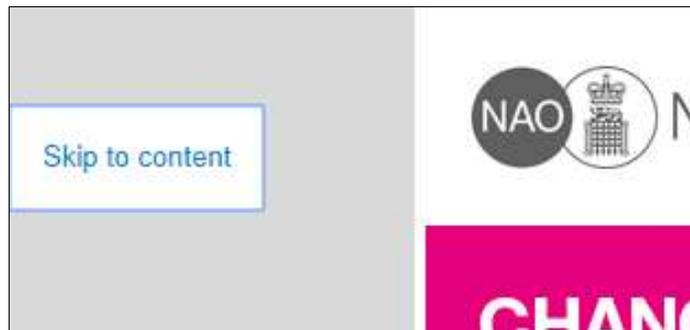
Keyboard only user comments:

“When the page loads, the first element that a keyboard only user tabs to is the first link within the frequently asked questions section. This is not expected behaviour and confused me.”

Issue ID: DAC_Illogical_Tab_Order_Issue3

URL: <https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB#main-content>

Screen Shot:



The 'Skip to content' link has a tabindex greater than zero which has the potential to create an unexpected tab order.

Code Ref(s):

```
<a tabindex="1" href="#main-content">Skip to content</a>
```

Solution:

Ensure that page elements do not contain a tabindex attribute value greater than 0 in order to prevent an unexpected tab order. Consider modifying the structure of the page to reflect the order in which elements are intended to receive focus.



Non-Descriptive Links in Context (A)

Links are present that are not descriptive of the destination or purpose in or out of context.

WCAG Reference:

2.4.4 Link Purpose (In Context)

[Understanding Link Purpose \(In Context\)](#) | [How to Meet Link Purpose \(In Context\)](#)

(Level A)

2.4.9 Link Purpose (Link Only)

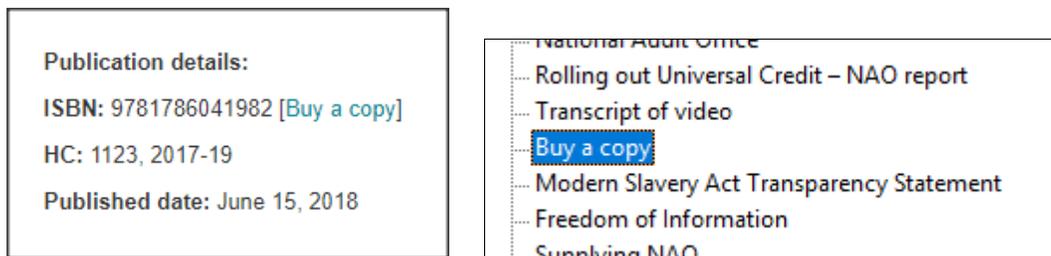
[Understanding Link Purpose \(Link Only\)](#) | [How to Meet Link Purpose \(Link Only\)](#)

(Level AAA)

Issue ID: DAC_Non-Descriptive_Links_in_Context_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The 'Buy a copy' link is not descriptive enough for users to determine its destination or purpose. Although the link belongs to a passage of text it is still difficult to determine what users would be buying a copy of.

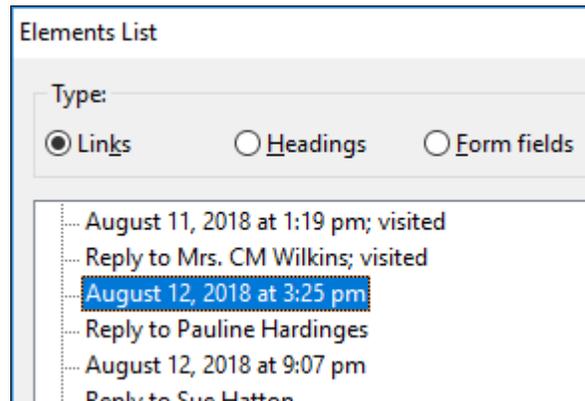
Code Ref(s):

```
<p><strong>ISBN:</strong> 9781786041982 [Buy a copy]
```



URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/#comments>

Screen Shot:



The multiple date and time links present on the Blog page are not descriptive of their function or destination when navigating in or out of context. When selected these links direct the user to the comment they are related to on the same page. This is unnecessary and may disorientate some users who do not understand their purpose.

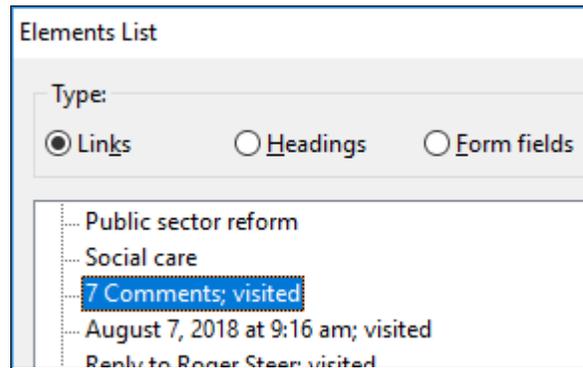
Code Ref(s):

```
<a href="https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/#comment-2982">
August 7, 2018 at 9:16 am
</a>
```



URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/#comments>

Screen Shot:



The '7 Comments' link present on the Blog page is not descriptive of its function or destination when navigating in or out of context. When selected the link does not direct the user to a new destination which means it is unnecessary and may disorientate some users who do not understand its purpose.

Code Ref(s):

```
<a href="https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/#comments">7 Comments</a>
```

Solution:

Ensure that links contain text that is unique and descriptive to enable users to accurately determine their destination or purpose.



Modal Focus (A)

The users focus is not contained with the modal until it's closed.

WCAG Reference:

2.4.3 Focus Order

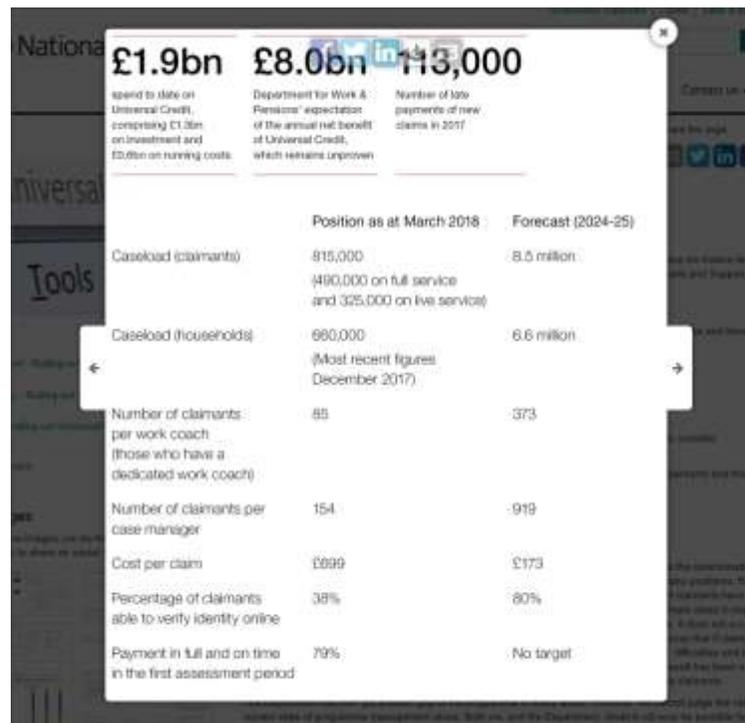
[Understanding Focus Order](#) | [How to Meet Focus Order](#)

(Level A)

Issue ID: DAC_Modal_Focus_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#foobox-1/0/Key-Facts-Rolling-out-Universal-Credit.png>

Screen Shot:



Although the users focus is directed to the elements within the modal, their focus is not contained within the modal until it is closed. This means that keyboard users are able to navigate the elements of the page behind the modal while it is open. This can be disorientating for some users who may not be able to determine where their focus is on the page.



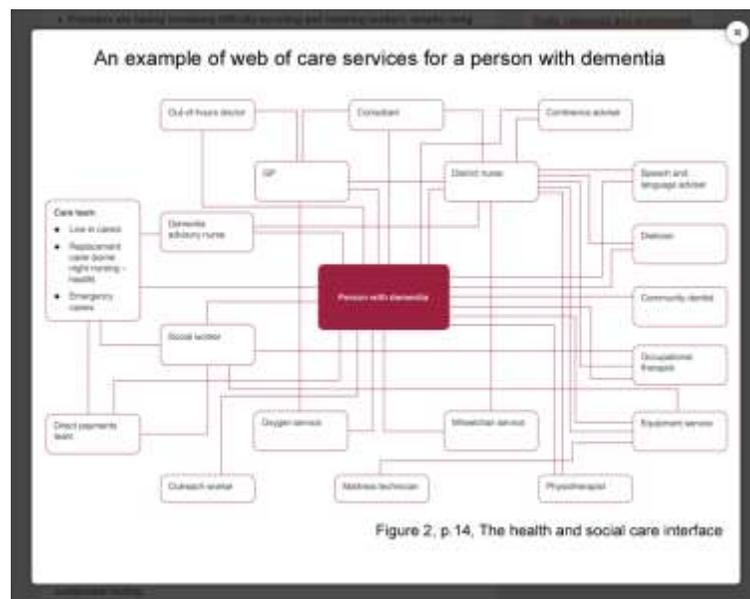
Code Ref(s):

```
<div class="fbx-modal fbx-1 fbx-rounded fbx-light fbx-chrome fbx-social-showing fbx-social-share fbx-desktop fbx-landscape fbx-show" tabindex="0">...</div>
```

Issue ID: DAC_Modal_Focus_Issue2

URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/>

Screen Shot:



The user's focus is not contained within the 'An example of web of care service for a person with dementia' modal until the modal is closed. This means that keyboard users are able to navigate the elements of the page behind the modal while it is open. This can be disorientating for some users who may not be able to determine where their focus is on the page.

Code Ref(s):

```
<div class="fbx-item-current" style="display: block; opacity: 1; overflow: hidden;">  
  
</div>
```

DAC | Accessibility Report

Solution:

Ensure that the users focus remains within the modal until the user chooses to close it.



Text Alternative (A)

Images are present that do not contain appropriate text alternatives.

WCAG Reference:

1.1.1 Non-text Content

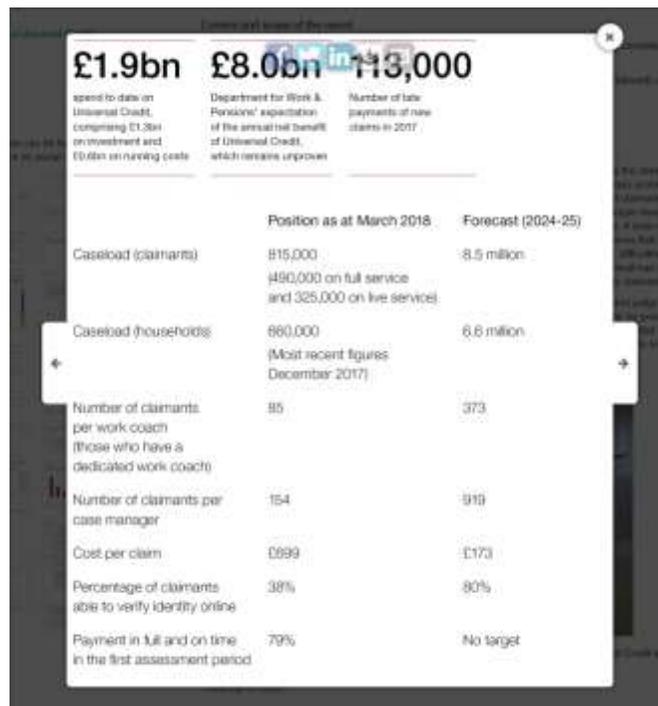
[Understanding Non-text Content](#) | [How to Meet Non-text Content](#)

(Level A)

Issue ID: DAC_Missing_Image_Alt_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#foobox-1/0/Key-Facts-Rolling-out-Universal-Credit.png>

Screen Shot:



The images contained within the modals related to 'Report Images' do not have equivalent text alternatives. This means that screen reader users may not be able to determine the content or purpose of the image. Although alt text attributes have been assigned to the image links under 'Report Images', they do not accurately describe the content of the images.

Code Ref(s):

```

```

Solution:

Ensure that a text alternative is provided for people who cannot access information conveyed by non-text content such as images. For example, a person who cannot see an image of text could have the equivalent text alternative read aloud using assistive technology.



Links to Non-HTML Documents (A)

Links to Non-HTML documents are present that do not indicate their file type or size.

WCAG Reference:

2.4.4 Link Purpose – in context

[Understanding Link Purpose \(In Context\)](#) | [How to Meet Link Purpose \(In Context\)](#)

(Level A)

3.2.5 Change on Request

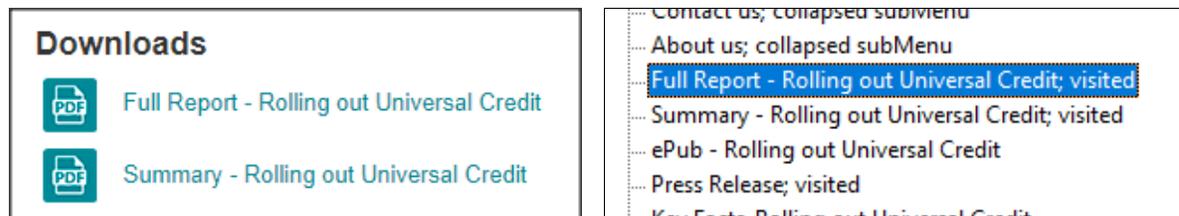
[Understanding Change on Request](#) | [How to Meet Change on Request](#)

(Level AAA)

Issue ID: DAC_Links_to_Non-HTML_Documents_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The links to non-HTML documents under the heading ‘Downloads’ do not indicate their file type in the link text. Although the supplementary images adjacent to the links contain alt text that indicates the presence of PDF files, these are not uniquely descriptive of the image’s contents or purpose and are not associated to their corresponding link out of context. Failure to identify that a link is to a PDF can cause disorientation particularly for screen reader users who are unable to see what is happening on screen.

The heading also implies that the ‘Full Report – Rolling out Universal Credit’ and ‘Summary – Rolling out Universal Credit’ files will be downloaded however these are linked to non-HTML documents that do not open in a new browser window.

Code Ref(s):

```
<li class="icon-url">
```



```
<a href="https://www.nao.org.uk/wp-content/uploads/2018/06/Rolling-out-Universal-Credit.pdf">Full Report - Rolling out Universal Credit</a></li>
```

Screen reader comments:

"I located duplicated 'pdf file' images that were not descriptive of their content or purpose. These appear to be related to the adjacent non-HTML 'Universal Credit' links. Consider giving the images null alts and including the file type in the link text to help screen reader users understand the purpose of the link."

Solution:

Ensure that when linking to non-HTML documents it is essential that the document type is identified. This information needs to be included in the hyperlink so that it can be read in the screen reader's link list.

Additionally, all non-HTML links should open in a new browser window. This is because a user's typical response is to close the PDF once finished. This often results in the loss of the user's browsing history (very important to screen reader users). Opening the document in a new window avoids this issue.

We recommend adding the following target attribute: `target="_blank"`

This will ensure the browser opens the document in a new window however, it should be easy for users to identify if a link opens in a new window. This information can be visually hidden using CSS. For example:

HTML

```
<li class="icon-url">
<a href="https://www.nao.org.uk/wp-content/uploads/2018/06/Rolling-out-Universal-Credit.pdf">
Full Report - Rolling out Universal Credit PDF
<span class="visuallyhidden">opens in a new window</span>
</a></li>
```

CSS

```
.visuallyhidden
{
position: absolute; width: 1px; height: 1px; margin: -1px; padding: 0;
overflow: hidden;
clip: rect(0,0,0,0); border: 0;
}
```



We do recommend however that it should be easy for all users to identify if a link opens in a new window.



Missing Level 1 Heading (A)

A web page does not contain a level-one heading.

WCAG Reference:

1.3.1 Info and Relationships

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

(Level A)

2.4.6 Headings and Labels

[Understanding Headings and Labels](#) | [How to Meet Headings and Labels](#)

(Level AA)

2.4.10 Section Headings

[Understanding Section Headings](#) | [How to Meet Section Headings](#)

(Level AAA)

Issue ID: DAC_Missing_Level_1_Heading_Issue1

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:



The 'Homepage – NAO' page does not contain a level-one heading and the headings that are present are not logical. This means that users may not be able to accurately determine the structure of content on the page.



Solution:

Ensure that pages contain a level-one heading that briefly introduces the content or purpose of the page and also ensure that a page contains only one h1 element.



Missing Image Alt (A)

Images are present that do not contain alt text attributes.

WCAG Reference:

1.1.1 Non-text Content

[Understanding Non-text Content](#) | [How to Meet Non-text Content](#)

(Level A)

Issue ID: DAC_Missing_Image_Alt_Issue1

URL: <https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB>

Screen Shot:



The 'National Audit Office Home page' image link does not contain link text or an alt attribute to describe its destination. This means that screen reader users may not be able to determine the destination or purpose of the link.

Code Ref(s):

```
<a class=" hidden-xs" href="http://www.nao.org.uk/" title="National Audit Office Home page (Open in new windows)" target="_blank">  
  
</a>
```

Ensure that image links contain alt text attributes that are descriptive of their destination or purpose. For example:

```
<a class=" hidden-xs" href="http://www.nao.org.uk/" title="National Audit Office Home page (Open in new windows)" target="_blank">  
  
</a>
```



URL: <https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB>

Screen Shot:



An image is present at the bottom of the branding footer which does not contain an alt attribute. This means that some users of assistive technology may not be able to determine the content or purpose of the image.

Code Ref(s):

```

```

Solution:

Decorative images that do not convey any important information may be given a null alt attribute (`alt=""`) that will instruct screen reader software to ignore the image. For example:

```

```



No Heading Structure (A)

Visual headings are not programmatically determined.

WCAG Reference:

1.3.1 Info and Relationships

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

(Level A)

Issue ID: DAC_No_Heading_Structure_Issue1

URL: <https://www.nao.org.uk/wp-content/uploads/2018/07/The-health-and-social-care-interface.pdf>

'The health and social care interface' PDF document contains visual headings that not programmatically determined. This means that screen reader users will not be able to determine the structure or relation of headings and content throughout the document.

Screen reader comments:

"I found no headings throughout this PDF document. Providing this document with a heading structure will enable users to navigate more efficiently through the content of the document."

Solution:

Sighted users perceive heading structure through various visual cues; headings are often displayed in a larger font separated from paragraphs by blank lines. However, this information may not be easily perceived by some users of assistive technology. Ensure that headings are programmatically determined to help screen reader users identify the structure and relation of content throughout the document.



Information Conveyed by Colour Alone (A)

Colour alone has been used to distinguish a visual element.

WCAG Reference:

1.4.1 Use of Color

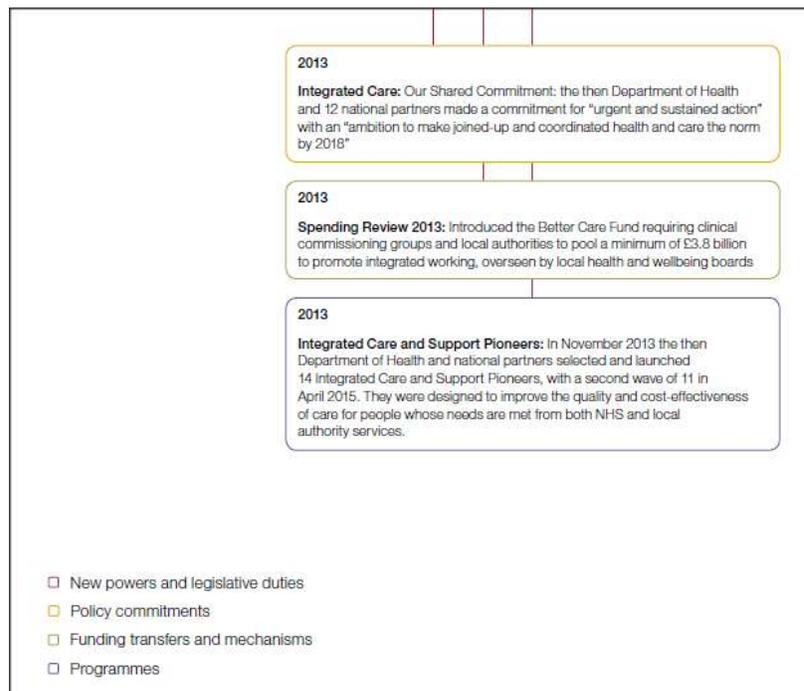
[Understanding Use of Color](#) | [How to Meet Use of Color](#)

(Level A)

Issue ID: DAC_Information_Conveyed_by_Colour_Alone_Issue1

URL: <https://www.nao.org.uk/wp-content/uploads/2018/07/The-health-and-social-care-interface.pdf>

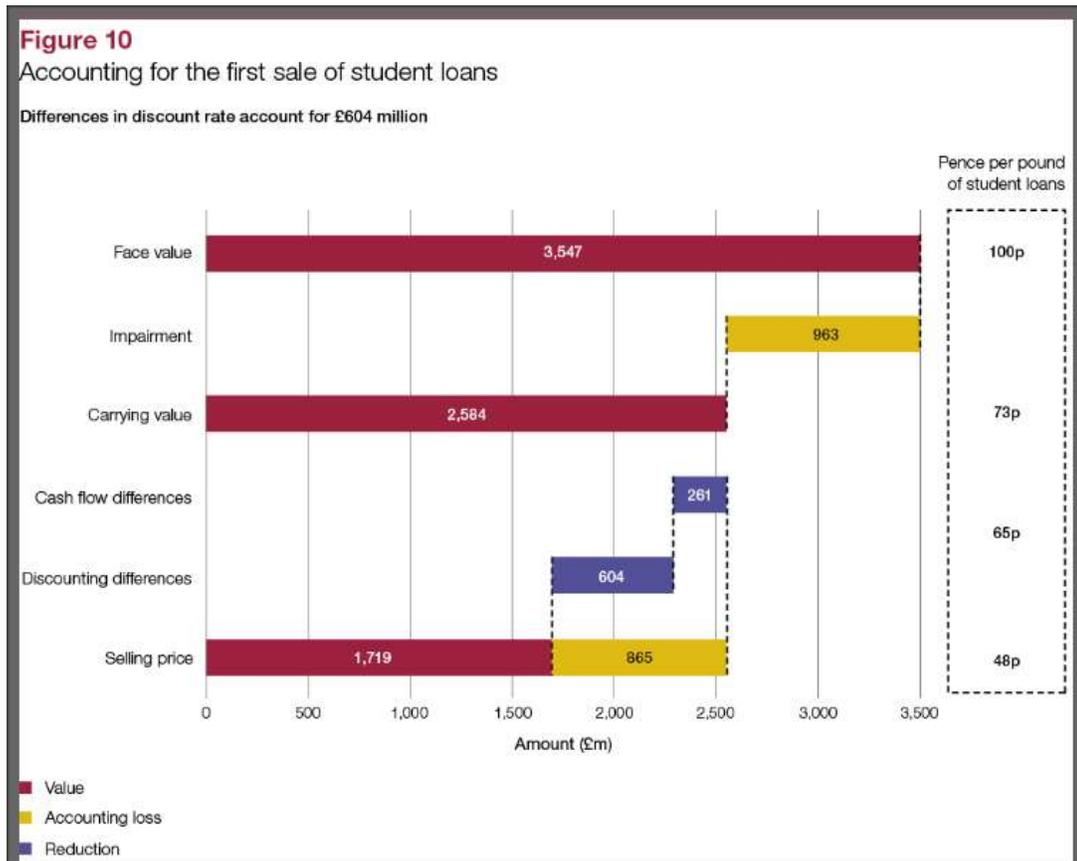
Screen Shot:



Many of the graphs throughout the PDF document such as 'Figure 4 Timeline since 2018' of the 'The health and social care interface' identify information using colour coded borders. Information conveyed by colour alone can be difficult to distinguish by users with visual impairments such as colour blindness or colour deficiency. This is consistent of all the graphs and tables that convey information by colour alone.

URL: <https://www.nao.org.uk/wp-content/uploads/2018/07/Sale-of-student-loans-HC1385-The-NAO.epub>

Screen Shot:



Some of the graphs throughout the EPUB document such as ‘Figure 10 Accounting for the first sale of student loans’ identify information using a colour coded key. Information conveyed by colour alone can be difficult to distinguish by users with visual impairments such as colour blindness or colour deficiency. This is consistent of all the graphs and tables that convey information by colour alone.

Solution:

If colour is used to convey information e.g. to identify information related to ‘Policy commitments’ or ‘Programmes’, then another way of conveying that information that is



accessible to people who cannot perceive colour must be presented. Do not rely on colour alone to convey important information.



Non-Descriptive Image Links (A)

Image links are present do not contain text that accurately describes its destination or purpose.

WCAG Reference:

1.1.1 Non-text Content

[Understanding Non-text Content](#) | [How to Meet Non-text Content](#)
(Level A)

2.4.4 Link Purpose (In Context)

[Understanding Link Purpose \(In Context\)](#) | [How to Meet Link Purpose \(In Context\)](#)
(Level A)

2.4.9 Link Purpose (Link Only)

[Understanding Link Purpose \(Link Only\)](#) | [How to Meet Link Purpose \(Link Only\)](#)
(Level AAA)

Issue ID: DAC_Non-Descriptive_Image_Links_Issue1

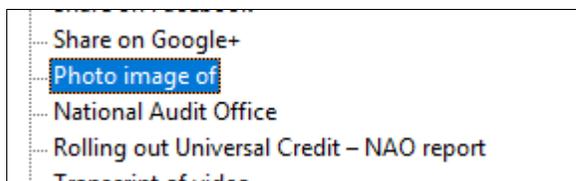
URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#main-content-anchor>

Screen Shot 1:



Screen Shot 2:





The NAO YouTube channel logo image link (Screen Shot 1) contains an aria-label of 'Photo image of' (Screen Shot 2). This however is not descriptive enough for users of assistive technology to determine its destination or purpose. This issue is present on the pages (URL's) listed above.

Code Ref(s):

```
<a class="ytp-title-channel-logo" target="_blank" href="https://www.youtube.com/channel/UCX2RkB2-HTpLC10IXaj0J6w" aria-label="Photo image of " style="background-image: url(&quot;https://yt3.ggpht.com/-Y2fKF8sVHwo/AAAAAAAAAI/AAAAAAAAAA/jnJaeLEH4c/s68-c-k-no-mo-rj-c0xffff/photo.jpg&quot;);"></a>
```

Screen reader comments:

"A link announced to me as 'Photo image of'. Appearing above the video on the page this link, when accessed, took me to 'YouTube' but this was not made clear when viewing the link text. Providing more descriptive information relating to the link will enable users to make an informed decision on whether to select the link."

Solution:

Ensure that form elements contain labels that accurately describe their function or purpose. For example:

```
<a class="ytp-title-channel-logo" target="_blank" href="https://www.youtube.com/channel/UCX2RkB2-HTpLC10IXaj0J6w" aria-label="National Audit Office YouTube Channel (opens in a new window)" style="background-image: url(&quot;https://yt3.ggpht.com/-Y2fKF8sVHwo/AAAAAAAAAI/AAAAAAAAAA/jnJaeLEH4c/s68-c-k-no-mo-rj-c0xffff/photo.jpg&quot;);"></a>
```



Status message (AA)

Screen reader users are not informed of important information when it becomes available.

WCAG Reference:

4.1.3 Status Messages

[Understanding Status Messages](#) | [How to Meet Status Messages](#)

(Level AA)

2.4.3 Focus Order

[Understanding Focus Order](#) | [How to Meet Focus Order](#)

(Level A)

Issue ID: DAC_Status_Message_Issue1

URL: <https://mas.internalstaging.co.uk/en/tools/annuities>

Screen Shot:

The screenshot shows the National Audit Office (NAO) website. The header includes the NAO logo, the text 'National Audit Office', and navigation links for 'Accessibility Statement', 'Careers', 'Keep in touch', and 'Press office'. A search bar is located in the top right. Below the header, there are navigation menus for 'Publications', 'Support and guidance', 'Events', 'Blogs', 'Contact us', and 'About us'. The main content area is divided into two sections: 'Find' and 'Publications'. The 'Find' section has several filters: 'Search by keyword' (with a text input field containing 'test'), 'Filter by sector' (dropdown menu set to 'All Sectors'), 'Filter by topic' (dropdown menu set to 'All topics'), 'Filter by department' (dropdown menu set to 'All departments'), 'Filter by month' (dropdown menu set to 'Any Month'), and 'Filter by document type' (dropdown menu set to 'Reports'). A 'go' button is at the bottom of the filters. The 'Publications' section shows 'Showing 1 - 10 of 218 results. Order by: Relevance Most recent Alphabetical'. Three publications are listed: 1. 'Means Testing' (Published: 14 Sep 2011), 2. 'Benchmarking and market testing the ongoing services component of PFI projects' (Published: 6 Jun 2007), and 3. 'The Drug Treatment and Testing Order: early lessons' (Published: 26 Mar 2004).

When a search had been performed, a list of results was displayed. However, users that rely on audio feedback were not aware of this and focus was shifted back to the top of the page.

Code Ref(s):

```
<form action="https://www.nao.org.uk/" class="facetious_form search-form" id="searchreports">
```

Screen reader comments:

“When I attempted to perform a search, I was not aware that content had been added to the page. My focus was redirected to the top of the page and I was expected to re-negotiate the page to find the new content.”

Solution:

Ensure that users are informed that new content had been added to the page containing the search results for the criteria entered.

Aria-live regions can be used to do this with focus remaining on the ‘go’ button.



Missing Visible Focus Indicator (AA)

Some Interactive page elements are not highlighted by a visible focus indicator.

WCAG Reference:

2.4.7 Focus Visible

[Understanding Focus Visible](#) | [How to Meet Focus Visible](#)

(Level AA)

Issue ID: DAC_Missing_Visible_Focus_Indicator_Issue1

URL: <https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/#content>

Screen Shot:



The links present on the NAO blog are not highlighted by a visible focus indicator when in focus. This means that keyboard only users may struggle to determine where their focus is on the page.

Keyboard only user comments:

“None of the selectable element on the blog page receive visible link focus on tab. Keyboard only users will not know their position within the page.”

Solution:

Ensure that interactive page elements are highlighted by a visible focus indicator when in focus. This will enable keyboard only users to determine where their focus is on the page



when navigating via keyboard commands. A visible focus indicator can be set using CSS. For example:

```
:focus :hover {  
border: 2px solid #f00;  
outline: 2px solid #f00;  
}
```



Relative Sizing (AA)

Content is lost or truncated when the page is magnified to 200%.

WCAG Reference:

1.4.4 Resize text

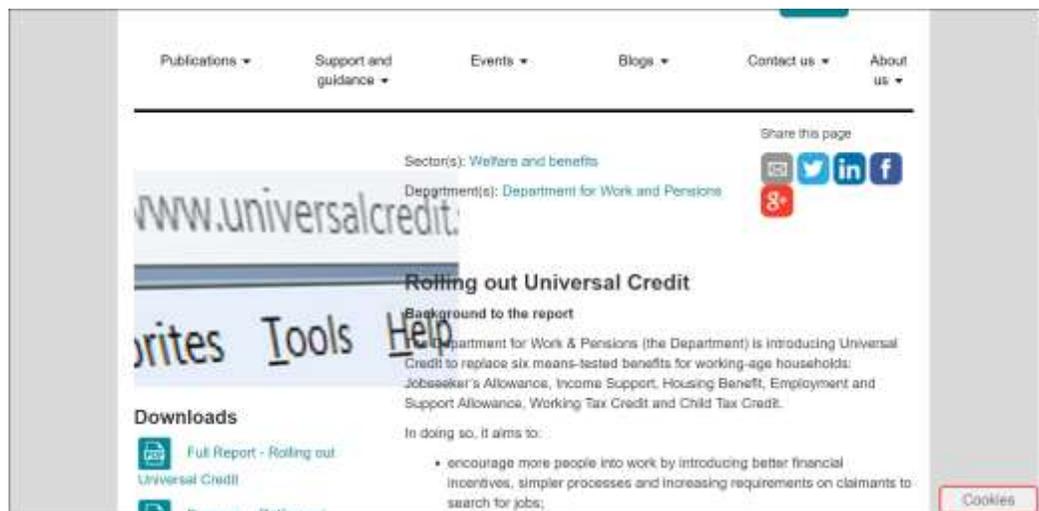
[Understanding Resize text](#) | [How to Meet Resize text](#)

(Level AA)

Issue ID: DAC_Relative_Sizing_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The 'Universal credit website address' image overlaps the main content when the page is magnified up to 200%. This is consistent with Internet Explorer 11, Google Chrome and Mozilla Firefox.

Code Ref(s):

```

```

DAC | Accessibility Report



Low Vision user comments:

“Whilst navigating through the page, the various ‘tags’ links are not visible whilst magnified to 200%.”

Solution:

Ensure that text can be magnified up to 200 percent without loss of content or functionality so that it can be read by people with low vision without requiring the use of assistive technology such as a screen magnifier.



Reflow (AA)

Content cannot be presented without requiring scrolling in two dimensions.

WCAG Reference:

1.4.10 Reflow

[Understanding Reflow](#) | [How to Meet Reflow](#)

(Level AA)

Issue ID: DAC_Reflow_Issue1

URL's: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The embedded YouTube player requires horizontal scrolling when the page is magnified to 400% and the width is set to 1280px.



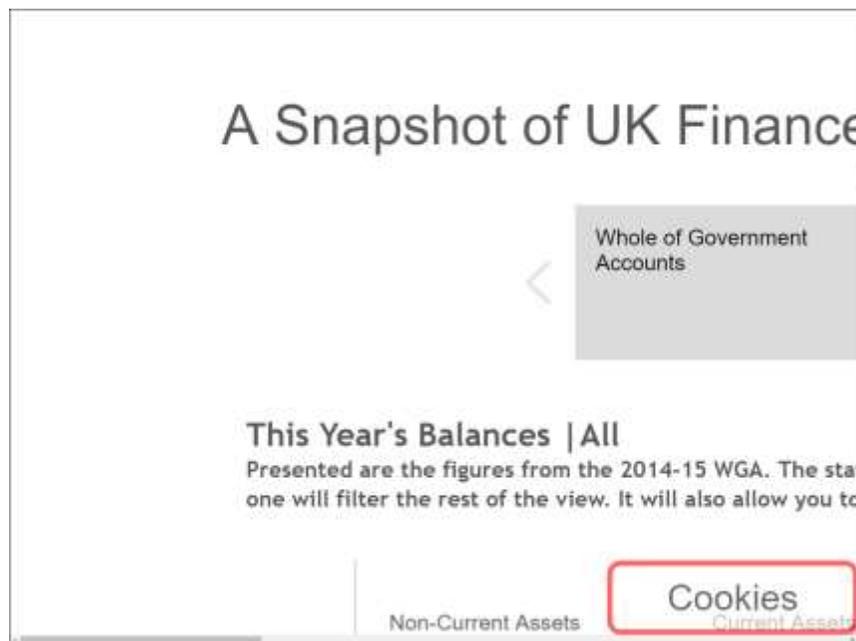
Code Ref(s):

```
<iframe src="https://www.youtube-nocookie.com/embed/qE2fpNSrrpc" width="560" height="315" frameborder="0" allowfullscreen="allowfullscreen" nuan_newframe="true">...</iframe>
```

Issue ID: DAC_Reflow_Issue2

URL's: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The text content surrounding the tables and graphs related to 'Snapshot of UK Finances' requires horizontal scrolling when the page is magnified to 400% and the width is set to 1280px.

Code Ref(s):

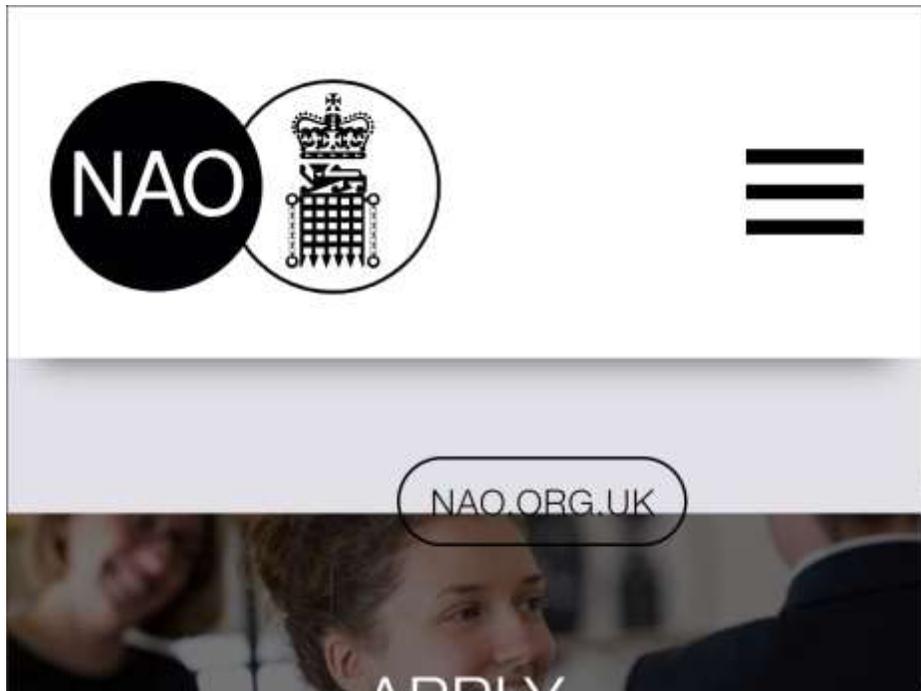
```
<iframe src="https://www.youtube-nocookie.com/embed/qE2fpNSrrpc" width="560" height="315" frameborder="0" allowfullscreen="allowfullscreen" nuan_newframe="true">...</iframe>
```



Issue ID: DAC_Reflow_Issue3

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:



The header is fixed which means the 'NAO' image link, hamburger menu and 'NAO.ORG.UK' link overlaps the main content when the page is magnified to 400% and the width is set to 1280px. This means that users may struggle to distinguish page content because it has been obstructed by the contents of the header.

Code Ref(s):

HTML:

```
<header class="clearfix">...</header>
```

CSS:

```
header {  
  position: fixed;
```



Solution:

Ensure that content can be presented without a loss of information. Removing the CSS property `position: fixed` will enable users to view the main content of the page without it being obstructed by the contents of the header.

Issue ID: DAC_Reflow_Issue4

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:



Although users are able to toggle the hamburger menu, the contents of the menu are not displayed when the page is magnified to 400% and the width is set to 1280px. This means that the contents of the hamburger menu will not be accessible to some users.

Code Ref(s):

```
<header class="clearfix">...</header>
```

Solution:

Ensure that content can be presented without a loss of information or functionality when the page is magnified to 400% and the width is set to 1280px.



Images of Text (AA)

Images of text are present that cannot be adjusted for the users' required presentation.

WCAG Reference:

1.4.5 Images of Text

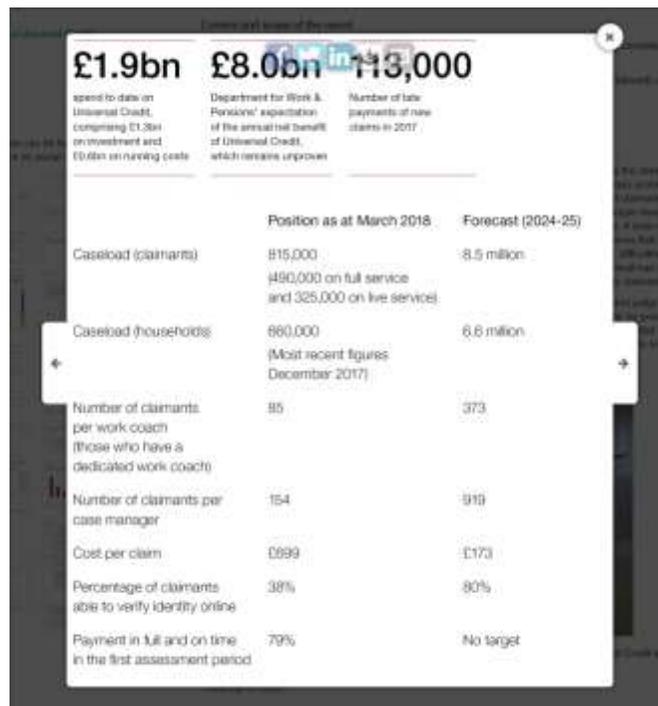
[Understanding Images of Text](#) | [How to Meet Images of Text](#)

(Level AA)

Issue ID: DAC_Images_of_Text_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#foobox-1/0/Key-Facts-Rolling-out-Universal-Credit.png>

Screen Shot:



The images of text contained within the modals related to 'Report Images' cannot be adjusted. This means that people who require a particular visual presentation of text are not able to adjust the presentation of text as needed.

Code Ref(s):

DAC | Accessibility Report



Low vision user comments:

“I couldn’t read the contents of the ‘Report Images’ because the text was heavily pixelated and blurred when viewed in Internet Explorer 11. I was also unable to enlarge or magnify the images to read the content.”

Issue ID: DAC_Images_of_Text_Issue2

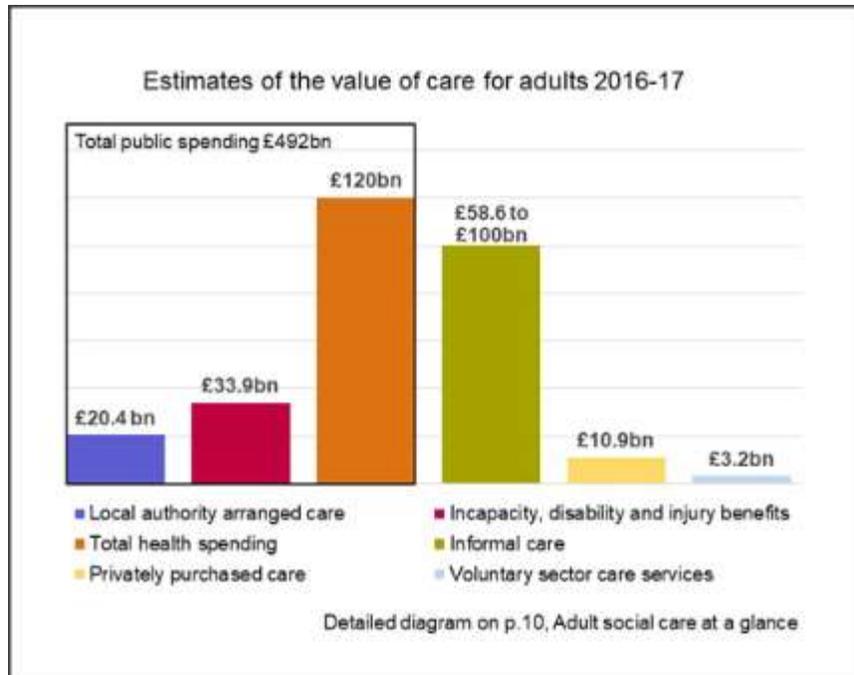
URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The tables and graphs related to 'Snapshot of UK Finances' cannot be adjusted. This means that people who require a particular visual presentation of text are not able to adjust the presentation of text as needed.





The ‘Estimates of the value of care for adults 2016-17’ Although the EPUB document text can be manipulated, the images of text throughout the document cannot be. This means that some users may not be able to read or distinguish some of the content within the images throughout the EPUB document.

Screen reader comments:

“Midway down the page on the right side there was an illustration of a graph for spending of public and private funds on care. This chart was both visually and audibly not accessible to me. Also, on mouse hover I noted that the cursor changed from a pointer to a pointed finger indicating the presence of a selectable embedded link. However, there was neither an audible link label attached or any kind of visible heading to provide any kind of hint to destination of link.

When increasing my magnification on this image, I noted that the displayed content would distort further to a blur.

The insertion of a link below this informing the user to click this will provide more information on the chart etc..”.

Solution:

Ensure that people who require a particular visual presentation of text are able to adjust the presentation of text as needed. This includes people who require the text in a



particular font size, foreground and background color, font family, line spacing or alignment.



Low Colour Contrast (AA)

Page elements are present that do not meet the minimum colour contrast requirements.

WCAG Reference:

1.4.3 Contrast (Minimum)

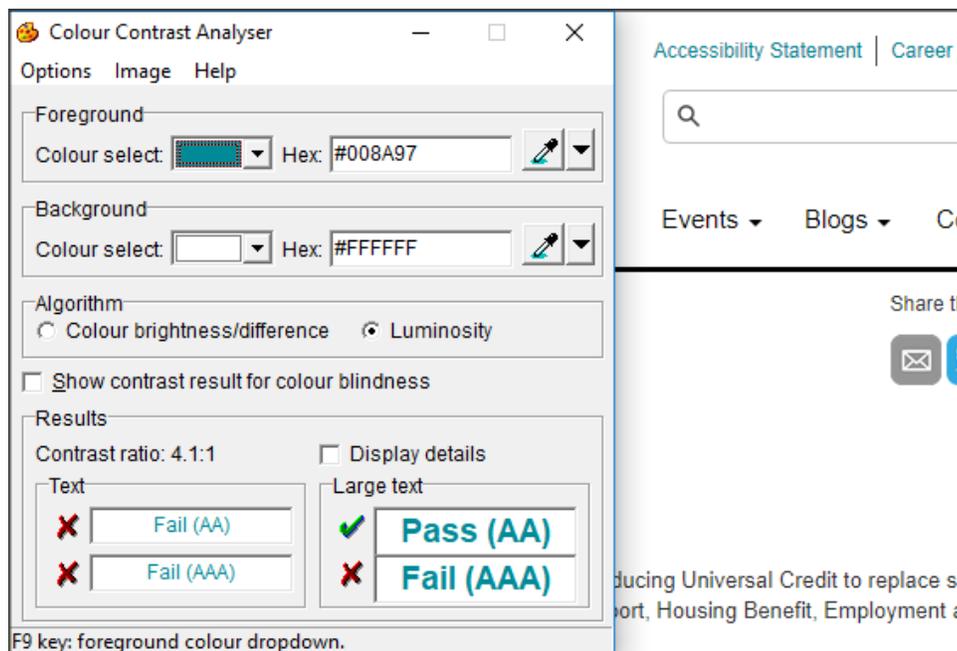
[Understanding Contrast \(Minimum\)](#) | [How to Meet Contrast \(Minimum\)](#)

(Level AA)

Issue ID: DAC_Low_Colour_Contrast_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The colour combination of links such as 'Accessibility Statement' have insufficient colour contrast of 4.13 (foreground colour: #008a97, background colour: #ffffff, font size: 9.0pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

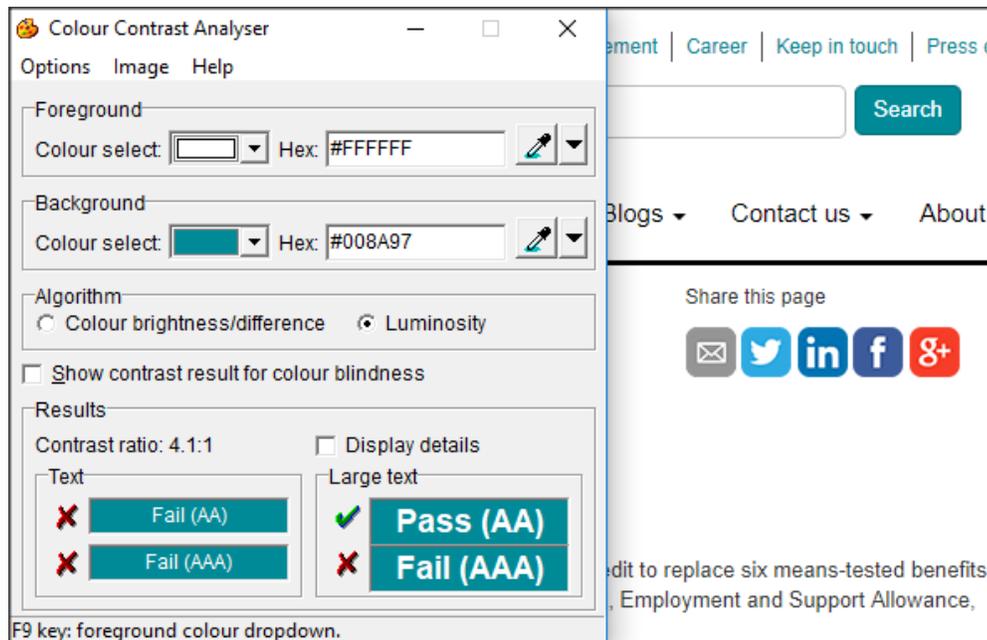
Code Ref(s):

`Accessibility Statement`

Issue ID: DAC_Low_Colour_Contrast_Issue2

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The 'Search' button has insufficient colour contrast of 4.1:1 (foreground colour: #ffffff, background colour: #008a97, font size: 9.8pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1.

Code Ref(s):

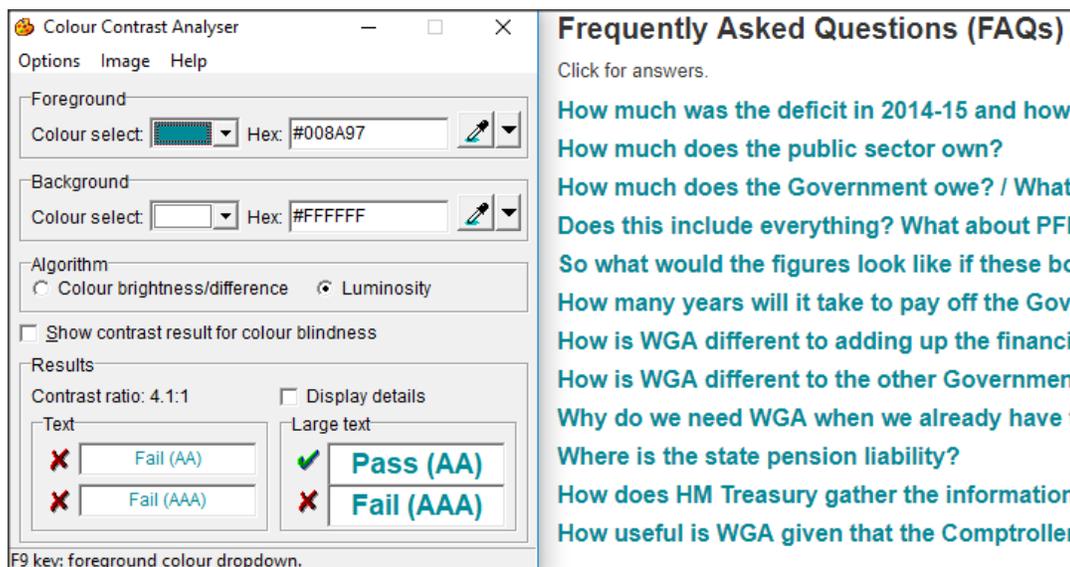
```
<button type="submit" style="float:right; margin-right:45px; background-color:#008a97; border:1px solid #036d77; padding:5px 10px; border-radius:5px; color:#fff">Search</button>
```

Issue ID: DAC_Low_Colour_Contrast_Issue3

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>



Screen Shot:



The list items under 'Frequently Asked Questions (FAQs)' have insufficient colour contrast of 4.1:1 (foreground colour: #008a97, background colour: #ffffff, font size: 12.0pt, font weight: bold). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

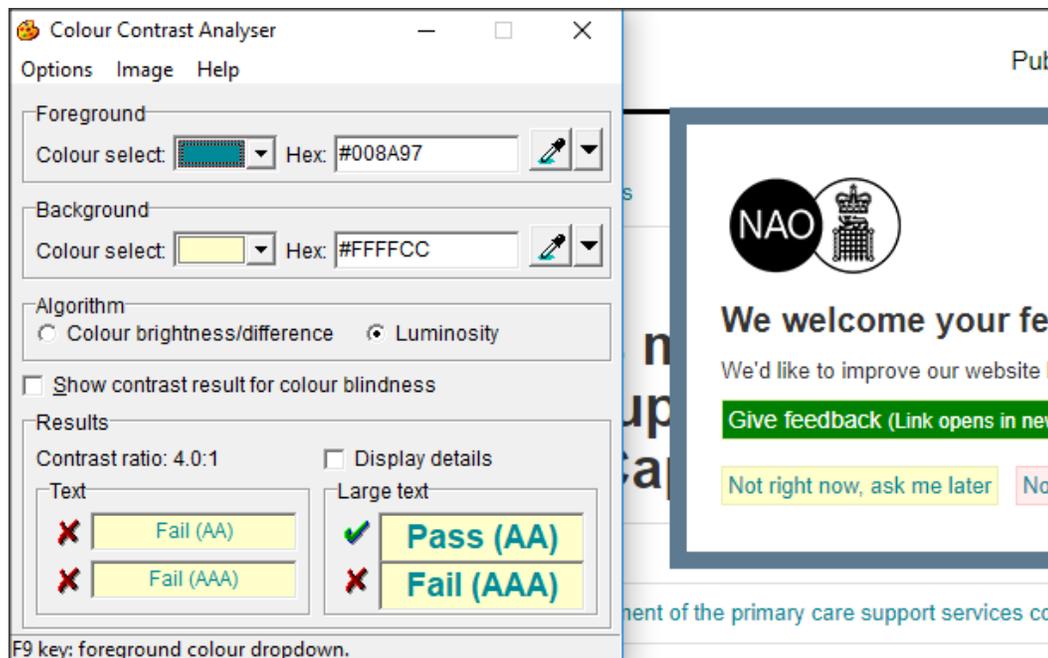
```
<h4 style="cursor: pointer; font-weight: bold;"><a href="#a1" data-toggle="collapse" tabindex="1">How much was the deficit in 2014-15 and how does that compare to net expenditure in previous years?</a></h4>
```

Issue ID: DAC_Low_Colour_Contrast_Issue4

URL: <https://www.nao.org.uk/press-release/nhs-englands-management-of-the-primary-care-support-services-contract-with-capita/>

Screen Shot:





The 'Not right now, ask me later' link has insufficient colour contrast of 4.0:1 (foreground colour: #008a97, background colour: #ffffcc, font size: 9.8pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

```
<a onclick="postponeSurvey();" href="#" style="border: 1px solid #eeb; background: #ffc; padding: 3px; margin-right: 10px;">Not right now, ask me later</a>
```

Low vision user comments:

“On this section is green on a yellow background, which may be difficult for some users to read. The colour contrast ratio is currently 4.0:1, to pass AA the foreground and background colours must meet a contrast ratio of 4.5:1.”

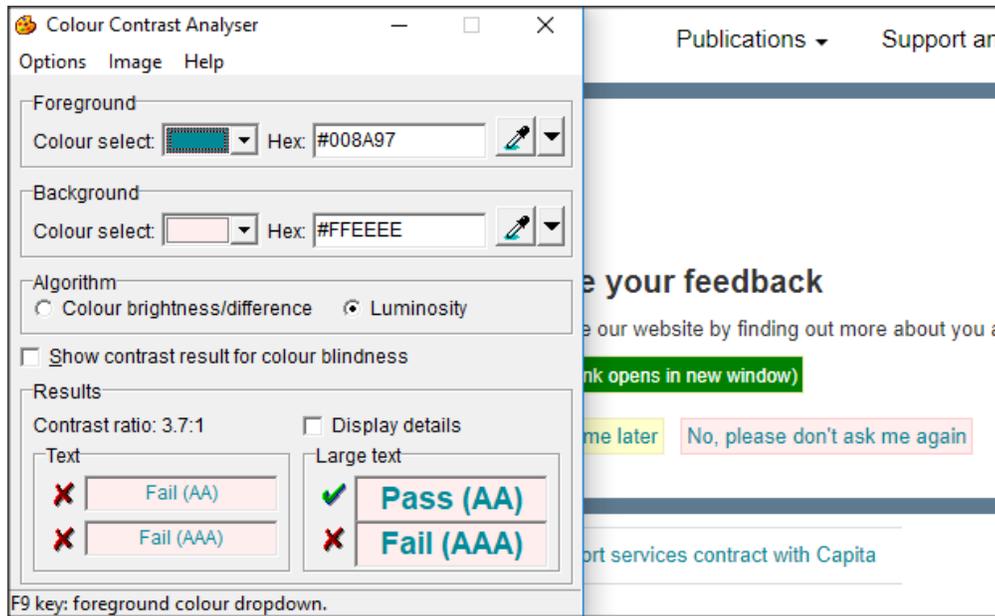
Issue ID: DAC_Low_Colour_Contrast_Issue5

URL: <https://www.nao.org.uk/press-release/nhs-englands-management-of-the-primary-care-support-services-contract-with-capita/>

Screen Shot:

DAC | Accessibility Report





The 'No, please don't ask me again' link has insufficient colour contrast of 3.68:1 (foreground colour: #008a97, background colour: #ffeeee, font size: 9.8pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

```
<a onclick="closeSurvey(&quot;rejected&quot;);" href="#" style="border: 1px solid #fcc; background: #fee; padding: 3px; margin-right: 10px;">No, please don't ask me again</a>
```

Low vision user comments:

“On this section is blue on a pink background, which may be difficult for some users to read. The colour contrast ratio is currently 3.7:1, to pass AA the foreground and background colours must meet a contrast ratio of 4.5:1.”

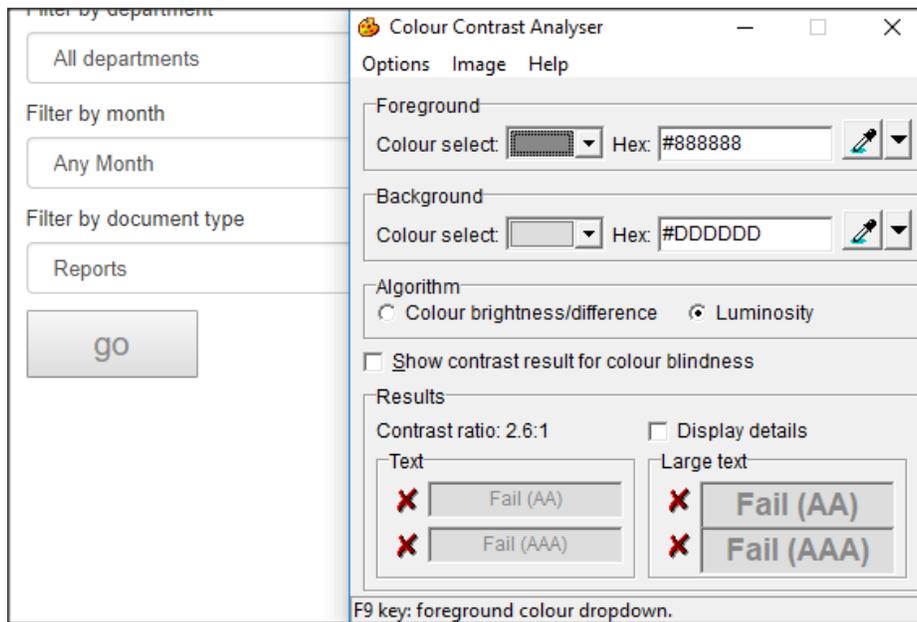
Issue ID: DAC_Low_Colour_Contrast_Issue6

URL: <https://www.nao.org.uk/search/type/report/>

Screen Shot:

DAC | Accessibility Report





The 'go' button related to the search filters has insufficient colour contrast of 2.6:1 (foreground colour: #888888, background colour: #dddddd, font size: 15.0pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

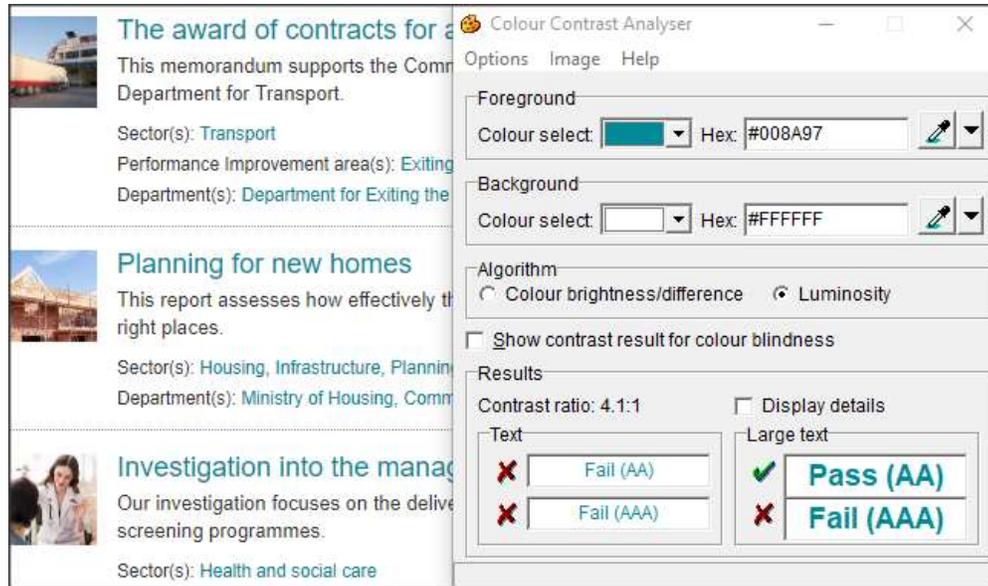
```
<input type="submit" value="go" class="facetious_submit_button">
```

Issue ID: DAC_Low_Colour_Contrast_Issue7

URL: <https://www.nao.org.uk/search/type/report/>

Screen Shot:





The publications page links such as ‘Planning for new homes’ have insufficient colour contrast of 4.1:1 (foreground colour: #008a97, background colour: #ffffff, font size: 13.5pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

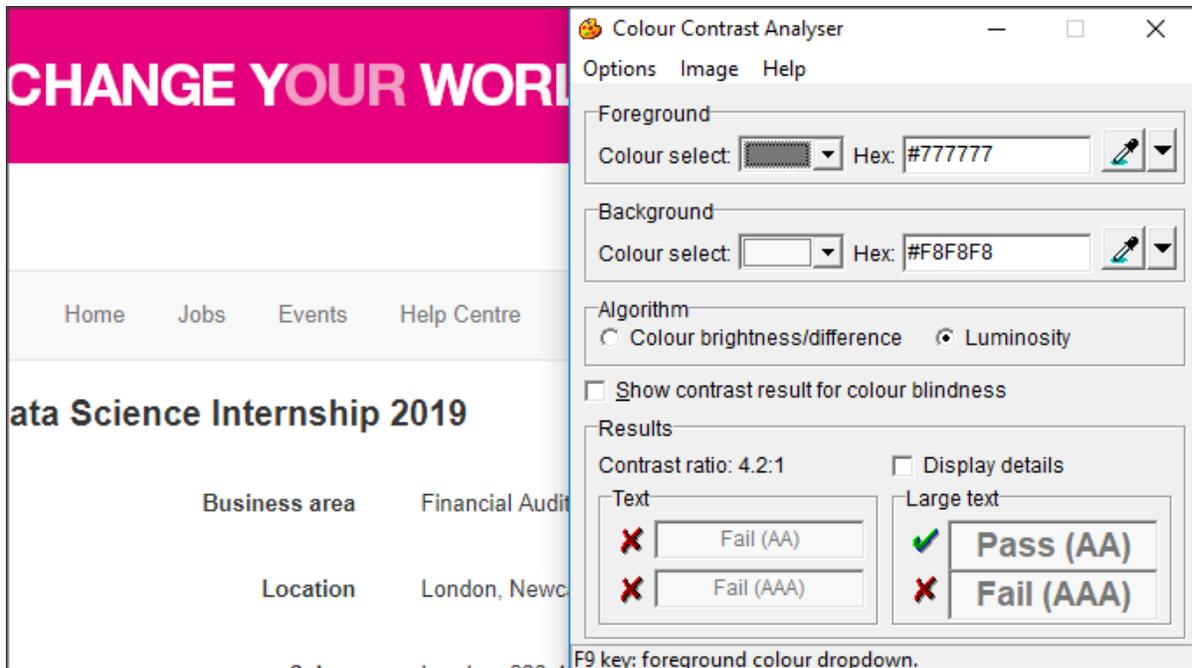
```
<h3 class="media-heading entry-title"><a href="https://www.nao.org.uk/report/national-audit-office-strategy-our-strategy-2019-20-to-2021-22/">National Audit Office Strategy: Our strategy 2019-20 to 2021-22</a></h3>
```

Issue ID: DAC_Low_Colour_Contrast_Issue8

URL: <https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB#main-content>

Screen Shot:





The navigation links such as 'Home' and 'Jobs' have insufficient colour contrast of 4.2:1 (foreground colour: #777777, background colour: #f8f8f8, font size: 9.8pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

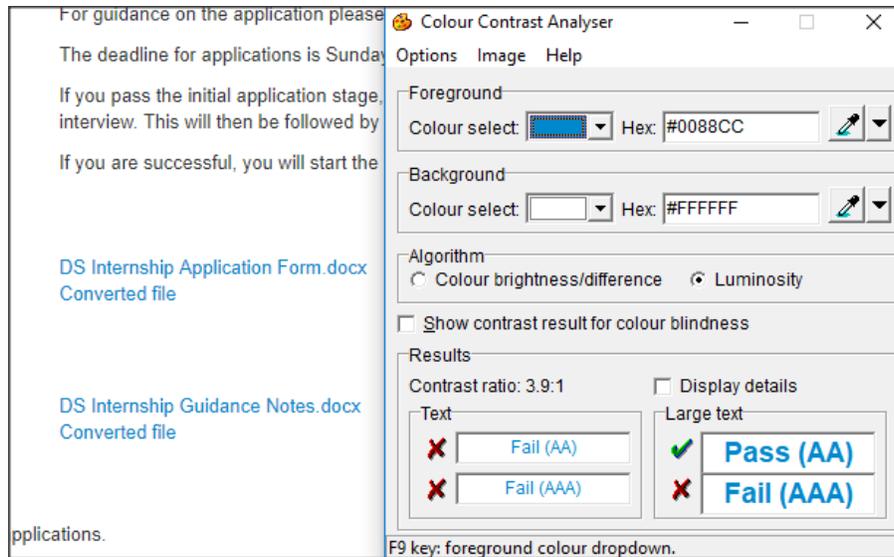
```
<a href="https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-fa8ef60b7705/candidate">Home</a>
```

Issue ID: DAC_Low_Colour_Contrast_Issue9

URL: <https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB#main-content>

Screen Shot:





The links within the main content of the 'Data Science Internship 2019' page such as 'Converted file' have insufficient colour contrast of 3.89:1 (foreground colour: #0088cc, background colour: #ffffff, font size: 9.8pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

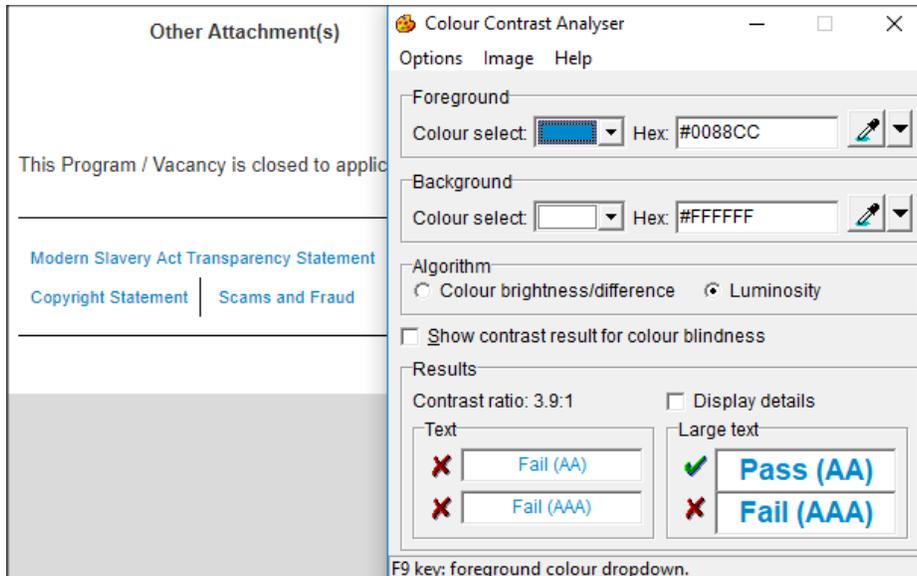
```
<a class="file_application_pdf" href="https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-fa8ef60b7705/candidate/download_file_opp/174/14360/2/1/8ce01259506131d33cd9a7354273ddbac0c7767d" target="_blank">
<span class="extralabel"></span>Converted file
</a>
```

Issue ID: DAC_Low_Colour_Contrast_Issue10

URL: <https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB#main-content>

Screen Shot:





The links in the footer of the page such as ‘Copyright Statement’ have insufficient colour contrast of 3.89:1 (foreground colour: #0088cc, background colour: #ffffff, font size: 8.6pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1. This is consistent of all links that share this colour combination, size and weight.

Code Ref(s):

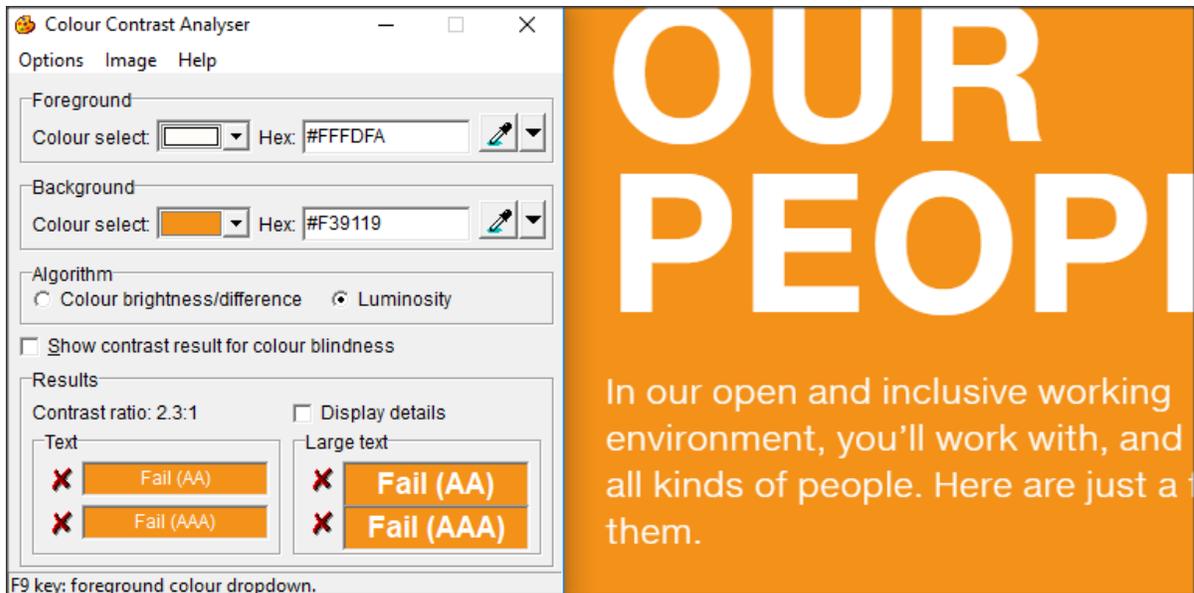
```
<a target="_blank" href="https://www.nao.org.uk/copyright-statement/" title="Copyright Statement (open in new window)">Copyright Statement</a>
```

Issue ID: DAC_Low_Colour_Contrast_Issue11

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:





The text under 'Our People' has insufficient colour contrast of 2.3:1 (foreground colour: #ffffff, background colour: #F39119, font size: 16pt, font weight: normal). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1.

Code Ref(s):

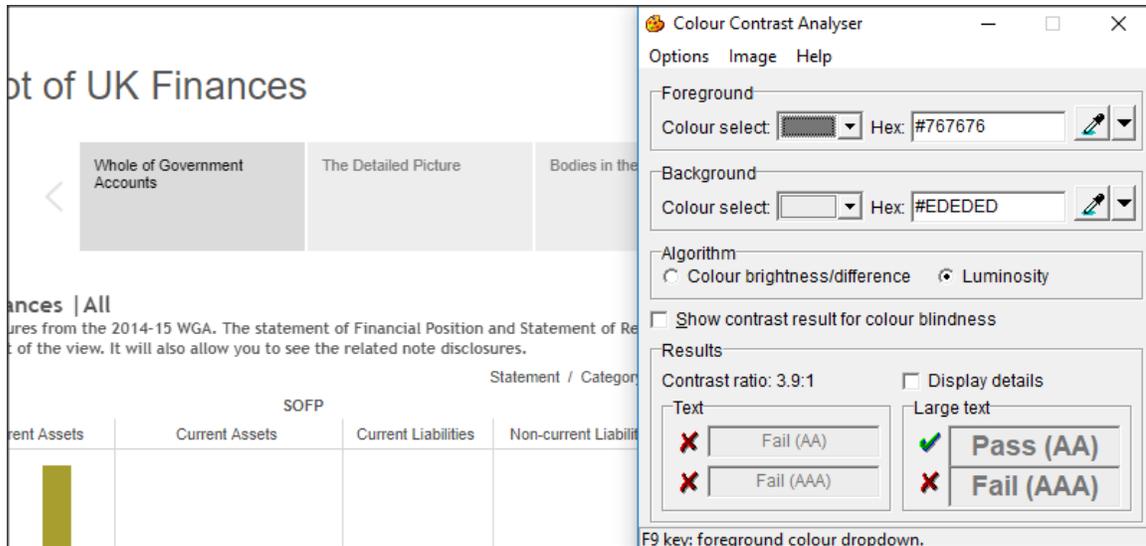
```
<p>In our open and inclusive working environment, you'll work with, and learn from, all kinds of people. Here are just a few of them.</p>
```

Issue ID: DAC_Low_Colour_Contrast_Issue12

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:





The snapshots of UK finance that are not in focus have insufficient colour contrast of 3.9:1 (foreground colour: #767676, background colour: #EDED). The expected minimum colour contrast ratio for text of this size and weight is 4.5:1.

Low vision user comments:

"I had difficulty reading the different categories in the carousel under the 'A Snapshot of UK Finances' title due to the grey text used for their titles. The text blends into the background of the carousel which is also grey."

Solution:

Ensure that the contrast between text and the background is in accordance with WCAG 2.1 recommendations:

- If the text is not bold and its size is less than 18pt then it must meet a minimum colour contrast ratio of 4.5:1 to Pass AA.
- If the text is not bold and its size is at least 18pt then it must meet a minimum colour contrast ratio of 3:1 to Pass AA.
- If the text is bold and its size is less than 14pt then it must meet a minimum colour contrast ratio of 4.5:1 to Pass AA.
- If the text is bold and its size is at least 14pt then it must meet a minimum colour contrast ratio of 3:1 to Pass AA.



If the default colour scheme does not meet the minimum requirements, then an alternative style sheets that do meet the requirements should be made available.



Low Non-Text Contrast (AA)

The presentation of meaningful graphics have insufficient colour contrast.

WCAG Reference:

1.4.11 Non-text Contrast

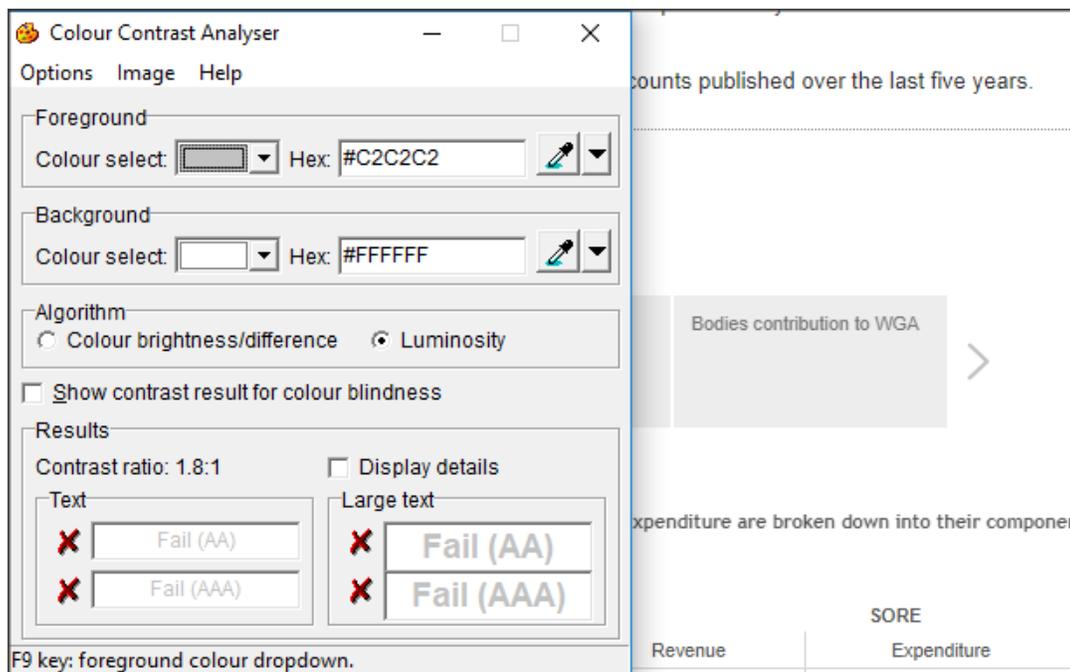
[Understanding Non-text Contrast](#) | [How to Meet Non-text Contrast](#)

(Level AA)

Issue ID: DAC_Low_Non-Text_Contrast_Issue1

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The 'Previous' and 'Next' controls related to the snapshot of UK finances carousel have insufficient colour contrast of approximately 2.1:1 (foreground colour: #FFFFFF, background colour: #B2B2B2). The expected minimum contrast ratio of meaningful graphics is 3:1.

Low Vision user comments:



“The arrows on either side of the carousel were also difficult to locate as they’re a light grey colour so they blend into the white background. The cursor did not change when in contact with them which made them more difficult to locate.”

Solution:

Ensure that user components such as controls or meaningful graphics are distinguishable by people with vision impairments. The visual presentation of meaningful graphics must have a minimum contrast ratio of 3:1 against adjacent colours.



Overlapping Page Content (AA)

Some page content overlaps which can be difficult for some users to read or distinguish.

WCAG Reference:

1.4.4 Resize text

[Understanding Resize text](#) | [How to Meet Resize text](#)

(Level AA)

Issue ID: DAC_Overlapping_Page_Content_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#foobox-1/0/Key-Facts-Rolling-out-Universal-Credit.png>

Screen Shot:



The social media icons displayed at the top of the 'Report Images' modal overlap the image content. Overlapping page content can be difficult for some users with visual and/or cognitive impairments to read.

Code Ref(s):

```
<div class="fbx-social fbx-top">...</div>
```

Low vision user comments:

"There was text found that was overlapped by other content. This made it difficult for me to read what was displayed."

Solution:

Ensure that page content does not overlap to enable users to read and understand page content without difficulty. Consider repositioning the social media icons so that other page content is not obstructed.



Zoom Disabled (AA)

Zooming and scaling is disabled.

WCAG Reference:

1.4.4 Resize text

[Understanding Resize text](#) | [How to Meet Resize text](#)

(Level AA)

Issue ID: DAC_Zoom_Disabled_Issue1

URL: <http://naoaccountancyscheme.co.uk/>

Zooming on mobile devices is disabled which is problematic for people who rely on screen magnifiers to properly see the contents of a web page.

Code Ref(s):

```
<meta name="viewport" content="width=device-width, initial-scale=1, maximum-scale=1, user-scalable=no">
```

Solution:

Ensure that users are able to zoom page content to enable people with low vision who rely on screen magnifiers to properly see the contents of the page. Remove the parameter user-scalable="no" and ensure the maximum-scale parameter is not less than 2.



Text Cannot be Resized (AA)

Text cannot be resized using mobile device accessibility options.

WCAG Reference:

1.4.4 Resize text

[Understanding Resize text](#) | [How to Meet Resize text](#)

(Level AA)

Issue ID: DAC_Text_Cannot_be_Resized_Issue1

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot's:



Text cannot be resized using the accessibility settings of either Android or iOS mobile devices. This means that some people with vision impairments may struggle to read and understand text content.

Solution:

Ensure that text can be resized via the accessibility options to enable people with visual impairments to read page content without requiring the use of assistive technology such as a screen magnifier.



Links New Window (AAA)

Links are present that do not indicate that they will open in a new browser window.

WCAG Reference:

3.2.5 Change on Request

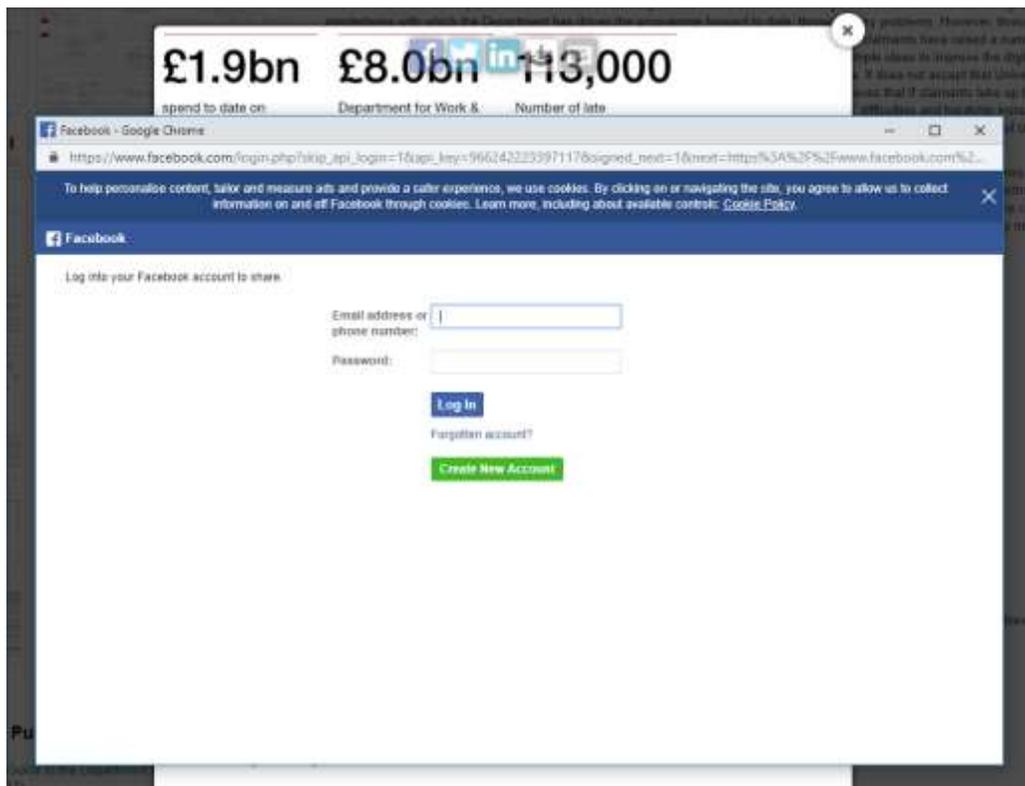
[Understanding Change on Request](#) | [How to Meet Change on Request](#)

(Level AAA)

Issue ID: DAC_Links_New_Window_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#foobox-1/0/Key-Facts-Rolling-out-Universal-Credit.png>

Screen Shot:



The social media links near the top of the 'Report Images' modals open in a new browser window without informing the user. This can be disorientating for screen reader users who may not know that the window has opened.



Code Ref(s):

```
<a href="/report/rolling-out-universal-credit/?foobox_share=26e5666a78&network=facebook&hash=%23foobox-1%2F0%2FKey-Facts-Rolling-out-Universal-Credit.png&content_url=https%3A%2F%2Fwww.nao.org.uk%2Fwp-content%2Fuploads%2F2018%2F06%2FKey-Facts-Rolling-out-Universal-Credit.png&content_type=image&title=&description=" class="fbx-facebook" rel="nofollow" target="_blank"></a>
```

Solution:

Ensure that links that open in a new browser window are easily identifiable. For example:

HTML

```
<a href="/report/rolling-out-universal-credit/?foobox_share=26e5666a78&network=facebook&hash=%23foobox-1%2F0%2FKey-Facts-Rolling-out-Universal-Credit.png&content_url=https%3A%2F%2Fwww.nao.org.uk%2Fwp-content%2Fuploads%2F2018%2F06%2FKey-Facts-Rolling-out-Universal-Credit.png&content_type=image&title=&description=" class="fbx-facebook" rel="nofollow" target="_blank">  
<span class="visuallyhidden">Facebook (opens in a new window)</span>  
</a>
```

CSS

```
.visuallyhidden  
{  
position: absolute; width: 1px; height: 1px; margin: -1px; padding: 0;  
overflow: hidden;  
clip: rect(0,0,0,0); border: 0;  
}
```



Target Size (AAA)

The target size of some page elements is not at least 44px.

WCAG Reference:

2.5.5 Target Size

[Understanding Target Size](#) | [How to Meet Target Size](#)

(Level AAA)

Issue ID: DAC_Target_Size_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



The target size of the 'share this page' list items are not at least 44 CSS pixels which means that users with limited dexterity or using a small handheld device may not be able to activate them easily.

Code Ref(s):

```
<li style="display:inline;">
<a href="mailto:?subject=&body=%20https%3A%2F%2Fwww.nao.org.uk"
target="_blank" title="Send email" onclick="window.open('mailto:?subject=' +
encodeURIComponent(document.title) + '&body=' +
encodeURIComponent(document.URL)); return false;"
onkeypress="window.open('mailto:?subject=' + encodeURIComponent(document.title) +
'&body=' + encodeURIComponent(document.URL)); return false;">
</a>
</li>
```

Solution:

Ensure that that target sizes are either large enough for users to easily activate them or providing equivalent links or controls on the same page that are at least 44 by 44 CSS pixels.



Semantically Incorrect Headings (AAA)

Headings are not presented in a logical and hierarchical order.

WCAG Reference:

2.4.10 Section Headings

[Understanding Section Headings](#) | [How to Meet Section Headings](#)

(Level AAA)

Issue ID: DAC_Semantically_Incorrect_Headings_Issue1

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:

```
<H2> Frequently Asked Questions (FAQs)
  <H4> How much was the deficit in 2014-15 and how does that compare to net
  expenditure in previous years?
  <H4> How much does the public sector own?
  <H4>
  <H4> Does this include everything? What about PFI?
  <H4> So what would the figures look like if these bodies were included?
  <H4> How many years will it take to pay off the Government's debt?
  <H4> How is WGA different to adding up the financial statements of all the significant
  Government organisations?
  <H4> How is WGA different to the other Government spending figures and the National
  Accounts?
  <H4> Why do we need WGA when we already have the National Accounts?
  <H4> Where is the state pension liability?
  <H4> How does HM Treasury gather the information?
  <H4> How useful is WGA given that the Comptroller and Auditor General has qualified
  his opinion?
```

The heading structure of the 'A snapshot of UK finances - National Audit Office (NAO)' page is not logical because the list items under 'Frequently Asked Questions (FAQS)' are marked up as headings that increase by more than one heading level. This means that screen reader users may not be able to accurately determine the structure of content on the page.

Code Ref(s):

```
<h2>Frequently Asked Questions (FAQs)</h2>
<p>Click for answers.</p>
<div class="accordion collapse in" id="accordion-group-1" role="tablist" aria-
multiselectable="true" aria-expanded="true" style="">
<h4 style="cursor: pointer; font-weight: bold;">
<a href="#a1" data-toggle="collapse" tabindex="1">How much was the deficit in
2014-15 and how does that compare to net expenditure in previous years?</a>
```

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</h4>

Screen reader comments:

“The heading structure on this page is problematic as they jump from heading level 2 to 4. It would be helpful if the headings could follow a logical structure”

Issue ID: DAC_Semantically_Incorrect_Headings_Issue2

URL: <https://www.nao.org.uk/press-release/nhs-englands-management-of-the-primary-care-support-services-contract-with-capita/#>

Screen Shot:

<H1> NHS England’s management of the primary care support services contract with Capita
<H2> Notes for Editors
<H4> Contact

The heading structure of the ‘NHS England’s management of the primary care support services contract with Capita’ page is not logical because the ‘Contact’ heading increases by more than one heading level. This means that screen reader users may not be able to accurately determine the structure of content on the page.

Code Ref(s):

<h4>Contact</h4>

Screen reader comments:

“The heading structure on this page is problematic as they jump from heading level 2 to 4. It would be helpful if the headings could follow a logical structure”

Issue ID: DAC_Semantically_Incorrect_Headings_Issue3

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>



Screen Shot:

```
<H1> A snapshot of UK finances
<H1> Whole of Government Accounts
  <H2> Introduction
  <H2> Whole of Government Accounts 2014-15: At a glance
```

The heading structure of the 'A snapshot of UK finances - National Audit Office (NAO)' page contains multiple level 1 headings which is not logical. This means that screen reader users may not be able to accurately determine the structure of content on the page.

Code Ref(s):

```
<h1 data-swiftype-name="title" data-swiftype-type="string">A snapshot of UK finances</h1>
```

```
<h1>Whole of Government Accounts</h1>
```

Screen reader comments:

"Multiplate headings at level 1 are present which is not logical. Including only 1 heading level 1 with the other headings following a consecutive order will help screen reader users understand the structure of content."

Solution:

Ensure headings are presented in a logical and hierarchical order, primarily to make it easy for screen readers to navigate the page. Screen reader users can make use of headings to jump to relevant content within the document and greatly reduce the time that they spend looking for content on a page. Headers should be logical and reflect the structure of information on the page, briefly introducing the topic(s) that follow them. For example:

```
<h1>Main heading</h1>
  <h2>Sub-heading of h1</h2>
  <h2>Sub-heading of h1</h2>
    <h3>Sub-heading of h2</h3>
  <h2>Sub-heading of h1</h2>
    <h3>Sub-heading of h2</h3>
      <h4>Sub-heading of h3</h4>
  <h2>Sub-heading of h1</h2>
  <h2>Sub-heading of h1</h2>
```



Non-Descriptive Links out of Context (AAA)

Links are present that are not descriptive of their destination out of context.

WCAG Reference:

2.4.9 Link Purpose (Link Only)

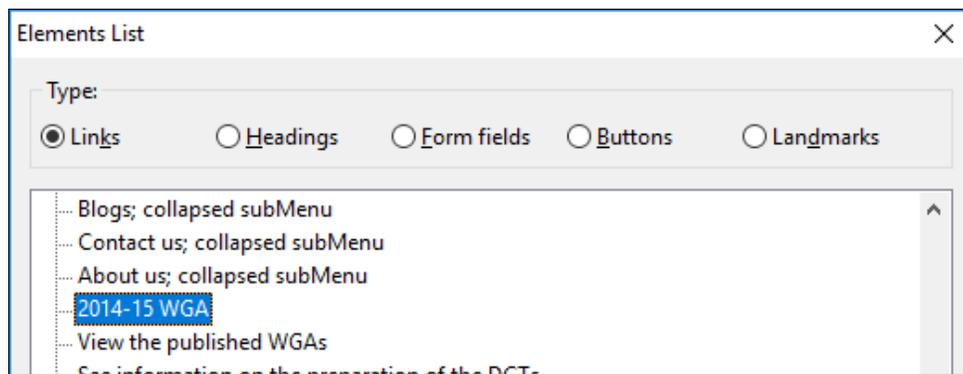
[Understanding Link Purpose \(Link Only\)](#) | [How to Meet Link Purpose \(Link Only\)](#)

(Level AAA)

Issue ID: DAC_Non-Descriptive_Links_out_of_Context_Issue1

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Screen Shot:



The '2014-15 WGA' link present on the home page is not descriptive of its destination or purpose when navigating out of context.

Code Ref(s):

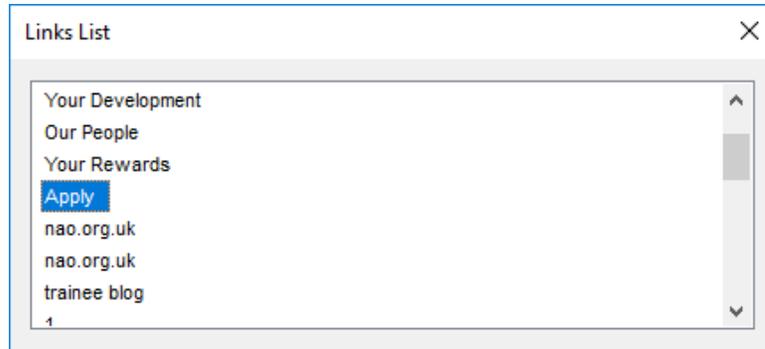
```
<a href="https://www.gov.uk/government/publications/whole-of-government-accounts-2014-to-2015">2014-15 WGA</a>
```

Issue ID: DAC_Non-Descriptive_Links_out_of_Context_Issue2

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:





The 'apply' link present on the accountancy scheme home page is not descriptive of its destination or purpose when navigating out of context.

Code Ref(s):

```
<a href="https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-c23acdb5c82d/candidate/so/pm/1/pl/1/opp/186-Accountancy-Apprenticeship-2019/en-GB" target="_blank" rel="noopener">Apply</a>
```

Screen reader comments:

"I located an 'apply' link out of context. Although this would pass under WCAG 2.1, it would be helpful if a clearer link text such as 'apply for a job' could be provided."

Solution:

Ensure that link text is unique and descriptive to help users identify the links destination or purpose when navigating out of context. This could be visually hidden from users with CSS. For example:

HTML:

```
<a href="https://www.gov.uk/government/publications/whole-of-government-accounts-2014-to-2015">2014-15 WGA  
<span class="visuallyhidden"> (Whole of Government Accounts)</span>  
</a>
```

CSS:

```
.visuallyhidden  
{  
  position: absolute; width: 1px; height: 1px; margin: -1px; padding: 0;  
  overflow: hidden;  
  clip: rect(0,0,0,0); border: 0;  
}
```



Sign Language Interpretation (AAA)

Sign language interpretation is not available for the video content provided.

WCAG Reference:

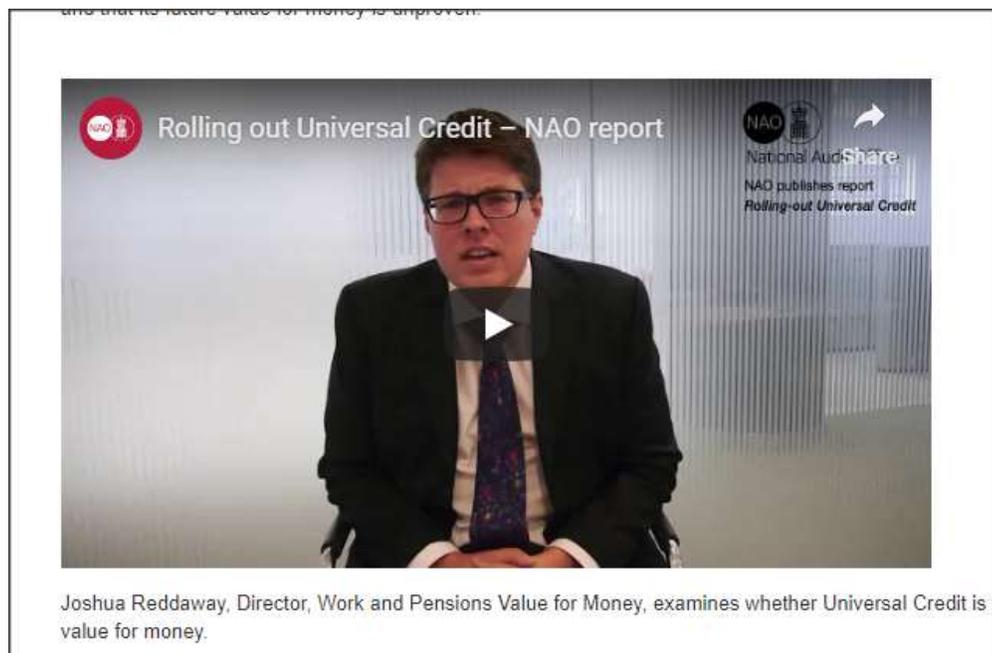
1.2.6 Sign Language (Pre-recorded)

[Understanding Sign Language \(Pre-recorded\)](#) | [How to Meet Sign Language \(Pre-recorded\)](#)
(Level AAA)

Issue ID: DAC_Sign_Language_Interpretation_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



Sign language interpretation is not available for the 'Rolling out Universal Credit – NAO report' video content. Although text alternatives are provided, people whose first language is a sign language sometimes have limited reading ability. This means that they may not be able to read and understand text alternatives such as captions and transcriptions.

Code Ref(s):

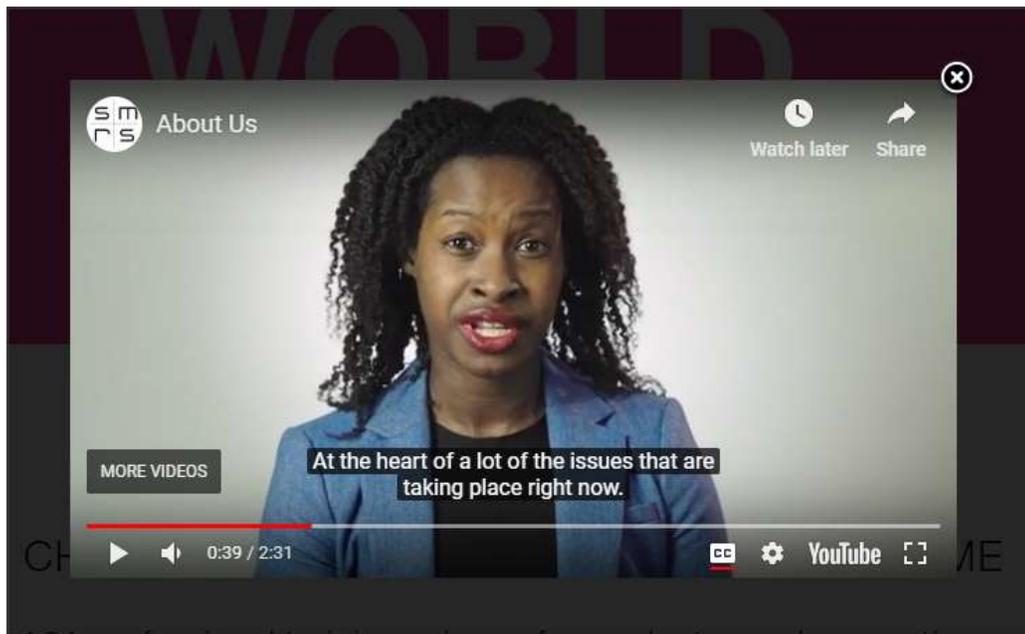


```
<iframe src="https://www.youtube-nocookie.com/embed/qE2fpNSrrpc" width="560" height="315" frameborder="0" allowfullscreen="allowfullscreen" nuan_newframe="true"></iframe>
```

Issue ID: DAC_Sign_Language_Interpretation_Issue2

URL: <http://naoaccountancyscheme.co.uk/>

Screen Shot:



Sign language interpretation is not available for the 'About us' video content. Although text alternatives are provided, people whose first language is a sign language sometimes have limited reading ability. This means that they may not be able to read and understand text alternatives such as captions and transcriptions.

Code Ref(s):

```
<iframe id="popup-youtube-player" width="640" height="360" frameborder="0" src="https://www.youtube.com/embed/N6dVqlfoLus?rel=0&showinfo=0&enablejsapi=1&version=3&playerapiid=ytplayer&autoplay=1" allowfullscreen="true" allowscriptaccess="always" nuan_newframe="true"></iframe>
```

Solution:

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Ensure that Sign language interpretation is provided for all pre-recorded audio content to enable people who are deaf or hard of hearing that are fluent in a sign language to understand. Sign language can provide important information such as intonation and emotion that is not reflected in captions. Also, those who predominately communicate using sign language are often faster interpreting sign language opposed to text alternatives when viewing video content.



Readability Statistics (AAA)

Some page content may be difficult to read for some users.

WCAG Reference:

3.1.5 Reading Level

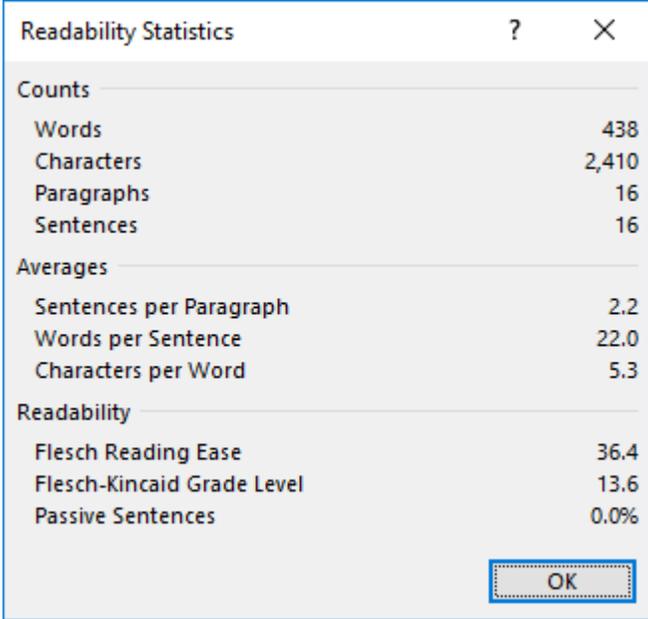
[Understanding Reading Level](#) | [How to Meet Reading Level](#)

(Level AAA)

Issue ID: DAC_Readability_Statistics_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/>

Screen Shot:



Readability Statistics	
Counts	
Words	438
Characters	2,410
Paragraphs	16
Sentences	16
Averages	
Sentences per Paragraph	2.2
Words per Sentence	22.0
Characters per Word	5.3
Readability	
Flesch Reading Ease	36.4
Flesch-Kincaid Grade Level	13.6
Passive Sentences	0.0%

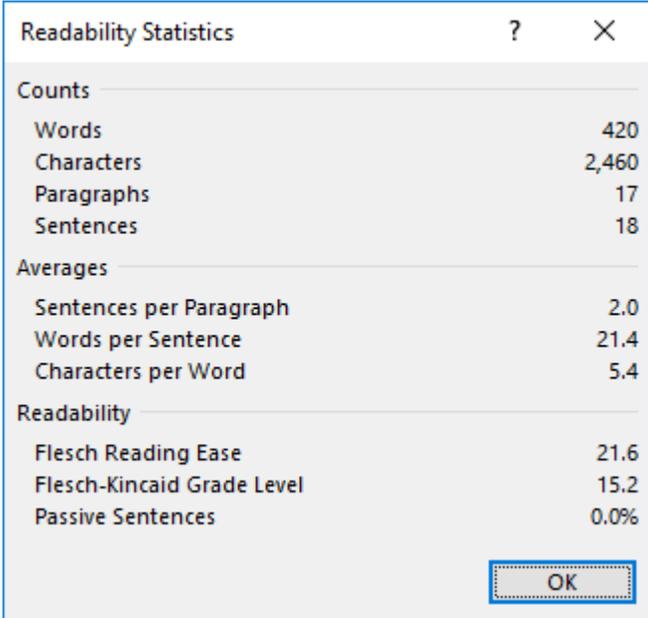
The grade level of a web page should be about 12.0 (the average age of the UK school leaver) or below. The grade level of this page is 13.6 which means it might be too difficult for some users to understand.

Issue ID: DAC_Readability_Statistics_Issue2

URL: <https://www.nao.org.uk/highlights/whole-of-government-accounts/>



Screen Shot:



The screenshot shows a dialog box titled 'Readability Statistics' with a question mark icon and a close button. It displays readability metrics in three sections: Counts, Averages, and Readability. An 'OK' button is located at the bottom right.

Counts	
Words	420
Characters	2,460
Paragraphs	17
Sentences	18
Averages	
Sentences per Paragraph	2.0
Words per Sentence	21.4
Characters per Word	5.4
Readability	
Flesch Reading Ease	21.6
Flesch-Kincaid Grade Level	15.2
Passive Sentences	0.0%

The grade level of a web page should be about 12.0 (the average age of the UK school leaver) or below. The grade level of this page is 15.2 which means it might be too difficult for some users to understand.

Issue ID: DAC_Readability_Statistics_Issue3

URL: <https://www.nao.org.uk/press-release/nhs-englands-management-of-the-primary-care-support-services-contract-with-capita/>

Screen Shot:



Readability Statistics	
Counts	
Words	964
Characters	5,982
Paragraphs	23
Sentences	35
Averages	
Sentences per Paragraph	2.0
Words per Sentence	26.8
Characters per Word	4.9
Readability	
Flesch Reading Ease	34.0
Flesch-Kincaid Grade Level	15.1
Passive Sentences	0.0%

The grade level of a web page should be about 12.0 (the average age of the UK school leaver) or below. The grade level of this page is 15.1 which means it might be too difficult for some users to understand.

Solution:

Ensure that text content is readable and understandable using language appropriate for the target audience.



Unexpanded Acronyms (AAA)

Acronyms are present that are not expanded in their first instance.

WCAG Reference:

3.1.4 Abbreviations

[Understanding Abbreviations](#) | [How to Meet Abbreviations](#)

(Level AAA)

Issue ID: DAC_Unexpanded_Acronyms_Issue1

URL: <https://www.nao.org.uk/report/rolling-out-universal-credit/#main-content-anchor>

Screen Shot:

Publication details:
ISBN: 9781786041982 [[Buy a copy](#)]
HC: 1123, 2017-19
Published date: June 15, 2018

The acronym 'HC' is not expanded in its first instance. This means that users who are unfamiliar with the acronyms may not understand their purpose or meaning.

Code Ref(s):

```
<p><strong>HC:</strong> 1123, 2017-19</p>
```

Screen reader comments:

"Before the date and time of the publication I located the acronym 'HC'. It would be helpful if the acronym could receive a clear description at the first instance of use so that new users to the website understand what this refers too."

Solution:

Ensure that acronyms are expanded in their first instance to enable users who are unfamiliar with to understand their meaning.



EPUB Documents Compatibility (Usability)

Although electronic publication documents can be viewed in Microsoft Edge, screen reader software is not fully compatible with Microsoft Edge.

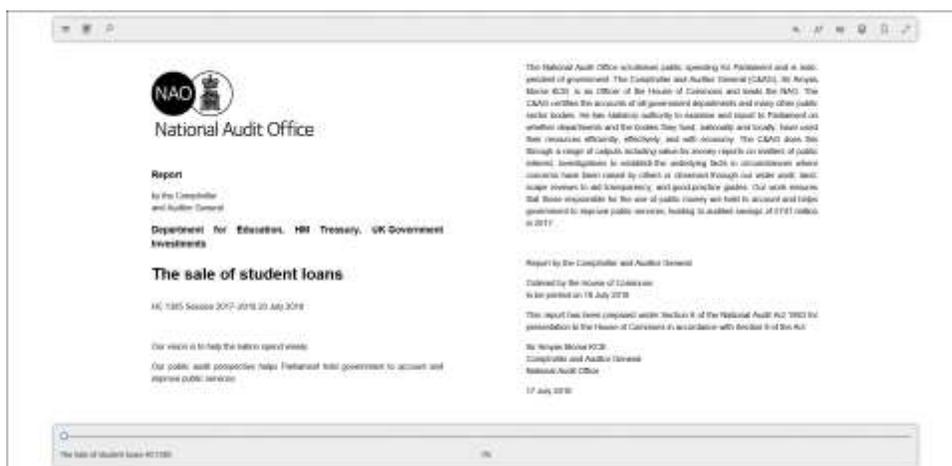
WCAG Reference:

N/A – Usability

Issue ID: DAC_EPUB_Documents_Compatibility_Issue1

URL: <https://www.nao.org.uk/wp-content/uploads/2018/07/Sale-of-student-loans-HC1385-The-NAO.epub>

Screen Shot:



Electronic publication documents require specific software to read them. Although the Windows web browser Microsoft Edge supports EPUB documents, screen reader software is not fully compatible with the browser.

Screen reader comments:

“I was not able to test the above URL with Jaws as it was inaccessible using internet explorer. The Microsoft edge browser is not compatible using JAWS.”

Solution:



Consider providing an accessible alternative to EPUD documents such RTF or PDF files which will enable screen reader users to access this information easily.



End of Report



Appendix I

Journey 1: Webpages to be tested

Homepage:

<https://www.nao.org.uk/> **IMPORTANT:** The Homepage is out of scope until further notice because this is due to be updated later in the year!

Report landing page:

<https://www.nao.org.uk/report/rolling-out-universal-credit/>

Data visualisation page:

<https://www.nao.org.uk/highlights/whole-of-government-accounts/>

Blog:

<https://www.nao.org.uk/naoblog/adult-social-care-at-a-glance/>

Press release:

<https://www.nao.org.uk/press-release/nhs-englands-management-of-the-primary-care-support-services-contract-with-capita/>

Publication search:

<https://www.nao.org.uk/search/type/report/>

Journey 2: PDF's

The health and social care interface:

<https://www.nao.org.uk/wp-content/uploads/2018/07/The-health-and-social-care-interface.pdf>

EPUB:

<https://www.nao.org.uk/wp-content/uploads/2018/07/Sale-of-student-loans-HC1385-The-NAO.epub>

Journey 3: Career pages

Homepage:

<http://naoaccountancyscheme.co.uk/>

Job vacancy post:

<https://nao.tal.net/vx/lang-en-GB/mobile-0/brand-1/xf-d175604335ac/candidate/so/pm/1/pl/1/opp/174-Data-Science-Internship-2019/en-GB>



Classification of Accessibility Issues

The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AAA:

Status	Description
Pass (P)	The site meets the requirements of the checkpoint.
Fail (L) Low Priority	The site almost meets the requirements of the checkpoint. Only a small number of minor problems were identified. The site fails to meet the requirements against AAA criteria measured against WCAG 2.1
Fail (M) Medium Priority	The site fails to meet the requirements against AA criteria measured against WCAG 2.1
Fail (H) High Priority	The site fails to meet the requirements against A criteria measured against WCAG 2.1 and more severe accessibility issues were identified.
Not Applicable (N/A)	No content was found on the site to which the checkpoint would relate.



Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.	
<p>Non-text Content: 1.1.1 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)</p>	Fail (H)
<p>Audio-only and Video-only (Pre-recorded): 1.2.1 For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such:</p> <p>Understanding Success Criterion 1.2.1 Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content.</p> <p>Pre-recorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. (Level A)</p>	Not Applicable (N/A)
<p>Captions (Pre-recorded): 1.2.2 Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (Level A)</p>	Pass (P)
<p>Audio Description or Media Alternative (Pre-recorded): 1.2.3 An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (Level A)</p>	Not Applicable (N/A)
<p>Captions (Live): 1.2.4 Captions are provided for all live audio content in synchronized media. (Level AA)</p>	Not Applicable (N/A)



<p>Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. (Level AA)</p>	<p>Not Applicable (N/A)</p>
<p>Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. (Level AAA)</p>	<p>Fail (L)</p>
<p>Extended Audio Description (Pre-recorded): 1.2.7 Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all pre-recorded video content in synchronized media. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Media Alternative (Pre-recorded): 1.2.8 An alternative for time-based media is provided for all pre-recorded synchronized media and for all pre-recorded video-only media. (Level AAA)</p>	<p>Pass (P)</p>
<p>Audio-only (Live): 1.2.9 An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>	<p>Fail (H)</p>
<p>Meaningful Sequence: 1.3.2 When the sequence in which content is presented affects it's meaning, a correct reading sequence can be programmatically determined. (Level A)</p>	<p>Pass (P)</p>
<p>Sensory Characteristics:</p>	<p>Pass (P)</p>



<p>1.3.3 Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)</p>	
<p>Orientation : (WCAG 2.1) 1.3.4 Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p> <p>NOTE: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. (Level AA)</p>	Pass (P)
<p>Identify Input Purpose: (WCAG 2.1) 1.3.5 The purpose of each input field collecting information about the user can be programmatically determined when :</p> <ul style="list-style-type: none"> • 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. <p>(Level AA)</p>	Fail (M)
<p>Identify Purpose: (WCAG 2.1) 1.3.6 In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined. (Level AAA)</p>	Fail (L)
<p>Use of Colour: 1.4.1 Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)</p>	Fail (H)
<p>Audio Control: 1.4.2 If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a</p>	Not Applicable (N/A)



<p>mechanism is available to control audio volume independently from the overall system volume level. (Level A)</p>	
<p>Contrast (Minimum): 1.4.3 The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <p>Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</p> <p>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.</p> <p>Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (Level AA)</p>	<p>Fail (M)</p>
<p>Resize text: 1.4.4 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)</p>	<p>Fail (M)</p>
<p>Images of Text: 1.4.5 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: Understanding Success Criterion 1.4.5</p> <ul style="list-style-type: none"> • 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. <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential. (Level AA)</p>	<p>Fail (M)</p>



<p>Contrast (Enhanced): 1.4.6 The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:</p> <p>Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1;</p> <p>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.</p> <p>Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (Level AAA)</p>	<p>Fail (L)</p>
<p>Low or No Background Audio: 1.4.7 For pre-recorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:</p> <p>Understanding Success Criterion 1.4.7</p> <ul style="list-style-type: none"> • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. <p>Note: Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Visual Presentation: 1.4.8 For the visual presentation of blocks of text, a mechanism is available to achieve the following: Understanding Success Criterion 1.4.8</p> <ol style="list-style-type: none"> 1. Foreground and background colours can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 	<p>Not Applicable (N/A)</p>



<p>4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.</p> <p>5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.</p> <p>(Level AAA)</p>	
<p>Images of Text (No Exception): 1.4.9 Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.</p> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p>(Level AAA)</p>	<p>Fail (L)</p>
<p>Reflow: (WCAG 2.1) 1.4.10 Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for :</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.</p> <p>Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.</p> <p>(Level AA)</p>	<p>Fail (M)</p>
<p>Non-text Contrast (WCAG 2.1) 1.4.11 The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <p>User Interface Components</p>	<p>Fail (M)</p>



<p>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;</p> <p>Graphical Objects Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. (Level AA)</p>	
<p>Text Spacing (WCAG 2.1) 1.4.12 presentation of graphics is essential to the information being conveyed. In content implemented using mark-up languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p> <p>(Level AA)</p>	Pass (P)
<p>Content on Hover or Focus (WCAG 2.1) 1.4.13 Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <p>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;</p> <p>Hoverable If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</p>	Pass (P)



<p>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. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p>Note Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.</p> <p>Note Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.</p> <p>(Level AA)</p>	
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Principle 2: Operable – User interface components and navigation must be operable.	
<p>Keyboard:</p> <p>2.1.1 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.</p> <p>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.</p> <p>Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p> <p>(Level A)</p>	Fail (H)
<p>No Keyboard Trap:</p> <p>2.1.2 If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.</p> <p>(Level A)</p>	Pass (P)
<p>Keyboard (No Exception):</p> <p>2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p> <p>(Level AAA)</p>	Fail (L)
<p>Character Key Shortcuts (WCAG 2.1):</p> <p>2.1.4 If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p>	Not Applicable (N/A)



<p>Turn off A mechanism is available to turn the shortcut off;</p> <p>Remap A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);</p> <p>Active only on focus The keyboard shortcut for a user interface component is only active when that component has focus.</p> <p>(Level A)</p>	
<p>Timing Adjustable: 2.2.1 For each time limit that is set by the content, at least one of the following is true: Turn off: The user is allowed to turn off the time limit before encountering it; or Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or Essential Exception: The time limit is essential and extending it would invalidate the activity; or 20 Hour Exception: The time limit is longer than 20 hours.</p> <p>Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</p> <p>(Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Pause, Stop, Hide: 2.2.2 For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p>	<p>Not Applicable (N/A)</p>



<p>Understanding Success Criterion 2.2.2</p> <p>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</p> <p>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.</p> <p>Note 1: For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p>Note 2: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.</p> <p>Note 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p>Note 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</p> <p>(Level A)</p>	
<p>No Timing: 2.2.3 Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.</p>	<p>Not Applicable (N/A)</p>



(Level AAA)	
Re-authenticating: 2.2.5 When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (Level AAA)	Not Applicable (N/A)
Timeouts (WCAG 2.1): 2.2.6 Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions. Note Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion. (Level AAA)	Not Applicable (N/A)
Three Flashes or Below Threshold: 2.3.1 Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds . Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. (Level A)	Not Applicable (N/A)
Three Flashes: 2.3.2 Web pages do not contain anything that flashes more than three times in any one-second period. (Level AAA)	Not Applicable (N/A)
Animation from Interactions (WCAG 2.1):	Not Applicable (N/A)



<p>2.3.3 Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed. (Level AAA)</p>	
<p>Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)</p>	Fail (H)
<p>Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. (Level A)</p>	Pass (P)
<p>Focus Order: 2.4.3 If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)</p>	Fail (H)
<p>Link Purpose (In Context): 2.4.4 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)</p>	Fail (H)
<p>Multiple Ways: 2.4.5 More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)</p>	Pass (P)
<p>Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. (Level AA)</p>	Fail (M)
<p>Focus Visible: 2.4.7 Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Fail (M)



(Level AA)	
Location: 2.4.8 Information about the user's location within a set of Web pages is available. (Level AAA)	Not Applicable (N/A)
Link Purpose (Link Only): 2.4.9 A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general . (Level AAA)	Fail (L)
Section Headings: 2.4.10 Section headings are used to organize the content. Note 1: "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. Note 2: This success criterion covers sections within writing, not user interface components . User Interface components are covered under Success Criterion 4.1.2 . (Level AAA)	Fail (L)
Pointer Gestures (WCAG 2.1) : 2.5.1 All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. Note This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). (Level A)	Pass (P)
Pointer Cancellation (WCAG 2.1): 2.5.2 For functionality that can be operated using a single pointer , at least one of the following is true: No Down-Event	Not Applicable (N/A)



<p>The down-event of the pointer is not used to execute any part of the function;</p> <p>Abort or Undo Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</p> <p>Up Reversal The up-event reverses any outcome of the preceding down-event;</p> <p>Essential Completing the function on the down-event is essential.</p> <p>Note Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>Note This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p> <p>(Level A)</p>	
<p>Label in Name (WCAG 2.1): 2.5.3 For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p> <p>Note A best practice is to have the text of the label at the start of the name.</p> <p>(Level A)</p>	Pass (P)
<p>Motion Actuation (WCAG 2.1): 2.5.4 Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <p>Supported Interface The motion is used to operate functionality through an accessibility supported interface;</p> <p>Essential The motion is essential for the function and doing so would invalidate the activity.</p>	Not Applicable (N/A)



(Level A)	
<p>Target Size (WCAG 2.1): 2.5.5 The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when:</p> <p>Equivalent The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;</p> <p>Inline The target is in a sentence or block of text;</p> <p>User Agent Control The size of the target is determined by the user agent and is not modified by the author;</p> <p>Essential A particular presentation of the target is essential to the information being conveyed.</p> <p>(Level AAA)</p>	Fail (L)
<p>Concurrent Input Mechanisms (WCAG 2.1): 2.5.6 Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.</p> <p>(Level AAA)</p>	Pass (P)



Principle 3: Understandable – Information and the operation of user interface must be understandable.	
Language of Page: 3.1.1 The default human language of each Web page can be programmatically determined . (Level A)	Pass (P)
Language of Parts: 3.1.2 The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	Not Applicable (N/A)
Unusual Words: 3.1.3 A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way , including idioms and jargon . (Level AAA)	Not Applicable (N/A)
Abbreviations: 3.1.4 A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)	Fail (L)
Reading Level: 3.1.5 When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content , or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)	Fail (L)
Pronunciation: 3.1.6 A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)	Not Applicable (N/A)
On Focus:	Pass (P)



<p>3.2.1 When any component receives focus, it does not initiate a change of context. (Level A)</p>	
<p>On Input: 3.2.2 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)</p>	Pass (P)
<p>Consistent Navigation: 3.2.3 Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)</p>	Pass (P)
<p>Consistent Identification: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)</p>	Pass (P)
<p>Change on Request: 3.2.5 Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)</p>	Fail (L)
<p>Error Identification: 3.3.1 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)</p>	Not Applicable (N/A)
<p>Labels or Instructions: 3.3.2 Labels or instructions are provided when content requires user input. (Level A)</p>	Fail (H)
<p>Error Suggestion: 3.3.3 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)</p>	Not Applicable (N/A)



<p>Error Prevention (Legal, Financial, Data): 3.3.4 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:</p> <ol style="list-style-type: none"> 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. <p>(Level AA)</p>	<p>Not Applicable (N/A)</p>
<p>Help 3.3.5 Context-sensitive help is available.</p> <ul style="list-style-type: none"> • Provide instructions and cues in context to help inform completion and submission. <p>(Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true:</p> <p>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.</p> <p>(Level AAA)</p>	<p>Not Applicable (N/A)</p>



Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies	
<p>Parsing:</p> <p>4.1.1 In content implemented using mark-up 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.</p> <p>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. (Level A)</p>	Fail (H)
<p>Name, Role, Value:</p> <p>4.1.2 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.</p> <p>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. (Level A)</p>	Fail (H)
<p>Status Messages (WCAG 2.1)</p> <p>4.1.3 In content implemented using mark-up 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)</p>	Fail (M)



Appendix III

The Process

The web product is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) to give an accurate feedback on any non-compliant issues. To attain our standard accreditation all A and AA criteria must be achieved.

To give a more accurate review of the web site the DAC team employ two differing testing processes.

The first is a manual technical audit using automated tools and the second a dedicated team of user testers with differing disabilities test using a range of adaptive technologies. The findings of both testing teams are then combined to give the client far more accurate feedback on the web site.

By using the testing team in conjunction with an automated procedure a more accurate set of results are made available.

This report combines technical auditing with disabled user feedback. The test does not list each specific area that requires change, but highlights patterns of problems where they exist. Each section of the report includes a qualifying statement of pass, fail or recommendation to help developers quickly identify which parts of the site need the most urgent attention.

CRITERIA

Pass

This means that for this section of the report, the website meets the expectations of the testing team and that there were no major issues encountered that would significantly affect their browsing experience.

Fail

Sites that have one or more issues will have a fail flagged for that section. There will be a list of actions that the developers need to address to make sure that the site meets the expectations of the DAC testing team.

Not Applicable

The technology or criteria measured against is not present on the site.



DAC Testing Procedure

The Web site is tested by a team of experienced Web auditors, many of who are disabled individuals and users of adaptive technology. The combination of subjective pan-disability user feedback and comprehensive technical auditing allows us to measure how the website performs technically and practically, thereby offering an essential added dimension to our test results that other methods of testing cannot provide.

User Testing

Manual accessibility checking was conducted by a team of disabled individuals, using a range of adaptive technologies (hardware and software designed to facilitate the use of computers by people with disabilities). This may include:

NVDA: a screen reader and application used by those who are blind.

ZoomText: a magnification application used by those with low vision.

JAWS: a screen reader used by blind people to access Web pages.

Dragon Naturally Speaking: voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.

Switch Access: used by those with severe mobility impairments to input commands to a computer.

Keyboard Only: some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.

Readability: Manual checks were made to assess the suitability of a Web page for those with colour blindness and dyslexia.

Deaf/Hard of hearing: Manual checks were made to assess the suitability of a web page for those with hearing impairments.

Learning difficulties: Manual checks were made to assess the suitability of a web page for those with learning difficulties.

Technical Auditing

Technical auditing involves the experienced application of a number of technical auditing and standards compliance assessment tools. This combined with an extensive knowledge of WCAG, its application and wider global practice provides the DAC service with further credibility and quality.

