Kings Hill Parish Council Website
Website Accessibility – Meeting WCAG 2.1 Standards

Preparing to do a basic accessibility check

You do not need to check every page of your website - just a sample. So start by working out what to include in your sample.If you've got more than one website or app, you need to gather a sample from each website or app you have.

Your sample needs to include:

- your site's homepage
- content pages that are mostly text based
- images, video and audio content
- interactive tools and transactions, like forms
- pages including login functionality, if your website has them
- PDFs and other document types you have
- dynamic content like pop-up windows
- navigation pages, including your sitemap and pages with search functionality

You should also include in your sample any pages or websites containing information about accessibility, how to contact you, how to use your site, legal information (for examples terms and conditions pages, or things like your privacy policy) and any settings or preferences pages. Once you've got your sample, work through the checks outlined in this guidance one by one.It's likely the checks will take at least a few days, so make sure to give yourself enough time to work through them.

Some of the requirements might not apply to your website. For example, if you do not have any videos then you can ignore the tests relating to video content.

No.	Action Required	Action to be taken	Date Tested
1.	**Check text content - Check you're using proper heading- users with visual impairments use tools called 'screen readers' that read out page content to them.** If you're styling headings just using bold, or by using bigger font, then screen readers will not recognise them as headings stopping users from skipping straight to the content they need. To check your headings are styled properly, open up the tool you use to edit your website (often known as a 'content management system') and check the headings	Tested Who's Who Councillors page. Who's Who Staff. Policies	15/06/2020

		on your sample pages. They're styled correctly if something like one of the following applies: • your headings are styled as things like 'Heading level 2', rather than 'Normal text' • you can see tags like ##, ###, <H2> or <H3>		
2.		**Check pages are usable when stylesheets are disabled** The way a page looks is controlled by something called a 'stylesheet'. It defines things like the way a page is laid out and any font colours. Your content should still be usable even if stylesheets are disabled, or are not loading properly. This means it's still possible for users to complete any relevant tasks or find important information - for example, look for opening hours or contact details, or navigate their way to the form they need to fill out. You'll need to check your sample pages are still usable when stylesheets are disabled. Test this by copying a URL from your website and pasting it into the WAVE tool. Once you've done that, select 'no styles' from the panel on the left-hand side of the tool. This should give you a much more basic view of the page. Check whether you can still use the content to complete any relevant tasks.	The parish council website does not work when stylesheets are disabled.	15/06/2020
3.		**Check that instructions are styled properly** You need to make sure you're not conveying instructions in a way that relies on a user's ability to see the page. For example, only sighted users will understand instructions like: • 'click the round button' • 'click the big button below' • 'click the red button' Users who cannot see the page will not know what you're referring to, because instructions like that rely on visual descriptions. So check your sample of pages and look out for these types of instructions.		

		Check that links make sense		
	4.	Check any links on your sample content pages to check that the link text you're using clearly explains where any links will take the user. This is important because screen reader users often scan through lists of links in isolation. This means they do not have the surrounding context to help them understand what the link is for. You can check your links by looking at your sample pages and just reading the link text - without paying attention to the surrounding content. If the link text still makes sense in isolation and clearly explains where the link goes, it's likely the text you're using is accessible. If you're using link text like 'click here' or 'more information' then you're probably not meeting this requirement, as link text like that does not describe where the link will go or what it's for. Writing link text - When writing a link, make it descriptive and front-load it with relevant terms instead of using something generic like 'click here' or 'more'. Generic links do not make sense out of context or tell users where a link will take them. They also do not work for people using screen readers, who often scan through lists of links to navigate a page. It's important the links are descriptive so they make sense in isolation. For links that lead to information rather than action, use the text about that information as the link. For example, 'accessibility testing'. Consider using the title of the page the link goes to as your link text. If your link takes the user to a page where they can start a task, start your link with a verb. For example, 'send a tax return'. Do not use the same link text to link to different places. Links help people scan content, so do not swamp them with too many or link to the same tool or webpage throughout your page. Link to online services first, unless an offline alternative is better for your users.	Committee and Meeting links do not make sense in isolation. Finance page links do not make sense in isolation. Planning applications do not make sense in isolation. The following pages also do not make sense in isolation. Liberty Property Trust Planning Appeals. S106 obligations. Local Plan. Allotments. Questions on external linking policy.	15/06/2020

	Think about the size of the link users need to select. For users with reduced motor skills, a one word link could be very difficult to select. If you need to link to an external site, read the external linking policy to find out what you should check first. **Formatting links - You can add links anywhere in body text, but not in titles, summaries or subheadings.**			
5.	**Check that pages have good titles** You need to check your pages are titled properly. If they're not, users will not understand what they're for and will struggle to find what they need using search. Your page title should appear in the page tab at the top of your browser. For instance, if you go to the GOV.UK homepage you'll see the text in the tab near the top of the browser is 'Welcome to GOV.UK'. This is the page title. Look at the equivalent text for your sample pages. You can hover over the tab to see the full text if it's too long to fit on the tab itself. Check whether your titles are descriptive. Ask yourself whether they clearly state - in simple language - what the pages are about and the tasks they'd help users complete. For example, 'Apply for a blue badge - Danbury Council' is a much more descriptive title than just 'Blue badges'. Also check that none of the titles are duplicated: if 2 pages have the same title, how is the user supposed to know which one to use?	Checked – a couple of pages to be changed.	15/06/2020	
6.	**IMAGES** **Check any images have a description**			

	You'll need to check that any non-decorative images (including charts or diagrams) have an accompanying text description. That way, users can still access the relevant information even if they cannot see the image. Take your sample pages and check that any images either: • have appropriate alternative (or 'alt) text that explains the information the image conveys - you can usually check this in the content management system you use to update your website • are described in any surrounding body text You do not need to check decorative images - these do not need an accompanying description.	Non Complaint.	15/06/2020
7.	**Check for images containing text** You'll need to check whether any of your sample images contain text. This is because screen readers will not be able to read the text within the image. The information should be published as normal page text instead. This does not include logos and brand names - it's okay for those to contain text.	View from the Hill picture is non compliant. Parish Map no compliant. Clearheart Lane image non compliant	16/06/2020
8.	**Interactive tools and transactions** Once you've finished checking your images, you'll need to check the forms, tools or transactions you included in your sample. **Check form fields are marked up appropriately** You need to make sure any form fields are marked up correctly. If they're not marked up properly, screen readers will not be able to tell what a form field is for, or what information the user should enter into it. You can check your form fields are marked up properly by going to a form and clicking on a field label (the text above, below or next to the field that explains what it's for). If the field is marked up correctly, clicking the field label should cause your cursor to appear inside the corresponding field.	No forms are interactive they are a pdf or a word document.	16/06/2020

	You can see what this looks like using the GOV.UK contact form. If you click on the 'Your name' field label towards the bottom of the page, you'll see the focus of your cursor switches to the field itself. Do this test on a few of your forms to check whether the fields respond as they should.		
9.	**Check it's clear what information users need to provide** As you go through your sample forms, you'll need to check you're using field labels in a way that makes clear what information the user needs to enter. As a general rule, these labels should be specific. Look at your forms and make an assessment as to whether they're clear. Common mistakes include not labelling fields at all, or using vague labels like 'Name' which do not make clear whose name the user needs to enter (for example, it could be a partner or child's name, rather than the user's own name).	Not applicable for interactive but all manual forms will need to be checked.	16/06/2020
10.	**Check form elements are consistent across your website** When you're checking through your forms, you'll need to check that form labels are used consistently. These are the labels that describe the information a user needs to enter into a particular field. Check your sample to see how you're labelling the navigational elements. For instance, are you using 'Submit' on one form and then using 'Go' or 'Complete' on another? Are you asking for users' names and addresses in a consistent manner, or does it vary from form to form?	Not applicable for interactive but all manual forms will need to be checked.	16/06/2020
11.	**Check users get a warning before they're timed out**		

	Some websites time users out after a period of inactivity. This usually results in form data being lost, or the user being automatically logged out of an account. You need to make sure to warn users if you're going to time them out after a period of inactivity. You'll also need to give them the chance to interact with the page to prevent the time out from happening. Test whether you're doing this by going to one of the forms on your website and remaining inactive for around 20 minutes. If you get timed out with no warning, then you're not meeting the requirements. If, after a while, you were given a timeout warning and a chance to prevent the timeout by interacting with the page, you're likely meeting the requirements.	Not applicable	16/06/2020
12.	**Check that any error messages are helpful** When a user provides incorrect information in a form, you need to let them know they've made a mistake and help them correct that mistake. You can check how well your website is doing this by going to your sample forms and entering some intentionally incorrect or invalid information. For example, you could enter a future date into a date of birth field or a postcode with too few characters and try submitting the form. This should generate an error message. Assess whether the error messages make clear what you need to do to correct the mistakes. Messages like 'invalid date' or 'invalid postcode' are not very helpful: they indicate that the user has made a mistake, but do not explain why the information was wrong and how to correct the error. Something like 'You cannot enter a date in the future - please enter a past date' is much more helpful. Play around with a few form fields to see how helpful the error messages are.	Not applicable	16/06/2020
13.	**Check users can review their answers before submitting a form**		

	Users need to be able to check their answers before submitting certain types of form, to confirm they've entered the correct information. This only applies to forms where there would be serious consequences to them making a mistake - for example, financial transactions or something that enters them into a legal contract. You can test this by going to any of your sample forms that meet these criteria and working your way through them. See if you're presented with a page that lets you check your answers before submitting the form.	Not applicable	16/06/2020
14.	**Check that form elements behave as expected** When you were working your way through some of your sample forms, you should have noticed whether interacting with any of the elements caused anything unexpected to happen. This includes things like a dropdown menu or radio button (an element that lets you select just one of a few options) causing a new page to open when you click on it.	Not applicable	16/06/2020
15.	**PDFs and other documents** Check your sample of PDFs and other documents (for example, Word documents, spreadsheets and presentations). Your sample should include: • documents that are essential to users accessing one of your services, no matter when they were published • non-essential documents (such as leaflets) that were published on or after 23 September 2018 **Check the documents have meaningful titles** First, check the documents have descriptive titles that explain what they're for. An example of a good title is something like "Blue badge application form", as it makes clear what the document is and what a user would use it for.	Clearheart Lane Public Consultation could have more meaningful titles. Allotment Forms could have more meaningful titles.	16/06/2020

	Something like "Accounts - '18" is not as good, because it's vague and does not explain in enough detail what the document is.		
16.	**Check for headings** For this test, you'll need to open a few of the documents in a document editor. You could use something like Google Docs or Microsoft Word for this if you do not have PDF editing software. The first thing to check is that the document is broken up into sections - and that those sections all have descriptive headings. This will allow people using screen readers to scan the document and jump to the section that's relevant to them. You'll also need to check that the headings are tagged properly - for instance, they've been created using the styles gallery in Microsoft Word or something similar. That way, a screen reader will recognise them as headings and will let users scan through them to find the content they need. If the headings are just styled using bold, the screen reader will not know they're headings.	Not compliant – pdf documents will need to be retyped with headings styled from Microsoft Word and text complied in a way that it is broken up in to sections	
17.	**Check the documents convey instructions in an accessible way** You need to make sure you're not conveying instructions in a way that relies on a user's ability to see the document. For example, only sighted users will understand instructions like: • 'click the round button' • 'click the big button below' • 'click the red button' Users who cannot see the page will not know what you're referring to, because you need to be able to see the page to identify a button as 'big', 'red' or 'round'. So check your document sample and look out for these types of instructions.	Complaint	16/06/2020

18.	**Check that any link text makes sense** Next, check that any link text you're using clearly explains where the link will take the user. This is important because screen reader users often scan through lists of links in isolation. This means they do not have the surrounding context to help them understand what the link is for. You can check your links by looking at your sample pages and just reading the link text - without paying attention to the surrounding content. If the links still make sense even in isolation and clearly explain where the links go, it's likely the text you're using is accessible. If you're using link text like 'click here' or 'more information' then you're probably not meeting this requirement, as link text like that does not describe where the link will go or what it's for. There's guidance explaining what good link text looks like if you're not sure.	Not all links are clear in isolation.	16/06/2020
19.	**Check that images, charts and tables have a description** You'll need to check that any visual way of conveying data like a table, chart or image is described in the surrounding text. That way, users who cannot see the images can still access the information the image conveys.	Compliant	16/06/2020
20.	**Technology** You'll need to check that users can interact with your website in the way they need to. This means checking for technological or frontend issues. **Tests using a mobile or tablet device** You'll need to start by doing some checks using a mobile or tablet device to check that your website is usable on these types of device. **Check the page orientation**	Compliant Tables are non compliant.	16/06/2020

	You'll need to take a few of your sample pages and check they respond properly when you try to change the page orientation. You can do this by loading up a page on a mobile or tablet device and turning the screen from portrait to landscape a few times. The page should respond to fit that view, rather than staying locked in place.		
21.	**Check you can navigate using just one finger** Some users have limited dexterity or range of movement, which means it's important that they do not have to use complex gestures that involve more than one finger to navigate your website on their mobile or tablet device. There needs to be a simple alternative that they can use that only requires one finger. Go through your sample content pages and check whether it's possible to navigate using just one finger. Try things like double-tapping to zoom in and out of the page and holding or hovering your finger over an element to highlight it. It's worth trying to complete a couple of forms using these techniques, too.	Compliant Tables are non compliant	16/06/2020
22.	**Navigating just using a keyboard** Some users need to navigate without a mouse, just using a keyboard. You'll need to do some checks to see how easy it is for them to do that. The main keys you'll be using to navigate are the space bar, 'Tab', 'Enter' and 'Esc' keys. 'Tab' is the key that lets you jump between page elements, while 'Enter' and 'Esc' let you interact with and dismiss those page elements. The space bar activates buttons, checkboxes and radio buttons. You might need to enable the tabbing function if you're using Safari. **Check you can tell where you are on the page** When you navigate just using a keyboard, you do not have the mouse cursor to let you know where the focus is on the page. You need to make sure there's another	Compliant	16/06/2020

	way for users to orientate themselves and understand which page element they're focusing on.

For example, if you tab through the GOV.UK homepage you'll notice that the page element in focus is highlighted very clearly with a prominent orange block.

Spend a few minutes tabbing through a few of the sample pages you selected. Ask yourself whether it's clear where on the page you're focused - if it takes you a while to notice which element is in focus then you're probably not meeting this requirement. | | |
| 23. | **Check the order makes sense when tabbing**

While you were tabbing through the page elements, you should have noticed whether the tabbing moved in a logical order. For instance, if you tab on to a navigation bar, you'd expect to be able to tab through the entire bar without the focus jumping off elsewhere on the page.

Spend a few minutes testing this on a few of your sample pages, to check you can tab in a logical order. | Compliant | 16/06/2020 |
| 24. | **Check nothing unexpected happens when tabbing through a page**

When you were tabbing through your sample pages, you should have noticed whether anything unexpected happened. For example, if tabbing onto an element triggered anything like:

- a new web page to open
- a navigation menu to open

Another thing to look out for is whether you can interact with all the page elements you'd expect to.

For example, some websites like the Service Manual feature expandable, hide and reveal style navigation. If these navigational elements are marked up properly, you can expand and close them with a keyboard as you would with a mouse. | I can tab across the pages but cannot tab into a page and look at any links on that page – liase with Vision ICT | 16/06/2020 |

		But if they're marked up incorrectly, you'll likely tab straight past them using just a keyboard. Look out for things like this.		
25.		**Check you do not get stuck when navigating through content** While you're tabbing through your sample pages, note down any places where you get stuck. Getting stuck means ending up somewhere you cannot navigate away from using just your keyboard. For instance, you might activate a pop-up or interactive element that you cannot skip away from just by using the 'Esc' key. People not using a mouse would not be able to move away from a page element like this, which could prove very frustrating. If you find you get stuck, you're probably not meeting this requirement.	Compliant	16/06/2020
26.		**Check forms are still usable without a mouse** Take your sample of forms and see if you can complete them without using a mouse. This means using 'Tab' to jump between the form elements and 'Enter' to interact with any navigation elements, like 'next' or 'submit' buttons. If there are form elements you cannot get through using just your keyboard, then your website is not meeting this requirement.	Not applicable	16/06/2020
27.		**Check users can skip to the main content on a page** Lots of websites contain several links and navigational elements in the header at the top of the page. Users need to be able to skip past these links straight to the main page content if they want to, so they're not forced to tab through each item individually every time they open a new page. Some websites give users the chance to skip these header blocks. For instance, if you hit 'Tab' when you arrive at the GOV.UK home page, you'll see the option to	Cannot skip to main content. Non compliant. Speak to Vision ICT.	

		'Skip to main content'. If you hit 'Enter', the page will refocus past the header block down to where the actual page content begins. See if the same thing happens when you hit 'Tab' after refreshing a page on your website.		
28.		**Checking content is usable when zoomed in or magnified** Some users with visual impairments use screen magnification tools that zoom into the page content, or increase the size of the text. You'll need to check your content is usable for people using these tools.	Did a test on a 400% zoom using the cog in the top right hand corner of internet and website was readable. Need to check that there does not need to be a zoom option available on parish council website – speak to Vision.	16/06/2020
29.		**Check content is usable when you enlarge the text** Take a couple of the forms and content pages from your sample and see what happens if you increase the font size. You can usually do this by changing the settings in your browser. For example, in Chrome you do this by choosing "Settings", and changing the "Font size" from "medium" to "very large". Once you've increased the font size, try to complete a few tasks using your sample pages. If the page resizes or restructures properly, it should not obscure any of the important information or buttons you'd need to progress through a form.	Compliant	16/06/2020
30.		**Checking how the page behaves when users zoom in** You'll need to check what happens to your pages when you adjust the page zoom in your browser. You can do this either through your browser's settings or by using a keyboard shortcut - usually 'Cmd' or 'Ctrl' plus the '+' key.	Compliant	16/06/2020

	Use the same sample of pages you used when tweaking the size of the text. For each page, see what happens when you zoom progressively further in. If your website is handling this in an accessible way, then you should be able to navigate without using horizontal scroll: the content should reformat in a way that means you only need to use vertical scrolling.			
31.	**Colour contrast** Some users with visual impairments will not be able to interact with your website if the colour contrast is set incorrectly. So check the colour contrast on your sample pages, including any PDFs or other document types.	Compliant	16/06/2020	
32.	**Check for text contrast** You'll need to check that the contrast ratio between text and the background colour of your website is at least 4.5:1. You can use the WAVE tool to check colour contrast. This involves copying one of your sample URLs and pasting it into the WAVE tool. Once you've done that, select 'contrast' from the panel on the left-hand side of the tool. This should show you the colour contrast information for the page in question.	Compliant the website is contrast 8.59	16/06/2020	
33.	**Check any buttons and navigational elements** Like you did for the text on your website, you'll need to check that the colour contrast between any buttons or navigational elements (like 'next' or 'continue' buttons in forms) and the background of your website is set appropriately. The contrast ratio needs to be at least 3:1 in these cases. Again, use the WAVE tool to check this.	Compliant – no contrast errors and contrast of 8.59	16/06/2020	

34.	**Check whether there's an alternative for people who cannot see maps** Some websites contain interactive maps. It's very hard to make a map itself accessible to people who have visual impairments using some sorts of assistive technology. At the least, you should provide an alternative for users who cannot use the map. The Pension Wise website does this well. For instance, when you search for your nearest contact centre, you're presented not only with a map you could use to navigate, but also with a text address any user could access. Check any maps on your website to see whether you're providing alternative routes for users who cannot use the map.	Maps are non compliant as they are general maps and not relevant to one particular address.	16/06/2020
35.	**Search and other forms of navigation** You'll need to do some checks to see how accessible your website's navigation is. Navigation includes things like search, site maps and navigation categories. **Check there are multiple ways to navigate your website** Different users have different preferences, which means you need to provide more than one way of accessing content. The most common ways of doing this include: • offering a search bar • publishing a site map • offering navigation categories that break up the content by theme Check that you're offering more than one of these options.	There is a search bar but on three attempts to search different items this did not work. There is no site map. Speak to Vision ICT	16/06/2020
36.	**Check your navigation behaves consistently**		

	Things like search bars and breadcrumb trails (the list of links that appear at the top of the page to show where in your website's navigation you currently are) should behave in the same way wherever they appear on your website. You can check for this by going to a few of your sample pages and checking whether the navigational elements are presented consistently. If things like search boxes or navigation menus appear in different places across the pages, you're probably not meeting this requirement.	Compliant	16/06/2020
37.	**Check links do not trigger on the down-press of a mouse** To open a link, a user has to click their mouse (known as a 'down event') and release it (known as an 'up event'). You need to check that this is how your links behave. Check a sample of your content pages and interact with some of the links - specifically to see whether the links are opened on the down click of the mouse, or whether they only open once you release the mouse button. If they're triggered on the down event, you're likely not meeting this requirement.	Compliant	16/06/2020
38.	**HTML checks** There are a few checks that require you to look at your website's HTML (the language that website pages are written in). This is slightly more difficult than the other checks outlined in this guidance, but is not as intimidating as it sounds. The instructions below tell you how to navigate to the HTML you need to check, and the subsections explain what you'll need to look out for when checking each of the page elements you need to check. This means you do not really need to understand the things you're looking at, what HTML is or what it does. The way you view your page's HTML depends on which browser you're using. If you're using:	I looked in HTML and could not find any of the styles mentioned but when updating the table page I can see the codes at the bottom of the table.	16/06/2020

	• Google Chrome, right-click the page element you want to check and select 'inspect' • Safari, right-click the page element you want to check and select 'inspect element' - you might need to enable Safari developer tools first • Edge, press 'F12', then hold 'Ctrl' and 'B' - once you've done that, left-click the page element you want to check • Firefox, right-click the element you want to check and select 'inspect element' - you might need to enable Firefox web developer first This should open up a panel somewhere on your screen showing the HTML for the page. **Checking tables and bullet lists are styled properly** Start by checking that any tables and bullet lists have been styled properly. If they are not styled properly, screen reader software will not recognise what they are and will not convey the information in a way that makes sense to users. Follow the instructions above and check a few tables and bullet lists from your sample pages. Once you've opened up the source code, look out for the following sorts of tags: • for tables, look out for <td>, <th> and <tr> • for bullet lists, look out for and If you can see these tags, it's likely the elements have been styled properly.		
39.	**Check the language the content is written in** A screen reader needs to know what language a page is written in so it uses the correct speech libraries for accent and pronunciation. It only knows this if the language is specified in the page HTML. You'll need to check the HTML of your sample content pages to see whether your website does this. To inspect the page HTML, use the same method you used when checking whether your content was marked up appropriately.	Compliant. The language is in English.	16/06/2020

| | Once you've opened the HTML, scroll to the top of the panel. You should see a <!doctype html> tag. Directly under that you should see an <html lang=" tag. This is where the screen reader finds out the page language.

If the page is written in English, the tag should read <html lang="en" or <html lang="en-gb". If it's empty, the screen reader cannot tell what language the page is in.

If any of your sample pages contain content written in other languages, you'll need to check that's marked up properly too, using the <u>country code for the relevant language</u>. | | |