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NORTH LONDON WASTE AUTHORITY

Accessibility audit report

8th October 2021

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Change Log

Revision History

Date	Author	Version	Change reference and summary
13/09/2021	Kate Leigh	0.1	Created document.

Reviewer

Date	Reviewer	Version	Comments
05/10/2021	Joel Strohmeier	0.2	QA

Distribution

Date	Name / Channel	Version	Organisation
08/10/2021	Miriam Cragg	1.0	North London Waste Authority

High level report structure

1. Introduction
2. Our approach
3. Findings - Site wide issues

- Keyboard
- Magnification & Contrast
- Screen Reader
- Deafness & Cognitive

4. Best Practices
5. Assistive Techonolgy Testing
6. Conclusion

Introduction

Introduction

An Accessibility Audit is a comprehensive evaluation of a website against the Web Content Accessibility Guidelines (WCAG) 2.1.

The audit determines the current level of accessibility and details areas of your website that did not conform to the guidelines.

An accessibility audit will improve the experience you give to people using your website and enable more people to reach your information and services.

The audit enables us to gain a thorough understanding of the accessibility level achieved and record all issues identified. The results can then be used as part of your roadmap for refining the accessibility of your website.

Improving accessibility can also help boost your search engine rankings and fulfil your responsibilities under UK law.

WCAG

The Web Content Accessibility Guidelines (WCAG) are a set of recommendations for making websites and apps accessible to people with disabilities.

WCAG is an internationally recognised standard for website accessibility.

There are 3 different levels of accessibility conformance within the guidelines: Level A, AA and Triple-A.

There are 50 different testable 'Success Criteria' required to meet AA, which is the level most organisations look to attain.

Each of the numbers in the report slide titles corresponds to the success criterion number from the Web Content Accessibility Guidelines. For full details of each criterion, see WCAG 2.1.

Our Approach

Our Approach

We present the identified issues on a **page-by-page basis**, showing where they were found, and referencing the relevant success criteria from the Web Content Accessibility Guidelines 2.1.

We also explain **why each concept is important** and give you **clear recommendations** for resolving any problems.

We carried out an accessibility audit of 15 pages from the North London Wast Authority website from 13th – 30th September 2021.

The browsers we used were Google Chrome & Safari.

The website we audited was:

- https://www.nlwa.gov.uk/

For each issue found we have provided an estimated severity level. This is based on our experience of how difficult a barrier would be to overcome in context.

1. Blocker – a complete block that cannot be circumvented
2. Severe – a serious barrier but there is a work around
3. Moderate – moderate frustration
4. Minor – may cause inconvenience but would not cause significant frustration

Our Approach

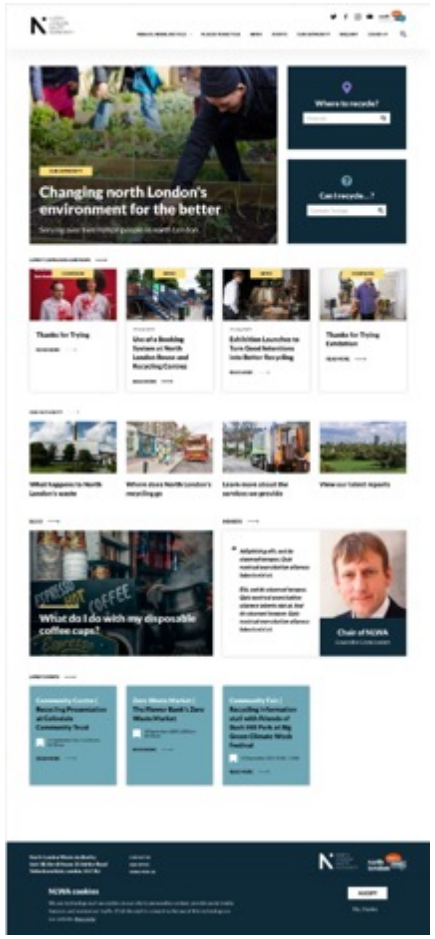
We audited the following pages from the NLWA website:

1. Home v2
2. Home v3
3. Places – Search results
4. Re-use and recycling
5. A-Z materials search
6. Enquiry form
7. Info page
8. Campaign page
9. Scheme of publications
10. Reports
11. News - Landing
12. Main search - Results
13. Cookies
14. Members
15. Role and Operation of the Authority (PDF)

Tested Pages

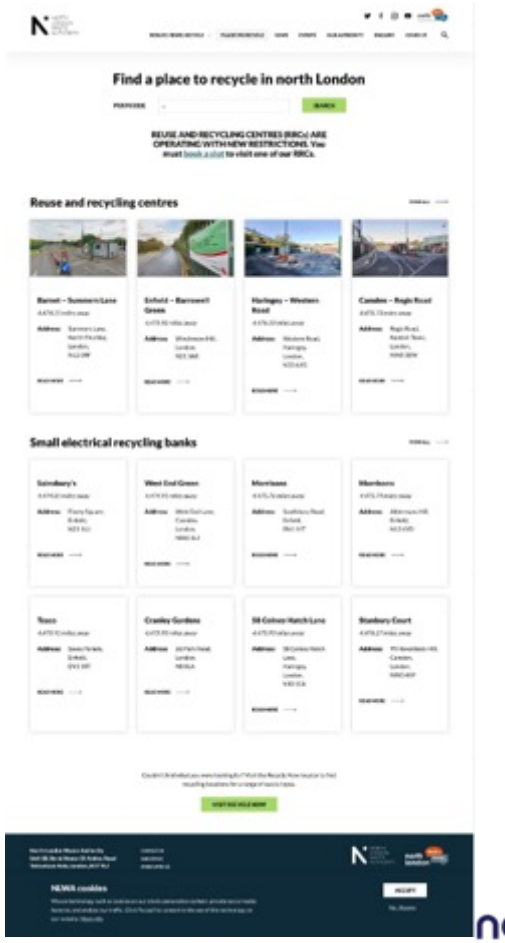
Global shared template

Home v2



Home v3

Places - search



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Tested Pages

Re-use and recycling

A-Z materials search

Enquiry form

Info page

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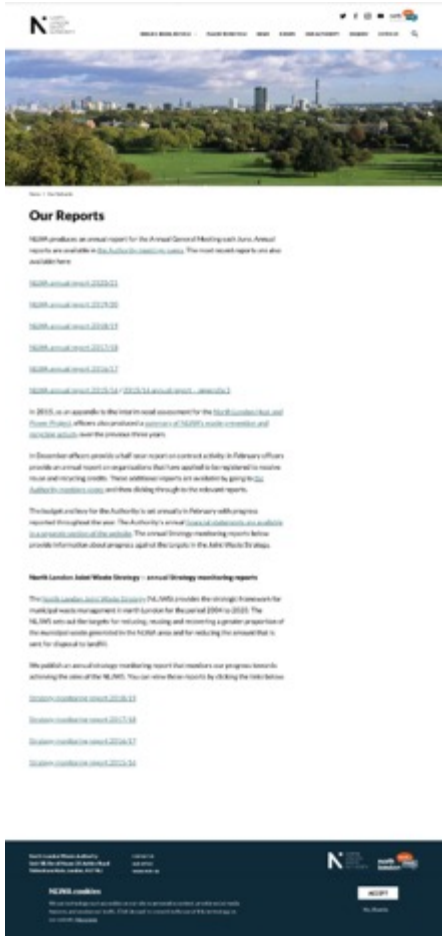
Tested Pages

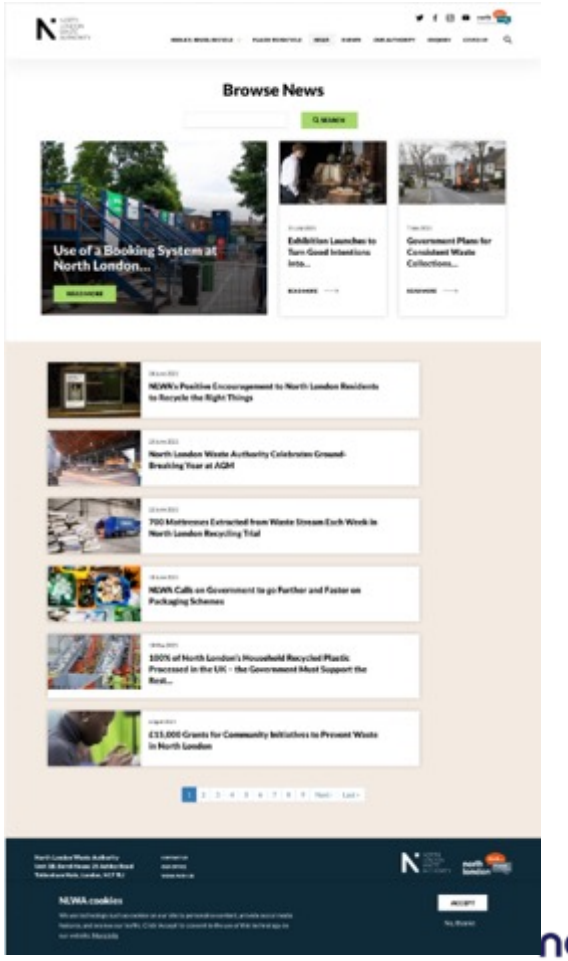
Campaign page

Scheme of publication

Reports



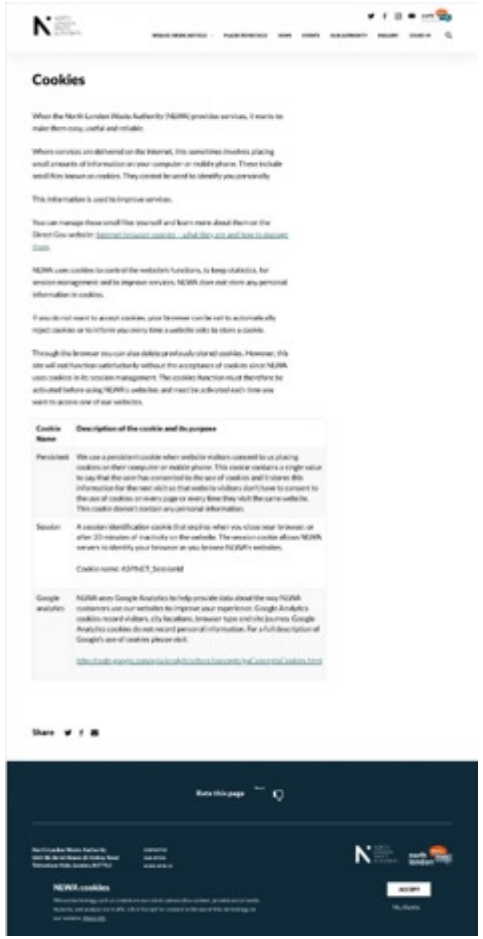
News - Landing



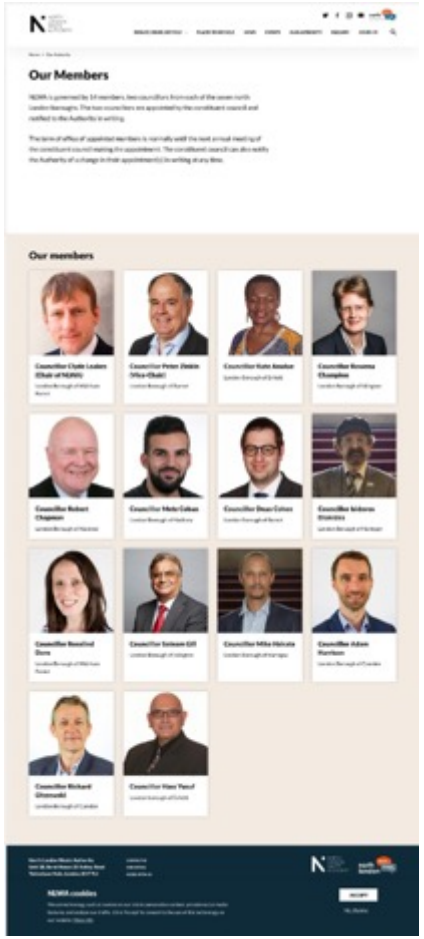
Tested Pages

Main search - results

Cookies



Members



Role and Operation of the Authority (PDF)

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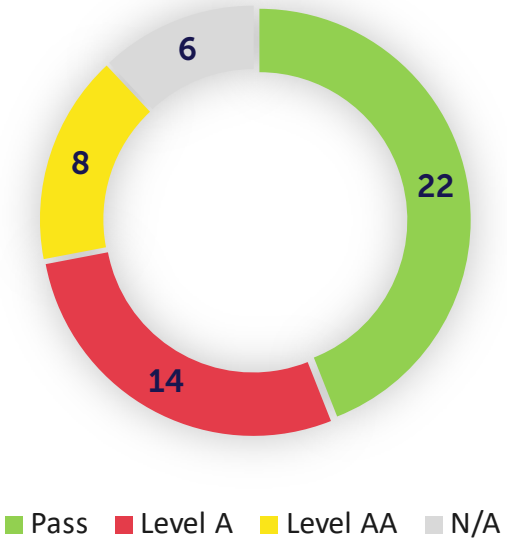
Findings

Findings

Pass/fail for WCAG

- 22 pass
- 14 level A issues
- 8 level AA issues
- 6 not applicable



Note: Not applicable – criteria that are not relevant and do not affect the tested pages.

Nomensa barrier score

Estimated chance of someone with a disability hitting a barrier they cannot pass:

70%

Keybd	Mag	Scr	Deaf/Cog
15/ 25	20/ 25	20/ 25	15/ 25

Findings

We found many positive elements on the North London Waste Authority website, as well as some areas that need attention.

Overall it is good to note that some accessibility considerations had been taken into account.

Strengths

- Text could be resized to 200% without content being lost;
- Web pages were all provided with descriptive titles;
- There was a logical focus order within the page content on the website.

Weaknesses

- Alternative text for images was not always implemented appropriately;
- The skip link provided was not functional;
- Some contrast issues were present across the site.

Site-wide findings

Findings

Keyboard

1. Keyboard (2.1.1)
2. Focus Order (2.4.3)
3. Focus Visible (2.4.7)
4. Bypass Blocks (2.4.1)

Screen Magnifier

5. Reflow (1.4.10)
6. Text Spacing (1.4.12)
7. Contrast (minimum) (1.4.3)
8. Non-Text Contrast (1.4.11)
9. Content on Hover or Focus (1.4.13)

Screen Reader

10. Non-Text Content (1.1.1)
11. Info and Relationships (1.3.1)
12. Headings and Labels (2.4.6)
13. Link Purpose (2.4.4)
14. Page Titled (2.4.2)
15. Language of Page (3.1.1)
16. Name, Role, Value (4.1.2)
17. Status Messages (4.1.3)
18. Parsing (4.1.1)

Deafness & Cognitive

19. Identify Input Purpose (1.3.5)
20. Audio Description or Media Alternative (pre-recorded) (1.2.3)
21. Audio Description (1.2.5)
22. Pause, Stop, Hide (2.2.2)

Keyboard

2.1.1 Keyboard (A)

Some people use keyboards or key emulators such as sip-and-puff software, on-screen keyboards and speech input software to access content.

All content on the page must be able to be operated with a keyboard or keyboard interface.

Issue

The 'close' icon for the 'Important notice' notification on the Re-use and Recycling page was not accessible when navigating with a keyboard because it has been implemented as an `<img>` element, which is not focusable by default.

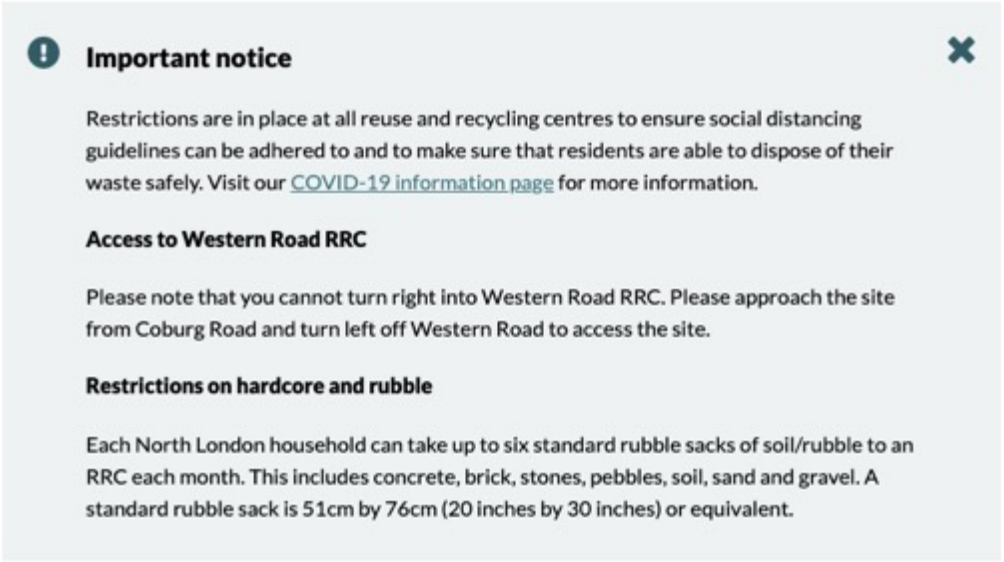
Impact: Minor

Recommendation

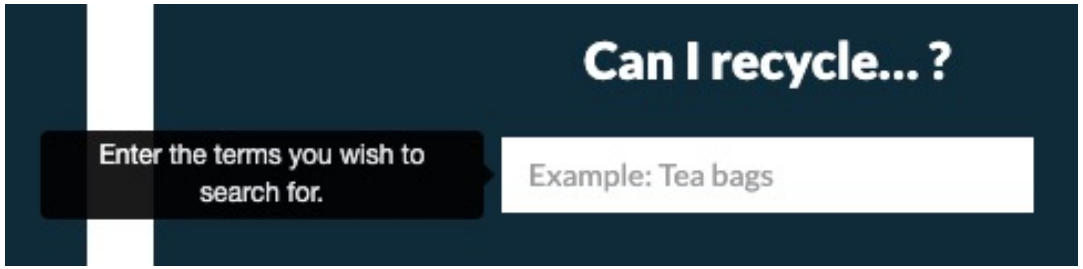
Allow all interactive elements to be accessed via keyboard alone, this can be done by using a `<button>` element for page components that trigger an action within the page.

Using this element will ensure that it receives keyboard focus and people using a keyboard can interact with the button.

Use a `<button>` rather than an `<img>` element, if its not possible to change the buttons, ensure keyboard event handlers have been implemented.



2.1.1 Keyboard (A)



Issue

A tooltip appears when some form fields are hovered over, however it does not appear when the field receives keyboard focus, meaning keyboard users will be unable to access this additional information. This was regarding:

1. The "Can I recycle...?" form field on the Home v2 and Home v3 pages;
2. The 'Nature of request' dropdown on the Scheme of Publication page
3. The search field on the Main search – results page;

Impact: Moderate

Recommendation

Information that is available on hover should also be triggered on keyboard focus, and then disappear when focus moves away from the field.

2.1.1 Keyboard (A)

Issue

A number of links throughout the web application could not be accessed using a keyboard alone.

This was regarding:

1. The link in the main text content of the PDF document.

Impact: Blocker

Recommendation

1. Allow all links to be accessed via keyboard alone, this can be done by ensuring the PDF document is correctly tagged.

2.4.3 Focus Order (A)

Issue

The tab order for the PDF document did not follow the document structure, which could make it difficult for keyboard users to navigate the document.

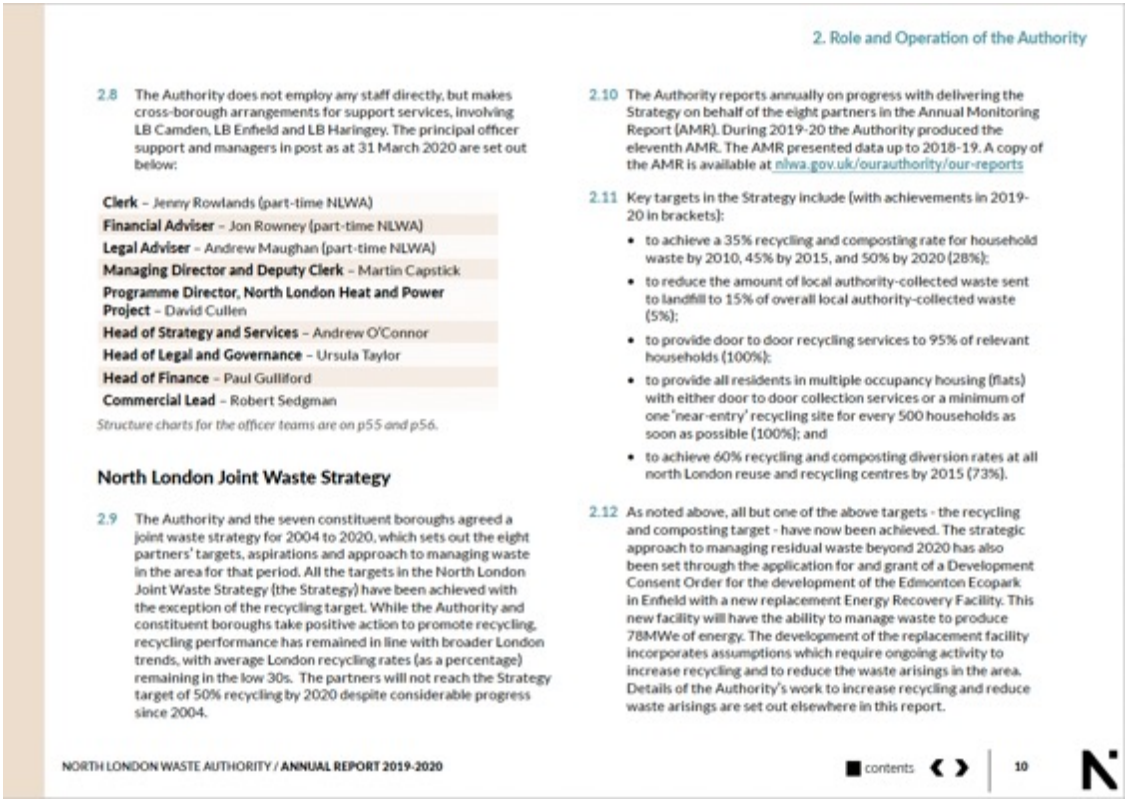
Impact: Severe

Recommendation

Ensure the tab order parallels the document structure of the PDF by setting the tab order in the document's properties.

Documentation

https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#TabOrder



2.8 The Authority does not employ any staff directly, but makes cross-borough arrangements for support services, involving LB Camden, LB Enfield and LB Haringey. The principal officer support and managers in post as at 31 March 2020 are set out below:

Clerk – Jenny Rowlands (part-time NLWA)
Financial Adviser – Jon Rowney (part-time NLWA)
Legal Adviser – Andrew Maughan (part-time NLWA)
Managing Director and Deputy Clerk – Martin Capstick
Programme Director, North London Heat and Power Project – David Cullen
Head of Strategy and Services – Andrew O'Connor
Head of Legal and Governance – Ursula Taylor
Head of Finance – Paul Gulliford
Commercial Lead – Robert Sedgman

Structure charts for the officer teams are on p55 and p56.

North London Joint Waste Strategy

2.9 The Authority and the seven constituent boroughs agreed a joint waste strategy for 2004 to 2020, which sets out the eight partners' targets, aspirations and approach to managing waste in the area for that period. All the targets in the North London Joint Waste Strategy (the Strategy) have been achieved with the exception of the recycling target. While the Authority and constituent boroughs take positive action to promote recycling, recycling performance has remained in line with broader London trends, with average London recycling rates (as a percentage) remaining in the low 30s. The partners will not reach the Strategy target of 50% recycling by 2020 despite considerable progress since 2004.

2.10 The Authority reports annually on progress with delivering the Strategy on behalf of the eight partners in the Annual Monitoring Report (AMR). During 2019-20 the Authority produced the eleventh AMR. The AMR presented data up to 2018-19. A copy of the AMR is available at nlwa.gov.uk/ourauthority/our-reports

2.11 Key targets in the Strategy include (with achievements in 2019-20 in brackets):

- to achieve a 35% recycling and composting rate for household waste by 2010, 45% by 2015, and 50% by 2020 (28%);
- to reduce the amount of local authority-collected waste sent to landfill to 15% of overall local authority-collected waste (5%);
- to provide door to door recycling services to 95% of relevant households (100%);
- to provide all residents in multiple occupancy housing (flats) with either door to door collection services or a minimum of one 'near-entry' recycling site for every 500 households as soon as possible (100%); and
- to achieve 60% recycling and composting diversion rates at all north London reuse and recycling centres by 2015 (73%).

2.12 As noted above, all but one of the above targets - the recycling and composting target - have now been achieved. The strategic approach to managing residual waste beyond 2020 has also been set through the application for and grant of a Development Consent Order for the development of the Edmonton Ecopark in Enfield with a new replacement Energy Recovery Facility. This new facility will have the ability to manage waste to produce 78MWe of energy. The development of the replacement facility incorporates assumptions which require ongoing activity to increase recycling and to reduce the waste arisings in the area. Details of the Authority's work to increase recycling and reduce waste arisings are set out elsewhere in this report.

2.4.3 Focus Order (A)

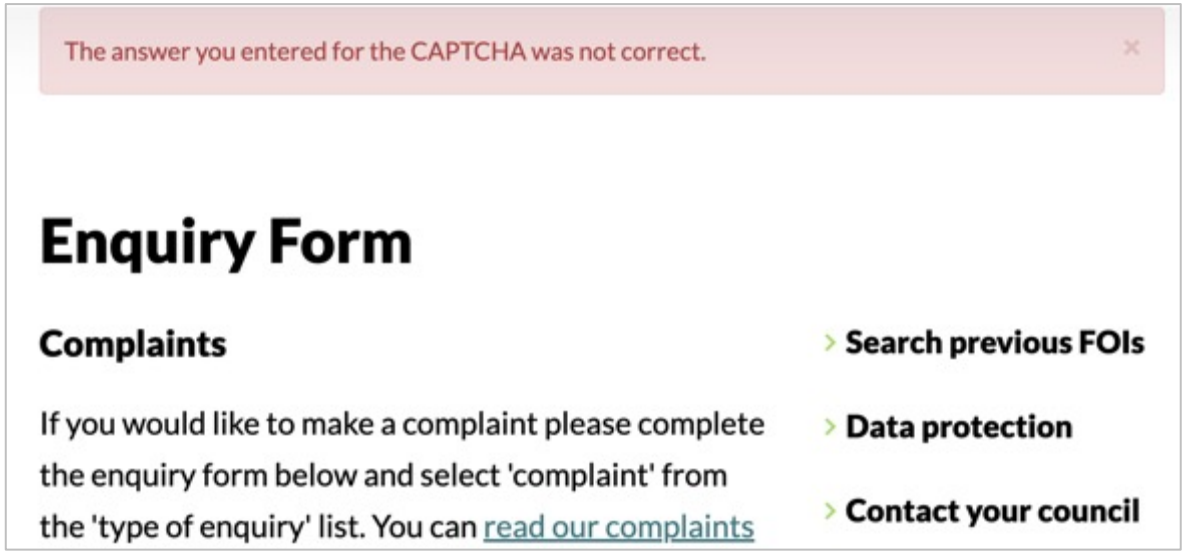
Issue

The keyboard focus did not move to the CAPTCHA error message when the form was submitted without completing the CAPTCHA, meaning it is not announced by screen readers.

Impact: Severe

Recommendation

Move keyboard focus to the error message when the form is submitted with an invalid/empty CAPTCHA to ensure it is announced by screen readers.



2.4.7 Focus Visible (AA)

Sighted people using keyboards need to understand where the keyboard focus is on the page in order to interact with the content.

An obvious focus indicator helps people establish where they are located and which parts of the page they can interact with.

Issue

An obvious focus indicator was missing on some interactive elements across the site. This may make it difficult for sighted people using keyboards to navigate around the page. This was regarding on the following pages:

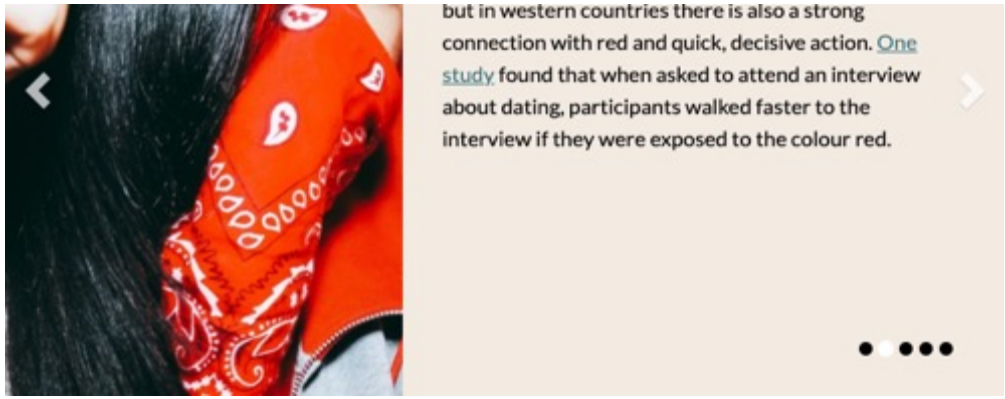
1. Block image links on Home v2, Home v3 and News – landing pages
2. Dropdown form controls on the Enquiry Form and Scheme of Publication pages
3. Carousel controls on the Campaign page

Impact: Severe

Recommendation

Don't remove the default focus indicator, instead add additional styling to make the focus indicator more obvious e.g. adding a highly visible border.

Ensure the minimum colour contrast for visible focus indicator is met (3.1)



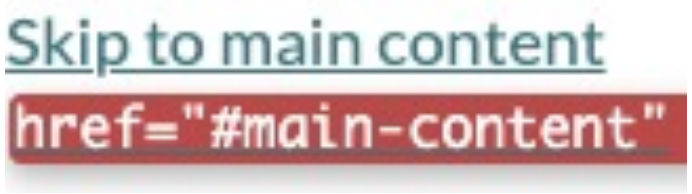
2.4.1 Bypass Blocks (A)

Sighted people can ignore repeated sections of content on a page, however people using assistive technologies often cannot and need more direct access to the main content on the page.

Providing mechanisms to bypass repeated sections of content helps these people reach the main content more easily.

Issue

While a skip link was provided, it did not function correctly meaning it was more difficult for a sighted person using a keyboard to skip over repetitive areas of the page such as the main navigation. This was regarding the Global Shared Template.



Impact: Severe

Recommendation

The href for the “Skip to main content” link was “main-content”, however there were no elements on the page with that ID, therefore the link did not take the user anywhere. The container that wraps around the main content of the page should be given an ID of “main-content”, which will resolve this issue.

Documentation

- https://webaim.org/techniques/skipnav/

Magnification & Contrast

1.4.10 Reflow (AA)

Allowing the browser zoom function to increase the size of content to 400% without requiring scrolling in more than one direction (horizontal and vertical) helps people with low vision. Content should be able to be presented without loss of information or functionality.

Issue

Some content was lost when zoomed in to 400%

This was regarding the following pages:

1. The main block image link on Home v2
2. The block image link on the News – Landing page

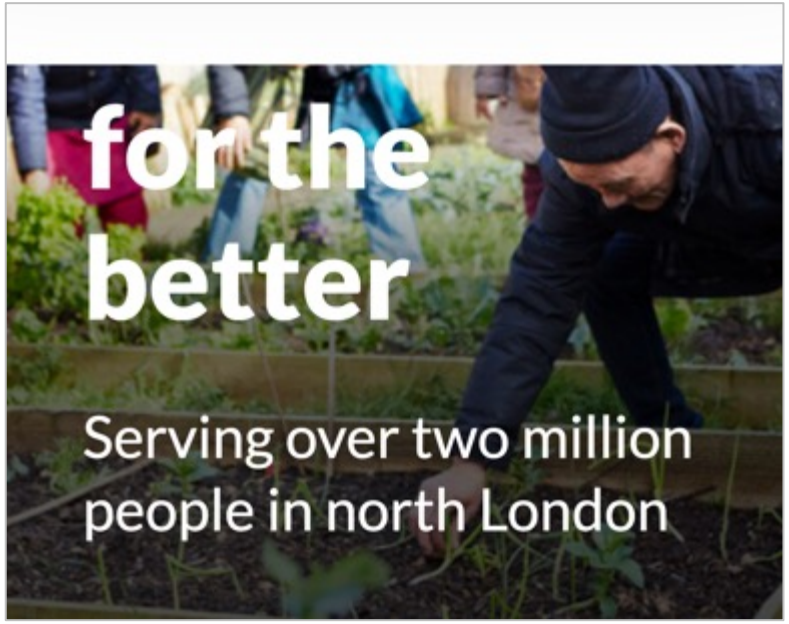
Impact: Moderate

Recommendation

1. When using zoom users should be able to view and use all content at an equivalent of 320px wide (e.g. with a 1280px window at 400% zoom).

- This is generally achieved by, using a responsive design
- Avoid using fixed heights on text containers

1.



2.

1.4.10 Reflow (AA)

Issue

It was not possible to reflow the PDF as it had not been tagged and contained interactive annotations. This could make it difficult for users with visual impairments to read the PDF content.

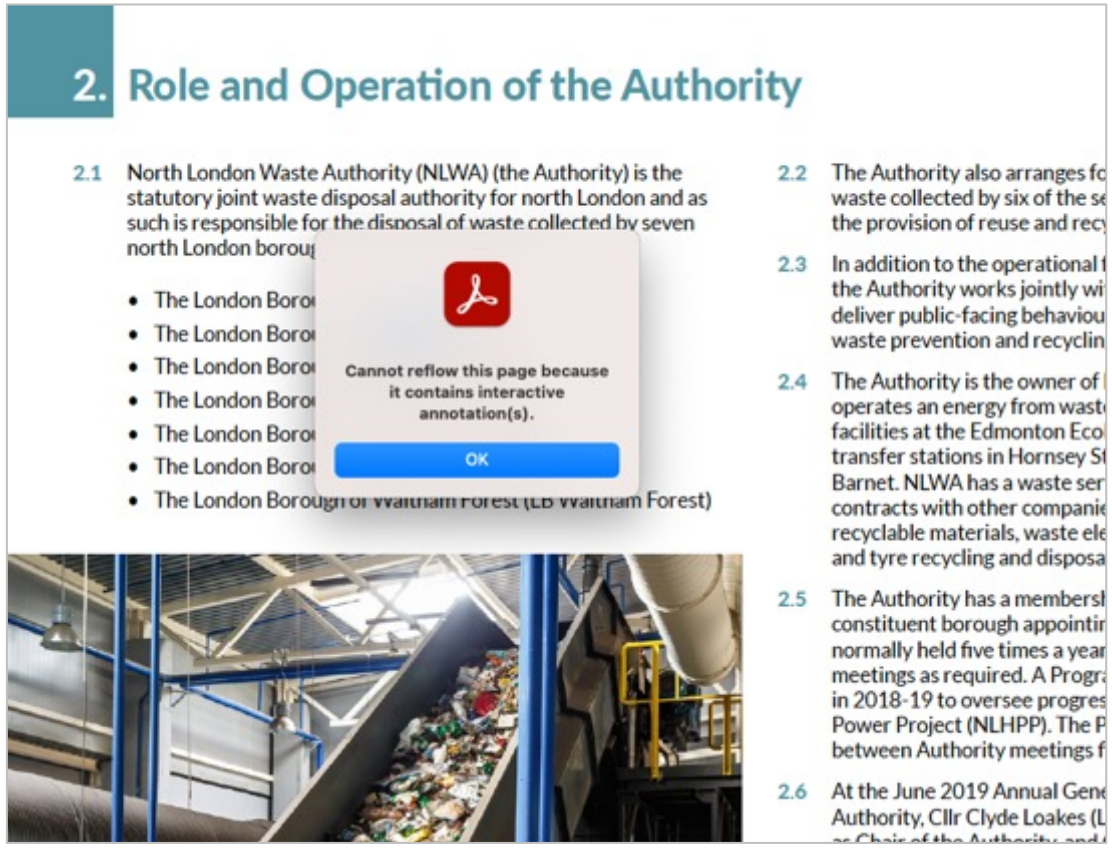
Impact: Severe

Recommendation

Ensure PDF documents are tagged and that users can use the ‘Reflow’ option in the PDF reader.

Documentation

https://helpx.adobe.com/acrobat/using/reading-pdfs-reflow-accessibility-features.html#reflow_a_pdf



1.4.12 Text Spacing (AA)

Text should be clear and content should not be lost when people with visual impairments or dyslexia override the authors set spacing or font family. Increased spacing or a change of font family may help users to enable readability or increased reading speed.

Issue

Some loss of information occurred when overriding the spacing on some pages. This was regarding:

1. Some links in the 'Materials accepted' section of the Re-use and Recycling page

Impact: Moderate

Requirements

Ensure spacing can be overridden to the following:

- 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.

Recommendation

Text should not overlap or get cut off and fit within its containing box. Fixed height containers of text will often break when text-spacing is changed. Use min-height instead;

1.

1.4.3 Contrast (minimum) (AA) – Small text

People with partial sight often have difficulty reading text if the colour contrast between foreground and background colours is not sufficient.

Using colours that contrast well makes it much easier for people to read content comfortably.

Issue

Small text (smaller than 24px or 18px if bold) fell below the standard contrast ratio of 4.5:1. This was regarding:

1. Help text and required input for the search fields on Home v2 and Home v3 has been provided as placeholder text in light grey (#999999)

Impact: Moderate

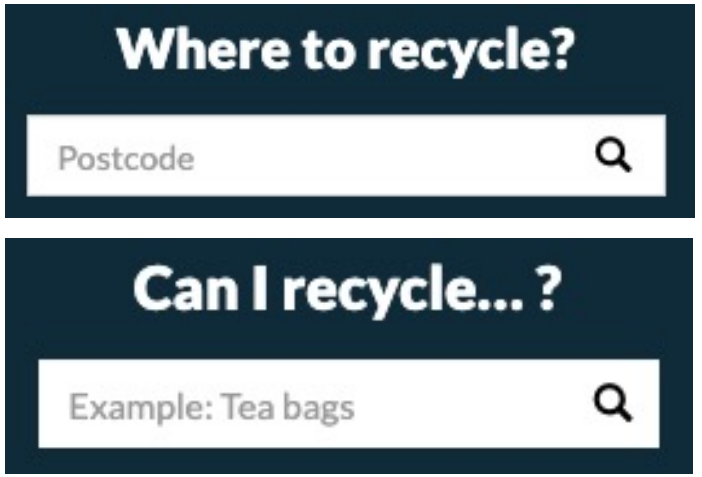
Recommendation

Colour contrast should meet the minimum colour contrast ratio 4.5:1.

1. Change the placeholder text to a darker grey, for example #666666.

Use a colour contrast analyzer tool to identify accessible colours.

1.



1.4.3 Contrast (minimum) (AA) – Large text

Issue

Large text (larger than 24px or 18px if bold) fell below the standard contrast ratio of 3:1. This was regarding:

1. The white text on teal background (#6DA7B6) in the Latest Events cards on Home v2
2. White text on the lighter teal background colour on the cover of the PDF document

Impact: Moderate

Recommendation

Colour contrast should meet the minimum colour contrast ratio 3:1.

1. Change the teal background colour to a darker shade that has a contrast ratio of at least 3:1 with the white text.

1.

2.

1.4.11 Non-Text Contrast (AA)

Active user interface components and meaningful non text graphics should be distinguishable by people with visual impairments. The minimum colour contrast for such components is 3:1.

Issue

A number of components that received focus did not meet the minimum colour contrast ratio of 3:1. This was regarding on the following elements:

1. The focus indicator for the Latest Events block links on Home v2

Impact: Moderate

Recommendation

Colour contrast for visible focus indicators should meet the minimum colour contrast ratio 3:1.

- Change the focus indicator colour to, for example, #000000 to provide sufficient contrast

Use a colour contrast analyzer tool to identify accessible colours.

1.

1.4.11 Non-Text Contrast (AA)

Active user interface components and meaningful non text graphics should be distinguishable by people with visual impairments. The minimum colour contrast for such components is 3:1.

Issue

A number of icons did not meet the minimum colour contrast ratio of 3:1. This was regarding on the following elements:

1. The light green down arrow that indicates dropdown content in the **Global Shared Template,** Enquiry Form and Scheme of Publication pages;
2. Carousel controls on the Campaign page;
3. The close button for the CAPTCHA error message on the Enquiry Form page.

Impact: Severe

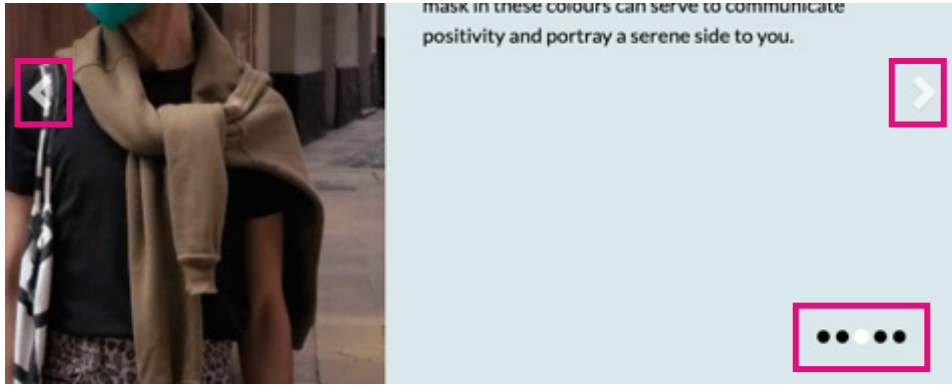
Recommendation

Colour contrast for icons and buttons should meet the minimum colour contrast ratio 3:1.

- Change the light green icon to a darker green that has sufficient contrast with the white background.
- Provide a background for the carousel controls that will always have sufficient contrast with the icons.
- Use the same colour as the text for the close button in the CAPTCHA error notification.

1.

2.



3.

1.4.13 Content on Hover or Focus (AA)

Additional content should not interfere with viewing or operating original content on the page.

Where additional content that appears and disappears when activated via pointer hover or keyboard, the interaction should be designed in a way that users can perceive the additional content and dismiss it without disrupting their current page journey.

Issue

1. Additional content was provided when users hover over the 'Reduce, Reuse, Recycle' dropdown in the main navigation in the Global Shared Template

It's very easy for users to accidently pan off the menu whilst using a screen magnifier, which will dismiss the menu and then they will have to start their search all over again.

Impact: Severe

Recommendation

A solution for accidental panning would be to implement a short delay of 0.5 seconds before showing/removing the menu which gives time for users to quickly move their mouse back onto the menu and continue with their journey.

1.

1.4.13 Content on Hover or Focus (AA)

Issue

Tooltips that covered content on the page could not be dismissed without moving the mouse away from the related field, meaning this content could be unavailable to users unable to move the mouse. This was regarding the following pages:

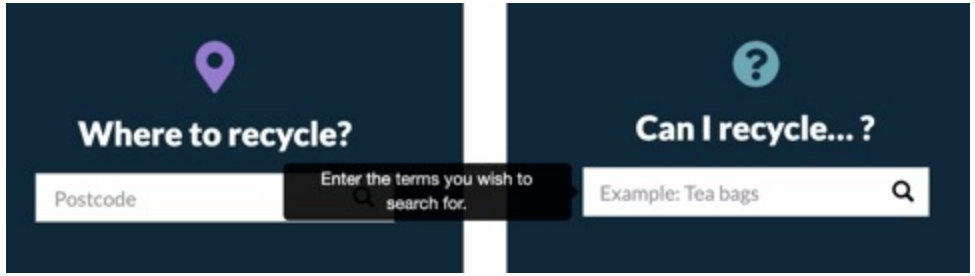
1. The 'Can I recycle...?' text field on Home v2;
2. The search field on the Main search – results page.

Impact: Severe

Recommendation

Content that appears on hover should be easily dismissible, this can be done by setting the Esc key to close any open sub menus / tooltips.

1.



2.

Screen Reader

1.1.1 Non-Text Content (A)

Provide equivalent alternative text descriptions for non-text content such as images and multimedia to allow people using assistive technologies to understand and enjoy the content on the page.

Issue

The alternative text description for graphic links did not reflect the purpose of the link. This was regarding:

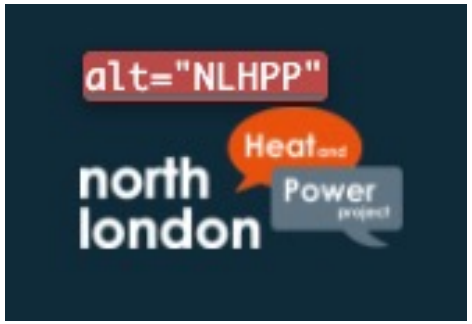
1. The alt text for the North London Heat and Power Project image in the footer of the Global Shared Template was "NLHPP";
2. Alternative text for the NLHPP svg image in the header was not implemented correctly in the HTML. This was in the Global Shared Template;
3. Alternative text for social media links in the header was missing for the 'Twitter' link and not implemented correctly for the remaining links.

Impact: Blocker

Recommendation

1. Update the alt text to be "North London Heat and Power Project, homepage"
2. Add an `aria-label` of "North London Heat and Power Project, homepage" to the `<a>` element and assign `role="image"` to the `<svg>` element;
3. Add an appropriate `aria-label`, for example "Follow us on Facebook, link opens in new tab" to the `<a>` element and assign `role="image"` to the `<svg>` element.

1.



2.

3.

1.1.1 Non-Text Content (A)

Issue

Images that served a decorative purpose did not have a null value so that screen readers could ignore the image. In many areas this caused unnecessary duplication or irrelevant link text for users who rely on screen readers. This was regarding image and text block links on the following pages:

1. Home v2
2. Home v3
3. Re-use and Recycling;
4. Info page
5. News – Landing;
6. Members

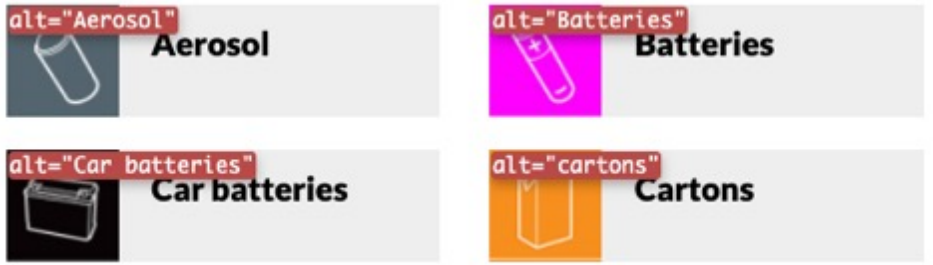
Impact: Severe

Recommendation

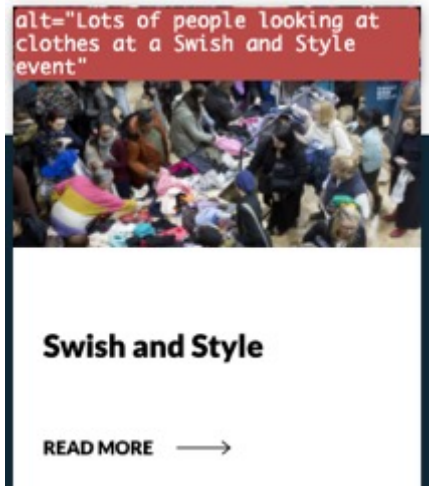
Images that serve a decorative purpose or is information is duplicated elsewhere in text should have `alt=“”` so that assistive technologies can ignore those images.

1. & 2.

3.



4.



5.

6.

1.1.1 Non-Text Content (A)

Issue

`<img>` elements were not always provided with an `alt` attribute. This can cause some assistive technologies to announce the file name of the image. This was regarding:

1. Icons on Home v2 and Home v3;
2. Images of recycling centres on Places – search results;

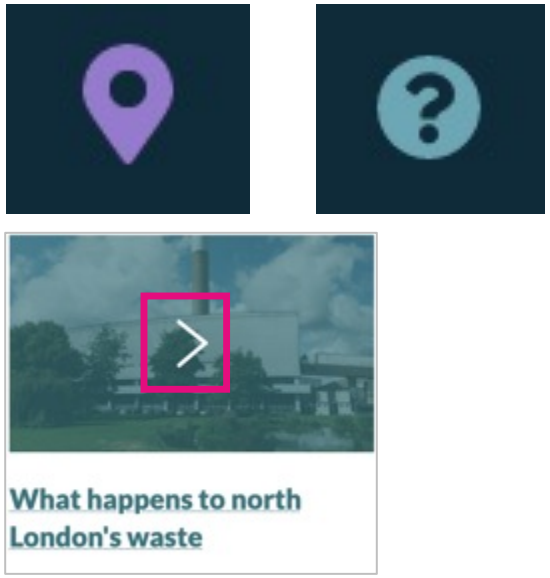
Impact: Moderate

Recommendation

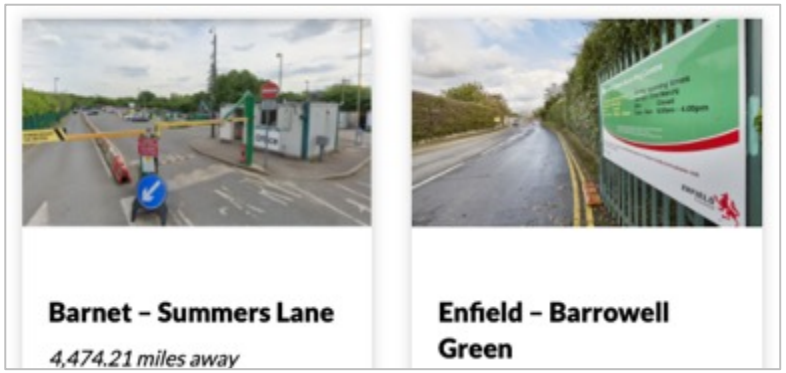
Since these images are decorative, provide `alt=“”` on the `<img>` elements so they are ignored by assistive technology.

Alternatively, implement the icons as background images in the CSS.

1.



2.



1.1.1 Non-Text Content (A)

Issue

1. Image content in the PDF document did not have alternative text, meaning screen reader users will be unable to access this content.

Impact: Moderate

Recommendation

Ensure images in the PDF either have descriptive alternative text or are marked as artifacts.

Documentation

https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#FigAltText

1.

1.3.1 Info and Relationships (A)

Ensure all information conveyed visually is also conveyed through code or available in text so that blind or partially sighted people can understand the relationships between different areas of content on the page.

1. Headings on the News – Landing page were incorrectly nested, creating an inaccurate heading structure

Impact: Moderate

Recommendation

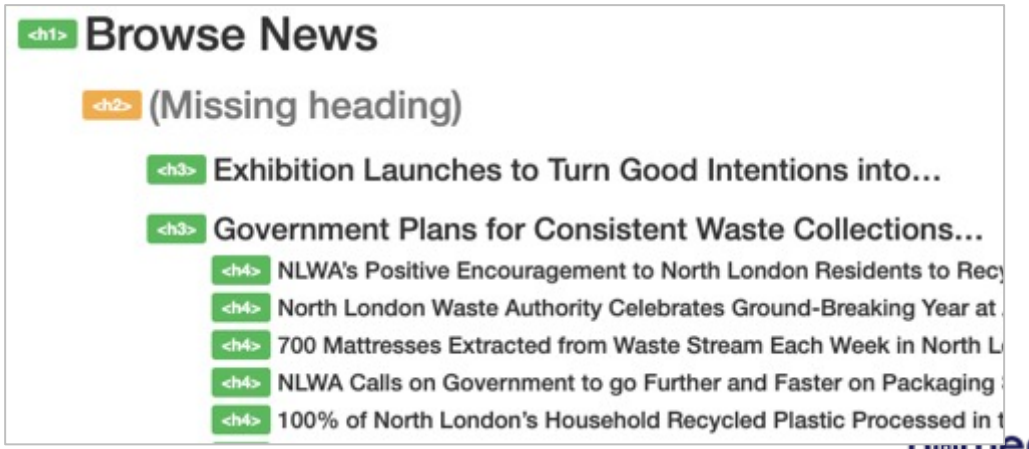
Update all card headings to H2

Or

Provide a H2 heading to label the group s of cards and mark up the card headings as H3. The H2 can be hidden offscreen if this aids implementation.

Read our article on how to structure headings.

1.



1.3.1 Info and Relationships (A)

Issue

Text that behaved as a heading on some pages was not always marked up as such. This was regarding:

1. Section headings on Home v2 and Home v3
2. Some headings in the text content on the page were marked up using the `<strong>` tag this was on the following pages:
    - Re-use and Recycling
    - Info page
    - Reports
3. Headings in the PDF document were not tagged as headings

Impact: Severe

Recommendation

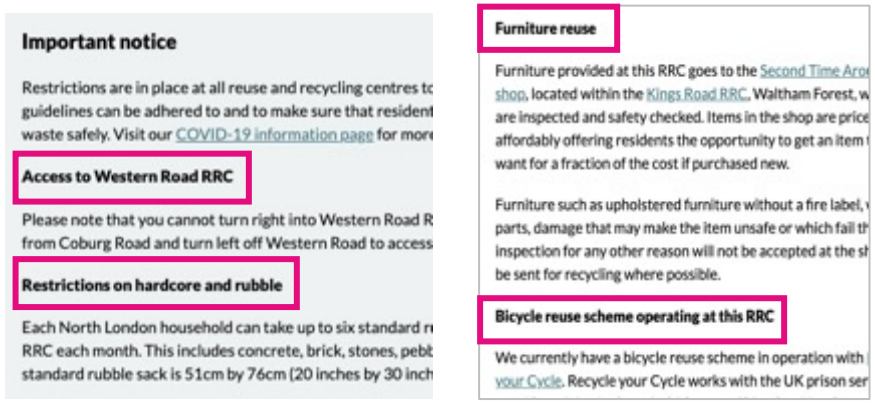
Text that acts as a heading should be marked up with the appropriate heading tag, e.g. `<h1> - <h6>` or tagged as a heading in the PDF document.

Documentation

https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#Headings

1.

2.



3.

nomensa

1.3.1 Info and Relationships (A)

Defining sections on the page with ARIA landmarks allows users of screen readers to easily skip from one section to another and understand where they currently are located on the page.

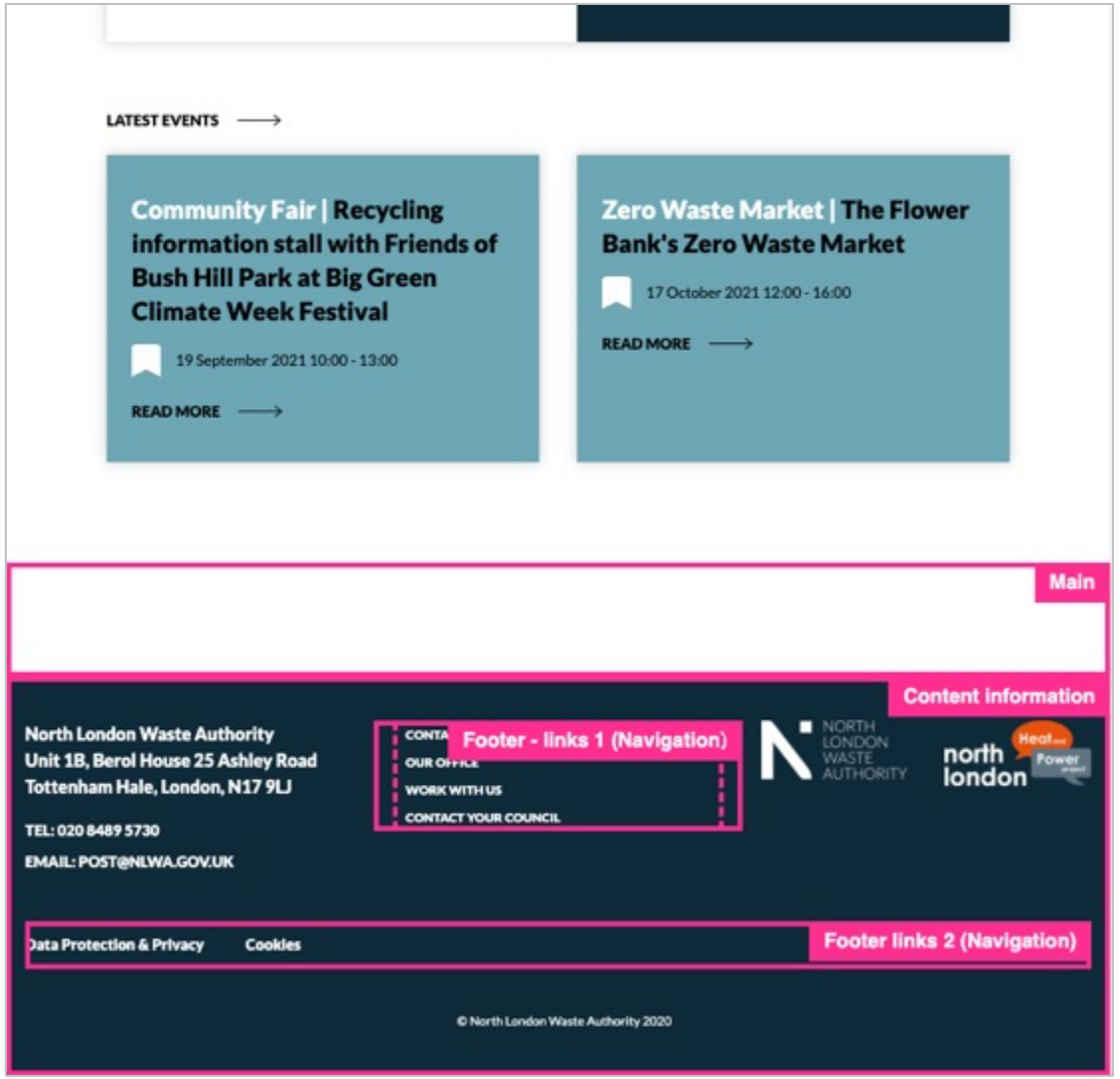
Issue

Whilst ARIA landmarks were provided, the `Main` landmark was assigned to an empty `<div>` element, when it was actually the 'below-nav' `<div>` element that contained the main content of the page. This was regarding the Global Shared Template.

Impact: Moderate

Recommendation

The `Main` landmark should be assigned to the element that contains the main content to provide a more accurate experience for assistive technology users. In this case, the 'below-nav' `<div>` should be given a `role="main"` .



1.3.1 Info and Relationships (A)

Issue - Lists

Lists were not used to group contents on the page. Assistive technologies often report the number of lists on a page as well as the amount of items in a list, helping people using these technologies to build up a mental picture of the page and its content. This was regarding:

1. The in-page navigation on the Re-use and Recycling page;
2. Since the PDF has not been tagged, the underlying list structure was not present.

Impact: Moderate

Recommendation

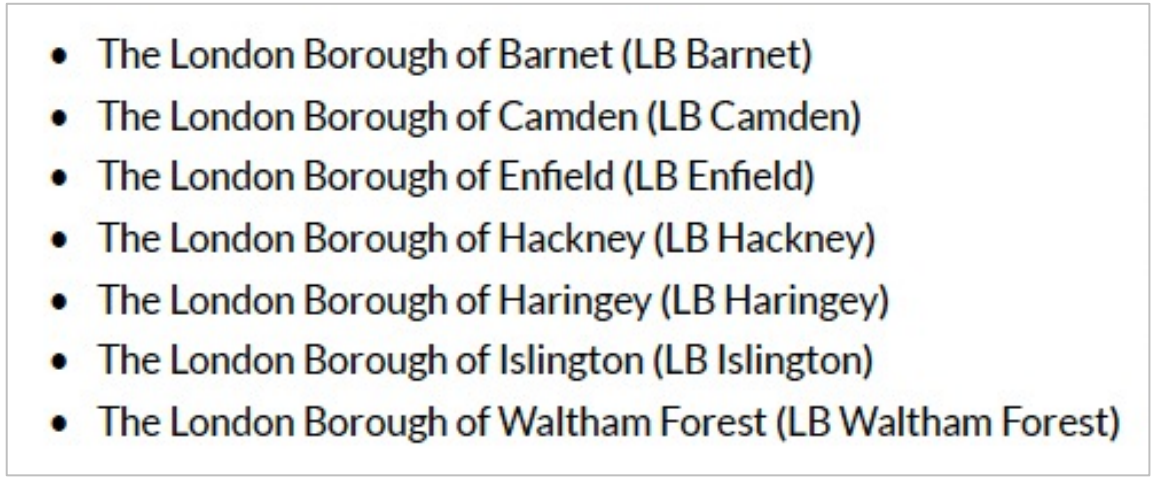
1. Navigation items should be contained in an unordered list.
2. The PDF document should be tagged and the list content assigned the appropriate list tags

Documentation

https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#ListItems

1.

2.



1.3.1 Info and Relationships (A)

Issue

Labels were missing on a number of form fields. People unable to see the screen such as those using screen readers use the text label to understand what information to enter into a form field. If the label is missing or not associated correctly, it can be difficult to complete a form successfully and users of screen readers can be misled and may end up entering incorrect data without realising. This was regarding:

1. The search field on the News – Landing page
2. The search field on the Main search – results page

Impact: Blocker

Recommendation

Each form field should have an associated label `<label>` element.

```
<label for="…"> ...</label>
<input id="…" type="text" >
```

1.

2.

2.4.6 Headings and Labels (AA)

Clear and descriptive headings help everyone find content more easily and understand the relationships between different parts of the content. Descriptive labels help people identify specific elements of a webpage.

Issue

The text used for some headings did not accurately describe the information following the heading. This was regarding:

1. A hidden heading was provided for the main navigation of the Global Shared Template with the text “User account menu”, which does not provide an accurate title for the content that comes after it.

Impact: Minor

Recommendation

Review and change the text in the headings so that headings accurately reflect the purpose and content which follows them.

In the case of the main navigation, no heading is required and so this heading could be removed.

1.

2.4.4 Link Purpose (A)

Clear and concise link phrases help people understand which page they will reach if they choose to follow a link on a page.

Issue

Some links did not clearly describe the purpose of the link or which page would be reached if someone followed the link. This was regarding:

1. Image links in the header and footer of the Global Shared Template were missing alternative text or had inaccurate alternative text, therefore they did not have accurate link text, meaning assistive technology users could struggle to determine the purpose of these links;
2. 'View all' links on the Places – search results page were not sufficiently descriptive;

Impact: Blocker / Severe

1.

2.

2.4.4 Link Purpose (A)

Recommendation

Link phrases should be clear enough to make sense on their own without requiring additional context. Each link on a page should clearly describe where it will take you if you choose to follow it.

- For icon links, ensure either there is relevant alternative text, or assign them a null alt text value to ensure they are ignored by screen readers and provide hidden link text;
- Additional information can be provided about a link by including extra descriptive text content within the link and using CSS to visually hide it;
- Assigning `aria-describedby` and an `ID` can be used to associate text that is already present on the page with the link.

2.4.4 Link Purpose (A)

Issue

Card components contained a combination of linked images, text and headings which did not clearly describe the link destination. This was regarding:

1. Image and text links on the Info page;

Impact: Severe

Recommendation

- We recommend a specific approach to cards: within the wrapper, only the heading is the link. Then use a script to make the whole area clickable, and CSS for hover/focus effects.

This implementation prevents a repetitive experience for screen reader users, ensures the link destination is clear and there's a large tap/click target area.

Documentation and example

https://www.nomensa.com/blog/how-build-accessible-cards-block-links

1.

Tips for Buying Second-Hand Clothes

Looking for second-hand items in your local area? Finding a preloved gem is easier than you think.....

2.4.4 Link Purpose (A)

Issue

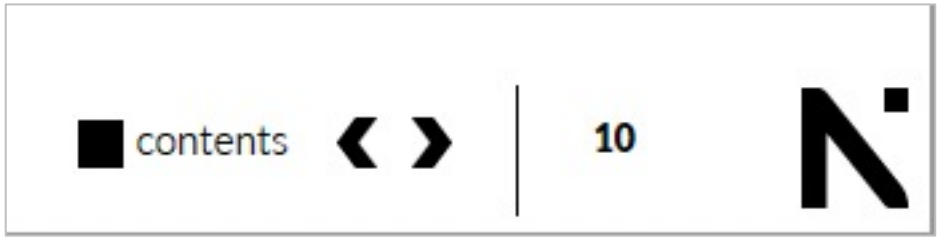
1. Link text was not provided for image and icon links in the PDF, meaning assistive technology users will be unable to determine the purpose of the links.

Impact: Blocker

Recommendation

Ensure the links are tagged correctly in the PDF and have descriptive link text.

1.



2.4.2 Page Titled (A)

Providing clear and informative page titles help people understand if the content on the page is relevant to them. Descriptive page titles help everyone find content on your website and understand where they are within the website hierarchy.

Issue

1. No title was provided for the PDF document

Impact: Severe

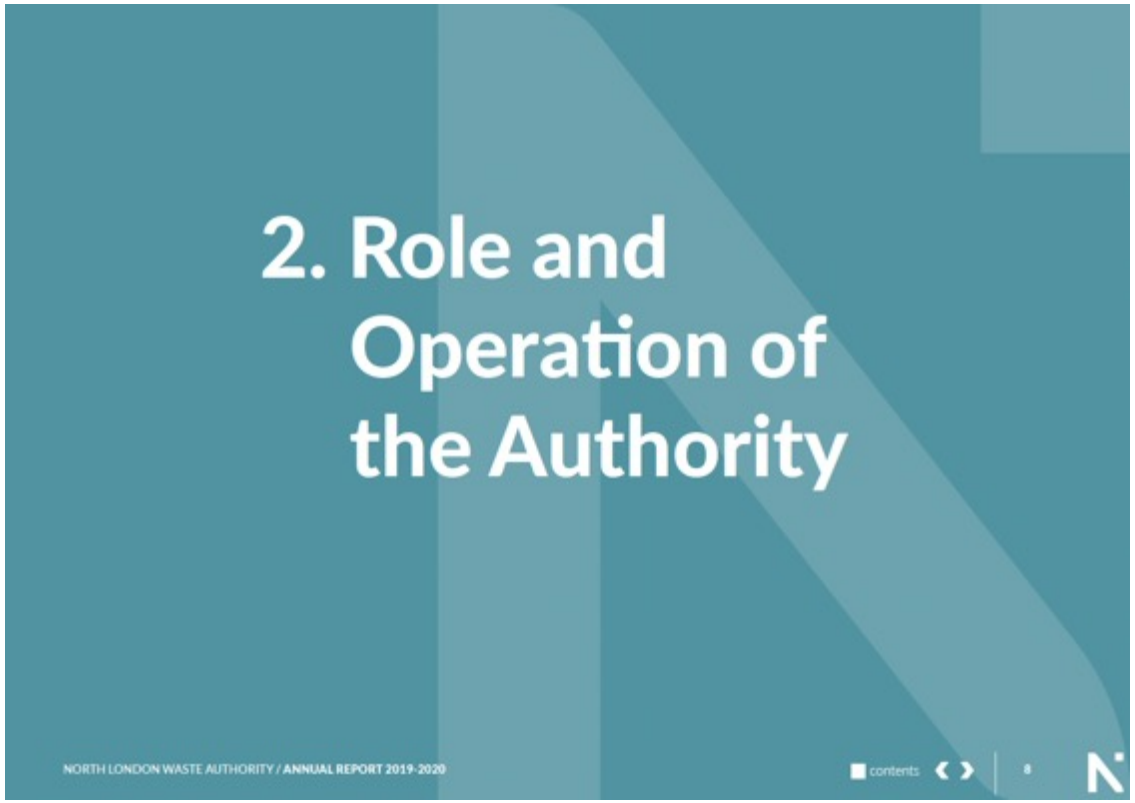
Recommendation

Each page should contain a unique, succinct and descriptive title which clearly identifies the context of the page, makes sense read out of context and identifies the site and/or section of the site to which the page belongs.

Documentation

https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#DocTitle

1.



3.1.1 Language of Page (A)

Identifying the human language of the page allows browsers, screen readers and other types of assistive technologies to display the page using the appropriate pronunciation, characters and scripts for that language.

Issue

1. The language of the PDF document was not identified as English.

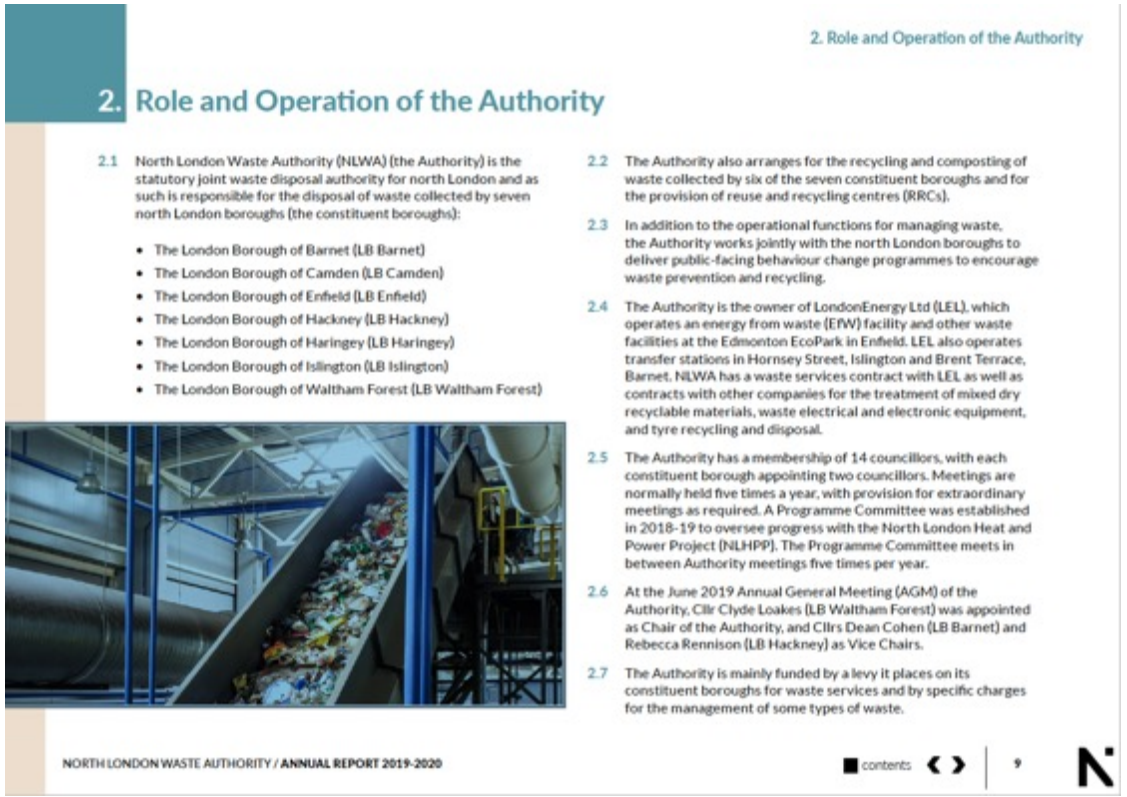
Impact: Moderate

Recommendation

Ensure the language of the document is set in the PDF properties. Instructions on how to do this can be found here:

https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#PrimeLang

1.



4.1.2 Name, Role, Value (A)

Issue – Hide/Show menu

The drop-down menu in the Global Shared Template has not been implemented using a robust accessible pattern. The drop-down content is only available to mouse/pointer users and the expanded state is not conveyed to assistive technology users.

Impact: Moderate

Recommendation

The site section-level link text (for example, 'Reduce, Reuse, Recycle') should be implemented as a link element (<a>) and the downwards chevron should be implemented as a new <button> with an aria-label of "show".

The button control should also have the attribute `aria-expanded` and this should toggle between a `"true"` and `"false"` value when the item it expanded either via click or Space bar or Enter key activation. Finally, the <button> should also be assigned the `aria-controls` attribute referencing an ID set on the wrapper for the drop-down menu content

The details of the full pattern are linked below.

Documentation and example

https://adrianroselli.com/2019/06/link-disclosure-widget-navigation.html

1.

4.1.2 Name, Role, Value (A)

Generally, a button triggers an action on a page and a link takes a user to a different page.

Issue - Buttons

Elements which aren't buttons, but act like a button haven't been correctly marked up.

This was regarding

1. The 'Close' button on the "Important notice" notification on the Re-use and Recycle page was marked up using <img> instead of <button>;
2. The 'Rate this page' buttons on the Info page, Campaign and Cookies pages were marked up as links'

Impact: Moderate

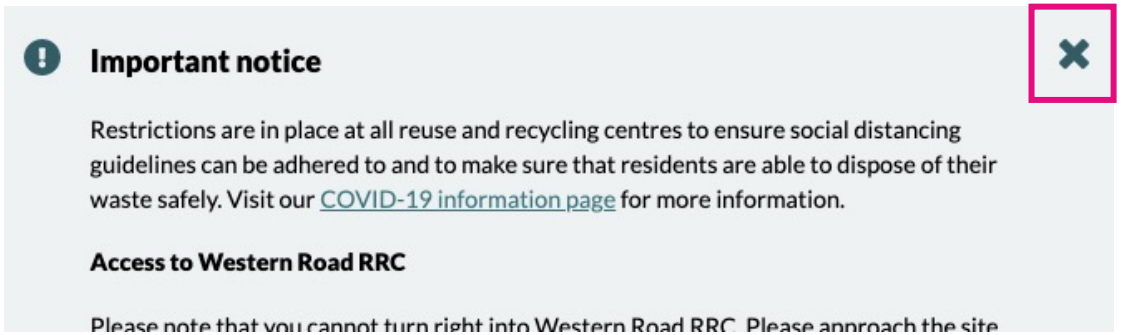
Recommendation

- These buttons should be marked up ising the `<button>` element
- If this isn't possible, assign a `role="button"` to them

Documentation

https://www.w3.org/TR/wai-aria-practices-1.2/examples/button/button.html

1.



2.

4.1.2 Name, Role, Value (A)

Issue – iframes

`<iframe>` elements were not provided with `title` attributes to provide an accessible name for the content within them. This can make it difficult for assistive technology users to determine what the iframes contain. This was regarding iframes on the following pages:

1. The map embed on the Re-use and Recycle page;
2. The video embed on the Campaign page

Impact: Severe

Recommendation

Ensure that `<iframe>` elements have a `title` attribute to provide an accessible name for the content with them.

1.

2.

4.1.2 Name, Role, Value (A)

Issue – Sliders

There were a number of issues with the slider used on the Campaign page:

1. The slider Next and Previous controls were marked up as links.
2. The slider pager controls were marked up as empty `<li>` elements, meaning they did not have an accessible name or role;
3. The active slide is not conveyed to screen readers;

Impact: Moderate

Recommendation

- The slider controls should be marked up using the `<button>` element or have a `role="button"` in order to convey their role and be keyboard operable;
- The active slide pager should be communicated to screen readers using `aria-current="true"`

For a full robust and accessible pattern, see link below

Documentation

- https://inclusive-components.design/a-content-slider/

4.1.2 Name, Role, Value (A)

Issue

1. The attribute `aria-hidden` has been used to hide the embedded Google map on the Re-use and Recycle page from assistive technologies such as screen readers, meaning this content will be skipped over and won't be announced to these users. However, the container element has an `aria-label` of "Map", which will be announced, but the map content will not. This could be confusing for users unable to see the screen.

Impact: Moderate

Recommendation

Either remove the `aria-hidden` attribute and ensure the map content is accessible to assistive technologies, or alternatively remove the `aria-label` attribute and hide it completely, since the address information is provided in text adjacent to the map.

1.

4.1.2 Name, Role, Value (A)

Issue

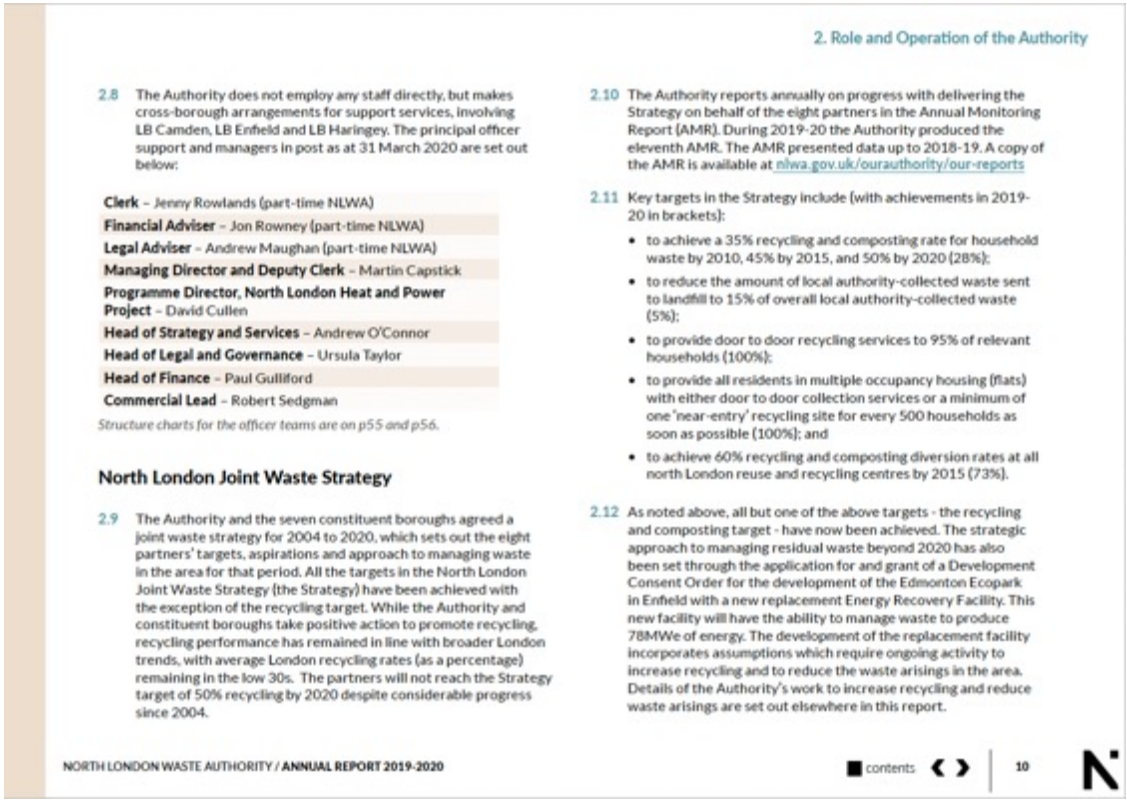
1. Because the PDF was not tagged, content and interactive elements throughout the document were not provided with a name, role or value, meaning assistive technology users will struggle to access the content within it.

Impact: Blocker

Recommendation

Ensure PDF documents are correctly tagged to enable all users to access the content within them.

1.



2. Role and Operation of the Authority

2.8 The Authority does not employ any staff directly, but makes cross-borough arrangements for support services, involving LB Camden, LB Enfield and LB Haringey. The principal officer support and managers in post as at 31 March 2020 are set out below:

Clerk – Jenny Rowlands (part-time NLWA)
Financial Adviser – Jon Rowney (part-time NLWA)
Legal Adviser – Andrew Maughan (part-time NLWA)
Managing Director and Deputy Clerk – Martin Capstick
Programme Director, North London Heat and Power Project – David Cullen
Head of Strategy and Services – Andrew O'Connor
Head of Legal and Governance – Ursula Taylor
Head of Finance – Paul Gulliford
Commercial Lead – Robert Sedgman

Structure charts for the officer teams are on p55 and p56.

North London Joint Waste Strategy

2.9 The Authority and the seven constituent boroughs agreed a joint waste strategy for 2004 to 2020, which sets out the eight partners' targets, aspirations and approach to managing waste in the area for that period. All the targets in the North London Joint Waste Strategy (the Strategy) have been achieved with the exception of the recycling target. While the Authority and constituent boroughs take positive action to promote recycling, recycling performance has remained in line with broader London trends, with average London recycling rates (as a percentage) remaining in the low 30s. The partners will not reach the Strategy target of 50% recycling by 2020 despite considerable progress since 2004.

2.10 The Authority reports annually on progress with delivering the Strategy on behalf of the eight partners in the Annual Monitoring Report (AMR). During 2019-20 the Authority produced the eleventh AMR. The AMR presented data up to 2018-19. A copy of the AMR is available at nlwa.gov.uk/ourauthority/our-reports

2.11 Key targets in the Strategy include (with achievements in 2019-20 in brackets):

- to achieve a 35% recycling and composting rate for household waste by 2010, 45% by 2015, and 50% by 2020 (28%);
- to reduce the amount of local authority-collected waste sent to landfill to 15% of overall local authority-collected waste (5%);
- to provide door to door recycling services to 95% of relevant households (100%);
- to provide all residents in multiple occupancy housing (flats) with either door to door collection services or a minimum of one 'near-entry' recycling site for every 500 households as soon as possible (100%); and
- to achieve 60% recycling and composting diversion rates at all north London reuse and recycling centres by 2015 (73%).

2.12 As noted above, all but one of the above targets - the recycling and composting target - have now been achieved. The strategic approach to managing residual waste beyond 2020 has also been set through the application for and grant of a Development Consent Order for the development of the Edmonton Ecopark in Enfield with a new replacement Energy Recovery Facility. This new facility will have the ability to manage waste to produce 78MWe of energy. The development of the replacement facility incorporates assumptions which require ongoing activity to increase recycling and to reduce the waste arisings in the area. Details of the Authority's work to increase recycling and reduce waste arisings are set out elsewhere in this report.

NORTH LONDON WASTE AUTHORITY / **ANNUAL REPORT 2019-2020** contents 10

4.1.2 Name, Role, Value (A)

Issue

1. An accessible name had not been provided for the "Where to Recycle" search button on the Home v2 and Home v3 pages.

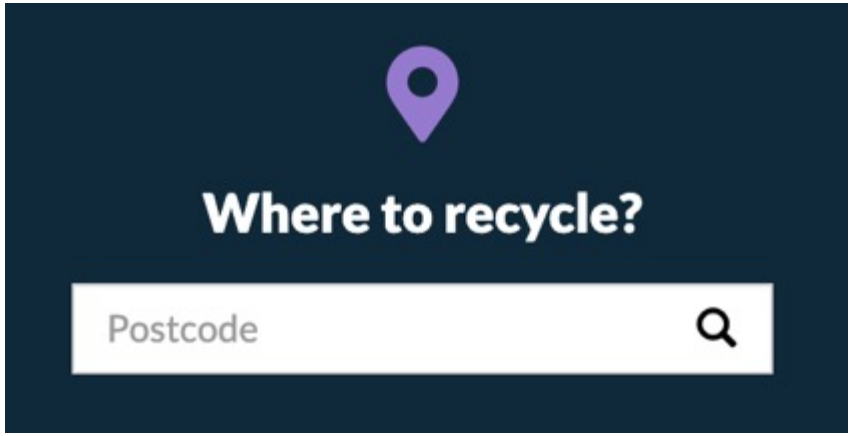
Impact: Blocker

Recommendation

Even though hidden button text was provided for the search submit button, it had been hidden using display: none, which means it will not be announced by a screen reader.

Using the class 'sr-only', which has been used to hide the "Can I recycle...?" search submit button will resolve this issue.

1.



4.1.3 Status Messages (AA)

Users of assistive technology should be aware of important changes in content that are not given focus in a way that doesn't interrupt them.

Issue

1. When a 'Rate this page' option is selected, the text updates, however this region does not have an 'aria-live' attribute and so this information will not be announced to assistive technology users. This was on the Info page, Campaign and Cookies pages.

Impact: Moderate

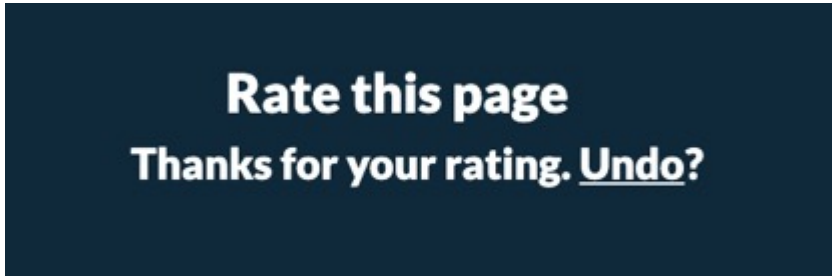
Recommendation

Inform users change of context by using the `aria-live` attribute and assigning it to `assertive` (`aria-live="assertive"`) on a sentence that notifies users on the change. This will announce the update to the user immediately.

- Note: Not the entire area, just a sentence about the update, for example "Thanks for your rating. Undo?" (or similar)

Documentation:

https://developer.mozilla.org/en-US/docs/Web/Accessibility/ARIA/ARIA_Live_Regions



4.1.1 Parsing (A)

Issue

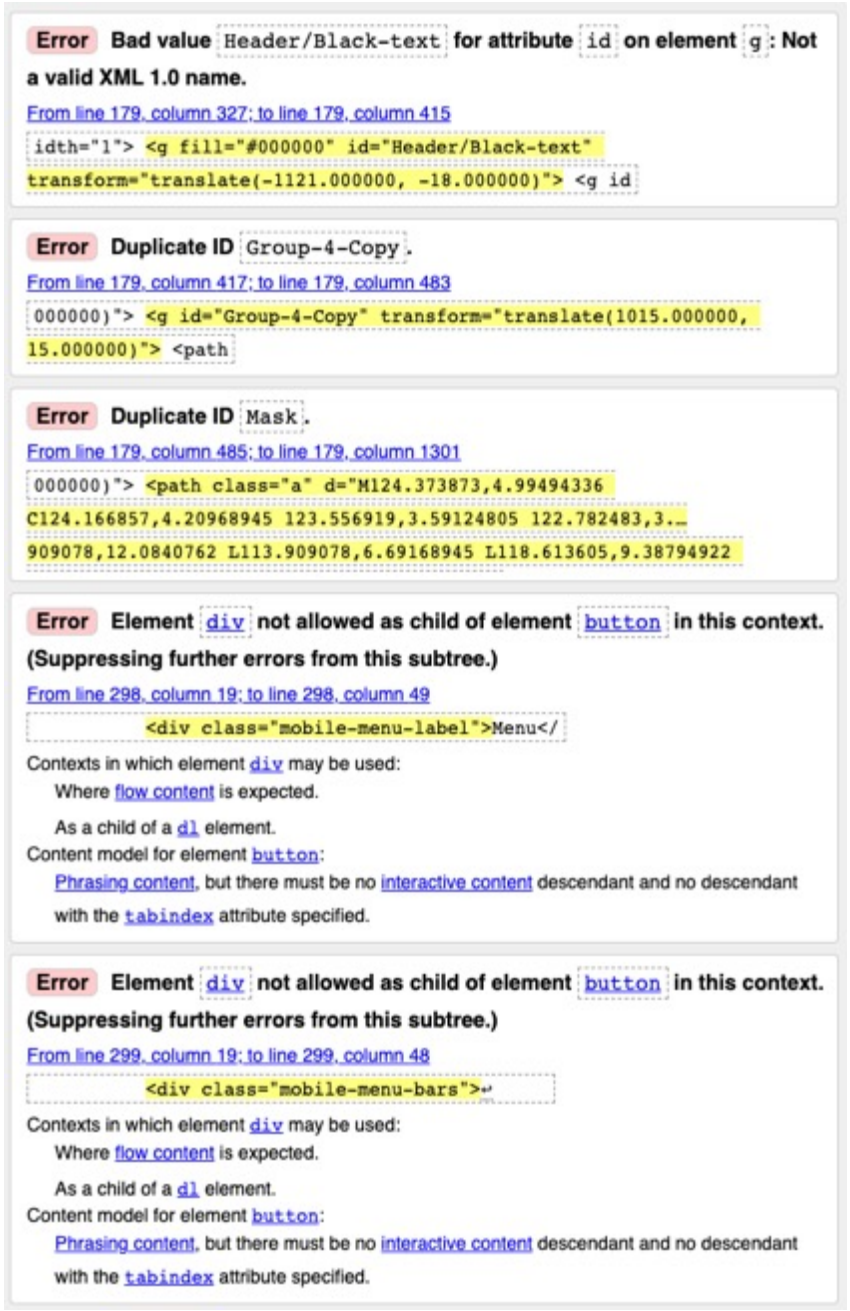
HTML didn't conform to the W3C specification. Not all validation issues effect accessibility, but we found structural errors that could have changed the way the page was read to assistive technologies. This was across all pages.

Impact: Minor

Recommendation

Ensure HTML is checked for any of the following issues. This can done using the W3C validator tool. Once the page has been validated, run the following bookmarklet to strip out any irrelevant results: https://codepen.io/stevef/pen/VRZdGJ

- Incomplete start and end tags
- HTML not nested according to spec
- IDs that are not unique
- Invalid attributes on some elements
- `<img>` elements missing alt attributes



Deafness & Cognitive

1.3.5 Identify Input Purpose (AA)

Enable extra support for personalization, such as familiar terms and symbols which are needed for users with cognitive disabilities to be able to use the web. If a user agent, either the browser or Assistive Technology knows what a control does then it can potentially provide the extra support required.

Issue

1. The autocomplete attribute had not been assigned to the relevant form fields on the Enquiry Form page, this means the user will have to explicitly input data for each session, instead of being able to rely on autocomplete.

Impact: Moderate

Recommendation

Use the autocomplete attribute with an appropriate value for each form field. For example:

Name: name

Email: email

Telephone: tel

Documentation

- https://html.spec.whatwg.org/multipage/forms.html#enabling-client-side-automatic-filling-of-form-controls

1.

1.2.3 & 1.2.5 Audio Description (AA)

Audio description weaves additional narration into the soundtrack of the video, describing the action taking place on screen so people with visual impairment can understand what is happening in the video.

Issue

An audio description track or text transcript was not provided to help people with visual impairments understand the action taking place in the video. This was regarding the video content on the Campaign page.

Impact: Blocker

Recommendation

1. Provide an audio description file that acts as a narrative to actions inside the video;
2. Provide a transcript to the video.

1.

2.2.2 Pause, Stop, Hide (A)

Moving, scrolling, blinking or automatically updating content can be very distracting for some people, particularly those with cognitive impairments. In some cases, it may prevent people from using the page. Moving content can also cause problems for those using screen reading software as they may not be able to access this type of content at all.

Issue

1. The slider on the Campaign page scrolled continuously and could not be paused, meaning users with a slower reading time or other cognitive impairments could struggle to read the content in each slide. Or it could cause so much distraction to a user that they leave the site.

Impact: Blocker

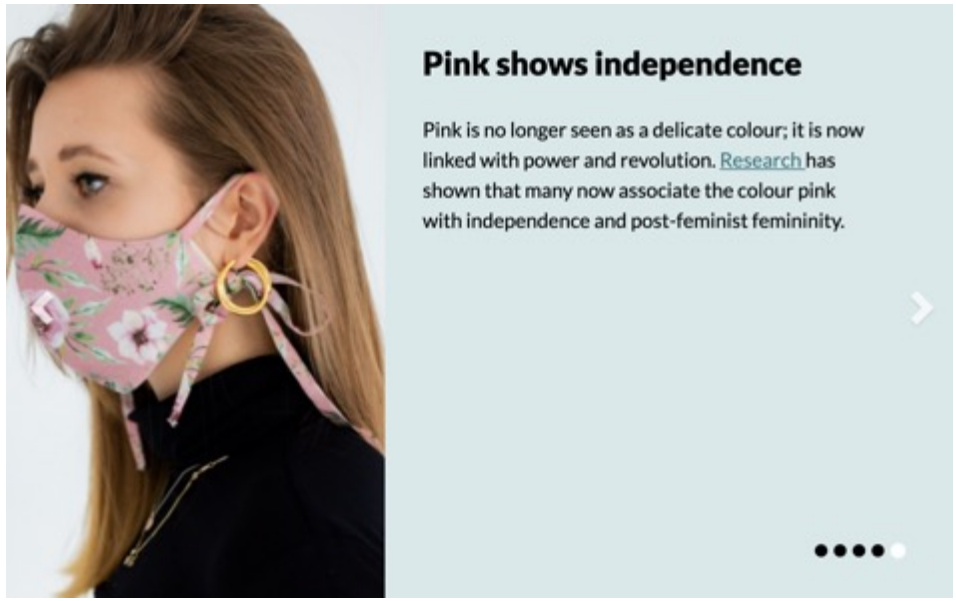
Recommendation

Provide pause / stop buttons on the slider which allows users to stop the moving content if they need to.

- Pause / stop buttons should be easily accessed via keyboard, have a visible focus indicator and a clear label of their purpose.

- Documentation
  https://developer.mozilla.org/en-US/docs/Web/CSS/@media/prefers-reduced-motion

1.



Best Practices

This section covers areas that passed the audit but could still be improved further

Opening links in a new window

Link Purpose

Some links opened in a new window without warning. An example of this was the social media and NLHPP links in the header of the Global Shared Template.

Recommendation

Where possible, open links in the same window. Avoid using `target="_blank"`

- If you must open a new window, ensure the user is warned. You can do this by including visually hidden text within the link, for example:
- `<a href="/path">Follow us on Facebook <span class="visually-hidden">Opens in new window</span></a>`

Document downloads

Document links on the Reports page did not include the file type and size in the link text. This passes under WCAG 2.1 but it is best practice to provide this information.

Recommendation

Update document download link text to include the file size and type information, for example:

2015/16 annual report – appendix 3 (PDF – 1.9MB)

NLWA annual report 2015/16 / 2015/16 annual report – appendix 3

Headings

Headings were not always implemented in descending order e.g. h1 – h6. Whilst this is not technically a fail, implementing headings in the correct order can help assistive technology users gain an overall feel for the structure of the page.

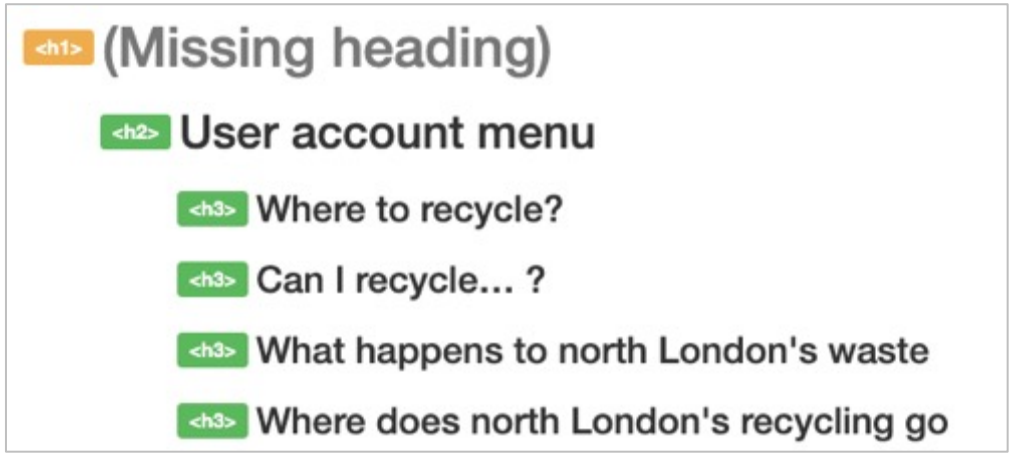
Info and Relationships

1. A main page heading was not always provided, meaning headings within the page content were incorrectly nested by the preceding H2 heading for the main navigation, creating a confusing heading structure. This was regarding the Home v2 and Home v3 pages;
2. The main page heading on the Places – search results page was marked up was marked up as an H2 instead of H1, meaning subsequent headings were not nested beneath it and providing an inaccurate heading structure for the page;

Recommendation

Ensure that headings descend in order, creating sections and sub-sections.

1.



2.

Table captions

A caption element or heading was not provided for the opening times table content on the Re-use and Recycling page. Whilst this is not a fail, it is best practice to provide an accessible label for tables to describe their purpose to assistive technology users.

Recommendation

- Use the `<caption>` element to assign a caption. Table captions help users to determine the overall content of the table.
- Provide a hidden heading above the table to describe its purpose, e.g. “Opening times”

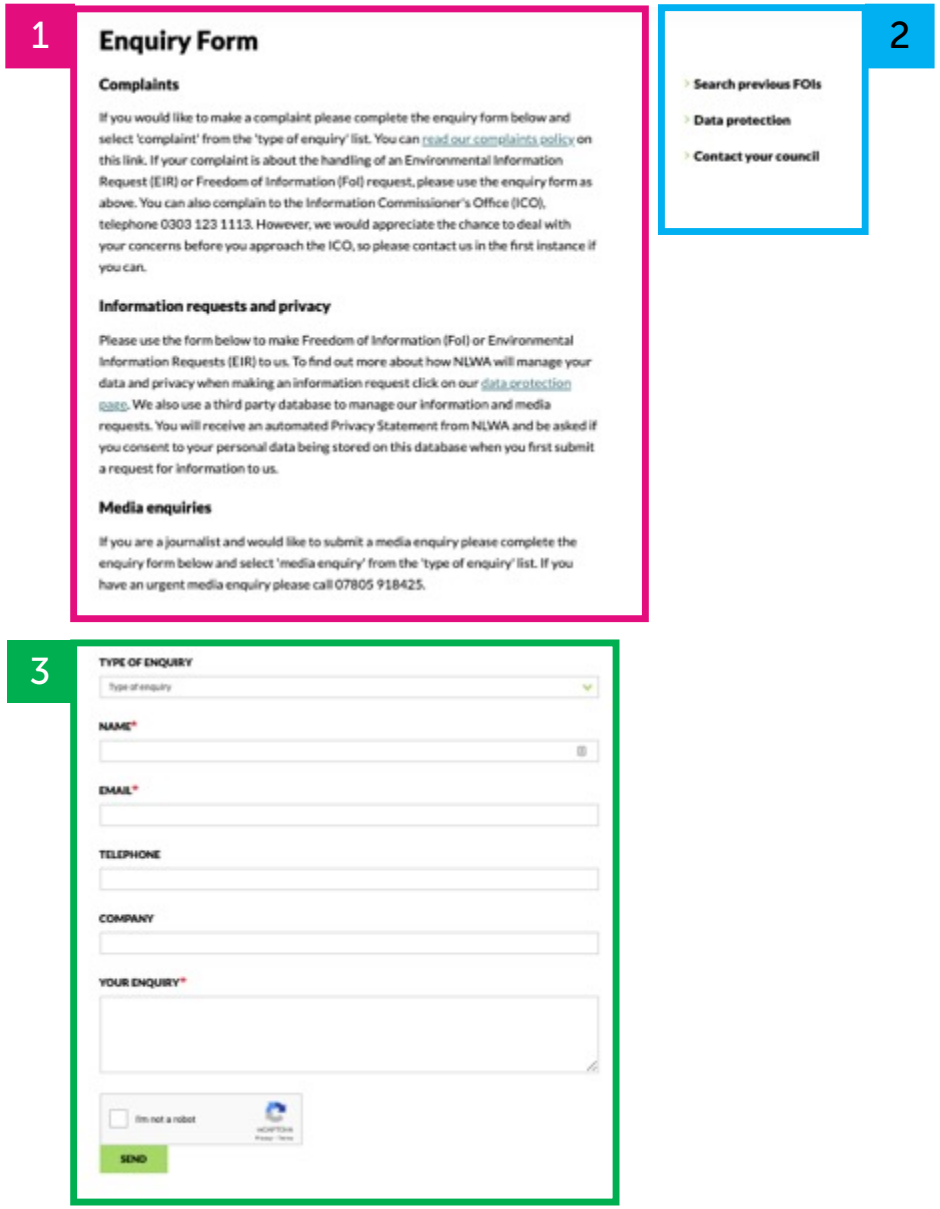
Monday	9am - 4pm
Tuesday	9am - 4pm
Wednesday	9am - 4pm
Thursday	9am - 4pm
Friday	9am - 4pm
Saturday	9am - 4pm
Sunday	9am - 4pm

Focus order

Whilst not a fail, the side navigation links on the Enquiry Form page that were positioned to the right of the main text content only received focus after the form submit button, meaning non-sighted users may not realise that these links are available on the page.

Recommendation

To ensure that screen reader users are aware of all content on the page, the focus order could be improved as shown in the example:



Error messages

Error Identification

Although browser-generated error messages appeared when the Enquiry Form was submitted, these messages only identified the first field with issues and disappeared when the field received focus. This can make it difficult for assistive technology users to know where and what the issues in the form were. This was regarding errors on the Enquiry Form page.

This just passes WCAG 2.1, however there are usability issues with this implementation.

Recommendation

Provide error messages that clearly describe the issue in order for the user to easily rectify the error. Error messages should be provided in text adjacent to the field they relate to and associated in the HTML using the `aria-describedby` attribute.

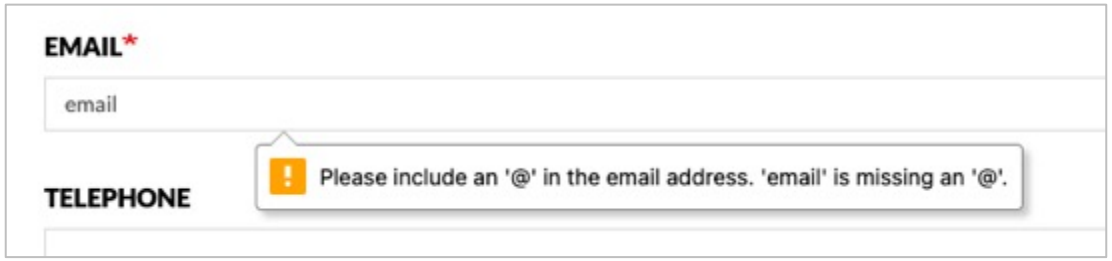
1.

Error messages (cont.)

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.

Error Suggestion

Even though a descriptive error message was provided, it was a browser-generated error and disappeared when the field received focus. This does not fail under WCAG 2.1, however it can make it difficult for users who rely on screen readers to understand what is required in order to rectify the issues and text fields that are required were not specified.



Recommendation

Error messages should be provided as static text adjacent to the field that contained errors, and should not disappear until the error has been fixed.

Documentation

https://design-system.service.gov.uk/components/error-summary/

Required fields

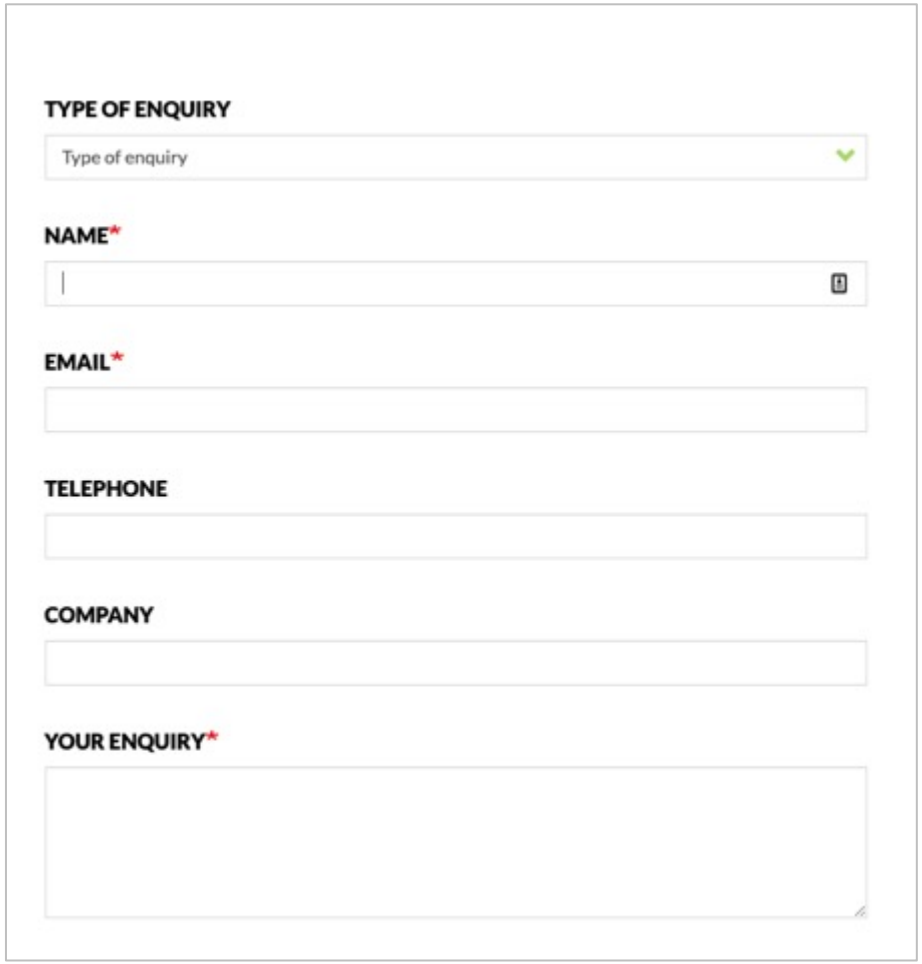
Labels or Instructions

Instructions on how to fill in the form were not provided. Mandatory fields were not identified as such at the top of the page. This was regarding the form on the Enquiry Form page.

Recommendation

Provide instructions at the top of the page to inform users that required fields are indicated with an asterisk.

1.



Cards

Card components contained a combination of linked images, text and headings which did not clearly describe the link destination. While this isn't a fail under WCAG 2.1, it does create very long, inconcise links. This was regarding:

1. Latest Events links on Home v2 and Home v3;
2. Results links on the Places – search results page;
3. Block links on the Scheme of Publication page

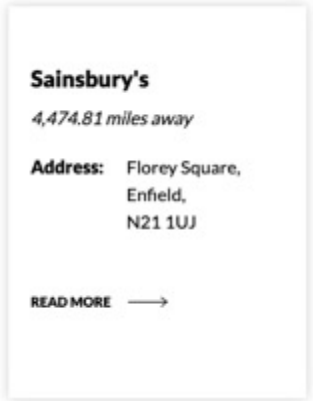
Recommendation

See our blog post for an accessible way to implement card components:

https://www.nomensa.com/blog/how-build-accessible-cards-block-links

1.

2.



3.

Assistive Technology

This section covers areas that passed the audit but could still be improved further

Results

To understand any potential issues or barriers for users which is a result of interactions mediated through specific technology, we tested on the following assistive technology, OS and browser combinations.

Task

1. Explore homepage, read information (free exploration);
2. Start on homepage, enter a search term (find a place to recycle), press submit, navigate to results page;
3. Start on Campaign page, watch embedded video;
4. Navigate to Enquiry form, fill in test details and submit;
5. Navigate to info page, explore and provide a rating for the page.

Summary

Assistive Tech	Version	Type	Browser	Task 1	Task 2	Task 3	Task 4	Task 5
JAWS	2020	Screen reader	Chrome	Fail	Fail	Fail	Fail	Fail
NVDA	2020.3	Screen reader	Firefox	Fail	Fail	Fail	Fail	Fail
Apple Zoom		Magnification	Any	Pass	Pass	Pass	Fail	Pass
Dragon	15	Speech recognition	Any	Pass	Pass	Pass	Pass	Pass
VoiceOver / iOS		Mobile screen reader	Safari	Fail	Fail	Fail	Fail	Fail
Talkback / Android		Mobile screen reader	Chrome	Fail	Fail	Fail	Fail	Fail

TalkBack / Android, JAWS, NVDA, VoiceOver / iOS

Issue – Task 1

1. The drop-down links in the main navigation are announced as a normal link instead of a hide/show control.

Recommendation

Resolving the issue raised in 4.1.2 Name, Role, Value will ensure this control is announced correctly by screen readers.

1.

TalkBack / Android, VoiceOver / iOS

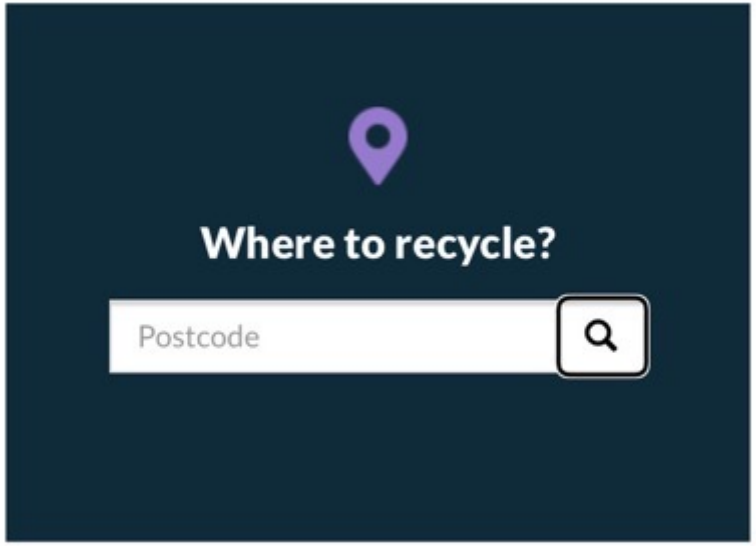
Issue – Task 1

1. The “Where to recycle?” search submit button on the Homepage was just announced as “Button” as the text has been hidden using display: none.

Recommendation

Resolving the issue in 4.1.2 Name, Role, Value will ensure an accessible name is provided for the search submit button.

Documentarian
https://support.apple.com/en-gb/guide/voiceover-guide/welcome/web



TalkBack / Android, VoiceOver / iOS

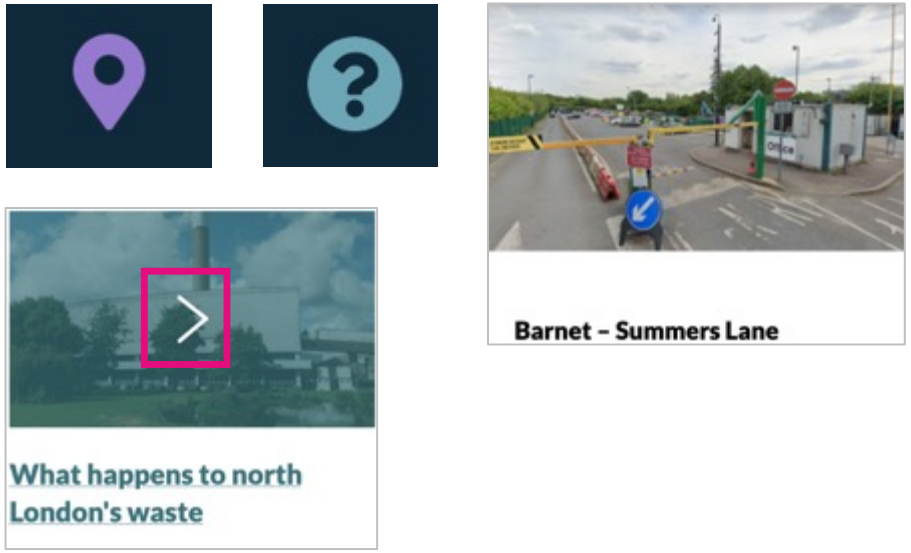
Issue – Task 1, Task 2

1. `<img>` elements with a missing alt attribute caused the screen reader to announce the file name of the image (e.g. ”find-rrc” and “can-recycle”).

Recommendation

Resolving the issues in 1.1.1 Non-text Content will ensure images will be announced correctly or ignored by screen readers.

1.



TalkBack / Android, JAWS, NVDA, VoiceOver / iOS

Issue – Task 1, Task 2, Task 5

1. Card images that should have been ignored by screen readers were announced as they were provided with alternative text descriptions.

Recommendation

Resolving the issues in 1.1.1 Non-text Content will ensure images will be announced correctly or ignored by screen readers.

1.

TalkBack / Android, JAWS, NVDA, VoiceOver / iOS

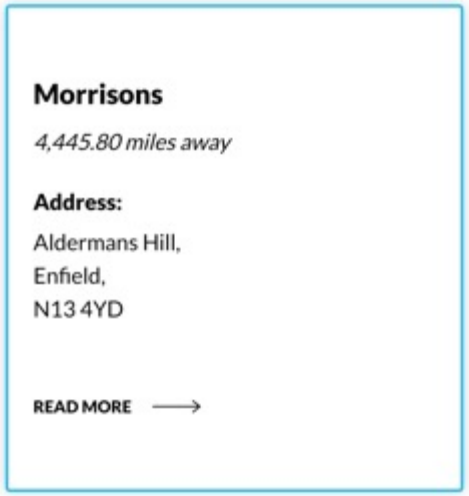
Issue – Task 1, Task 2, Task 5

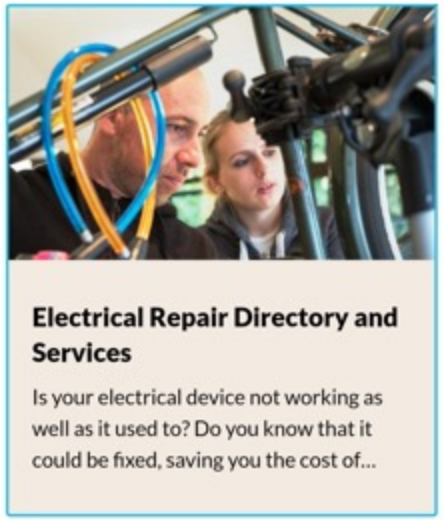
1. Whole cards were announced as links, meaning link text was long and confusing when navigating with a screen reader. Each new line of text was announced as a link.

Recommendation

Implementing the improvements to cards that were mentioned in ‘Cards’ best practice will fix this issue.

1.





TalkBack / Android, NVDA

Issue – Task 1

1. NVDA and TalkBack announced all of the social media links as "Connect NLWA link", except for the YouTube link, which was announced as "UCZWPtRqS3KwBtqu4Uxn2D5w"

Recommendation

Resolving the issues in 1.1.1 Non-text Content and providing appropriate alternative text in the correct way will fix this issue.

1.

VoiceOver / iOS

Issue – Task 1

1. When navigating the Homepage with VoiceOver, the North London Heat and Power Project logo in the header was announced as “slash – link”. This is because the alternative text for the image has been implemented incorrectly.

Recommendation

Resolving the issues in 1.1.1 Non-text Content and providing an accessible name for links via alt text or `aria-label` will fix this issue.

1.

TalkBack / Android, JAWS, VoiceOver / iOS

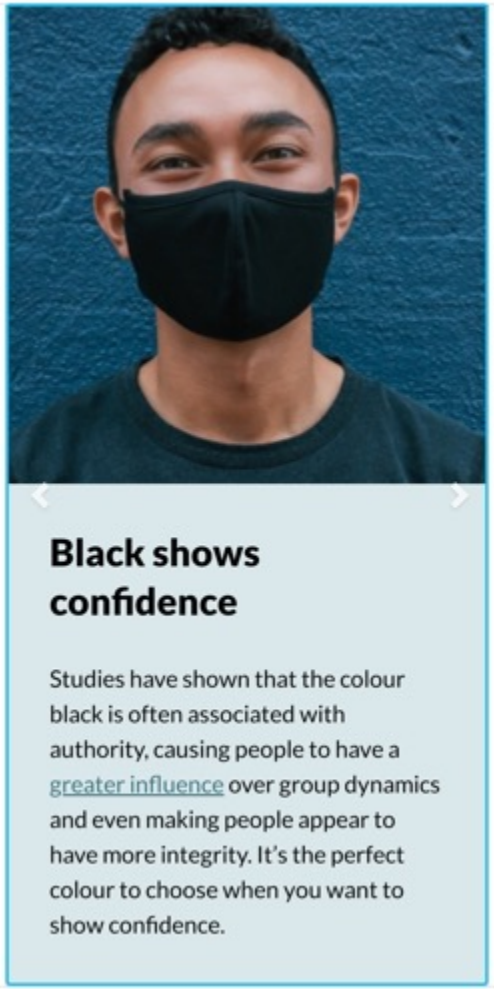
Issue – Task 3

1. The slider on the Campaign page was announced as a ”listbox” and it was not possible to access the text content within it.
    - When using TalkBack, the link could be accessed but not the rest of the text content;
    - When using JAWS, none of the content within the slide could be accessed;
    - When using VoiceOver on iOS, the text content could be accessed but when the slider moved the screen reader focus would jump to the ‘Next’ button.

Recommendation

Resolving the issues in 4.1.2 Name, Role, Value will ensure images will be announced correctly by screen readers.

1.



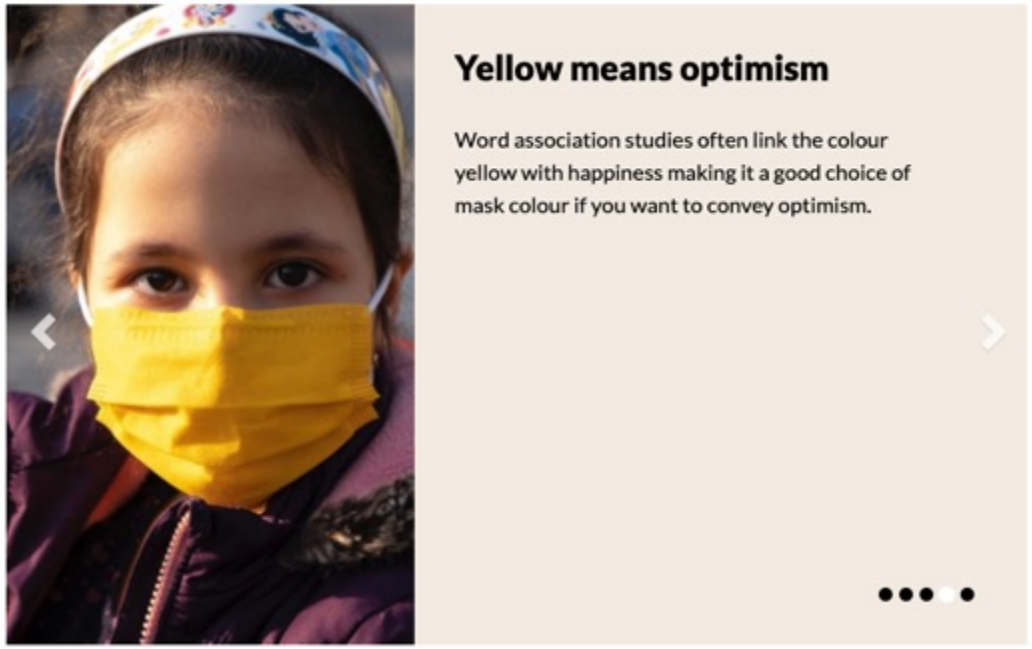
NVDA

Issue – Task 3

1. The content of the slider on the Campaign page could be accessed using NVDA, however only one slide was read out when reading through. The other content could be accessed by pressing the up and down arrow keys, but if the slide changed before the key was pressed again, the content from the new slide would be read out, leading to a confusing experience.

Recommendation

Resolving the issues in 4.1.2 Name, Role, Value will ensure images will be announced correctly by screen readers.



TalkBack / Android

Issue – Task 3

There were some issues regarding the video content in Task 3. This was regarding:

1. No accessible name was announced when the video content was navigated to using the screen reader due to no title being provided on the <iframe> element;
2. No audio description or text alternative was provided for the video content, meaning it was not possible to determine the content of the video.

Recommendation

Resolving the issues in 4.1.2 Name, Role, Value and 1.2.3/1.2.5 Audio Description will ensure the video content is announced correctly by assistive technologies.

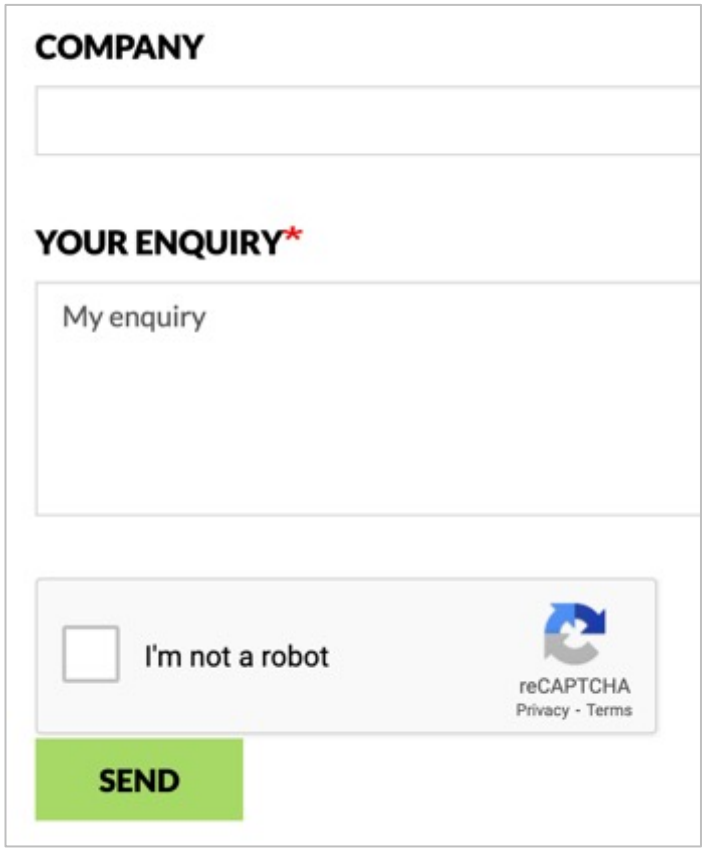
Findings / Apple Zoom (magnification)

Issue – Task 4

1. When the Enquiry form was submitted with errors as part of Task 4, the screen did not jump to the field that contains errors like it does when not zoomed in. This means users of zoom software could be unaware if there is an error in the form.

Recommendation

1. Ensure that when the form is submitted with errors, this is made clear to users. Implementing the recommendations in 'Error messages' best practice will help to fix this error.



TalkBack / Android

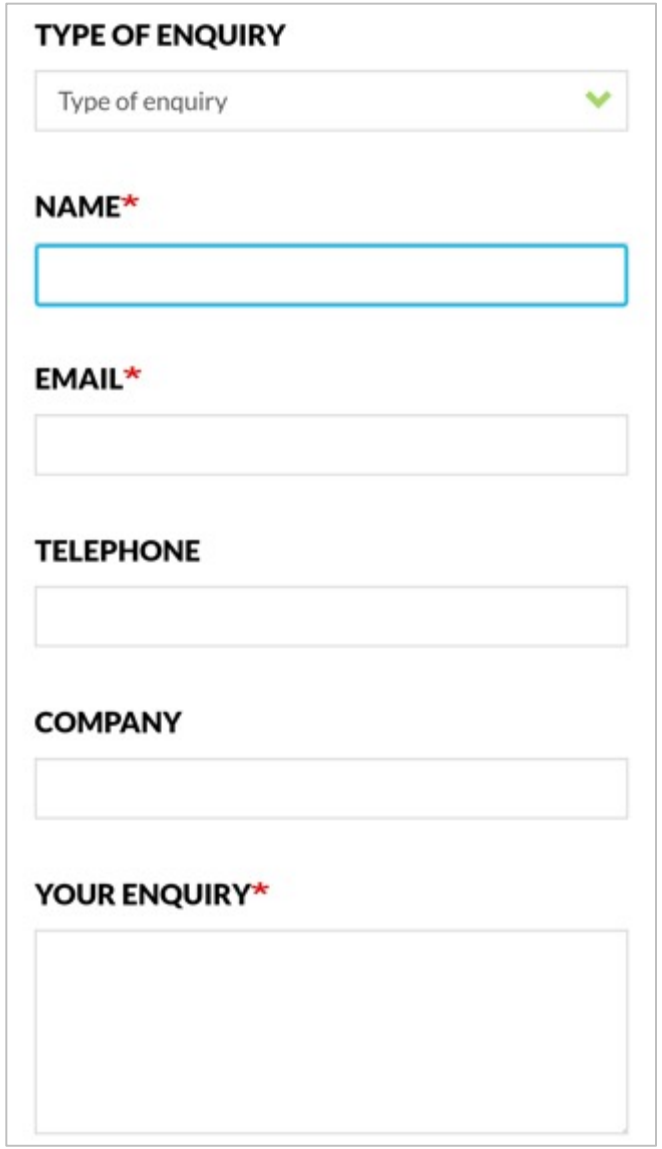
Issue – Task 4

There were some issues regarding the Enquiry form when navigating with TalkBack. This was regarding:

1. Required fields were not announced as such;
2. When the form was submitted with multiple errors, only the first field containing errors was announced. No other fields containing errors were identified.

Recommendation

Implementing the recommendations mentioned in 'Error messages' best practice will fix these issues.



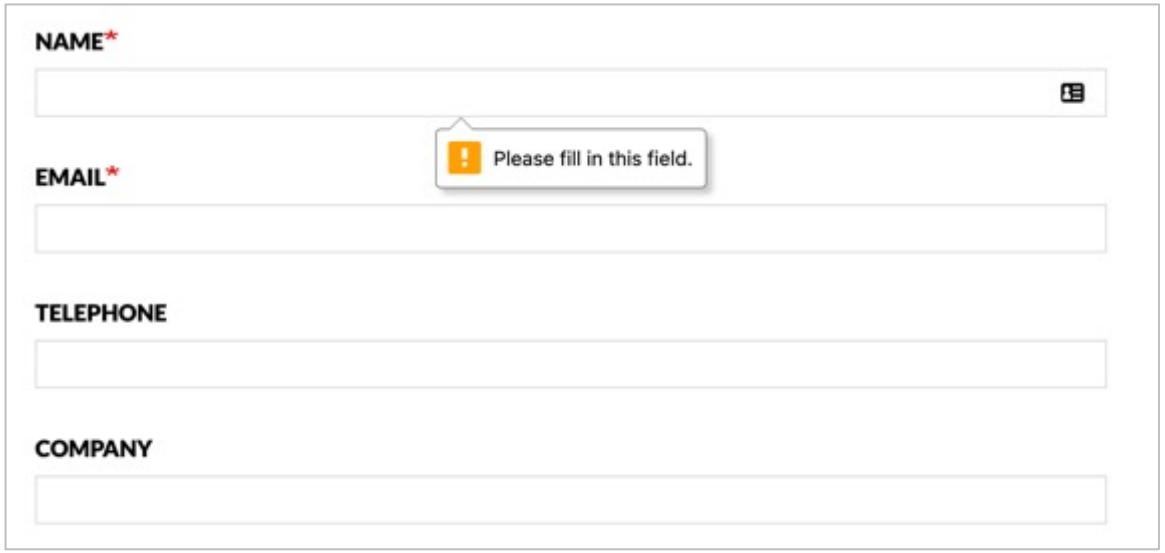
JAWS, NVDA

Issue – Task 4

1. When the Enquiry form was submitted with multiple errors, only the first field containing errors was announced. No other fields containing errors were identified.

Recommendation

Implementing the recommendations mentioned in 'Error messages' best practice and identifying every field that contained errors will fix this issue.



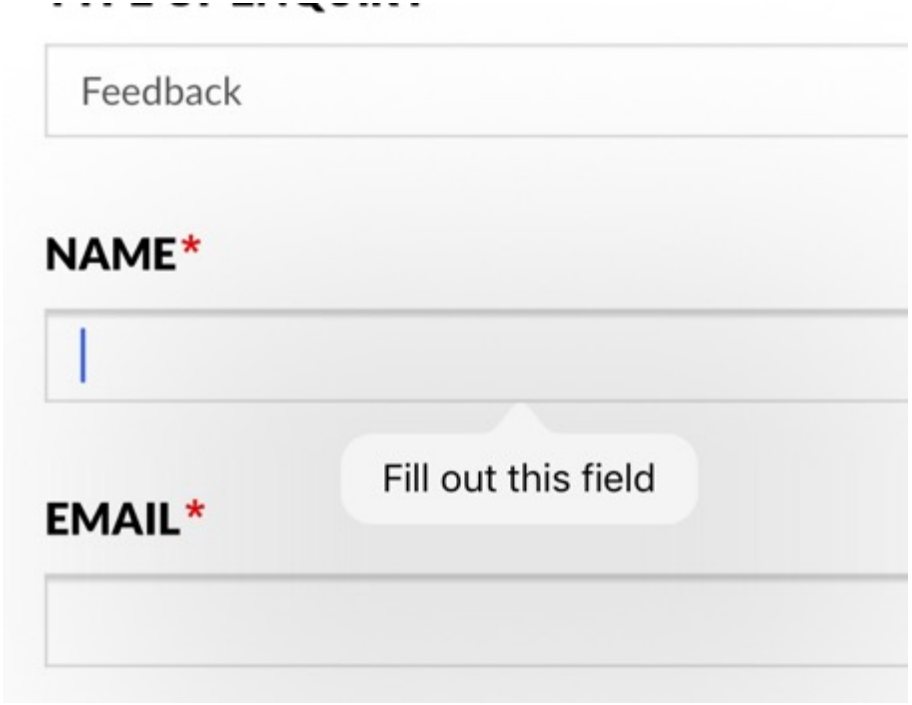
VoiceOver / iOS

Issue – Task 4

1. When the Enquiry form was submitted with errors, the browser error appeared and was announced, however the name of the field that contained the error was not, meaning it was not clear which field had contained the error.

Recommendation

Implemented the recommendations mentioned in 'Error messages' best practice and identifying every field that contained errors in text will fix this issue.



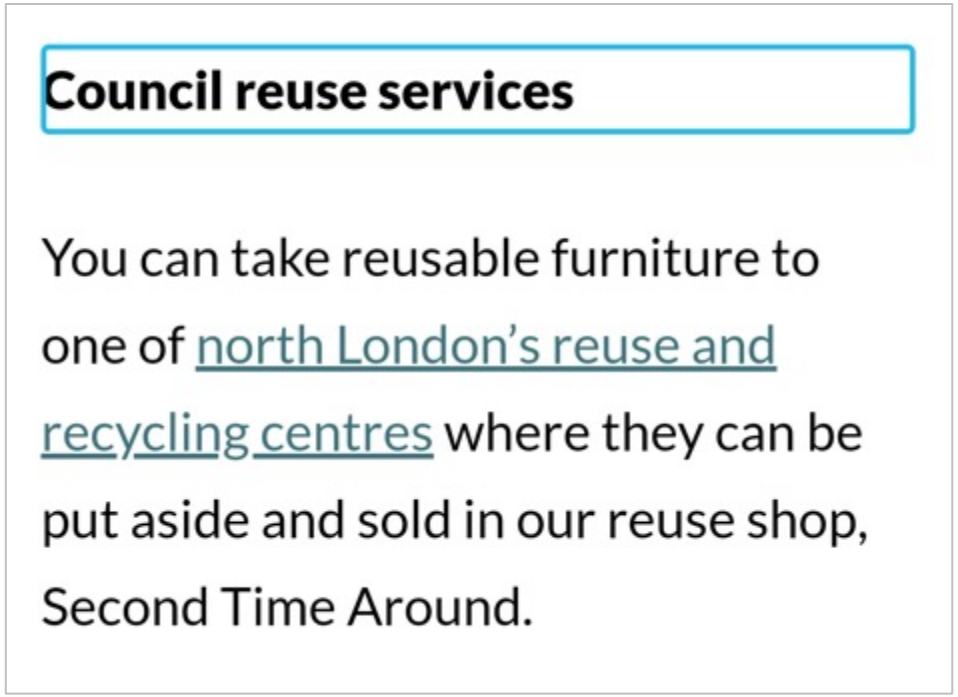
TalkBack / Android, JAWS, NVDA, VoiceOver / iOS

Issue – Task 5

1. Subheadings were not announced as headings by screen readers when navigating the Info page. This is due to them being marked up using `<strong>` tags;

Recommendation

Fixing the issue in 1.3.1 Info and Relationships will ensure the headings are announced correctly.



TalkBack / Android, JAWS, NVDA

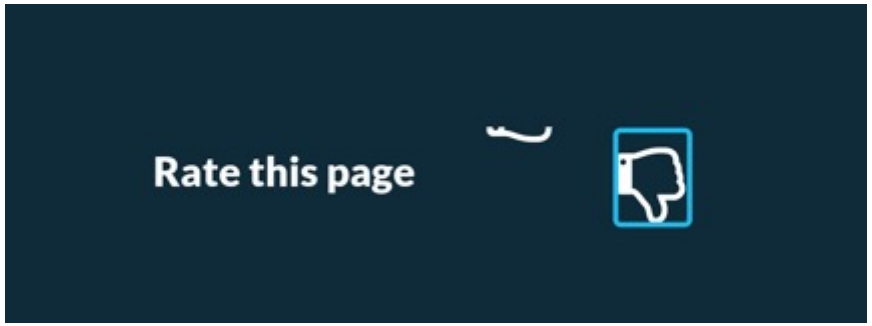
Issue – Task 5

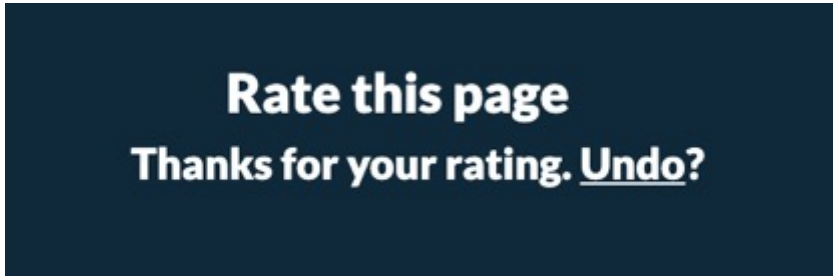
There were some issues regarding the ‘Rate this page’ functionality when navigating the Info page with some screen readers. This was regarding:

1. The rating buttons were announced as links with the link text ”up” and “down”, so it was not clear what their purpose was;
2. No status update was provided when a rating was selected and so it was not clear that the page had updated and the rating had been submitted.

Recommendation

Resolving the issues in 4.1.2 Name, Role, Value and 4.1.3 Status Messages will fix these issues.





Conclusion

Conclusion

Although there are a few accessibility issues present across the North London Waste Authority website many of the issues can be addressed in the short term as part of a quick win strategy.

It is important to note that the recommended solutions that we have provided should be applied to all pages on your website in order to meet the desired level of accessibility

Nomensa is committed in helping the North London Waste Authority achieve their accessibility targets and are happy to offer further explanations and advice about the issues raised in this report.

If for any reason it is not possible to implement the recommendations put forward in this report and therefore fall short of meeting the requirements set out in the Web Content Accessibility Guidelines, we recommend indicating any areas of non-compliance as part of an accessibility statement.

Acknowledging these areas can help people understand the limitations of the site. However, such exceptions should not be used as an easy escape from providing real accessibility. Any areas where accessibility is not provided should be included, along with an intended roadmap for resolving the inaccessibility.

Thank you.

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Humanising Technology