

North Hertfordshire District Council

Accessibility Assessment Report

24th October 2019

Accessibility
Services

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Introduction

Shaw Trust Accessibility Services conducted an accessibility audit on the North Hertfordshire District Council website. This report documents the outcomes of the accessibility audit, identifying accessibility issues and describing their impact on users. In addition, to help solve each accessibility issue, practical solutions and best practices are provided.

The aims of this report are to firstly, identify accessibility barriers, and secondly, provide guidance on how to remove barriers to prevent older people and people with disabilities from being excluded.

Executive Summary

This report documents the outcomes of the accessibility audit on the North Hertfordshire District Council website carried out by Shaw Trust Accessibility Services, 16 September 2019. The website was evaluated against the W3C Web Content Accessibility Guidelines (WCAG) 2.0 up to conformance level AA (see [Web Content Accessibility Guidelines](#) for details). Automated evaluation tools and manual testing by an experienced in-house pan-disabled testing team were utilised to complete a comprehensive accessibility audit (see [Methodology](#) for details).

The North Hertfordshire District Council website met 16 of the 25 (64%) applicable success criteria required for level A conformance and 14 of the 17 (82%) applicable success criteria required for level AA conformance.

Based on these results, Shaw Trust Accessibility Services is unable to award the North Hertfordshire District Council website an accessibility accreditation at this time. In order to be awarded a Shaw Trust Level AA accreditation, 100% conformance with level A success criteria and level AA must be achieved. In order to be awarded a Shaw Trust AAA accreditation, 100% conformance with level A, level AA and level AAA must be achieved.

At present, the North Hertfordshire District Council website does not conform to the minimum level of accessibility (level A). Non-conformance to the minimum level of accessibility will result in a wide range of users from being excluded from being able to access the website. However, this report also provides guidance to help achieve accessibility conformance and accreditation in the future.

Web Content Accessibility Guidelines

The World Wide Web Consortium (W3C) is the leading standards organisation for the World Wide Web who provides guidelines and specifications for many web technologies. The Web Accessibility Initiative (WAI), a branch of the W3C, is responsible for developing the Web Content Accessibility Guidelines (WCAG). The WCAG documents explain how to make Web content more accessible to people with disabilities including people with visual, hearing, cognitive and physical conditions. WCAG is recognised as the international standard for building accessible websites and measuring web accessibility.

Web Content Accessibility Guidelines 2.1

WCAG 2.1 was formally published on 5th June 2018, bringing web accessibility guidance up to date with modern web technologies and development techniques. As a result, the W3C WAI recommends using WCAG 2.1, instead of WCAG 1.0 or WCAG 2.0.

WCAG 2.0 is still a valid and very useful standard. WCAG 2.1 works in concert with WCAG 2.0 and is comprised of four principles: perceivable, operable, understandable, and robust. The principles are broken down into 13 guidelines consisting of success criteria. WCAG 2.0 defines three levels of success criteria:

Level A – Lowest success criteria

Level AA – Intermediate success criteria

Level AAA – Highest success criteria

Conformance to WCAG 2.1 is measured using the same three levels that define the success criteria:

Level A – Achieved when all applicable Level A success criteria are satisfied. This is considered to be the absolute minimum level of compliance.

Level AA – Achieved when all applicable Level A and Level AA success criteria are satisfied. This is considered to be the preferred level of compliance.

Level AAA – Achieved when all applicable Level A, Level AA and Level AAA success criteria are satisfied. This is considered to be the optimum level of compliance.

Learn more about the WCAG 2.1: <http://www.w3.org/TR/WCAG>

Methodology

To conduct a thorough accessibility audit, the use of both automated evaluation tools and manual user testing with assistive technologies is essential.

Although automated tools are able to assess individual pages or entire websites much more quickly than a human counterpart, they can only test against a limited section of WCAG and are unable to analyse semantics where human judgement via user testing is imperative.

It is also crucial that users who have a disability carry out manual testing. This is because firstly, it is almost impossible to replicate conditions of disabled users and their use of assistive technologies to a realistic degree of accuracy, and secondly, because testing with disabled users provide a more accurate measurement of accessibility.

Shaw Trust Accessibility Services use a combination of automated evaluation tools and in-house pan-disability user testing with assistive technologies to conduct a comprehensive accessibility audit. Accessibility audits are conducted against WCAG 2.0 Success Criterion. Testing is performed to level AA conformance unless a different level of conformance is requested.

Scope

In order to perform a comprehensive accessibility audit, the entire website must be tested. Although this can be achieved using automated evaluation tools, in many cases it is unfeasible to test an entire website manually. In this situation, the scope of manual testing is specified at the start of the audit.

The scope of manual testing involves establishing a representative sample of pages by employing various methods including using a list of pages common to many websites, inspecting the site for variations in layout and functionality and selecting pages at random. The sample may also include pages requested by the client.

In addition, the scope of manual testing may also include user journeys for sites that involve complex or multi-stage tasks, such as finding specific information, buying a product or completing a registration form. User journeys may be added to the scope of testing if deemed appropriate or at the request of the client.

Technical Testing

Technical testing involves testing the entire website for underlying technical errors or issues that could cause accessibility barriers. A Technical Consultant who possesses knowledge and experience of accessibility and web technologies conducts technical testing using one or more automated tools. These tools are used to scan pages for technical accessibility issues such as HTML/CSS parsing errors. The Technical Consultant then analyses and interprets the results.

Manual User Testing

The website is manually tested by an in-house team of experienced pan-disabled testers, many of which use assistive technologies. The team is made up of individuals with different disabilities to cover the widest range of accessibility barriers as possible. Each testing team consists of the following:

- **Keyboard Only User**

The user has a motor impairment that limits he or she to using only a keyboard to operate a computer or device. To make operation easier, the user may utilise an adaptive keyboard.

- **Voice Activation User**

The user has a motor impairment that limits him or her to using only voice commands to operate a computer or device via assistive technology such as microphone and dictation software.

- **Screen Reader User**

The user has a visual impairment that limits him or her to using assistive technology such as a screen reader to operate a computer or device via keyboard control and feedback via synthesised audible descriptions of visual elements.

- **Low Vision User**

The user has a visual impairment that limits his or her access to content presented at 100% magnification. The user utilises system/browser controls or assistive technology to increase screen magnification.

- **Colour Blind User**

The user has a visual impairment that limits his or her access to content within a certain colour spectrum. The user utilises system/browser controls or assistive technology to change the content's colour spectrum.

- **Deaf or Hard of Hearing User**

The user has a hearing impairment that limits his or her access to audio content.

- **Learning Difficulties User**

The user has a learning disability that limits his or her access to content that is presented in a way that requires a high level of literacy.

Note: Testers may have a combination of disabilities.

Manual auditing consists of each member of the team performing tests and/or completing user journeys based on criteria relevant to their individual disability and accessibility guidelines. The testers use multiple browsers, browser tools and assistive technologies in an aim to locate issues. They then report their findings and provide constructive feedback to help pinpoint and provide solutions to accessibility barriers.

Audit Details

Client Details

Organisation	North Hertfordshire District Council	
Primary Contact	Name	Gavin Midgley
	Email	Gavin.Midgley@north-herts.gov.uk

Provider Details

Organisation	Shaw Trust Accessibility Services	
Primary Contact	Name	Graham Rees-Evans
	Position	Technical Account Manager
	Email	graham.rees-evans@shaw-trust.org.uk
	Phone	0203 215 2745

Testing Details

Type	Website	
URL	www.north-herts.gov.uk	
Name	North Hertfordshire District Council Website	
Description	A website portal for the North Hertfordshire District Council	
Primary Language	English	
Testing Type	Assessment	
Testing Environment	Windows 7 Internet Explorer 11 / Firefox / Chrome JAWS 16 / NVDA 2011 / ZoomText 10 / Dragon Naturally Speaking 13	
Testing Team	Kevin James Michael Edwards Alan Sleat Darren Hardman William Treharne	Keyboard Only Voice Activation Screen Reader Deaf Hard of Hearing

	Sam Hopkins Adam Armstrong	Low Vision & Colour Learning Difficulties
Technical Account Officer	David Davies	
Technical Consultant	Graham Rees-Evans	
Quality Assurance	Graham Rees-Evans	
Dated Tested	16/09/2019	
Date Report Issued	07/10/2019	

Audit Results

Results Summary

Priority A Results

Issue(s) Ref	Success Criterion	Current Results	
STAS-F01/F02/F03/ F04/F05/F07/F08/ F12	1.1.1 Non-text Content	FAIL	
	1.2.1 Prerecorded Audio-only and Video-only	N/A	
	1.2.2 Captions (Prerecorded)	N/A	
	1.2.3 Audio Description or Media Alternative (Prerecorded)	N/A	
STAS-F01/F02/F03/ F04/F09/F10/F11	1.3.1 Info and Relationships	FAIL	
	1.3.2 Meaningful Sequence	PASS	
	1.3.3 Sensory Characteristics	PASS	
	1.4.1 Use of Colour	PASS	
	1.4.2 Audio Control	N/A	
	2.1.1 Keyboard	PASS	
	2.1.2 No Keyboard Trap	PASS	
	2.1.4 Character Key Shortcuts	PASS	
	2.2.1 Timing Adjustable	PASS	
	2.2.2 Pause, Stop, Hide	PASS	
STAS-F13	2.3.1 Three Flashes or Below Threshold	PASS	
	2.4.1 Bypass Blocks	FAIL	
STAS-F14	2.4.2 Page Titled	FAIL	
	2.4.3 Focus Order	PASS	
STAS-F11	2.4.4 Link Purpose (In Context)	FAIL	
	2.5.1 Pointer Gestures	PASS	
	2.5.2 Pointer Cancellation	PASS	
	2.5.3 Label in Name	PASS	
	2.5.4 Motion Actuation	N/A	
	3.1.1 Language of Page	PASS	
	3.2.1 On Focus	PASS	
3.2.2 On Input	PASS		
STAS-F06	3.3.1 Error Identification	FAIL	
STAS-F01/F02/F03/ F04/F05	3.3.2 Labels or Instructions	FAIL	
STAS-F15/F16	4.1.1 Parsing	FAIL	
STAS-F01/F02/F03/ F04/F05/F16	4.1.2 Name, Role, Value	FAIL	
		Total	30
		Non-Applicable	05
		Compliant (Pass)	16
		Non-Compliant (Fail)	09

Priority AA Results

Issue(s) Ref	Success Criterion	Current Results
	1.2.4 Captions (Live)	N/A
	1.2.5 Audio Description (Prerecorded)	N/A
	1.3.4 Orientation	PASS
	1.3.5 Identify Input Purpose	PASS
	1.4.3 Contrast (Minimum)	PASS
	1.4.4 Resize Text	PASS
STAS-F07	1.4.5 Images of Text	FAIL
	1.4.10 Reflow	PASS
	1.4.11 Non-text Contrast	PASS
	1.4.12 Text Spacing	PASS
	1.4.13 Content on Hover or Focus	PASS
	2.4.5 Multiple Ways	PASS
STAS-F09/F10	2.4.6 Headings and Labels	FAIL
	2.4.7 Focus Visible	PASS
	3.1.2 Language of Parts	PASS
	3.2.3 Consistent Navigation	PASS
	3.2.4 Consistent Identification	PASS
STAS-F06	3.3.3 Error Suggestion	FAIL
	3.3.4 Error Prevention (Legal, Financial, Data)	N/A
	4.1.3 Status Messages	PASS
Total		20
Non-Applicable		03
Compliant (Pass)		14
Non-Compliant (Fail)		03

Issues

#	Ref	Issue	Level	WCAG References
1	STAS-F01	Unlabelled Form Fields	A	1.1.1, 1.3.1, 3.3.2, 4.1.2
2	STAS-F02	Empty Button	A	1.1.1, 1.3.1, 3.3.2, 4.1.2
3	STAS-F03	Ambiguous Button Labelling	A	1.1.1, 1.3.1, 3.3.2, 4.1.2
4	STAS-F04	Ambiguous Form Fields	A	1.1.1, 1.3.1, 3.3.2, 4.1.2
5	STAS-F05	Missing Notification of Mandatory Form Fields	A	1.1.1, 3.3.2, 4.1.2
6	STAS-F06	Form Error Handling	A/AA	3.3.1, 3.3.3
7	STAS-F07	Non-Descriptive Alt Text	A/AA	1.1.1, 1.4.5
8	STAS-F08	Missing Alt Text	A	1.1.1
9	STAS-F09	Incorrect Heading Structure	A/AA	1.3.1, 2.4.6
10	STAS-F10	Empty Headings	A/AA	1.3.1, 2.4.6
11	STAS-F11	Non-Descriptive Link Text	A	1.3.1, 2.4.4
12	STAS-F12	Inaccessible Non-HTML Documents	A	1.1.1
13	STAS-F13	Missing 'Skip' Navigation	A	2.4.1
14	STAS-F14	Non-Descriptive Page Titles	A	2.4.2
15	STAS-F15	Duplicate ID's	A	4.1.1
16	STAS-F16	HTML Markup Errors	A	4.1.1, 4.1.2

Priority A Issues

STAS-F01: Unlabelled Form Fields

Description

Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.

If Radio buttons and Checkboxes allow users to make selections from a set of options, they should be enclosed with a fieldset; this will allow users of assistive technology to be aware that the options presented relate to a group.

There are numerous form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Create Hitchin Events' page (See Figure 1) and the 'Create Public Events' page. (See Figure 2).

Some users will disable CSS, or apply their own style sheets to remove any background images or colours, to simplify the look of text to improve readability of the content. When the CSS is disabled, many of the pages display a text box with no labelling present, example occurrences of this can be seen on the

There were multiple pages that had unlabelled form fields present throughout the website.

In some cases the form label is not linked correctly to the form element, in other cases there is a fieldset and legend present along with a form label, which is then redundant.

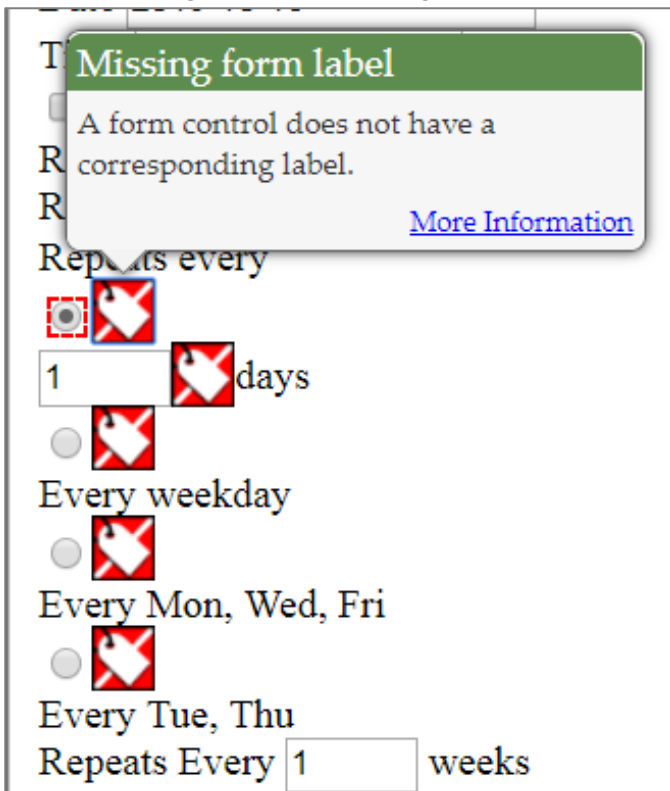


Figure 1 shows unlabelled form labels on the 'Create Hitchin Events' page.

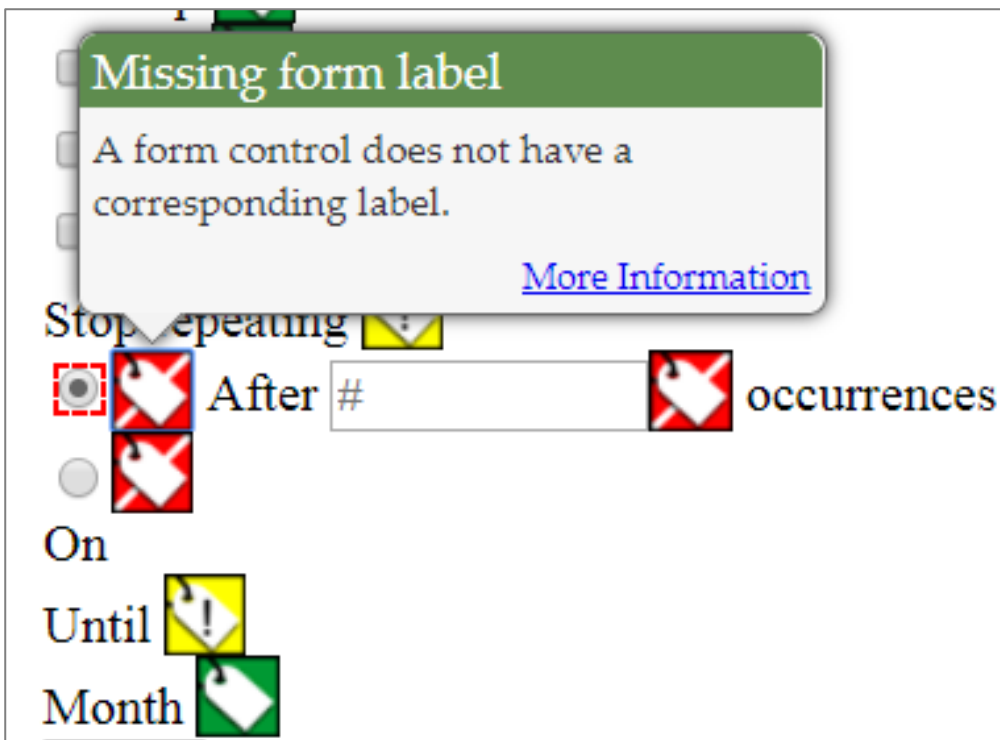


Figure 2 shows unlabelled form labels on the 'Create Public Events' page.

Example Occurrences

- <https://www.north-herts.gov.uk/node/add/hitchin-events>
- <https://www.north-herts.gov.uk/node/add/event>

Action Required

1. Ensure that all forms are labelled clearly and have correctly associated label tags.
2. Ensure fieldsets and legends are used correctly where appropriate.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

Further Information

Providing the correct label tag is important to indicate to users the purpose of the form field. An example of a form with correct label tags can be seen below:

```
<form action="demo_form.asp">
  <label for="male">Male</label>
  <input type="radio" name="gender" id="male" value="male"><br>
  <label for="female">Female</label>
  <input type="radio" name="gender" id="female" value="female"><br>
  <label for="other">Other</label>
  <input type="radio" name="gender" id="other" value="other"><br><br>
  <input type="submit" value="Submit">
</form>
```

STAS-F02: Empty Button

Description

When navigating to a button, descriptive text must be presented to screen reader users to indicate the function of the button.

Providing descriptive button labelling will allow users to know what information to enter in a form field.

There are multiple pages present that contain empty buttons, examples can be found on the 'Home' page (See Figure 3) and the "NH Now - digital magazine:" page (See Figure 4), the 'Create Hitchin Event' Page (See Figure 5), and on the 'Create Public Event' Page (See Figure 6).

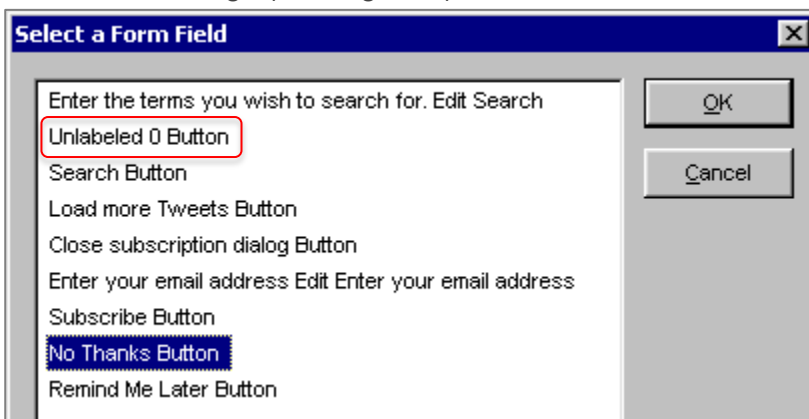


Figure 3 shows the 'Home' page which has an unlabelled button (Shown in Red).

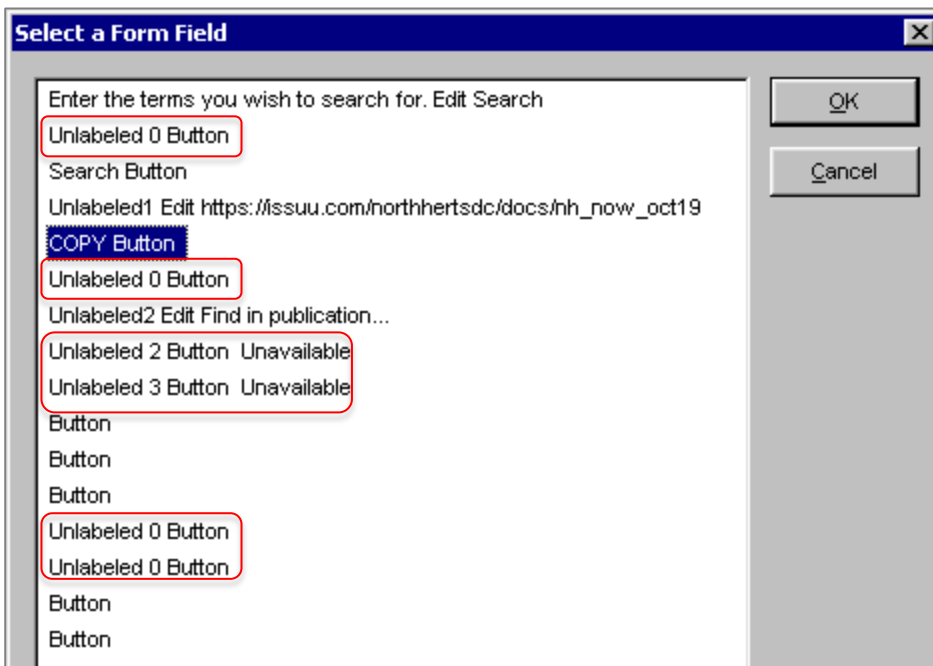


Figure 4 shows the 'NH Now - digital magazine: ' page which has unlabelled button's (Shown in Red).

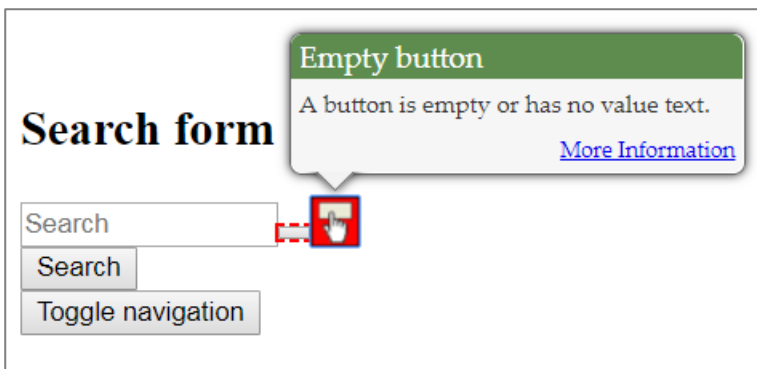


Figure 5 shows the 'Create Hitchin Event' Page which has an unlabelled button.

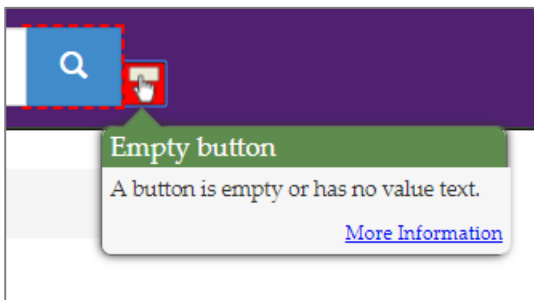


Figure 6 shows the 'Create Public Event' Page which has an unlabelled button.

User Comments

"On the 'Home' page, there is an incorrectly labelled 'Button' which is not labelled. The labelling to the element, as it is now, will not allow a screen reader user to easily identify exactly what is required from them.

On the 'NH Now - digital magazine: ' page, there is an incorrectly labelled lots of different fields' which is not labelled. The labelling to the element, as it is now, will not allow a screen reader user to easily identify exactly what is required from them.

The 'Search facility' also has an empty button which affects most pages on this site"

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/>
- <https://www.north-herts.gov.uk/home/council-and-democracy/news-and-publications/nh-now-digital-magazine-north-herts>
- <https://www.north-herts.gov.uk/node/add/hitchin-events>
- <https://www.north-herts.gov.uk/node/add/event>

Action Required

1. Ensure that all forms elements are labelled clearly.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F03: Ambiguous Button Labelling

Description

Providing descriptive button labelling will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.

There are numerous form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field.

In some cases, the form label is not linked correctly to the form element and in other cases there is a fieldset and legend present along with a form label, which is then redundant.

Examples can be seen on the 'Home' page (See Figure 7), on the 'Moving into the area form' page (See Figure 8), and on the 'NH Now - digital magazine: ' page (See Figure 9).

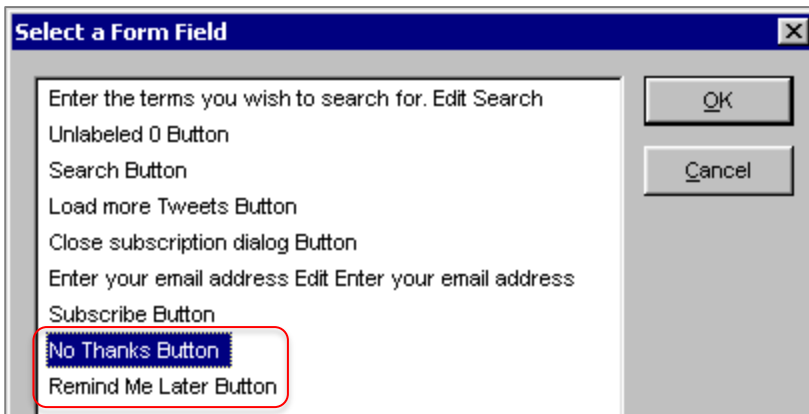


Figure 7 shows the 'Home' page which has an ambiguous button (Shown in Red).

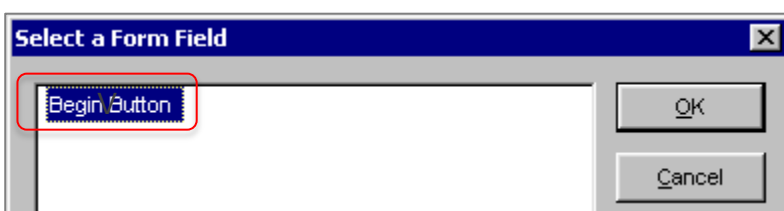


Figure 8 shows the 'Moving into the area form' page which has an ambiguous button (Shown in Red).

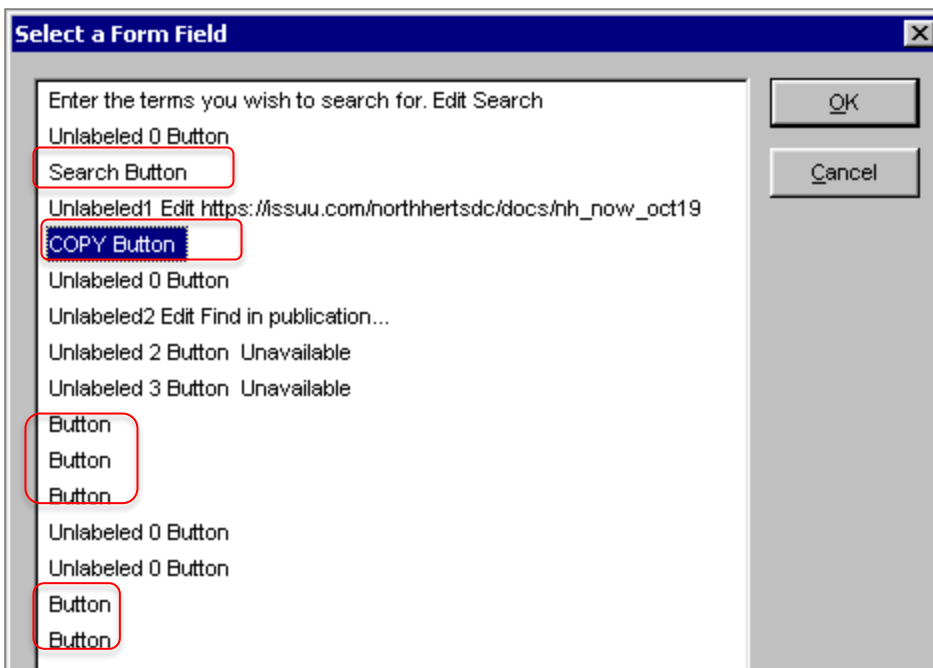


Figure 9 shows the 'NH Now - digital magazine: ' page which has ambiguous button's (Shown in Red).

User Comments

"On the 'Home' page, there is an ambiguous labelled 'Button' which is labelled 'no thanks and remind me later'. The labelling to the element, as it is now, will not allow a screen reader user to easily identify exactly what is required from them.

On the 'Moving into the area form (p1)' page, there is an incorrectly labelled 'button' which is just labelled 'begin'. The labelling to the element, as it is now, will not allow a screen reader user to easily identify exactly what is required from them.

"On the 'NH Now - digital magazine: ' page, there are incorrectly labelled fields'. The labelling to the element, as it is now, will not allow a screen reader user to easily identify exactly what is required from them."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/>
- <https://northhertfordshire.erevenues.co.uk/rev/ctaxMovingInStart>
- <https://www.north-herts.gov.uk/home/council-and-democracy/news-and-publications/nh-now-digital-magazine-north-herts>

Action Required

1. Ensure that all forms elements are labelled clearly.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F04: Ambiguous Form Fields

Description

Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description. The form field label should also show how it relates to other items in the form. Examples of ambiguous form fields can be seen on the 'Moving into the area, personal details' page (See Figure 10), and the 'NH Now - digital magazine: ' page (See Figure 11).

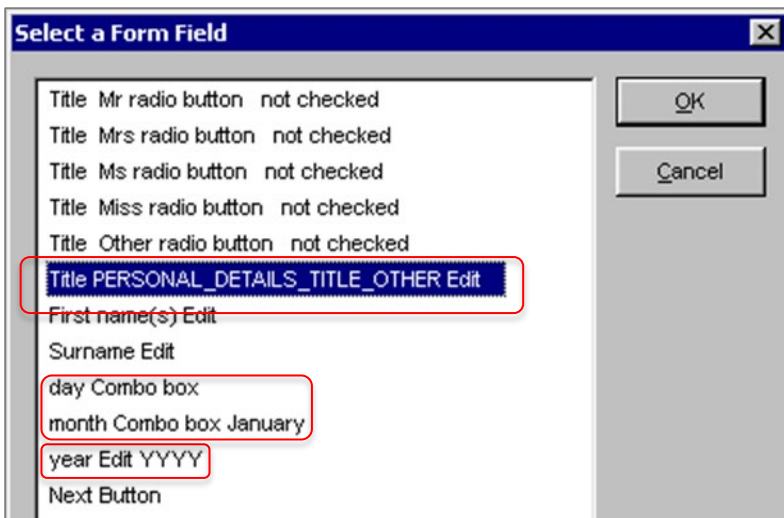


Figure 10 shows the 'Moving into the area, personal details' which has ambiguous form labels (Shown in Red).

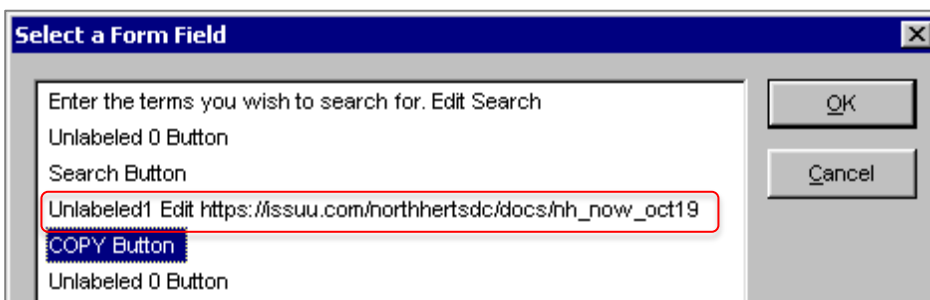


Figure 11 shows the 'NH Now - digital magazine: ' page which has an ambiguous form field (Shown in Red).

User Comments

"On the 'Moving into the area, personal details' page, there are incorrectly labelled 'edit boxes' which are just labelled 'personal_details_title_other and yyyy'. Also there are incorrectly labelled 'combo box' which are just labelled 'day and month'. The labelling to the element, as it is now, will not allow a screen reader user to easily identify exactly what is required from them.

On the 'NH Now - digital magazine: ' page, there is an incorrectly labelled form field.

If there is insufficient labelling to fields, it is very difficult, or even impossible to complete any tasks that need a form to be successfully filled in. All form fields should be clearly labelled, allowing a screen reader user to have all the information needed to complete any process.

Clearly labelled fields direct people to the appropriate dialogue boxes, and to what information is needed.

If all form fields are clearly labelled, it is not only beneficial to the person filling them in, but also for the site; as any information will get to them, along with it being correct."

Alan Sleat

Screen Reader Assessor

Example Occurrences

- <https://northhertfordshire.erevenues.co.uk/rev/question/0>
- <https://www.north-herts.gov.uk/home/council-and-democracy/news-and-publications/nh-now-digital-magazine-north-herts>

Action Required

1. Ensure that all forms are labelled clearly.
2. Ensure fieldsets and legends are used correctly where appropriate.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

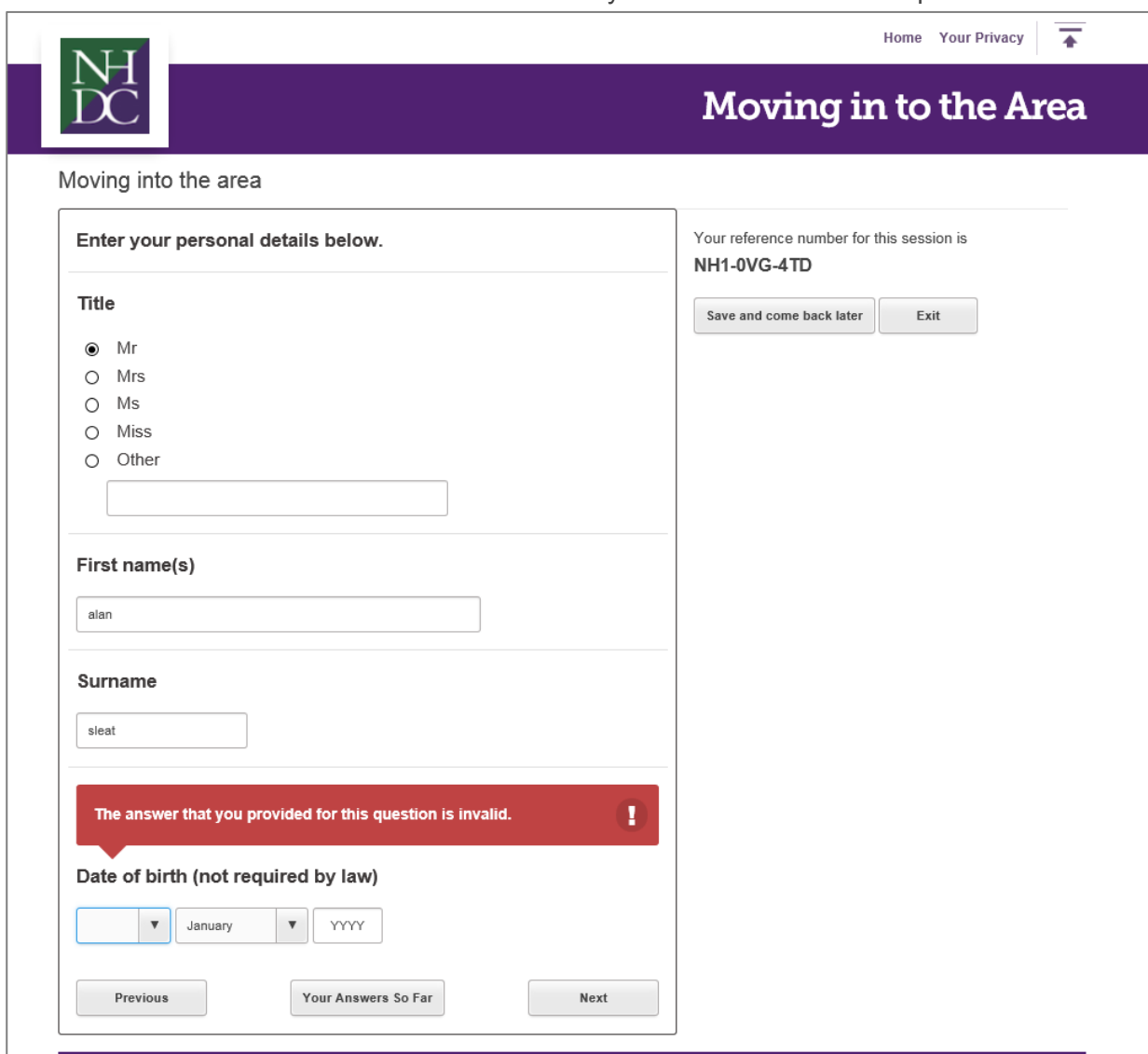
Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

STAS-F05: Missing Notification of Mandatory Form Fields

Description

Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering forms, there is no indication that any of the fields are mandatory. However, when the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory (See Figure 12 to Figure 13).

There were instances where there were mandatory fields with no indication provided.



The screenshot shows a web form titled "Moving in to the Area" with the NHDC logo. The form is titled "Moving into the area" and contains a section for "Enter your personal details below." The form includes fields for "Title" (with radio buttons for Mr, Mrs, Ms, Miss, Other), "First name(s)" (containing "alan"), and "Surname" (containing "sleat"). A red error message box states: "The answer that you provided for this question is invalid." Below this is a "Date of birth (not required by law)" field with dropdown menus for month (January) and year (YYYY). Navigation buttons include "Previous", "Your Answers So Far", and "Next". On the right side, there is a reference number "NH1-0VG-4TD" and buttons for "Save and come back later" and "Exit".

Figure 12 shows the 'Moving into the area, personal details' page, which has mandatory fields with no indication provided beforehand.

The screenshot shows a web form titled "Moving into the area". At the top left, it says "Enter your contact details below." Below this is a red error message box that reads "You must enter either an email address or contact phone number." with an exclamation mark icon. There are two input fields: "Email address" and "Contact phone number". At the bottom of the form are three buttons: "Previous", "Your Answers So Far", and "Next". To the right of the form, it says "Your reference number for this session is NH1-0VG-4TD" and has two buttons: "Save and come back later" and "Exit".

Figure 13 shows the 'Moving into the area, contact details' page, which has mandatory fields with no indication provided beforehand.

User Comments

"There are mandatory fields that are not indicated on the 'Moving into the area, personal details' page, these are: 'all'. The reason for this is: 'the presumption was that all need filling in apart from the date of birth as it states 'not required by law' therefore came to the conclusion that all apart from the date of birth fields were mandatory and the date of birth fields were not. However, an error message came up above the statement for the date of birth and just below the surname edit box that the field is required, which lead to some confusion. A sighted person said that there is actually an arrow pointing down to the date of birth fields. The omission of these indications may result in the form taking longer to fill in; or the incorrect information will be submitted. The introduction of such indications will greatly improve the user's experience.

There are mandatory fields that are not indicated on the 'Moving into the area, contact details' page, these are: 'contact details'. On trying to go to the next page, the error message said 'you must enter either an e mail address or telephone number'. This information should be a heading before the forms to instruct the person on what details are required. The omission of these indications may result in the form taking longer to fill in; or the incorrect information will be submitted. The introduction of such indications will greatly improve the user's experience.

A screen Reader User finds it frustrating when mandatory fields are not clearly shown, or indicated, as they have to go back over the form to add in details that they were unaware that they had to, or did not really want to. All mandatory fields should be clearly indicated, normally with an '*', or notification announcement within the field, within the form field label. The addition of the mandatory indicator will ensure that everyone knows that that field needs to be filled in, which will save time when coming to submit the form."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://northhertfordshire.evenues.co.uk/rev/question/0>
- <https://northhertfordshire.evenues.co.uk/rev/question/3>

Action Required

1. Ensure mandatory fields are indicated to users prior to submission.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

Further Information

Marking mandatory form fields is important to indicate to users what is necessary to complete a form. An asterisk is the common signal for a mandatory field, the code to create mandatory fields can be seen below:

```
<form action="demo_form.asp">
  *Username: <input type="text" name="username" required>
  <input type="submit">
</form>
```

STAS-F06: Form Error Handling

Description

When a user makes an error when submitting data to a form, the user should firstly be informed that they have made an error and secondly where the errors are located. This is especially important for screen reader users who will be unaware of any visual indication that there are input errors.

Errors with form submission should not rely solely on visual cues. The examples show that while error messages are given, they need to be search for, these can be found on the 'General contact online form' page (See Figure 14), on the 'Moving into the area, personal details' page (See Figure 15), and also on the 'Moving into the area, contact details' page (See Figure 16).

The screenshot shows a contact form with several input fields. Each field has a red border and a red error message above it: "This field is required". The fields are: Locality, Town, Post Town, County, and Postcode. Below these fields is a section for "How can we contact you" with three radio buttons: "Email", "Home phone", and "Mobile phone". Below this is a section titled "Enquiry Details" with a text area for entering details (Maximum of 1,000 characters) and a character count of 0. Below the text area is a red error message: "This field is required". At the bottom of the form are two buttons: "Cancel" and "Submit". Below the form is a grey footer bar with three links: "Popular services", "Further information", and "Get in touch".

Figure 14 shows the 'General contact online form' page, which users need to search for.

Home Your Privacy

Moving in to the Area

You must provide an answer for this question.

Title

- Mr
- Mrs
- Ms
- Miss
- Other

You must provide an answer for this question.

First name(s)

You must provide an answer for this question.

Surname

The answer that you provided for this question is invalid.

Date of birth (not required by law)

January

Save and come back later Exit

Figure 15 shows the 'Moving into the area, personal details' page, which gives an error message that users need to search for.

Moving into the area

Enter your contact details below.

You must enter either an email address or contact phone number.

Email address

Contact phone number

Previous Your Answers So Far Next

Your reference number for this session is
NH1-0VG-4TD

Save and come back later Exit

Figure 16 shows the 'Moving into the area, contact details' page, which gives an error message that users need to search for.

User Comments

"When submitting the form on the 'General contact online form' page, there was an error message, however, the Screen Reader User had to search the page for the error.

When submitting the form on the 'Moving into the area, personal details' page, there was an error message, however, the Screen Reader User had to search the page for the error. The cursor was sent to the top of the page.

When submitting the form on the 'Moving into the area, contact details' page, there was an error message, however, the Screen Reader User had to search the page for the error. The cursor landed within the e mail field, where the error message above stated that 'you must enter either an Email address or contact number'

When there is no error message, the form was not submitted; which, in turn, left the screen reader user wondering if the form was working, or not, as they had spent time carefully filling out the form. In the event that a person has either missed a mandatory field, or made an error to the information given, a 'Handling Error' message should alert the person on submission.

The result will be that they will know what error has been made that has prevented the information to be submitted, and quickly resolve the matter.

If there has been an error in filling in information within a form, or search, being directed to that error will not only save time but give confidence that the site will have all the details necessary to complete their enquiry.

The most effective method of telling someone of an error is by having a heading, which the person has been directed to, which clearly locates the error; and they can then quickly navigate to it and change it. The result is that, even though they have made an error, it is quickly rectified.

Another option is that the person is taken directly to the field that has an error, which is good if there is only one error evident. However, if there is more than one, then the person will have to try and 'Submit' it again, for the page to tell them they have another error, which will take much longer than having a list of errors, as suggested previously."

Alan Sleat

Screen Reader Assessor

Example Occurrences

- https://northhertfordshire-self.achieveservice.com/en/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b/AF-Stage-92602396-5024-4b26-93d3-0c5cca46c3fb/definition.json&process=1&process_uri=sandbox-processes://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b&process_id=AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b&noLoginPrompt=1
- <https://northhertfordshire.erevenues.co.uk/rev/question/0>
- <https://northhertfordshire.erevenues.co.uk/rev/question/3>

Action Required

1. Ensure that users are informed that an error has occurred
2. Provide a user with a list of where the errors occur and help to fix the errors

WCAG References

3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)

3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)

STAS-F07: Non-Descriptive Alt Text

Description

Describing the content of images is very important to give users with a visual impairment a similar experience of a website as sighted visitors. Without a valid alternative text, Screen Reading software will use the filename of the image to try and describe the content of the image. Missing out alternative text or using a non-descriptive alternative text can cause confusion for screen reader users.

There were a number of instances where images had non-descriptive alt text such as on the 'Home' page (See Figure 17), and the 'NH Now - digital magazine:' page (See Figure 17), this shows an example of images with alt text that fails to provide a clear description of what the image contains. Screen reader users will not be able to understand the images or access any information contained within the images.

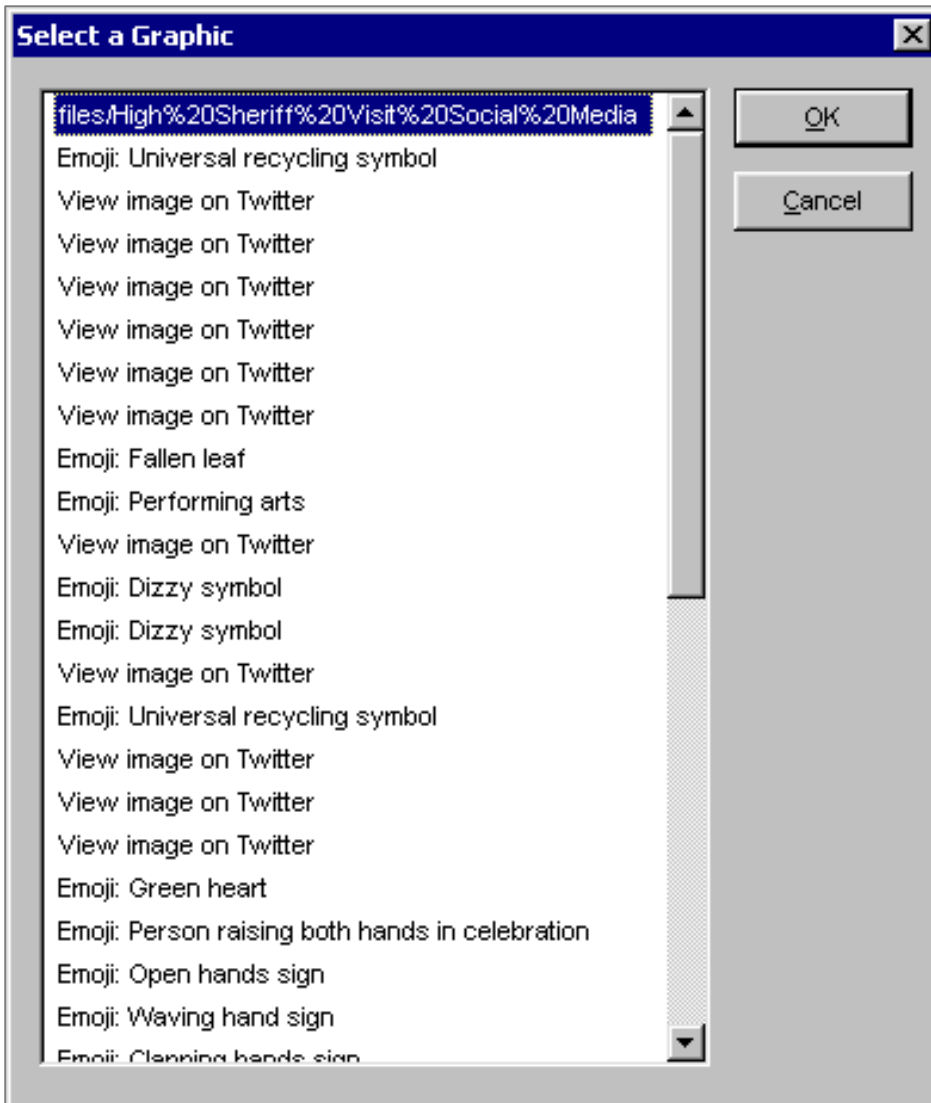


Figure 17 shows the 'Home' page which has non-descriptive alt text.

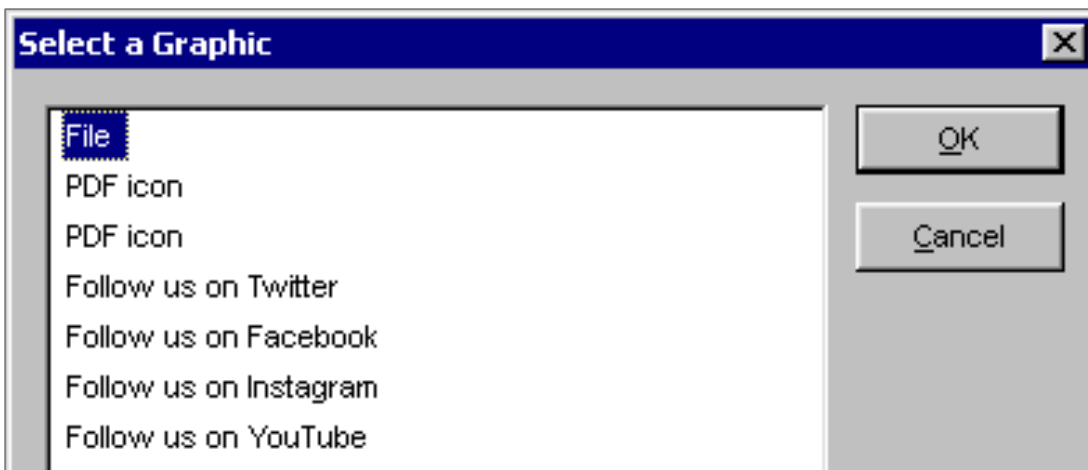


Figure 18 shows the 'Home' page which has non-descriptive alt text.

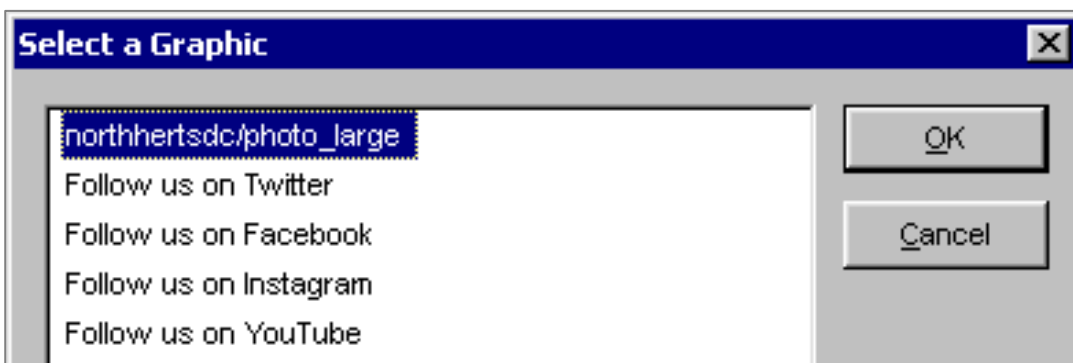


Figure 19 shows the 'NH Now - digital magazine:' page which has non-descriptive alt text.

User Comments

"There is a graphic on the 'Home' page, which have no comprehensive Alt Text. The labelling to the graphic is 'Files/High%20Sheirff%20visit%20socialmedia'.

There are graphics on the 'Garden Waste Collection Service' page, which have no comprehensive Alt Text. The labelling to the graphics are 'file'. The other graphics are labelled 'PDF'.

There are graphics on the 'NH Now - digital magazine: ' page, which has non-descriptive Alt Text. The labelling to the graphics is 'North heart/photo_large'.

If an Image is not clearly described with an Alt Text', and only has the file number to it, then it makes it impossible for a screen reader user to know what it is depicting.

Some people may have seen before and, so, having the interaction of an image being described, brings the page alive for them.

In addition, people will not worry that they are missing vital information that is being given within the image."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/>
- <https://www.north-herts.gov.uk/home/waste-and-recycling/garden-waste-collection-service#main-content>
- <https://www.north-herts.gov.uk/home/council-and-democracy/news-and-publications/nh-now-digital-magazine-north-herts>

Action Required

1. Ensure all non-text content has a suitable descriptive alternative text.
2. Ensure that all images used purely for decoration purposes have a blank alternative text attribute, i.e. alt="".
3. Ensure that all non-text content used as a link to other information is given a suitable descriptive alternative text to indicate what content is being linked to.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)

- **Customizable:** The image of text can be visually customized to the user's requirements;
- **Essential:** A particular presentation of text is essential to the information being conveyed.

Note: Logotypes (text that is part of a logo or brand name) are considered essential.

STAS-F08: Missing Alt Text

Description

All images must contain a valid alternative text to allow screen readers to hear the description of the image. If an item is used for decoration, a null alt attribute should be included (alt=""), to hide the items from Screen Reading software. It will cause less confusion, while making the website more usable and accessible as a result.

Furthermore, an image with a null ALT attribute should not have a TITLE or ARIA label attributes, as it can impact on screen reader users as follows:

JAWS: Ignores all images with ALT="".

NVDA: Reads some images with ALT="" and a TITLE or ARIA label.

WindowEyes: Reads images with ALT="" and a TITLE or ARIA label.

VoiceOver: Reads images with ALT="" and a TITLE or ARIA label.

There are a number of instances where images are missing alternative text, such as the 'NHDC awards grant to Royston's University of the Third Age' page (See Figure 20); this is also the case on the 'Local bereavement charity, Stand by Me, to receive over £2000 from NHDC's outgoing Chairman' page (See Figure 21), on the 'Hitchin Town Hall to host multicultural celebration' page (See Figure 22), on the 'New art exhibitions launch at North Hertfordshire Museum this autumn' page (See Figure 23), and on the 'Horses lend a helping hoof at Brandles School in Baldock' page (See Figure 24).



Figure 20 shows the 'NHDC awards grant to Royston's University of the Third Age' page which has missing alternative text.



Figure 21 shows the 'Local bereavement charity, Stand by Me, to receive over £2000 from NHDC's outgoing Chairman' page which has missing alternative text.

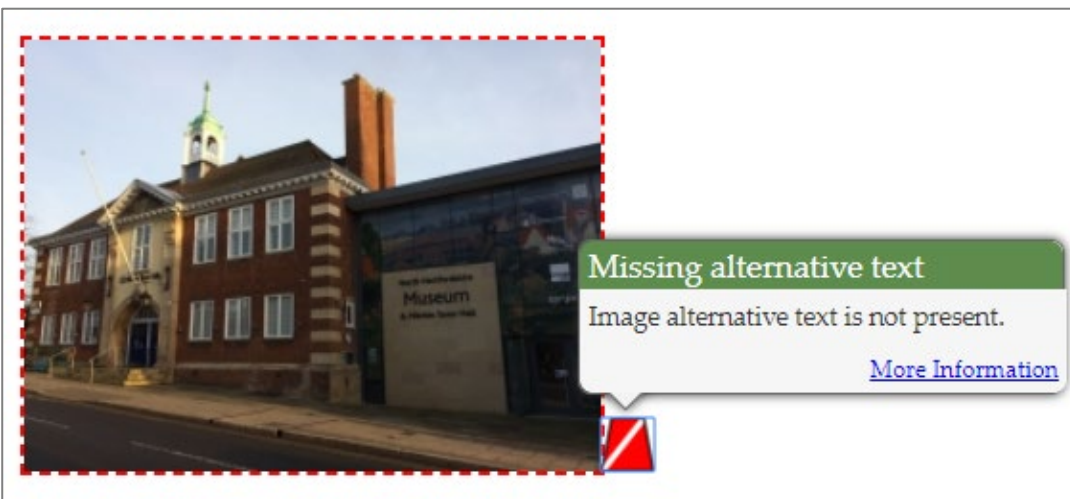


Figure 22 shows the 'Hitchin Town Hall to host multicultural celebration' page which has missing alternative text.



Figure 23 shows the 'New art exhibitions launch at North Hertfordshire Museum this autumn' page which has missing alternative text.



Figure 24 shows the 'Horses lend a helping hoof at Brandles School in Baldock' page which has missing alternative text.

User Comments

"Including a clear label for all graphics that are used to convey specific information will enable screen reader users to identify what the item is meant to represent. This will improve the overall usability and accessibility of the content as a result."

Alan Sleat
Screen Reader Tester

Example Occurrences

- <https://www.north-herts.gov.uk/nhdc-awards-grant-royston%E2%80%99s-university-third-age>
- <https://www.north-herts.gov.uk/local-bereavement-charity-stand-me-receive-over-%C2%A32000-nhdc%E2%80%99s-outgoing-chairman>
- <https://www.north-herts.gov.uk/hitchin-town-hall-host-multicultural-celebration>
- <https://www.north-herts.gov.uk/new-art-exhibitions-launch-north-hertfordshire-museum-autumn>
- <https://www.north-herts.gov.uk/horses-lend-helping-hoof-brandles-school-baldock>

Action Required

1. Ensure that all images used purely for decoration purposes have a blank alternative text attribute, i.e. alt="".

2. Ensure that all non-text content used as a link to other information is given a suitable descriptive alternative text to indicate what content is being linked to.
3. Ensure that any image with a null alternative text has no title attribute

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

STAS-F09: Incorrect Heading Structure

Description

Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.

The 'Home' page contains a heading structure that is missing a <h1>, <h2> & <h3> tag (See Figure 25 & Figure 26). This can also be seen on the 'Garden Waste Collection Service' page (See Figure 27 & Figure 28), on the 'Your collection date' page (See Figure 29 & Figure 30), on the 'General contact (before you begin)' page (See Figure 31 & Figure 32), and also on the "News and articles' page (See Figure 33 & Figure 34).

There are multiple pages on the website that contain an illogical heading structure.

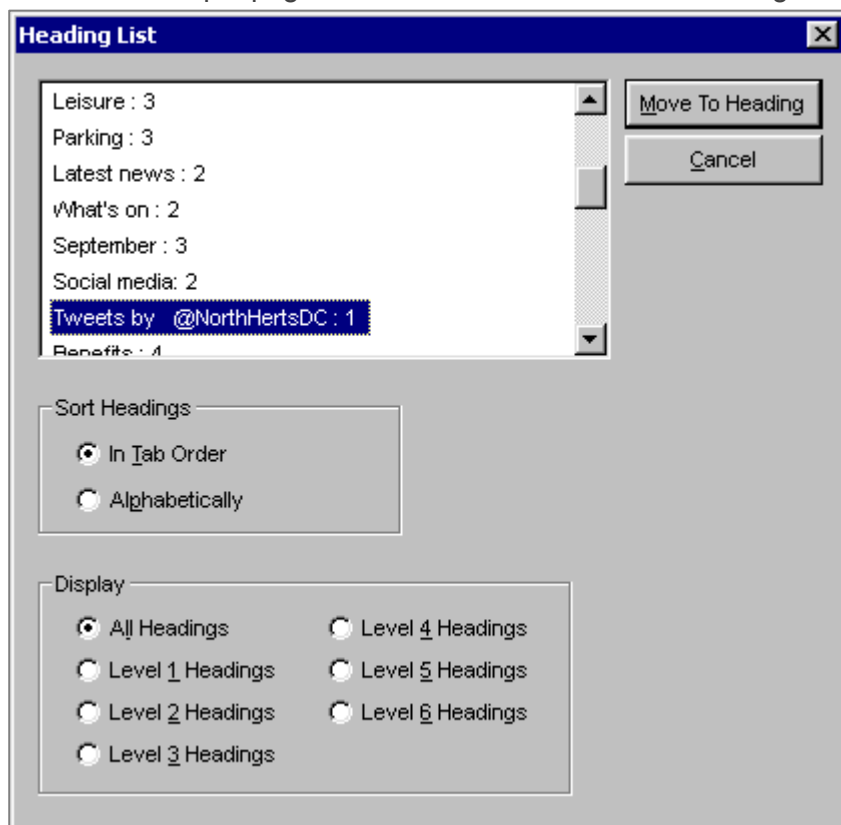


Figure 25 shows the 'Home' page which has an illogical heading structure.

<https://www.north-herts.gov.uk/>

☐ 31 headings

<h1> (Missing heading)

<h2> Search form

<h2> Popular now

<h1> Home

<h2> (Missing heading)

<h3> Waste and Recycling

<h3> Council Tax

<h3> Pay Online

<h3> Planning

<h3> Leisure

<h3> Parking

<h2> Latest news

<h2> What's on

<h3> October

<h2> Social media

<h3> (Missing heading)

<h4> Benefits

<h4> Business

Figure 26 shows the 'Home' page which has an illogical heading structure.

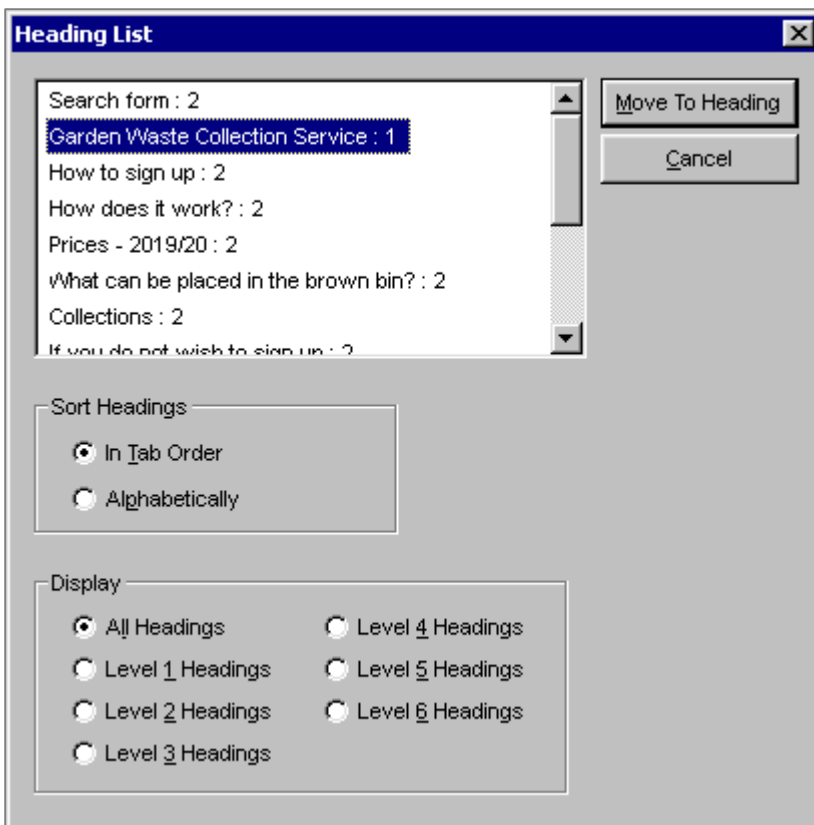


Figure 27 shows the 'Garden Waste Collection Service' page which has an illogical heading structure.

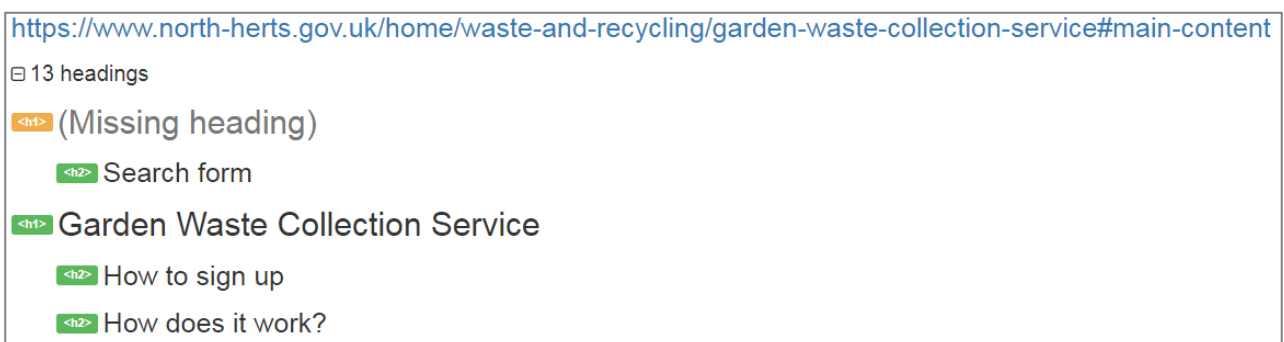


Figure 28 shows the 'Garden Waste Collection Service' page which has an illogical heading structure.

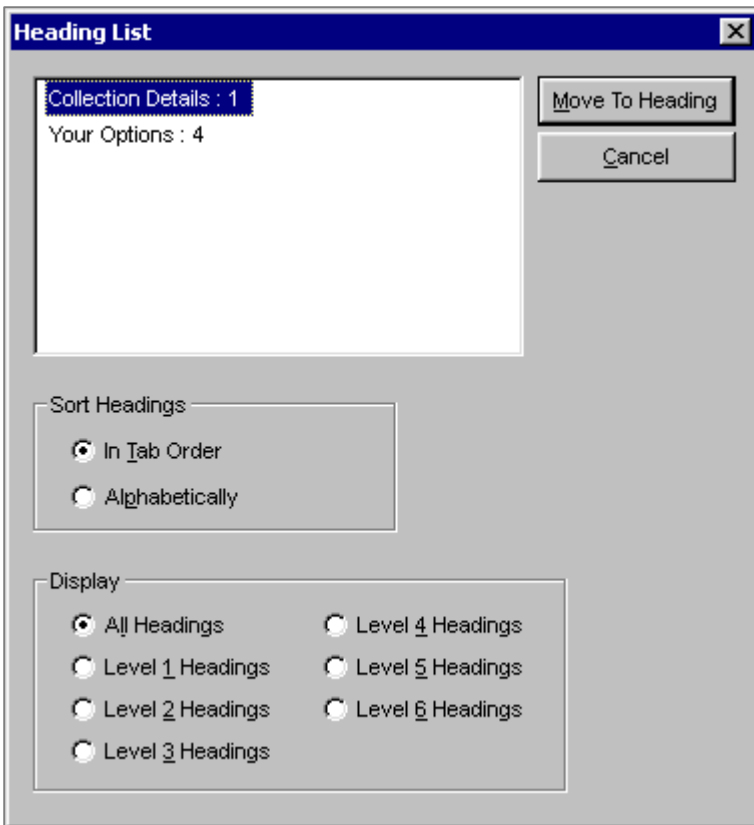


Figure 29 shows the 'Your collection date' page which has an illogical heading structure.

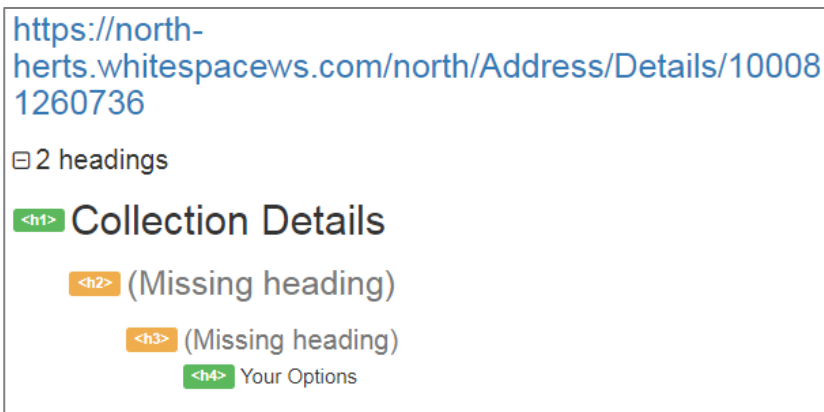


Figure 30 shows the 'Your collection date' page which has an illogical heading structure.



Figure 31 shows the 'General contact (before you begin)' page which has an illogical heading structure.

https://northhertfordshire-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b/AF-Stage-92602396-5024-4b26-93d3-0c5cca46c3fb/definition.json&process=1&process_uri=sandbox-processes://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b&process_id=AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b

☐ 5 headings

<h1> Before you begin

<h2> (Missing heading)

<h3> (Missing heading)

<h4> Sign up for an account to manage your service requests and accounts with us. Creating an account saves you time with auto-completion of your contact information when completing forms and the ability to view a history of your requests and accounts.

<h3> Popular services

<h3> Further information

<h3> Get in touch

Figure 32 shows the 'General contact (before you begin)' page which has an illogical heading structure.



Figure 33 shows the 'News and articles' page which has an illogical heading structure.

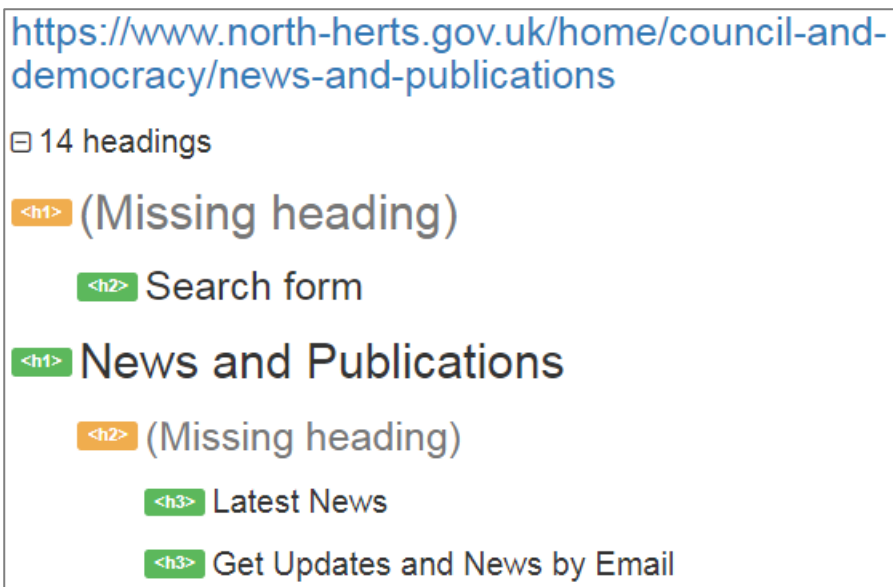


Figure 34 shows the 'News and articles' page which has an illogical heading structure.

User Comments

"On the 'Home' page, there is an illogical heading structure. There is a heading level 1 which is assigned to guide people to the main information on the page. The rest of the headings are in an illogical order. The sequence of headings goes 'The first three headings have been given a H2, followed by several H3. The heading number 15 is the H1, then the headings change again to heading level H4'. The headings, as they are, make it difficult for a screen reader user to navigate around the page.

On the 'Garden Waste Collection Service' page, there is an illogical heading structure. There is a heading level 1 which is assigned to guide people to the main information on the page. The rest of the headings are in an illogical order. The sequence of headings goes 'The first heading on the page has been given a H2 for search, the second heading is the H1 and then the headings go in a logical order'. The headings, as they are, make it difficult for a screen reader user to navigate around the page.

On the 'Your collection date' page, there is an illogical heading structure. There is a heading level 1 which is assigned to guide people to the main information on the page. The rest of the headings are in an illogical order. The sequence of headings goes 'the first heading is the H1, but the next heading has been given a H4'. The headings, as they are, make it difficult for a screen reader user to navigate around the page.

On the 'General contact (before you begin)' page, there is an illogical heading structure. There is a heading level 1 which is assigned to guide people to the main information on the page. The rest of the headings are in an illogical order. The sequence of headings goes 'the first heading is the H1, but then the next heading has been given a H4'. The headings, as they are, make it difficult for a screen reader user to navigate around the page.

On the 'News and articles' page, there is an illogical heading structure. There is a heading level 1 which is assigned to guide people to the main information on the page. The rest of the headings are in an illogical order. The sequence of headings goes 'the first heading is a H2, followed by the H1. However, it then jumps again to a H3'. The headings, as they are, make it difficult for a screen reader user to navigate around the page.

The headings, as they are, make it difficult for a screen reader user to navigate around the page. The benefit of a good heading structure is that the user will be able to quickly skip through the headings, and view what the contents of the page holds. In addition, when the level of importance is set to a number in a logical manner, this will enable the user to find any information relevant to them in a more comprehensive way. This, in turn, will leave them wanting to look for more information within the site."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/>
- <https://www.north-herts.gov.uk/home/waste-and-recycling/garden-waste-collection-service#main-content>
- <https://north-herts.whitespacews.com/north/Address/Details/100081260736>
- https://northhertfordshire-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b/AF-Stage-92602396-5024-4b26-93d3-0c5cca46c3fb/definition.json&process=1&process_uri=sandbox-processes://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b&process_id=AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b
- <https://www.north-herts.gov.uk/home/council-and-democracy/news-and-publications>

Action Required

1. Ensure that all pages contain a heading 1.
2. Ensure that all heading on a page follow a logical structure.
3. Ensure that the heading structure represents the information structure of the page

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)

Further Information

Heading structure should follow a logical, numerical order, and example of this can be seen below. It should always begin with a heading 1.

```
<h1>Colours
  <h2>Shades of Red
    <h3>Crimson
    <h3>Ruby
  <h2>Shades of Blue
    <h3>Aqua
    <h3>Aquamarine
  <h2>Shades of Green
    <h3>Harlequin
    <h3>Olive
```

STAS-F10: Empty Headings

Description

Screen reader and other assistive technology users have the ability to navigate web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. There are empty headings on some pages. This may mean that screen reader users spend time looking for content that is not there.

There were empty headings on several of the pages tested throughout the website;

The 'Election Results 2017' page contains an empty heading's (See Figure 35), this is also the case on the 'Hearings Timetable' page (See Figure 36), on the 'Hearing Timetable and Statements - Week 1 - 13-16 November 2017' page (See Figure 37), on the 'Election Results 2016' page (See Figure 38), and the 'Chairman's Volunteer Achievement Awards' page (See Figure 39).

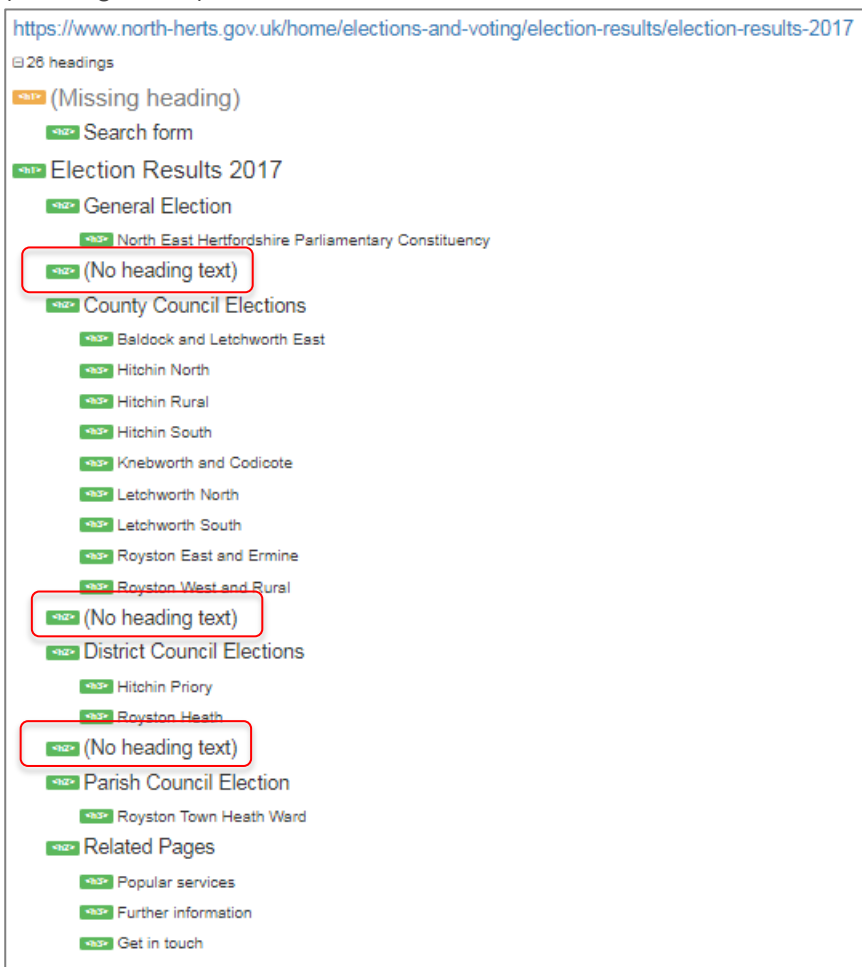


Figure 35 shows 'Election Results 2017' page which has empty headings (Shown in Red).

<https://www.north-herts.gov.uk/planning/planning-policy/local-plan/local-plan-examination/hearings-timetable>

24 headings

- (Missing heading)
- Search form
- Hearings Timetable
 - Hearings Timetable - Week 1
 - Monday 13th November - Thursday 16th November
 - Hearings Timetable - Week 2
 - Monday 20th November - Thursday 23rd November
 - Hearings Timetable - Week 3
 - Monday 27th November - Thursday 30th November
 - Hearings Timetable - Week 4
 - Tuesday 12th December - Wednesday 13th December
 - Hearings Timetable - Week 5
 - Tuesday 23rd January - Thursday 25th January
 - (No heading text)
 - Hearings Timetable - Week 6
 - Monday 5th February - Thursday 8th February
 - (No heading text)
 - Hearings Timetable - Week 7
 - Monday 26th February - Thursday 1st March
 - Hearings Timetable - Week 8
 - Monday 26th March - Tuesday 27th March
- Related Pages
 - Popular services
 - Further information
 - Get in touch

Figure 36 shows 'Hearings Timetable' page which has empty headings (Shown in Red).

<https://www.north-herts.gov.uk/planning-policy/local-plan/local-plan-examination/hearing-sessions/hearing-timetable-and-statements>

16 headings

- (Missing heading)
- Search form
- Hearing Timetable and Statements - Week 1 - 13-16 November 2017
 - Hearings Timetable - Week 1
 - Monday 13th November - Thursday 16th November 2017
 - Hearing Statements for Week 1
 - Matter 1
 - Matter 2
 - Matter 3
 - Matter 4
 - Matter 6
 - (No heading text)
 - (No heading text)
 - Related Pages
 - Popular services
 - Further information
 - Get in touch

Figure 37 shows 'Hearing Timetable and Statements - Week 1 - 13-16 November 2017' page which has empty headings (Shown in Red).

<https://www.north-herts.gov.uk/home/elections-and-voting/election-results/election-results-2016>

27 headings

(Missing heading)

Search form

Election Results 2016

Hitchin Oughton By Election - 10 November 2016

District Council Elections

Baldock East

Baldock Town

Chesfield

Hitchin Bearton

Hitchin Highbury

Hitchin Oughton

Hitchin Priors

Hitchin Walsworth

Hitchwood, Offa & Hoo

Knebworth

Letchworth East

Letchworth Grange

Letchworth South East

Letchworth South West

Letchworth Wilbury

(No heading text)

Parish Council Elections

(No heading text)

St Paul's Walden

Related Pages

Popular services

Further information

Get in touch

Figure 38 shows the 'Election Results 2016' page which has empty headings (Shown in Red).

<https://www.north-herts.gov.uk/home/community/chairmans-volunteer-achievement-awards>

☰ 15 headings

- <n1> (Missing heading)
 - <n2> Search form
- <n1> Chairman's Volunteer Achievement Awards
 - <n2> Partners and Sponsors
 - <n2> Award Categories
 - <n3> Caring Award
 - <n3> Dedication Award
 - <n3> Green Award
 - <n3> Sporting Achievement Award
 - <n3> Young Star Award
 - <n2> (No heading text)
 - <n2> (No heading text)
 - <n2> Related Pages
 - <n3> Popular services
 - <n3> Further information
 - <n3> Get in touch

Figure 39 shows the 'Chairman's Volunteer Achievement Awards' page which has empty headings (Shown in Red).

User Comments

“There were several pages where ‘empty headings’ were found. Not all screen reader software will ignore empty headings, if the heading tags are empty, this can cause confusion for screen reader users. “

Alan Sleat
Screen Reader Tester

Occurrences

This issue occurs throughout the site.

Example Occurrences

- <https://www.north-herts.gov.uk/home/elections-and-voting/election-results/election-results-2017>
- <https://www.north-herts.gov.uk/planning/planning-policy/local-plan/local-plan-examination/hearings-timetable>
- <https://www.north-herts.gov.uk/planning/planning-policy/local-plan/local-plan-examination/hearing-sessions/hearing-timetable-and-statements>
- <https://www.north-herts.gov.uk/home/elections-and-voting/election-results/election-results-2016>
- <https://www.north-herts.gov.uk/home/community/chairmans-volunteer-achievement-awards>

Action Required

1. Ensure that all headings contain content.

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)

Further Information

Give all headings meaningful content so users can find what they are looking for and not waste their time searching for areas that do not exist. A code example can be seen below:

```
<h1>Disaster preparation</h1> Correct  
<h1> </h1> Incorrect
```

STAS-F11: Non-Descriptive Link Text

Description

The text of a link should describe the destination of the link and the link's purpose. Providing a descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not. Examples can be seen on the 'Home' page (See Figure 40), and also on the 'NH Now - digital magazine: ' page (See Figure 41).

If it is not possible to identify the purpose of the link from the link text itself, then this information should be provided in context.

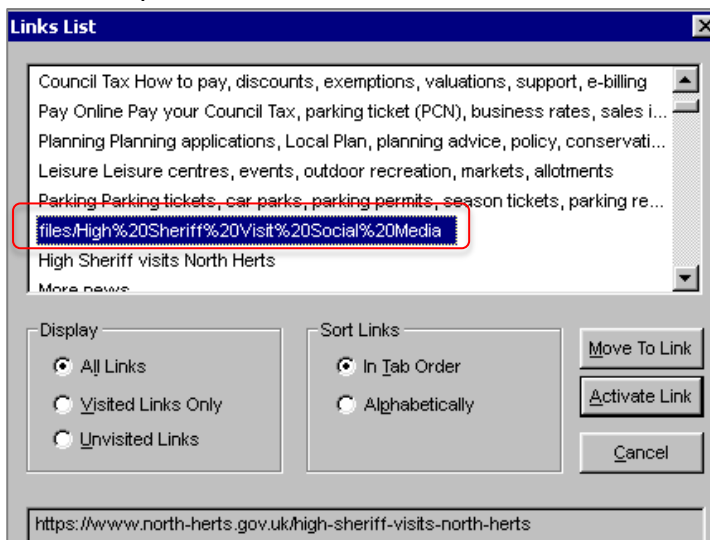


Figure 40 shows the 'Home' page, which has non-descriptive link text (Shown in Red).



Figure 41 shows the 'NH Now - digital magazine: ' page, which has non-descriptive link text (Shown in Red).

User Comments

"There is a link on the 'Home' page, which is just labelled, 'Files/High%20Sheirff%20visit%20socialmedia'. The labelling does not give enough description, or direction in the labelling to inform a screen reader user.

There is a link on the 'NH Now - digital magazine: ' page, which are labelled, 'void (4) and north heart /photo?large'. The labelling does not give enough description, or direction in the labelling to inform a screen reader user.

Links: that are 'Non-Descriptive In Context', does not inform a screen reader user what information will be gained on activation. Intern, making the site frustrating or impossible for people to use. On the other hand, a well labelled descriptive link with information around the link to give enough information to make an informative decision to activate it and read the information contained within the newly opened page.

The labelling is not just in the interest of the person on the site, but the site itself.

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/>
- <https://www.north-herts.gov.uk/home/council-and-democracy/news-and-publications/nh-now-digital-magazine-north-herts>

Action Required

1. Ensure the purpose of links can be determined from context (programmatically determinable).

WCAG References

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

Further Information

Link text should be a clear description to the destination of the link. It should avoid vague content such as 'click here' and 'more information'. More information on how to display links can be found on <http://www.w3.org/TR/UNDERSTANDING-WCAG20/navigation-mechanisms-refs.html>

STAS-F12: Inaccessible Non-HTML Documents

Description

A number of non-HTML documents, such as Adobe Acrobat (PDF) files, were encountered. In order for users to access the content contained within non-HTML documents, these documents should be accessible or have an accessible alternative.

The PDF documents examined had issues that prevented certain users from being able to access the content. A number of PDFs did not contain a headings structure, making it difficult for screen reader users to understand and navigate the structure of the document.

(Please note that this is an automated test, our user testers also found that the document in question also had an ambiguous title)

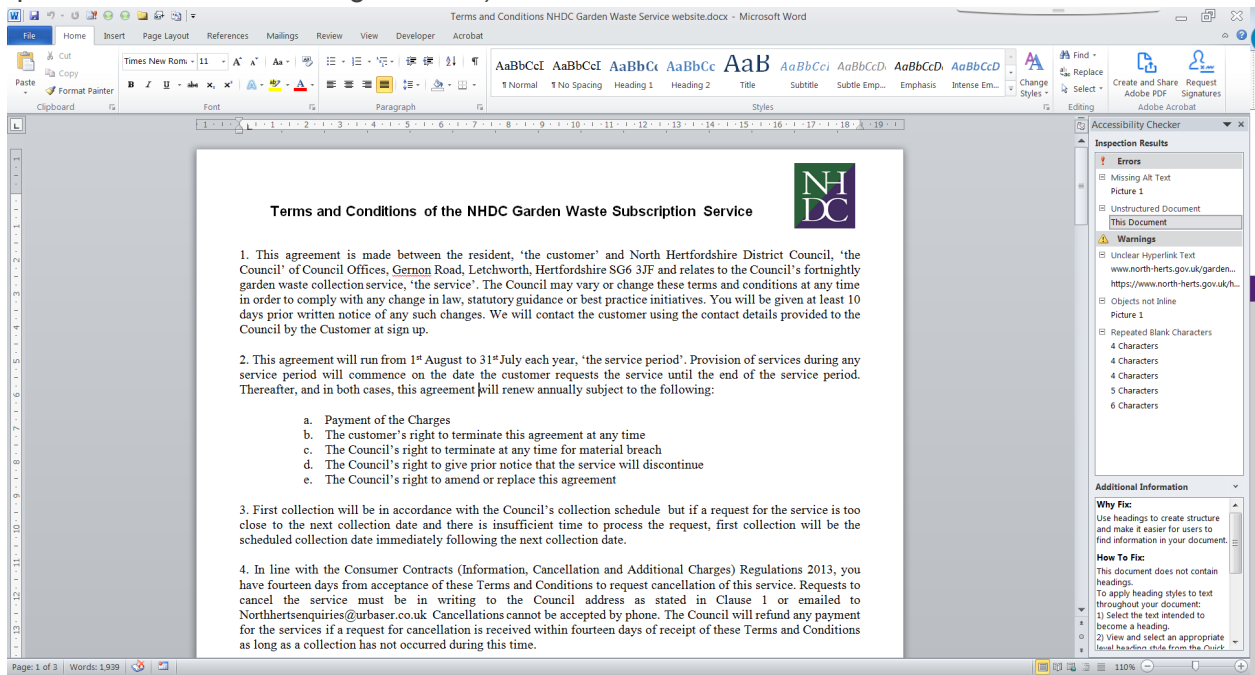


Figure 42 shows the 'Garden Waste Service - Terms and Conditions' which has failed parts of Words own accessibility checker.

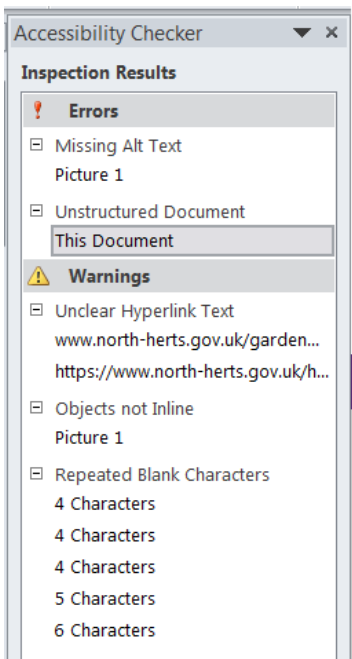


Figure 43 shows the accessibility checker in greater details on the ‘Garden Waste Service - Terms and Conditions’.

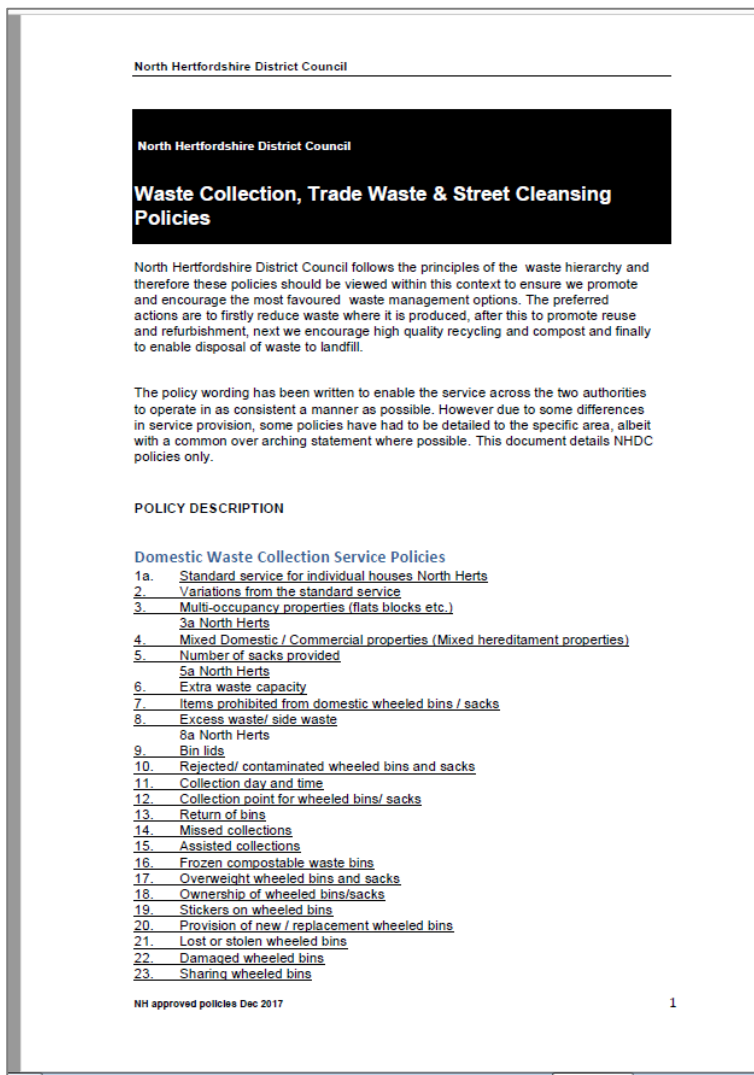


Figure 44 shows the 'North Hertfordshire Waste Policies - April 2018, PDF', which is inaccessible.

PAC 3 - PDF Accessibility Checker 3

PDF Accessibility Checker 3

Version: 3.0.7.0

Title
(no title)

Filename
NH Policies April 2018 - PDF web version_0.pdf

Language
en-GB

Tags
(no tags)

Pages
13

Size
331 Kf

Summary Report

This PDF file is not PDF/UA compliant.

Checkpoint	Passed	Warned	Failed
PDF Syntax	28	0	0
Fonts	16	0	4
Content	53904	0	54388
Embedded Files	0	0	0
Natural Language	53904	0	0
Structure Elements	172	0	172
Structure Tree	0	0	0
Role Mapping	0	0	0
Alternate Descriptions	0	0	86
Metadata	0	0	6
Document Settings	6	0	4

Sponsors:

- printsatz
- SZBLIND
- axes PDF
- BITV
- Access1

Figure 45 shows the PAC report for the 'North Hertfordshire Waste Policies - April 2018, PDF'.

Hertfordshire Fire and Rescue Service
ORGANISED EVENTS

Relevant Conditions for a Premises Licence and details to be accounted for within an Event Management Plan

Conditions suggested by Fire Authority, in their role as a responsible authority, deemed appropriate for the promotion of the public safety licensing objective relating to the Licensing Act 2003

- The premises licence holder will notify the Fire Authority of the dates of each year's event no later than (insert number) calendar months prior to the commencement of the event.
- The premises licence holder will provide draft copies of the Event Management Plan and Risk Assessments to the Fire Authority no later than (insert number) calendar months prior to the commencement of each year's event.
- The premises licence holder will provide a final copy of the Event Management Plan to the Fire Authority no later than six (6) weeks prior to the commencement of the event build-up on site of each year's event.
- The final Event Management Plan will form part of the premises licence operating schedule conditions for each year's event.
- The premises licence holder will ensure that the Event Management Plan covers the following areas to the complete satisfaction of Fire Authority:
 - A scaled electronic site plan showing how each part of the area will be used, identification of all structures, access routes and ingress/egress points.
 - Capacities and evacuation plans for all areas of the event.
 - Roles and responsibilities of all key personnel responsible for managing the event, including names, contact telephone numbers and back-up contact details in the event of non-availability.
 - Risk assessments for all activities relating to public safety, including fire.
 - Full details of security and stewarding arrangements.
 - Details of any proposed special effects and the proposed safety arrangements associated with their use.
 - Details for managing all traffic and vehicle movements on site, including within parking areas, during the event build-up phase, during the event and during the site breakdown phase.
 - Management arrangements for site access and egress, including specific arrangements for emergency services.
 - Details of any camping and provided sleeping accommodations, in respect of event attendees, staff and volunteers.
 - Details of power supplies, including all generators; Provision of artificial lighting, including emergency escape lighting.

Figure 46 shows the 'Hertfordshire Fire and Rescue Service ORGANISED EVENTS, PDF', which is inaccessible.

PAC 3 - PDF Accessibility Checker 3

PDF Accessibility Checker 3

Version: 3.0.7.0

Title
(no title)

Filename
FP organised events.pdf

Language
(no language)

Tags
(no tags)

Pages
2

Size
79 KB

Summary Report

This PDF file is not PDF/UA compliant.

Checkpoint	Passed	Warned	Failed
PDF Syntax	6	0	0
Fonts	6	0	0
Content	10376	0	10388
Embedded Files	0	0	0
Natural Language	0	0	10376
Structure Elements	0	0	0
Structure Tree	0	0	0
Role Mapping	0	0	0
Alternate Descriptions	0	0	0
Metadata	0	0	6
Document Settings	2	0	4

Sponsors:

- SZBLIND - Schweizerischer Zentralverein für das Blindenwesen
- Access1 - Accessible documents for everyone
- axes PDF
- printsatz - DRUCKVORSTUFEN
- BITV - CONELT

Figure 47 shows the PAC report for the 'Hertfordshire Fire and Rescue Service ORGANISED EVENTS, PDF'.

Garden Waste Collection Service FAQs

[What is the Garden Waste Collection Service?](#)
[Why are you now charging for garden waste collections?](#)
[Is it worth the charge for the collection of garden waste?](#)
[Why can't the charge be added to Council Tax?](#)
[Are concessions available?](#)
[Can I have more than one brown bin?](#)
[Can I sign up part way through the year?](#)
[How much does the service cost?](#)
[When will my garden waste be collected?](#)
[How will collection staff know if I have signed up to the new service?](#)
[How can I help other people put their waste into the garden waste bins that I am paying for?](#)
[Can I have an additional collection for the Garden Waste Collection Service?](#)
[What do I do if I don't wish to be subscribed to the Garden Waste service?](#)
[How do I choose if my garden waste is to be signed up to the Garden Waste Collection Service?](#)
[Can I put garden waste in my purple bin?](#)
[Can I have garden waste collections if I live in a flat?](#)
[Can I share a brown bin with my neighbour?](#)
[How do I receive a refund if I have changed my mind or accidentally ordered more bins than I need?](#)
[What is accepted in the brown bin garden waste service?](#)
[Can I put soil/bark from vegetation/animals in the garden waste bin?](#)
[Can I put soil/lime, even if it is compostable / biodegradable, in my brown bin?](#)
[Can I take the service with me when I move house?](#)
[What will happen if someone puts their brown bin out for collection but they have not signed up to the service?](#)
[Why can I no longer put food waste in the brown bin?](#)
[What should I do if my question has not been answered?](#)

What is the Garden Waste Collection Service?
 It is an opt-in, chargeable service to have garden waste (including grass and hedge cuttings, leaves, flowers, prunings, large small branches and lawn turf) collected fortnightly from your existing 240L brown bin. Food waste is collected separately from garden waste from your 33 litre brown caddy. This is collected weekly for no additional charge. [\(back to top\)](#)

Why are you now charging for garden waste collections?
 Like many Councils we have a reduced budget from central Government and need to save £4.2 million annually by 2017/18. We can therefore no longer afford to subsidise the cost of collecting this additional waste. The decision to charge for garden waste collections is one of many difficult decisions the Council has had to take to help reduce the costs of providing services. (See minutes of Cabinet meeting 16.10.17)
 Unlike household waste and recycling there's no legal requirement to collect garden waste and councils can charge for collections. The income from charging for garden waste collections will make the service self-funding. Over half of all Councils in England charge for this service and have done for many years.

Figure 48 shows the 'Garden Waste Collection FAQ 2019 pdf', which is inaccessible.



Figure 49 shows the PAC report for the 'Garden Waste Collection FAQ 2019 pdf'.

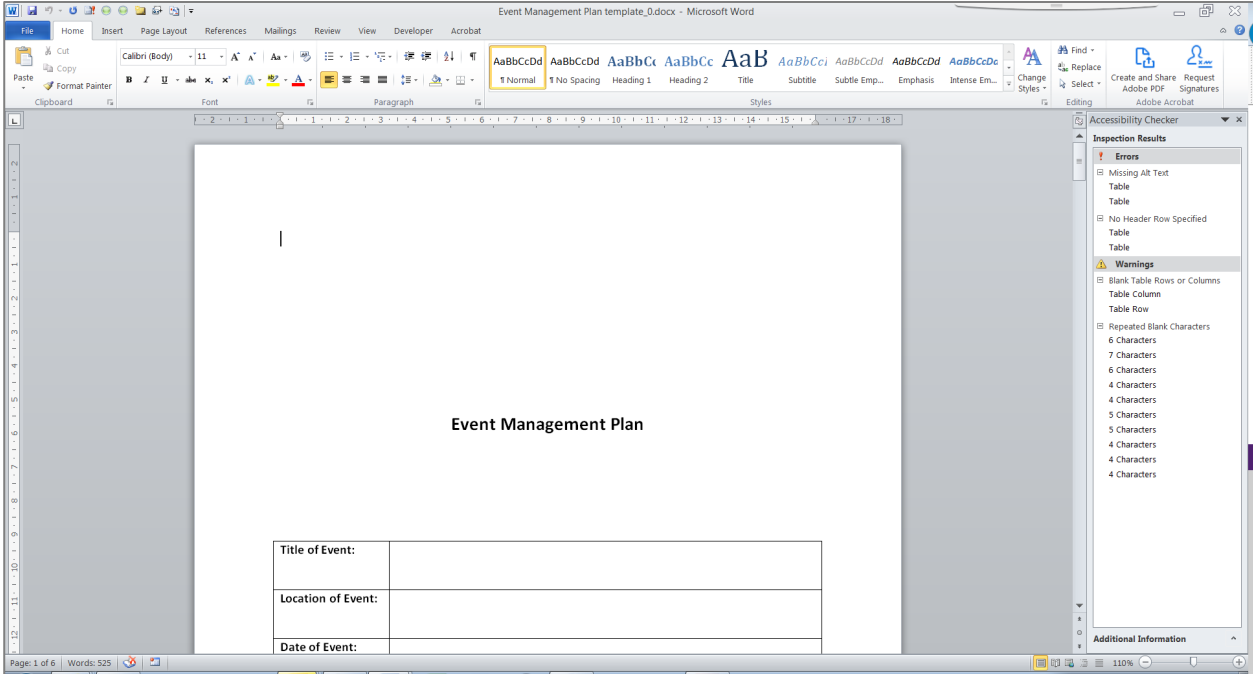


Figure 50 shows the 'Event Management Plan Template, WORD doc' which has failed parts of Words own accessibility checker.

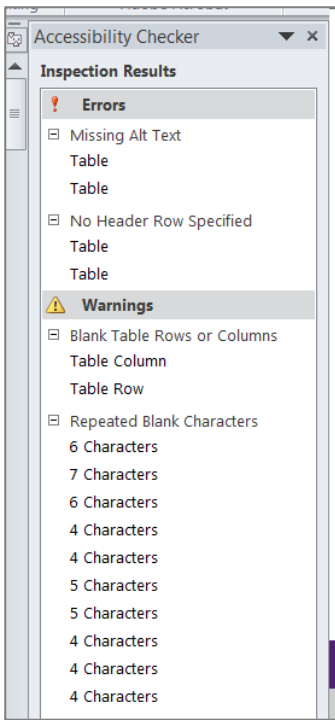


Figure 51 shows the accessibility checker in greater details on the 'Event Management Plan Template, WORD doc'.

User Comments

"On activating the link 'Garden Waste Service - Terms and Conditions, word doc', in a 'PDF' format, on the 'Garden Waste Collection service' page, it was inaccessible for a screen reader user. The reason for this was there are no headings to the document to assist a Screen Reader User to navigate around the document'.

On activating the link 'North Hertfordshire Waste Policies - April 2018, PDF', in a 'PDF' format, on the 'Garden waste collection service' page, It was inaccessible for a screen reader user. The reason for this was there were no headings on the document to assist the Screen Reader User to navigate around the document.

There were a lot of well labelled links on the document, although there was one link just labelled '6'.

On activating the link 'Event Management Plan Template, word doc', in a 'PDF' format, on the 'events advice and guidance' page, It was inaccessible for a screen reader user. The reason for this was there were no headings to guide a Screen Reader User around the document.

The formatting did not allow a Screen Reader User to read the content of the page in full, but they could navigate down line by line'.

On activating the link 'Relevant Conditions for a Premises License and details to be accounted for within an Event Management Plan, PDF', in a 'PDF' format, on the 'events advice and guidance' page, It was inaccessible for a screen reader user. The reason for this was ' There were no headings to assist a Screen Reader user around the document. ' .

The issue of inaccessible elements on a document will prevent all the information being understood, or forms from being filled in. As result, making it difficult, to find the exact information. Examples of these elements are as follows: unlabelled links, graphics or headings. In addition, there is an issue with words which are pushed together; which, to a screen reader user, sounds garbled. All these anomalies will leave the user missing out on vital information."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/sites/northherts-cms/files/Terms and Conditions NHDC Garden Waste Service website.docx>
- https://www.north-herts.gov.uk/sites/northherts-cms/files/NH%20Policies%20April%202018%20-%20PDF%20web%20version_0.pdf
- https://www.north-herts.gov.uk/sites/northherts-cms/files/Event Management Plan template_0.docx
- <https://www.north-herts.gov.uk/sites/northherts-cms/files/FP organised events.pdf>
- <https://www.north-herts.gov.uk/sites/northherts-cms/files/Garden%20Waste%20Collection%20FAQ%202019%20pdf.pdf>

Action Required

1. Ensure all non-HTML documents are accessible.
2. Provide accessible alternatives to inaccessible non-HTML documents where applicable.

Note: The Shaw Trust Accessibility Services recognises that it may be impractical to make all non-HTML documents accessible due to volume and complexity. In this scenario, only proof of policy to make all future non-HTML documents accessible is required for conformance.

WCAG References

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to *Guideline 4.1* for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to *Guideline 1.2* for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

STAS-F13: Missing 'Skip' Navigation

Description

The purpose of skip navigation is to provide a mechanism to bypass blocks of material that are repeated on multiple web pages by skipping directly to the main content of the web page. One of the first interactive items on a web page should be a link to the beginning of the main content. Activating the link sets focus beyond the repeated content to the main content of the page.

If there is no 'Skip' Navigation present, screen reader users would have to listen to content on pages visited on the website, and keyboard only users would have to tab through all the links until they arrive at the main content of the page. Ideally, the 'skip' to content link should take the user to just above the header of the main content at the top left hand side.

While conducting the test, on the 27/09/2019 there were no 'Skip navigation' links on these pages; 'Contact us online' (See Figure 52) and 'General contact (before you begin)' (See Figure 53).



Figure 52 shows the 'Contact us online' links list which doesn't have 'Skip Navigation' links.



Figure 53 shows the 'General contact (before you begin)' links list which doesn't have 'Skip Navigation' links.

User Comments

"While conducting the test, on the 27/09/2019 there were no 'Skip navigation' links. On these pages:

'Contact us online'

'General contact (before you begin)'

The 'Skip navigation' facility will prevent any difficulty in jumping to the main contents of the page; which is useful for users, especially on other pages from the 'Home' page. The information that is before the main contents has already been viewed, therefore, to get to the main information quicker and more precisely, the 'Skip navigation' will improve the experience, and encourage visitors to spend more time on the site."

Alan Sleat

Screen Reader Assessor

Example Occurrences

- <https://northhertfordshire-self.achieveservice.com/>
- https://northhertfordshire-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b/AF-Stage-92602396-5024-4b26-93d3-0c5cca46c3fb/definition.json&process=1&process_uri=sandbox-processes://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b&process_id=AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b
- https://northhertfordshire-self.achieveservice.com/en/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b/AF-Stage-92602396-5024-4b26-93d3-0c5cca46c3fb/definition.json&process=1&process_uri=sandbox-processes://AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b&process_id=AF-Process-3155163b-703f-4f59-8cf9-c7072ec1836b&noLoginPrompt=1

Action Required

1. Provide a mechanism to bypass blocks of repeating links ('skip navigation link').
For example, `Skip to main content`

WCAG References

2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)

STAS-F14: Non-Descriptive Page Titles

Description

The title of the page helps users to navigate a website by providing a description of the current page. There were a number of instances where the page title was not unique to the content and failed to provide a clear description; an example of this can be seen on the 'Add content' page which has a title of 'Home' across five different web address (See Figure 54).

Users need to know where they are on a website and what the webpage is about without having to read through the whole page.

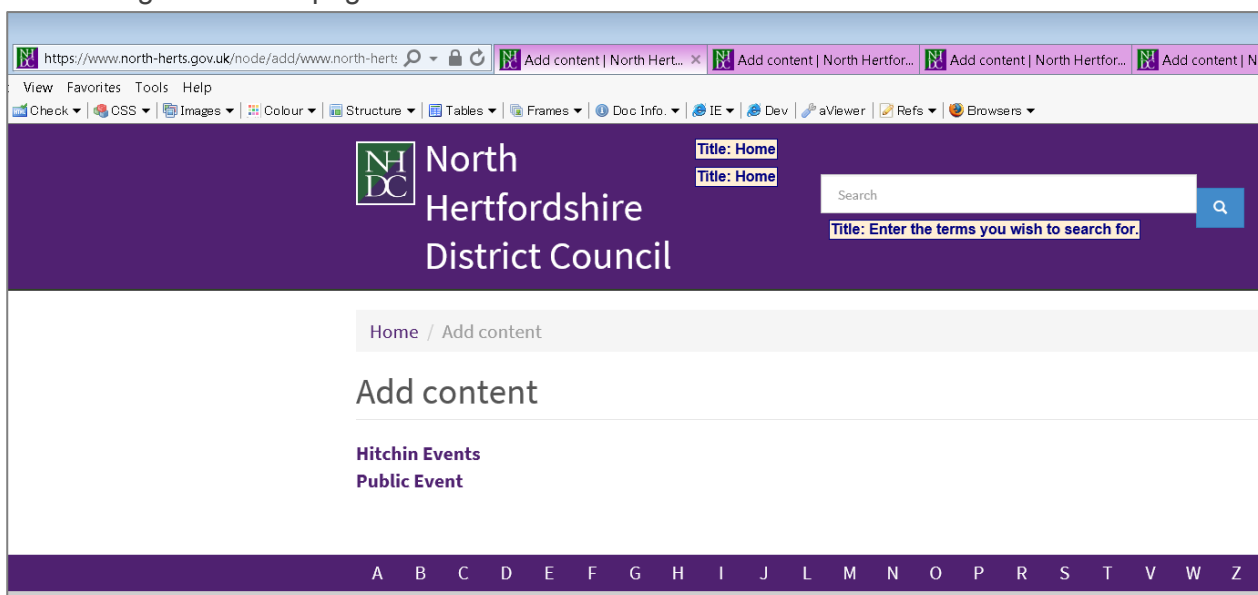


Figure 54 shows 'Add content' page which has the title 'Home' but 5 different web address'.

Example Occurrences

'Add content' and 'Home' are found on:

- <https://www.north-herts.gov.uk/node/add/www.north-herts.gov.uk/home/community/grants/area-committee-grants>
- <https://www.north-herts.gov.uk/node/add/www.home-startherts.org.uk/get-support/>
- <https://www.north-herts.gov.uk/node/add/www.medicaldetectiondogs.org.uk>
- <https://www.north-herts.gov.uk/node/add/www.north-herts.gov.uk/home/waste-and-recycling>
- <https://www.north-herts.gov.uk/node/add/www.north-herts.gov.uk/home/community/grants/community-facilities-capital-projects-fund>

Action Required

1. Ensure the all pages have a unique, descriptive and meaningful page title.

WCAG References

2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)

STAS-F15: Duplicate ID's

Description

Duplicate ID errors are known to cause problems for assistive technologies when they are trying to interact with content. Duplicate values of type ID can be problematic for screen reader users that rely on this attribute to accurately convey relationships between different parts of content to users.

For example, a screen reader may use ID values to identify the applicable header content for a data cell within a data table, or an input control to which a given label applies. If these values are not unique, the screen reader will be unable to programmatically determine which headers are associated with the data cell or which control is associated with which label or name.

The following example issues have been found that may cause issues for assistive technology.

Page checked	https://www.north-herts.gov.uk/calendar-node-field-date-recurring/year/2019-03	
7 duplicate id	1.	#calendar-2019-03-31
	2.	#calendar-2019-04-01
	3.	#calendar-2019-04-02
	4.	#calendar-2019-04-03
	5.	#calendar-2019-04-04
	6.	#calendar-2019-04-05
	7.	#calendar-2019-04-06

Example Occurrences

- <https://www.north-herts.gov.uk/calendar-node-field-date-recurring/year/2019-03>

Action Required

1. Ensure that all values of type ID are unique in the Web page

WCAG References

4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)

Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

STAS-F16: HTML Markup Errors

Description

Some pages have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.

Page checked: https://www.north-herts.gov.uk/					
Total	Parsing	HTML	Link	WCAG A	WCAG AA
148	0	145	0	2	1
HTML used: XHTML+RDFa 1.0					

Page checked: https://www.north-herts.gov.uk/home/leisure					
Total	Parsing	HTML	Link	WCAG A	WCAG AA
109	0	107	0	1	1
HTML used: XHTML+RDFa 1.0					

Page checked: https://www.north-herts.gov.uk/home/parking					
Total	Parsing	HTML	Link	WCAG A	WCAG AA
107	0	105	0	1	1
HTML used: XHTML+RDFa 1.0					

Page checked: https://www.north-herts.gov.uk/home/planning					
Total	Parsing	HTML	Link	WCAG A	WCAG AA
111	0	109	0	1	1
HTML used: XHTML+RDFa 1.0					

Page checked: https://www.north-herts.gov.uk/home/council-tax					
Total	Parsing	HTML	Link	WCAG A	WCAG AA
101	0	99	0	1	1
HTML used: XHTML+RDFa 1.0					

Example Occurrences

- <https://www.north-herts.gov.uk/>
- <https://www.north-herts.gov.uk/home/leisure>
- <https://www.north-herts.gov.uk/home/parking>
- <https://www.north-herts.gov.uk/home/planning>
- <https://www.north-herts.gov.uk/home/council-tax>

Action Required

1. Ensure that no HTML parsing errors exist and that can impact use of assistive technologies.

WCAG References

4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)

Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

Priority AA Issues

There are no issues present that affect Level AA criteria only.

Advisories

STAS-A01: Links to Non-HTML Documents

Description

Links to non-HTML documents often omit their file type and file size in a way that can be determined by assistive technologies. Sometimes an image of the file type and textual file size is included on the page, but is not part of the link; this will therefore not be picked up by assistive technology as easily as if it were part of the link itself

Links to non-HTML documents should open in a new window. This is because certain file types may open in a browser plugin by default, which can cause issues for assistive technology users. Users may find that they cannot navigate back to the previous page, making navigation difficult. Opening documents in a new window enables these users to close the window with the open file and return to their previous location. (See Figure 55 to Figure 59).

The screenshot shows a webpage section with the following content:




If you decide not to subscribe to the garden waste service, you don't need to tell us. The garden waste service is opt-in which means you only need to act if you do wish to sign up.

You can home compost your garden waste - subsidised home composters are available at getcomposting.com or you can create a compost heap in your garden.

Why is the garden waste service chargeable?

Like many Councils we have a reduced budget from central Government and need to save £4.2 million pounds annually by 2021/22. The decision to charge for garden waste collections is one of many difficult decisions the Council has faced to help reduce the costs of providing services.

Unlike household waste and recycling, there is no legal requirement to collect garden waste and councils can charge for collections. The income from charging for garden waste collections will make the service self-financing. Over half of all Councils in England charge for this service and have done for many years.

Attachment	Size
 Garden Waste Service - Terms and Conditions	1.14 MB
 Garden Waste Service - Frequently Asked Questions June 2019	333.52 KB
 North Hertfordshire Waste Policies - April 2018	331.09 KB

Navigation bar: A B C D E F G H I J L M N O P R S T V W Z

Popular services Further information Get in touch

Figure 55 shows the 'Garden Waste Collection Service' page which has links to non-HTML Documents.

[Fire Safety Advice and your Responsibilities](#) - advice from Hertfordshire Fire and Rescue Service

Fairgrounds and fairs quick guide

The [Gambling Commission](#) have a quick guide to help the owners of fairs and fairgrounds understand how the Gambling Act 2005 affects them.

[Guidance on inflatables](#)

Use of Drones

The CAA produce a good practice guide, if the company are a profit making organisation they will need to hold a Permission for Ariel Work (PFAW) licence

The link below takes you through to the CAA Guidance for keeping your drone flight safe and legal

<https://www.caa.co.uk/Consumers/Model-aircraft-and-drones/Flying-drones/>

Attachment	Size
Relevant Conditions for a Premises Licence and details to be accounted for within an Event Management Plan	79.52 KB
Event Managment Plan Template	25.5 KB

A B C D E F G H I J L M N O P R S T V W Z

Figure 56 shows the 'Events Advice and Guidance' page which has links to non-HTML Documents.

We aim to provide a response as soon as possible, but in some cases there may be a need to respect information that could be confidential or sensitive (such as for commercial reasons).

Published Data

This data is provided for free reuse, including commercial reuse. The right for further use is covered by the Open Government License, published by the National Archives.

Attachment	Size
Total Spend - April - August 2019	354.22 KB
Total Spend - April - August 2019	601.18 KB
Total Spend 2018 - 2019	1.3 MB
Total Spend 2018 - 2019	1.12 MB
Total Spend 2017 - 2018 (PDF)	859.03 KB
Total Spend 2017 - 2018 (CSV)	1.24 MB
Total Spend 2016 - 2017 (PDF)	721.99 KB
Total Spend 2016 - 2017 (CSV)	1.04 MB
Total Spend 2015 - 2016 (PDF)	821.91 KB
Total Spend 2015 - 2016 (CSV)	1.23 MB
Total Spend 2014-2015 (PDF)	670.59 KB

Figure 57 shows the 'Payments to Suppliers' page which has links to non-HTML Documents.

Community Grants Awarded

Cumulative reports, listing grants and awards to local organisations, can be found below. These reports are available as Comma Separated Value (CSV) spreadsheet and PDF files below.

Reports show all transactions.

Publication of these lists forms part of the Council's commitment to be open and transparent with its residents. Transactions will be updated approximately every quarter.

Last updated: 29 August 2019.

Related Pages

- [Grants Overview](#)
- [Area Committee Grants](#)

Attachment	Size
 Community Grants 2017-2018 (PDF)	175.35 KB
 Community Grants 2017-2018 (CSV)	7.13 KB
 Community Grants 2016-2017 (PDF)	182.91 KB
 Community Grants 2016-2017 (CSV)	10.99 KB
 Community Grants 2015-2016 (PDF)	71.21 KB
 Community Grants 2015-2016 (CSV)	22.52 KB

Figure 58 shows the 'Community Grants Awarded' page which has links to non-HTML Documents.

- over 60 years of age
- unemployed
- receiving disability benefit or income support
- a full-time student over 18 years of age.

If you have received an invoice for your allotment, you can [pay online](#).

Subsidised compost bins

The Hertfordshire WasteAware Partnership provide [home compost bins](#) to Hertfordshire residents at subsidised prices, these can be really useful on an Allotment Plot.

Other allotments

[Baldock Allotment and Leisure Gardener's Association \(BALGA\)](#) manage allotment sites in Baldock.

[Letchworth Garden City Heritage Foundation \(LGCHF\)](#) also run additional allotment sites.

[Royston Town Council](#) allotment sites are located in Green Street.

A number of [Parish Councils](#) run their own allotment sites; please contact them directly for availability.


Attachment	Size
 Where do I start?	1018.81 KB

Figure 59 shows the 'Apply for an Allotment' page which has links to non-HTML Documents.

User Comments

There was no information on the 'Garden waste service terms and conditions' link on the 'Garden Waste Collection Service' page, to tell the person what format the document is in, as it is labelled: 'file' whereas the others have PDF. To improve this document, the labelling should have been 'word doc'.

There was no information on the 'Management Plan Template' link on the 'Events Advice and guidance' page, to tell the person what format the document is in, the graphic says file, were as word document would be more descriptive.

When a Non HTML document has no indication alongside the link of its format, it is very hard for a Screen Reader User to know what will happen when activating the link. In addition, whether they have the software to read such a document becomes problematic. Therefore, the link that opens a non-HTML document should have information of the format and size alongside the link. The inclusion of this information will allow people the full knowledge of what format the document is in, and whether they have the software to read such a format; or whether there may be an issue in reading it within that format.

In addition, the information about the size of the document may determine the time it may take to upload, or the memory they have on their device.

Clear information on links of this kind will assist everyone using the site, and encourage them to open the information."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/home/waste-and-recycling/garden-waste-collection-service#main-content>
- <https://www.north-herts.gov.uk/home/leisure/events/events-advice-and-guidance>
- <https://www.north-herts.gov.uk/home/council-data-and-performance/budgets-and-spending/payments-suppliers>
- <https://www.north-herts.gov.uk/home/community/grants/community-grants-awarded>
- <https://www.north-herts.gov.uk/home/leisure/apply-allotment>

Recommendations

1. Ensure links to non-HTML documents include file type and file size within the link text.

STAS-A02: Accessibility Statement

Description

An accessibility statement will allow disabled users to check if there are any features implemented on the site to enhance a user's experience. Many users with disabilities will look for the accessibility statement before viewing a site. They would expect to find information on how to use the site, what measures have been taken to ensure accessibility is important, and also any limitations the site may have due to third party applications.

The Link to your Accessibility Statement is also important; most users would at least expect this towards the top of the links list for any page on the site. On the 'Home' Page, the link appears 77 out of 89, on the 'Contact us online' page, the link appears 47 out of 59, on the 'Pay your council tax' page, the link appears 42 out of 54,

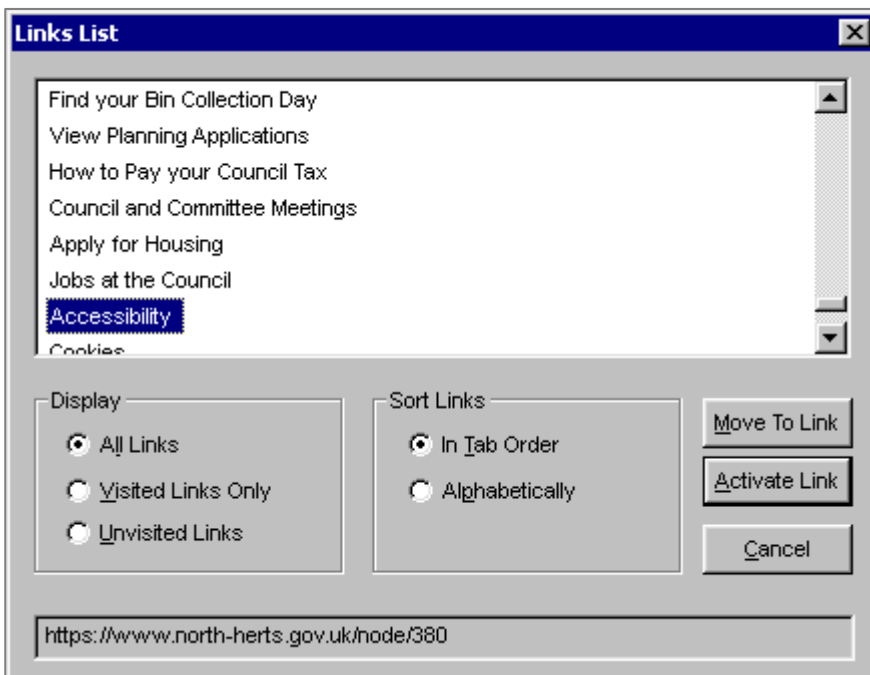


Figure 60 shows the links list for the 'Home' page.

76. Jobs at the Council	https://www.north-herts.gov.uk/node/1682
77. Accessibility	https://www.north-herts.gov.uk/node/380
78. Cookies	https://www.north-herts.gov.uk/node/382

Figure 61 shows the links list for the 'Home' page.

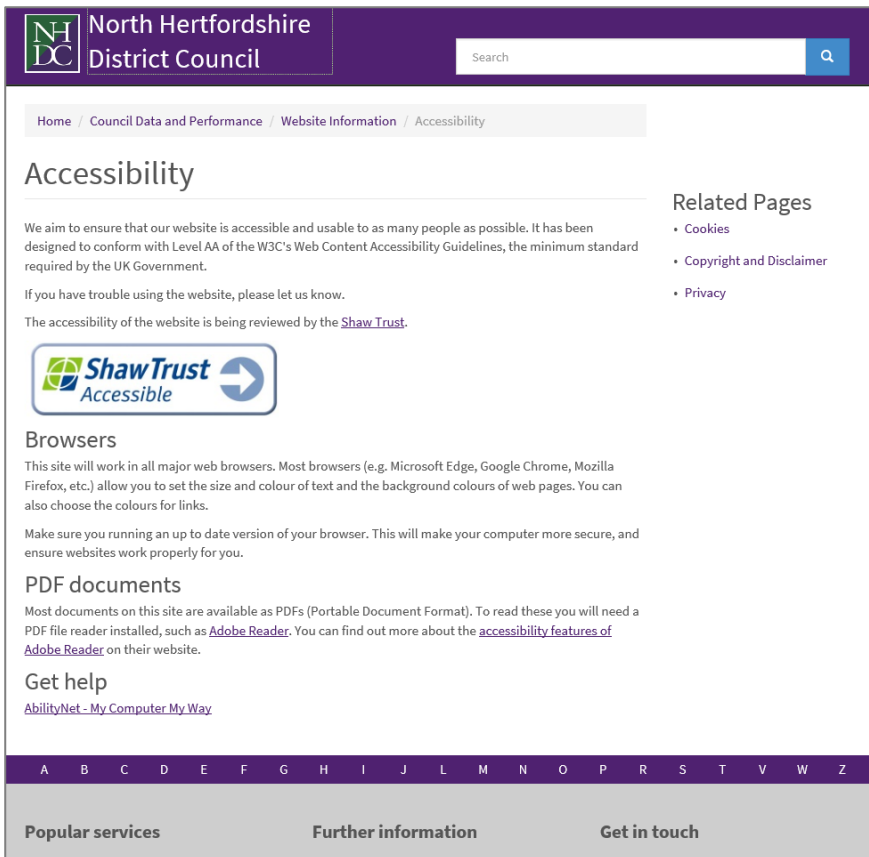


Figure 62 shows the 'Accessibility' page.

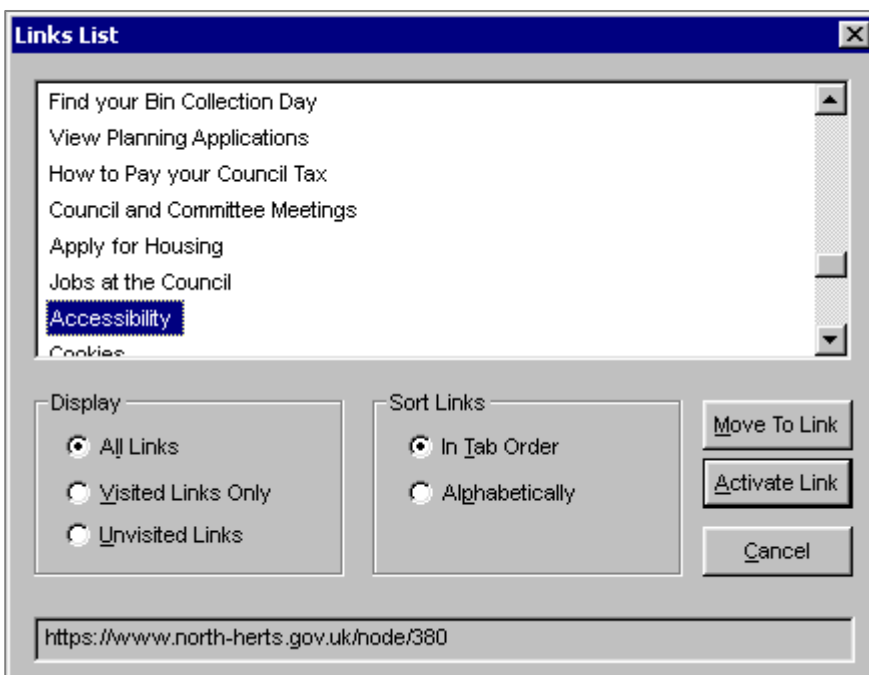


Figure 63 shows the links list for the 'Contact us' page.

46. Jobs at the Council	https://www.north-herts.gov.uk/node/1682
47. Accessibility	https://www.north-herts.gov.uk/node/380
48. Cookies	https://www.north-herts.gov.uk/node/382

Figure 64 shows the links list for the 'Contact us' page.

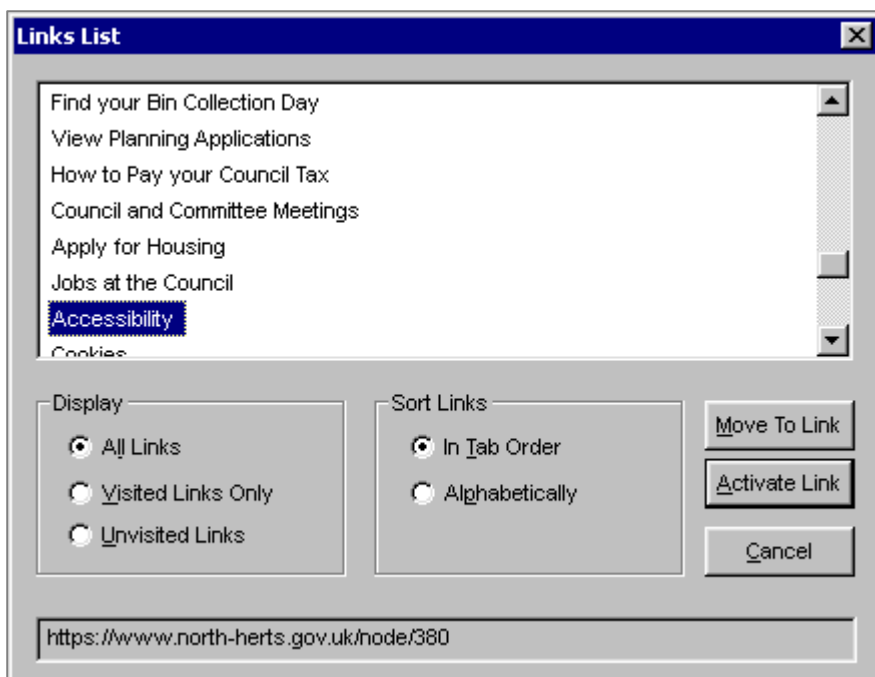


Figure 65 shows the links list for the 'Pay your council tax' page.

41. Jobs at the Council	https://www.north-herts.gov.uk/node/1682
42. Accessibility	https://www.north-herts.gov.uk/node/380
43. Cookies	https://www.north-herts.gov.uk/node/382

Figure 66 shows the links list for the 'Pay your council tax' page.

User Comments

"The 'Accessibility' link on the 'Home' page was link number '77', out of: '89'.

There is a reasonable statement on the Accessibility page. The only change that will improve the statement and site is more information on how the site is assisting people with assistive technology, such as: Skip link etc.

The 'Accessibility' link on the 'Contact us online' page was link number '47', out of: '59'.

The 'Accessibility' link on the 'Pay your council tax' page was link number '42', out of: '54'.

The position of the Accessibility statement as it is makes it difficult for a Screen Reader user to find and activate to the information.

A link situated at the top of the page, will allow a Screen Reader user to quickly find the resource being given and gain any knowledge from the site that will make the process of finding information on the site more productive."

Alan Sleat
Screen Reader Assessor

Example Occurrences

- <https://www.north-herts.gov.uk/>
- <https://www.north-herts.gov.uk/home/council-data-and-performance/website-information/accessibility#main-content>
- <https://www.north-herts.gov.uk/home/council-data-and-performance/website-information/accessibility#main-content>
- <https://www.north-herts.gov.uk/contact-us>
- <https://www.north-herts.gov.uk/home/council-tax/pay-your-council-tax#main-content>

Recommendation

1. Include a descriptive accessibility statement with links from all pages.

Shaw Trust is a charity which was founded in the village of Shaw, Wiltshire in 1982.

Our Vision:

Shaw Trust believes that everyone has the right to employment, inclusion and independence.

Our Purpose is to:

Focus on people who experience barriers related to disability, health and other disadvantages, providing personalised support to enable them to work, gain independence and control and contribute to family and community life.

Influence policy and improve the lives of disabled and disadvantaged people.

By working with businesses, commissioners and partner organisations, we've helped over 450,000 people achieve employment, inclusion and independence.

If you would like to know more about Shaw Trust please contact us today.

Call: 01225 716300

Email: info@shaw-trust.org.uk

Web: www.shaw-trust.org.uk

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Registered Charity Number in Scotland SC039856

