

Houghton Parish Council Accessibility Audit Action Plan – (to be read in conjunction with Audit report from All Able Ltd)

Identified Issue	Recommended Action	To be carried out by	Date Resolved/Ongoing
<p>1. Alternative Navigation 2.4.5 Multiple Ways (AA) High Priority – Can cause significant disruption to keyboard only users. Lack of Sitemap or Search functions means that some users may struggle to access content without multiple available routes to that content</p>	<p>Issue has been reported to website provider for resolution. In the meantime introduce a Sitemap to the website.</p>	<p>Hugo Fox Clerk has added Sitemap to website.</p>	<p>Ongoing 12/08/2020</p>
<p>2. Navigation with keyboard 1.3.1 Info and Relationships (A) 2.1.1 Keyboard (A) High Priority – Can cause significant disruption to keyboard only users. The Council Members link which is also dropdown content leads to its own page, but the dropdown content cannot be activated. For keyboard only users that have sight and so do not use screen readers this renders these parts of the website inaccessible. Because of the lack of sitemap or search functionality there is no way for these users to access this content, making this a high priority issue.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>3. Navigation focus indication 2.4.7 Focus Visible (A) High Priority – Can cause significant disruption to keyboard only users. There is no focus indication on any of the main navigation menu. Just as a mouse user can see where they are on screen by where the mouse cursor is, a Keyboard user can see where they are on the screen because of the focus indication box. Without this indication of where the cursor is a keyboard only user is unable to knowingly navigate the website. All interactive elements such as links, navigation or user input fields require focus indication so that keyboard users can see where they are on the page.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>

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<p>4. Skip to content 2.4.1 Bypass Blocks (A) Medium priority - Causes disruption to user experience. There is no skip to content function for this website. It is important for users to be able to bypass repeat navigation blocks such as main menus so they can get straight to the content of a page. This is normally completed with a hidden until needed link which is the first thing on every page which allows a user to skip to the appropriate content.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>5. Cookie information order 1.3.2 Meaningful Sequence (A) 2.4.3 Focus Order (A) Medium priority - Causes disruption to user experience. The cookie policy presents the acceptance button before it presents the actual cookie policy information. Users should be presented with the option of reading the cookie policy before being presented with an unknown acceptance button. In addition, the “ok I understand” button is not labelled for the screen reader letting the user know that it is related to the cookie policy even if it was in the right order.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>6. Colour Contrast 1.4.3 Contrast (Minimum) (AA) Low priority – Minor clarity Text over images can often cause contrast issues. This example shows that there are significant contrast issues with the Blue of the text and the variety of colours on the busy background. With this image it is suggested to either make the text bolder and a more prominent colour or replace the background with something less busy, preferably both actions.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>7. Social media links 2.4.4 Link Purpose (A) Low priority – Minor clarity</p>	<p>Issue has been reported to website provider for resolution or to remove social media links.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>

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<p>Each of the link icons for social media or email communications on the right-hand side of the page are not sufficiently described. For example, the Facebook icon just reads “Facebook link,” not “Houghton PC Facebook link.” Each link needs to be more descriptive.</p>			
<p>8. Email Alerts 1.3.5 identify Input Purpose (A) 2.4.4 Link Purpose (A) 3.3.2 Labels or Instructions (A) Low priority – Minor clarity. The email alerts button opens a popup window for the user to fill in their details. This correctly focuses the user onto the popup and starts them on the form. The email user input is read by the screen reader correctly. However, the label for the selection of checkboxes for type of alerts is not read out when tabbing through the form. It would be better if when the user tabs to the first of the checkboxes “Jobs,” the screen reader reads out the “Please send me alerts for:” label as well. So, it should read: “Please send me alerts for jobs checkbox not checked.” This gives context to the user on what the tick boxes are for. The “Create” button is also not very clear. What is the user creating? The purpose would be better described if consistent wording were used throughout. On the page the first interaction is “Sign up to our Email Alerts” so it would be clearer if the button said “Sign up” as that is what the user thinks they are doing.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>9. Document links 4.1.1 Parsing (A) Low priority – Minor clarity. Across many of the pages are lists of documents that can be downloaded. For example, this agenda. When using a screen reader there is a curious issue in which NVDA combines the end of the file uploaded date</p>	<p>Possible coding issue - Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>

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<p>and the document size KB number. For the example above instead of reading 26th June 2020 and 308.9KB separately it reads 2,020,308.9 KB. In the code these two pieces of information are separate and the reason for this cannot be identified. This may be a NVDA specific issue.</p>			
<p>Home 10. Visual headings 1.3.1 Info and Relationships (A) Low priority – Minor clarity. On this page are several headings which separate the content. These are visually distinct as headings but are not coded to match. By coding these correctly as headings rather than paragraph text . This will help a range of users to navigate through the content easier and be able to skim content to the section they need.</p>	<p>Some headings are coded and therefore not able to be edited by Clerk - Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>Planning Tracker 11. Planning Tracker Enter Postcode 1.3.5 Identify Input Purpose (AA) 3.3.2 Labels and Instructions (A) Low priority – Resolving can make user experience better for keyboard and screen reader users. The enter your postcode user input field is not correctly labelled so when a screen reader user tabs to it, they are not made aware of what information is required. A user could work backwards using the arrow keys and work it out but resolving this issue would deliver a better experience.</p>	<p>Issue has been reported to website provider for resolution. It should also be noted that the Planning Tracker has not worked for some months and has been reported to Hugo Fox on more than one occasion. Hugo Fox report it is being worked on.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>Footpaths 12. Footpath links 2.4.4 Link Purpose (A) Low priority – Minor clarity When using links in content it is good practice to avoid links that say “here” or “read more” or just provide the full URL. These kinds of links can be very frustrating for</p>	<p>Change the links to clear link text, the same applies to links under Useful Contacts page.</p>	<p>Clerk</p>	<p>Completed links on both pages 11.08.2020</p>

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<p>screen reader users especially if there are lot of them on the page. A better approach is to use clear link text so that when screen reader users move over links, the screen reader provides useful information. For example, on this page where you have links such as: "A map detailing the Rights of Way in Houghton can be found here: http://www.hants.gov.uk/rh/row/maps/definitive-maps.pdf" You could instead have: A map detailing the Rights of Way in Houghton.</p>			
<p>Useful Contacts 13. Reporting links 2.4.4 Link Purpose (A) Low priority – Minor clarity.</p>	As above – Footpaths	Clerk	11.08.2020
<p>News 14. News search 2.4.6 Headings and Labels Low priority – Resolving can make user experience better for keyboard and screen reader users. The fields for news filtering use placeholder text for labels. They should include a permanent label separate to the field so that when a user starts typing they can remain aware of the field purpose, in addition these labels should be associated with the field so that when a user tabs to the field the label is read out.</p>	Issue has been reported to website provider for resolution.	Hugo Fox	Ongoing
<p>15. Search link 2.4.4 Link Purpose (A) Low priority – Minor clarity The Search news heading is also a link however the link does not lead anywhere or do anything.</p>	Issue has been reported to website provider for resolution.	Hugo Fox	Ongoing

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<p>16. News images 2.4.4 Link Purpose (A) Low priority – Minor clarity. News articles that do not have a link have an “awaiting image” placeholder. These should be excluded from navigation. However, they are linked to the respective news article page but read “awaiting image” for screen readers.</p>	<p>Issue has been reported to website provider for resolution. (Awaiting Image should perhaps be removed from tabbing order)</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>17. Contact form labels 2.4.6 Headings and Labels Low priority – Resolving can make user experience better for keyboard and screen reader users. The contact form is missing persistent labels. It is not good practice to only have labels as placeholder text as this disappears once a user starts typing.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>18. Google Map Broken 4.1.1 Parsing (A) Low priority – Minor clarity Although there is an exemption for the compliance of online maps, it should be noted that all website content should be functional. Therefore, this map has also been listed as an issue because it is broken, is prevalent across many pages including news articles and displaying the following error – “This page can’t load Google maps correctly”</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>19. Directions button 1.4.3 Contrast Minimum (A) Low priority – Minor clarity. The directions button at the bottom of the home page does not receive focus indication in the same way as other buttons. This means that the contrast between the nonselected item and when the button is selected.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>

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<p>Privacy Policy 20. Hugo Fox links 2.4.4 Link Purpose (A) Low priority – Minor clarity</p> <p>Each of the links on this page that lead to the Hugo Fox website are showing the full URL. They should have more descriptive text.</p>	<p>Issue has been reported to website provider for resolution.</p>	<p>Hugo Fox</p>	<p>Ongoing</p>
<p>Documents</p> <p>We tested a sample from each section that contains documents. Primarily these documents were delivered in portable document format (PDF).</p> <p>The document is missing a title - a PDF title is a more descriptive and meaningful version of the file name. PDF titles are often visible in the PDF window or tab which makes it easier to distinguish multiple PDFs (Portable Document Format) before diving in.</p> <p>The document is untagged - tags are hidden labels that clarify the structure of the document (e.g., table, heading, paragraph, etc.). Untagged PDFs (Portable Document Formats) do not contain any of this information and can cause the content to be misinterpreted and make their structure difficult to navigate.</p> <p>The document does not have any headings - this means that documents do not have navigation within them enabling a screen reader user to access different landmarks within the document to optimise efficiency when reading.</p> <p>The document has contrast issues - as with the website certain elements within these documents do not have sufficient contrast. This can affect the experience of all users who may find it difficult to read lower contrast areas.</p> <p>The document contains images without a description - this means that visual elements are not described in a</p>	<p>Documents to be checked for necessary amendments – Clerk will check existing published documents starting with most recent. Clerk will aim to ensure all future documents will pass the Word/Excel accessibility checker before exporting to PDF and publishing.</p>	<p>Clerk</p>	<p>Ongoing</p>

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<p>meaningful way and are therefore inaccessible non-visually.</p> <p>The document does not have a language set - this metadata helps a screen reader to utilise the correct language when reading content aloud.</p> <p>The document has tables that don't have any headers - this poses navigational difficulties to screen reader users who may find it difficult to make sense of information in tables that is not correctly marked up.</p>			
<p>Advisories</p> <p>Online Maps</p> <p>On the Contact us form there is a google map which is broken. This is matched by a contact postal address which is on the contact page and in the footer of every page. There is an exemption within the regulations for online maps unless specifically used for navigation, at which point a reasonable alternative must be provided. This exemption will be reflected in your accessibility statement (Appendix 2).</p> <p>Hierarchical Heading Structure (see audit)</p> <p>Below are a selection of Heading issues we have identified. Issues with headings affected all tested pages. The Home page contains two Headings at Level 1 - 'Houghton Parish Council' and 'Home'. Each page should only ever have one H1 tag which acts as the page title. All other headings should be h2 or below. In addition, we move straight to Heading 3 - 'Latest news' from Heading 1. Headings should be sequential. Ensure headings are in a logical order. For example, check that all headings are marked with h1 through h6 elements and that these are ordered hierarchically. For example, the heading level following an h1 element should be an</p>	<p>Maps – reported to website provider.</p> <p>Heading Structure – reported to website provider where some heading structure is not able to be amended. (Clerk has amended some heading where able to but not been able to amend some of the heading structures)</p>	<p>Hugo Fox</p> <p>Hugo Fox</p>	<p>Ongoing</p> <p>Ongoing</p>

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h2 element, not an h3 element. Finally, don't use heading markup on text that isn't a heading.			
<p>Remedial Actions: -</p> <ol style="list-style-type: none"> 1. Publish an accessibility statement based on the provided draft statement (Appendix 2) a. Testing performed and outcomes b. Known issues in plain English c. Advice on workarounds or reasonable adjustments d. Plan and timescales for fixes (if known) e. Plans that might affect accessibility in future 2. Begin a remedial action plan to resolve identified issues on the Houghton Parish Council website. 3. Plan and prepare for accessibility and assistive technology testing of future websites, documents created etc. 4. Review testing and procurement processes of 3rd party software including accessibility requirements are included in future contracts. 5. Consider re-audit if/when significant changes are made to HPC website. 	<ol style="list-style-type: none"> 1. Statement drafted for approval. 2. Drafted for review. 3. Recommended actions in this action plan. 4. Reviewed in the event of changing to new/different website provider. 5. Consider re-audit if significant changes are made to website. 	<p>Clerk/All Able Ltd</p> <p>Clerk/Council</p> <p>Clerk/Council</p> <p>Clerk/Council</p> <p>Clerk/Council</p>	
Drafted 12.08.2020 – All issues for the attention of Hugo Fox have been forwarded to them on 12.08.2020.			