

Accessibility Audit Worcestershire County Council website 1
This manual audit.....

In February 2023 a live audit was conducted on the Worcestershire website by [Hassell Inclusion](#).

A member of the Worcestershire community also tested the website using his JAWS screen reader and his findings are highlighted alongside the results found. His findings also contributed to the mystery shopper report in March 2023: [Finding out about Adult Social Care Services from Worcestershire County Council website | Healthwatch Worcestershire](#)

In June 2023 an [internal audit](#) was completed by the web team at Worcestershire County Council.

During July and August 2023 we were monitored by Government Digital Service who have given additional advice and guidance for the accessibility of the website.

1. [Perceivable](#) is about making content available through multiple senses, e.g., sight, sound, touch and speech.
2. [Operable](#) is about making the *input methods* of web content functionally available to a wide range of inputs and devices, including mouse or touchpad, keyboard, touchscreen, voice recognition software and other specialized input devices (most of which emulate the keyboard or mouse).
3. [Understandable](#) is about making *content* and *interfaces* that people can comprehend, such as setting the language, writing in clear language, adding supplementary alternatives, consistent and predictable layouts, error prevention and correction, clear instructions and helpful tips.
4. [Robust](#) is about ensuring *compatibility* with a broad range of user agents, including assistive technologies, browsers, devices and clear labelling e.g., do users know how to use interactive elements and what they are doing (ARIA)

Screen reader (NVDA)

Keyboard only navigation

Multiple browser capability (Edge, Chrome, Firefox, Safari etc)



[SEND Local Offer | Worcestershire County Council](#)

[Short break groups and activities | Worcestershire County Council](#)

[Are you already fostering? | Worcestershire County Council](#)

[Start or grow a business | Worcestershire County Council](#)

[Search results | Worcestershire County Council](#)

[Learning Services Worcestershire | Worcestershire County Council](#)

[Let's Waste Less | Worcestershire County Council](#)

[Ceremony venues | Worcestershire County Council](#)

[Find a library | Worcestershire County Council](#)

[Droitwich Spa Library | Worcestershire County Council](#)

These findings only relate to content on the www.worcestershire.gov.uk domain name, it does not include testing for forms and systems that sit within the website on the following domains:

www.civicaepay.co.uk

Issue	Description	Impact	WCAG Notes
Contacts page menu	Menu levels does not announce open and closed state	Non-sighted users will not know when parts of the menu are open and closed to be able to find the contact details that they need	1.4 Distinguishable
Home page and related items carousels	The carousel has buttons sequenced before and after the items	Without clear instruction the logical reading order is confusing for non-sighted users. The controls do not read out their purpose	1.3.2 Meaningful Sequence

Tables

Issue	Description	Impact	WCAG Notes
A to Z	A to Z uses anchors to filter results.	Non-	

Issue	Description	Impact	
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Issue	Description	Impact	WCAG Notes
News items	News items don't tab in a logical order	When tabbing through news items on the news page the logical tabbing order against what is visual on the page are not the same. This may be due to not being a uniform size.	2.4.3 Focus order
Events filters	Filters are actioned by focus and not select	On focus the filters automatically open, they also automatically select items whether the user wanted to or not.	2.1.1 Keyboard
News filters	Filters are actioned by focus and not select	On focus the filters automatically open, they also automatically select items whether the user wanted to or not.	2.1.1 Keyboard 3.2.1 On focus
Language selection	Filters are actioned by focus and not select	On focus the filters automatically open, they also automatically select items whether the user wanted to or not.	2.1.1

Issue	Description	Impact	WCAG Notes
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Issue

Main navigation menu throughout the website is not labelled for screen reader users
Floating main menu obscures content for users who need magnification
Sub menus not announced as navigation lists
All search filters and form components are being selected on focus but announce it is clickable to select
Site search does not announce results when a search has been conducted
Website contacts page is not labelled for screen reader users to understand the menu
Landing page buttons have a confusing appearing in a screen reader