\*Insert System Name\*

Accessibility Audit

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Auditor** | **Comments** |
|  |  |  |  |
|  |  |  |  |
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# 1. Introduction

Digital Inclusion is a fundamental component of our aims to ensure that our digital services are fully accessible to meet the diverse needs of our users. The programme aims to support internal and external users with digital skills and to provide the necessary channels to connect to our services.

In order to satisfy our obligations under the [Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018](http://www.legislation.gov.uk/uksi/2018/952/contents/made), an end to end accessibility audit of the \*Insert Name\* System has been carried out.

# 2. What is Accessibility?

A variety of impairments affect the user's ability to perceive, understand or physically manipulate things. They can occur for many different reasons, including medical conditions, injury, the environment or age.

For example, users may have difficulty:

* Perceiving visual things if they are blind or partially sighted
* Perceiving sounds if they are deaf or hard of hearing or if they are working in a noisy environment
* Understanding things if they have a learning impairment
* Manipulating things if they have a physical disability, an injury or as a consequence of age.

The goal of Accessibility is to ensure that application software/hardware/systems are available to and usable by the widest possible audience. This requires that wherever practical, users can perceive and understand what is on the screen and operate the controls.

# 3. Accessibility Compliance

We are committed to complying with the following standards with regards to Digital Accessibility:

* [Equality Act 2010](https://www.legislation.gov.uk/ukpga/2010/15/contents)
* [Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018](http://www.legislation.gov.uk/uksi/2018/952/contents/made)
* [Web Content Accessibility Guidelines (WCAG 2.1)](https://www.w3.org/TR/WCAG21/)
* [ISO/IEC 13066-1: 2011 Information Technology – Interoperability with assistive technology (AT)](https://www.iso.org/standard/53770.html)

## 3.1 Accessibility Evaluation Standard

The Audit uses Web Content Accessibility Guidelines (WCAG 2.1) Accessibility Checklist as its basis, with the [WebAIM WCAG 2.1 checklist](https://webaim.org/standards/wcag/WCAG2Checklist.pdf) as the key interpreter. WCAG 2.1 AA is the accessibility standard set by the Government Digital Service under the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 and we are required to comply with this standard for our digital systems.

Within the evaluation each point of WCAG is awarded a ‘Pass’, ‘Partially Met’, ‘Not Met’ or N/A result. To achieve a Pass result an audited platform is required to:

* Have received all Pass marks applicable to their platform and content (no Partial or Not Met results)
* Have received all Pass marks associated with the mobile design checklist.
* Published an accessibility statement in line with the regulation requirements

## 3.2 Web Content Accessibility Guidelines (WCAG 2.1)

Web Content Accessibility Guidelines (WCAG) are developed through the W3C process in cooperation with individuals and organisations from around the world and aim to provide a single shared standard for web content accessibility.

**WCAG 2.1** is divided into three conformance levels (A, AA, AAA) with the success criteria based on the impact they have on design or visual presentation of the pages. For the purposes of this audit only the first two levels (A & AA) will be utilised.

The WCAG Levels can be interpreted as follows:

**Level A** - Success criteria are those which will have a high impact on a broad array of user populations. In other words, they (usually) do not focus on one type of disability alone. They will also have the lowest impact on the presentation logic and business logic of the site.

**Level AA** - Success criteria will also have a high impact for users. Sometimes only specific user populations will be impacted, but the impact is important. Adherence to these success criteria may impose changes to a system’s presentation logic or business logic.

# 4. Audit Results

## 4.1 Functional Results

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **WCAG No#** | **Level** | **Guideline** | **Status** | **Evaluation** | **Remedial Action** |
| 1.1.1 | A | [**Non-text Content**](https://www.w3.org/TR/WCAG21/#non-text-content)  Provide text alternatives for non-text content | **Not Met** |  |  |
| 1.2.1 | A | [**Audio-only and Video-only (Pre-recorded)**](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded)  Provide an alternative to audio-only and video-only content | **N/A** |  |  |
| 1.2.2 | A | [**Captions (Pre-recorded)**](https://www.w3.org/TR/WCAG21/#captions-prerecorded)  Provide captions for videos with audio | **N/A** |  |  |
| 1.2.3 | A | [**Audio Description or Media Alternative (Pre-recorded)**](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded)  Video with audio has a second alternative | **N/A** |  |  |
| 1.2.4 | AA | [**Captions (Live)**](https://www.w3.org/TR/WCAG21/#captions-live)  Live videos have captions | **N/A** |  |  |
| 1.2.5 | AA | [**Audio Description (Pre-recorded)**](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded)  Users have access to audio description for video content | **N/A** |  |  |
| 1.3.1 | A | [**Info and Relationships**](https://www.w3.org/TR/WCAG21/#info-and-relationships)  Logical Structure | **Pass** |  |  |
| 1.3.2 | A | [**Meaningful Sequence**](https://www.w3.org/TR/WCAG21/#meaningful-sequence)  Present content in a meaningful order | **Not Met** |  |  |
| 1.3.3 | A | [**Sensory Characteristics**](https://www.w3.org/TR/WCAG21/#sensory-characteristics)  Use more than one sense for instruction | **Not Met** |  |  |
| 1.3.4 | AA | [**Orientation**](https://www.w3.org/TR/WCAG21/#orientation) | **Pass** |  |  |
| 1.3.5 | AA | [**Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) | **Pass** |  |  |
| 1.4.1 | A | [**Use of Colour**](https://www.w3.org/TR/WCAG21/#use-of-color)  Do not use presentation that relies solely on colour | **Not Met** |  |  |
| 1.4.2 | A | [**Audio Control**](https://www.w3.org/TR/WCAG21/#audio-control)  Do not play audio automatically | **N/A** |  |  |
| 1.4.3 | AA | [**Contrast (Minimum)**](https://www.w3.org/TR/WCAG21/#contrast-minimum)  Contrast ratio between text and background is at least 4.5:1 | **Not Met** |  |  |
| 1.4.4 | AA | [**Resize Text**](https://www.w3.org/TR/WCAG21/#resize-text)  Text can be resized to 200% without loss of content or function | **Pass** |  |  |
| 1.4.5 | AA | [**Images of Text**](https://www.w3.org/TR/WCAG21/#images-of-text)  Do not use images of text | **Pass** |  |  |
| 1.4.10 | AA | [**Reflow**](https://www.w3.org/TR/WCAG21/#reflow)  No loss of content or functionality occurs and horizontal scrolling is avoided when content is presented at a width of 320 pixels | **Pass** |  |  |
| 1.4.11 | AA | [**Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast)  Non-text content has a contrast level of 3:1 or more | **Pass** |  |  |
| 1.4.12 | AA | [**Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) | **Pass** |  |  |
| 1.4.13 | AA | [**Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) | **N/A** |  |  |
| 2.1.1 | A | [**Keyboard**](https://www.w3.org/TR/WCAG21/#keyboard)  Accessible by keyboard only | **Not Met** |  |  |
| 2.1.2 | A | [**No Keyboard Trap**](https://www.w3.org/TR/WCAG21/#no-keyboard-trap)  Do not trap keyboard users | **Not Met** |  |  |
| 2.1.4 | A | [**Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) | **N/A** |  |  |
| 2.2.1 | A | [**Time Adjustable Pass**](https://www.w3.org/TR/WCAG21/#timing-adjustable)  Time limits have user controls | **N/A** |  |  |
| 2.2.2 | A | [**Pause, Stop, Hide**](https://www.w3.org/TR/WCAG21/#pause-stop-hide)  Provide user controls for moving content | **N/A** |  |  |
| 2.3.1 | A | [**Three Flashes or Below**](https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold)  No content flashes more than three times per second | **Pass** |  |  |
| 2.4.1 | A | [**Bypass Blocks**](https://www.w3.org/TR/WCAG21/#bypass-blocks)  Provide a ‘Skip to Content’ link | **Pass** |  |  |
| 2.4.2 | A | [**Page Titled**](https://www.w3.org/TR/WCAG21/#page-titled)  Helpful and clear page titles | **Not Met** |  |  |
| 2.4.3 | A | [**Focus Order**](https://www.w3.org/TR/WCAG21/#focus-order)  Logical order | **Pass** |  |  |
| 2.4.4 | A | [**Link Purpose (In Context)**](https://www.w3.org/TR/WCAG21/#link-purpose-in-context)  Every link purpose is clear from its context | **Not Met** |  |  |
| 2.4.5 | AA | [**Multiple Ways**](https://www.w3.org/TR/WCAG21/#multiple-ways)  Offer several ways to find pages | **Pass** |  |  |
| 2.4.6 | AA | [**Heading and Labels**](https://www.w3.org/TR/WCAG21/#headings-and-labels)  Use clear headings and labels | **Pass** |  |  |
| 2.4.7 | AA | [**Focus Visible**](https://www.w3.org/TR/WCAG21/#focus-visible)  Keyboard focus indicator is visible |  |  |  |
| 2.5.1 | A | [**Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) | **Pass** |  |  |
| 2.5.2 | A | [**Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) | **Pass** |  |  |
| 2.5.3 | A | [**Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) | **Pass** |  |  |
| 2.5.4 | A | [**Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) | **N/A** |  |  |
| 3.1.1 | A | [**Language of Page**](https://www.w3.org/TR/WCAG21/#language-of-page)  Page has a language assigned | **Pass** |  |  |
| 3.1.2 | AA | [**Language of parts**](https://www.w3.org/TR/WCAG21/#language-of-parts)  Tell users when the language on a page changes | **N/A** |  |  |
| 3.2.1 | A | [**On Focus**](https://www.w3.org/TR/WCAG21/#on-focus)  Elements do not change when they receive focus | **Pass** |  |  |
| 3.2.2 | A | [**On Input**](https://www.w3.org/TR/WCAG21/#on-input)  Elements do not change when they | **Pass** |  |  |
| 3.2.3 | AA | [**Consistent Navigation**](https://www.w3.org/TR/WCAG21/#consistent-navigation)  Use menus consistently | **Pass** |  |  |
| 3.2.4 | AA | [**Consistent Identification**](https://www.w3.org/TR/WCAG21/#consistent-identification)  Components that have the same functionality within a set of web pages are identified consistently | **Pass** |  |  |
| 3.3.1 | A | [**Error Identification**](https://www.w3.org/TR/WCAG21/#error-identification)  Clearly identify input errors | **Pass** |  |  |
| 3.3.2 | A | [**Labels or Instructions**](https://www.w3.org/TR/WCAG21/#labels-or-instructions)  Labels or instructions are provided when content requires user input. | **Not Met** |  |  |
| 3.3.3 | AA | [**Error Suggestion**](https://www.w3.org/TR/WCAG21/#error-suggestion)  Suggest fixes when users make errors | **Pass** |  |  |
| 3.3.4 | AA | [**Error Prevention (Legal, Financial, Data)**](https://www.w3.org/TR/WCAG21/#error-prevention-legal-financial-data)  Reduce the risk of input errors for sensitive data | **N/A** |  |  |
| 4.1.1 | A | [**Parsing**](https://www.w3.org/TR/WCAG21/#parsing) | **Pass** |  |  |
| 4.1.2 | A | [**Name, Role, Value**](https://www.w3.org/TR/WCAG21/#name-role-value)  Build all elements for accessibility | **Not Met** |  |  |
| 4.1.3 | AA | [**Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages) | **N/A** |  |  |

## 4.2 Mobile Results

|  |  |  |  |
| --- | --- | --- | --- |
| **Checkpoint** | **Guideline** | **Status** | **Evaluation** |
| MB1 | Limit scrolling to one direction | Pass | Scrolling limited to one direction |
| MB2 | All important content reachable in sequence | Pass | All content reachable in logical sequence |
| MB3 | Website delivers a mobile dedicated design | Not Met | Website does not deliver a mobile dedicated design |

# 5. Summary

## 5.1 Functional Audit

|  |  |
| --- | --- |
| **Functional Results (Pass, Partially Met, Not Met)** | **No.** |
| **Pass** | 0 |
| **Partially Met** | 0 |
| **Not Met** | 0 |

The \*Insert Name\* System is / is not fully compliant with the WCAG 2.1 requirements.

## 5.2 Mobile Audit

|  |  |
| --- | --- |
| **Mobile Results (Pass, Partially Met, Not Met)** | **No.** |
| **Pass** | 0 |
| **Partially Met** | 0 |
| **Not Met** | 0 |

The \*Insert Name\* System is / is not fully compliant with the three additional Mobile only requirements.

## 5.3 Accessibility Statement

The \*Insert Name\* System does / does not have a published Accessibility statement that meets regulation requirements.

## 5.4 Final Result

The \*Insert Name\* System has PASSED this audit for accessibility compliance against WCAG 2.1. No remedial action is required.

If you find that significant changes have been made to the \*Insert Name\* System that would require a re-audit please contact \_\_\_\_\_.

The \*Insert Name\* System has FAILED this audit for accessibility compliance against WCAG 2.1. There are remedial actions to be taken (see next section).

## 5.5 Remedial Action

To complete the remedial action required before a reassessment you will need to:

* Ensure that all relevant content created by your staff has been made accessible per the WCAG 2.1 requirements.
* Contact your suppliers to make the necessary changes to \*Insert Name\* System for WCAG 2.1 compliance.
* Ensure that \*Insert Name\* System has a published Accessibility Statement
  + Ensure that the Accessibility Statement lists known issues identified in this report and alternate methods users can use to access content while remedial action is ongoing.

For greater technical detail results of the audit please see associated results spreadsheet.

Once all remedial action has been undertaken you will need to request a re-audit. Please contact \_\_\_\_\_\_.

# 6. Disclaimer

The Accessibility Audit described in this document represents a view of the target system at the time of audit.

Any content or structural changes made to the system after this point have the potential to impact on the level of compliance, and accessibility impact should be assessed before any changes are carried out.

It is your responsibility to manage the remedial action and digital accessibility of the system. At a later date if you are requested to provide evidence of progress on remedial action please ensure that you have this evidence available as this may be required for GDS monitoring purposes.

While every effort has been made to ensure the accuracy of this audit and its recommendations, this report is for general information only and is not legal advice. If you require legal advice on how this impacts your service or your organisation overall please consult with your appropriate legal advisor.