

Hackney website accessibility audit

The new Hackney website was audited using a number of techniques and tools including a screen reader. The accessibility standard expected by the Council is to meet [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) Conformance Level A and Level AA and to aim towards meeting Level AAA where possible. The results were analysed to see how people with sensory, physical and cognitive impairments would be affected when using the website.

During the audit 20 issues were found that need to be addressed. Some usability issues were also identified, although usability was not the focus of the audit.

Three issues have been classified as having a high severity of impact (may prevent a user from doing something), 13 issues are medium (may cause confusion) and three issues are low (more of an annoyance to the user).

Pages and elements tested

URLs supplied by Hackney website project team

Page	Page url	Elements on page
Blue badges	https://www3.hackney.gov.uk/blue-badge	Tables Site wide announcement Reading time Internal links External links Contact block (Including phone and email) Buttons Back to top Footer
Clapton Library	https://www3.hackney.gov.uk/clapton-library	Contact block (Including phone and email) Buttons Newsletter sign up
Resident permits	https://www3.hackney.gov.uk/resident-permits	Accordions Page announcement Back to top GDrive links
Planning guidance	https://www3.hackney.gov.uk/planning-guidance	Anchor tags Links
New age games	https://www3.hackney.gov.uk/new-age-games	Selection of headers
Play streets	https://www3.hackney.gov.uk/play-streets/	YouTube Embedded map
Pay rent	https://www3.hackney.gov.uk/pay-rent	Button Footer

1. Missing form labels

Severity of impact: High

Page: Clapton Library

Url: <https://www3.hackney.gov.uk/clapton-library>

What the issue is:

The form control does not have a corresponding label.



Why this is an issue for users:

If a form control does not have a properly associated text label, the function or purpose of that form control may not be presented to screen reader users. Form labels also provide visible descriptions and larger clickable targets for form controls.

WCAG2.1 guideline : [1.1.1 Non-text Content](#) (Level A)

Recommendation:

If a text label for a form control is visible, use the <label> element to associate it with its respective form control. If there is no visible label, either provide an associated label, add a descriptive title attribute to the form control, or reference the label(s) using aria-labelledby.

2. Use of 'layout table'

Severity of impact: High

Page: All pages that use 'layout table' (Blue badges example page)

Url: <https://www3.hackney.gov.uk/blue-badge>

What the issue is:

Layout tables are being used when a data table would format the text correctly when the page is linearised or read by a screen reader.

As displayed on the page

	Blue Badge	Companion badge
On street pay and display bays	Yes. You don't need to display the clock and there's no time limit.	Yes. You don't need to display the clock and there's no time limit.
Combined pay and display/permit holder bays	Yes. You don't need to display the clock and there's no time limit.	Yes. You need to display the clock outside of your home CPZ. There's no time limit.

When the table is linearised - this the order a screen reader reads out the content


Blue Badge
Companion badge
On street pay and display bays
Yes. You don't need to display the clock and there's no time limit.
Yes. You don't need to display the clock and there's no time limit.
Combined pay and display/permit holder bays
Yes. You don't need to display the clock and there's no time limit.
Yes. You need to display the clock outside of your home CPZ. There's no time limit.

Why this is an issue for users:

Layout tables are primarily intended for the presentation of tabular information or data, they are often used to control page layout and formatting. Layout tables can introduce reading and navigation order issues and must not contain header (<th>) cells. However, in this instance the first row of the layout table is being used as a table header row, but without the correct <th> markup. This means a screen reader will not read the content in the correct way for the user to understand it.

WCAG2.1 guideline: [1.3.1 Info and Relationships](#) (Level A)

Recommendation:

Change the layout table style to a data table style.

Further information on tables: <https://webaim.org/techniques/tables/>

3. Colour contrast

Severity of impact: High (if issue is confirmed)

Pages:

All pages where 'Site wide block' is used (Blue badges example page)

All pages where 'Featured message' is used (Clapton Library example page)

Urls:

<https://www3.hackney.gov.uk/blue-badge>

<https://www3.hackney.gov.uk/clapton-library>

What the issue is:

There may be insufficient colour contrast between foreground text and background colour. The Wave tool indicates there is an issue. However, when the hex colours are tested in other colour contrast checkers the contrast is sufficient. It could be that it is the font weight that is causing this to be a potential problem.

Wave tool

Summer in Hackney

 Explore summer in Hackney with routes and more:

-  [Love Summer map](#)

 **Library closed**

 Clapton Library will be closed !

Webaim tool

The image shows the WebAIM Contrast Checker tool interface. It has two color pickers: 'Foreground Color' set to #000000 and 'Background Color' set to #A4D65F. Both have 'Lightness' sliders. A 'Contrast Ratio' box shows '12.36:1' with a 'permalink' link. Below are three sections: 'Normal Text' (WCAG AA: Pass, AAA: Pass), 'Large Text' (WCAG AA: Pass, AAA: Pass), and 'Graphical Objects and User Interface Components' (WCAG AA: Pass). Each section shows a green bar with the text 'The five boxing wizards jump quickly.' and a 'Text Input' field with a checkmark.

Why this is an issue for users:

Adequate contrast is necessary for all users, especially users with low vision.

WCAG2.1 guideline: [1.4.3 Contrast \(Minimum\)](#) (Level AA)

Recommendation:

Test other font weights with Wave tool to see if it makes a difference.

4. External links opens new tab or same tab

Severity of impact: High

Page: Any page that has an external link (Resident parking permit example page)

Url: <https://www3.hackney.gov.uk/resident-permits>

What the issue is:

Some external links are opening in a new tab and some in the same tab.

The image shows a screenshot of a web page with a black border. It has a heading 'Parking permits price list' followed by a bulleted link 'parking_permits_price_list'. Below that is a heading 'e-permit FAQs' followed by a bulleted link 'e-permits_FAQs'.

Why this is an issue for users:

The behaviour of external links is not consistent and may cause confusion for users. When the link opens a new tab, screen reader users are not warned that this is what is happening. It may cause difficulty or unnecessary extra work for the user to get back to the page they came from.

WCAG2.1 guideline: [3.2.4 Consistent Identification](#) (Level AA)

Recommendation:

This is also a usability issue. Be consistent in how external links behave. Opening external links in the same tab is better for screen reader users and also for mobile phone users as it's

easier to navigate back to the page they came from. The choice of opening the link in a new tab can be made by the user.

For information on this issue:

<https://codersblock.com/blog/external-links-new-tabs-and-accessibility/>

5. Links to PDF or Word documents

Severity of impact: Medium

Page:

Url: <https://www3.hackney.gov.uk/play-streets>

What the issue is:

Links to PDF or Word documents do not indicate that they are a PDF or Word document



Why this is an issue for users:

Unless authored with accessibility in mind, PDF or Word documents often have accessibility issues. Additionally, PDF or Word documents are typically viewed using a separate application or plug-in, and can thus cause confusion and navigation difficulties.

WCAG2.1 guideline: No specific guidelines.

Recommendation:

Ensure the PDF or Word document is natively accessible. Additionally, inform the user that the link will open a PDF or Word document. Because PDF or Word documents may have limitations in accessibility (particularly for complex content) and require a separate program, where possible HTML content should be used in place of or in addition to the PDF or Word document.

6. Heading doesn't contain content

Severity of impact: Medium

Page: Blue badges

Url: <https://www3.hackney.gov.uk/blue-badges>

What the issue is:

Empty heading - the h2 heading contains no content.

```
105 </table>
106 <h2></h2>
107 <h2>Where you can park and when you should display the clock</h2>
108 <p>&nbsp;</p>
```

Why this is an issue for users:

Some users, especially keyboard and screen reader users, often navigate by heading elements. An empty heading will present no information and may introduce confusion.

WCAG2.1 guideline: [1.3.1 Info and Relationships](#) (Level A)

Recommendation:

Remove empty heading if it is not required or add heading text.

7. Link doesn't contain text

Severity of impact: Medium

Page: Blue badges

Url: <https://www3.hackney.gov.uk/blue-badge>

What the issue is:

Link doesn't contain text. Images are being used as links, but they don't have alt text.



Twitter example:

```
<li><a href="https://twitter.com/hacknecouncil"><svg aria-hidden="true"
focusable="false" data-prefix="fab" data-icon="twitter" class="svg-inline--
fa fa-twitter fa-w-16" role="img" xmlns="http://www.w3.org/2000/svg"
viewBox="0 0 512 512"><path fill="currentColor" d="M459.37 151.716c.325
```

Link to 'Search':



```
lbhHeaderSearch--3WzJt"><a class="header-module--lbhHeaderSearchButton--1sMVz"
href="/search"></a></div></div></div></div><div class="lbhGrid-module--
headerDarkGreenLine 2aTHs"><div class="lbhGrid-module--headerDarkGreenLine
```

Why this is an issue for users:

If a link contains no text, the function or purpose of the link will not be presented to the user. This can introduce confusion for keyboard and screen reader users.

WCAG2.1 guideline: [2.4.4 Link Purpose \(In Context\)](#) (Level A)

Recommendation:

Provide text within the link that describes the functionality and/or target of that link.

8. Heading levels structure - Contact block

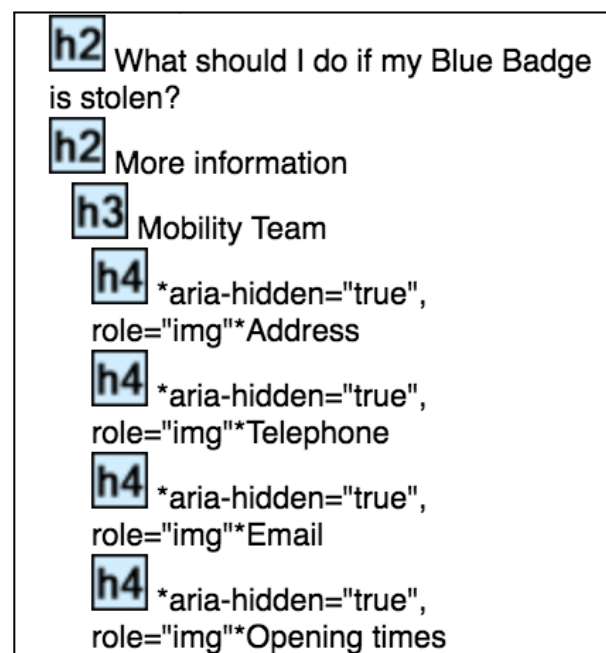
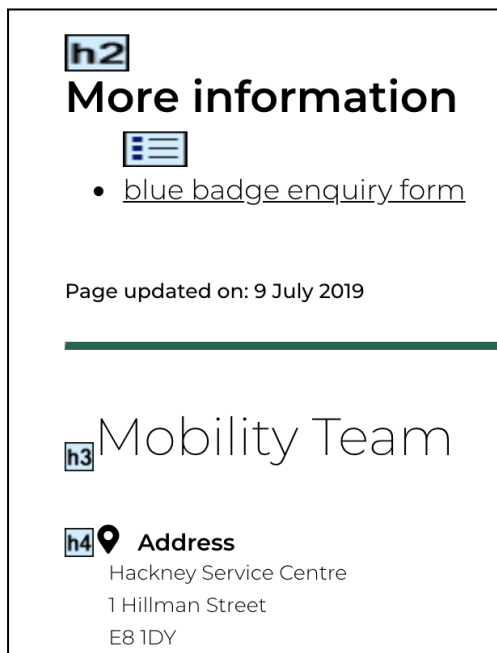
Severity of impact: Medium

Page: All pages where 'contact block' is used (Blue badges example page)

Url: <https://www3.hackney.gov.uk/blue-badge>

What the issue is:

Heading level 3 used instead of heading level 2 in contact block. Current heading structure implies 'Mobility Team' heading is a subheading of 'More information'.



Why this is an issue for users:

Headings facilitate page navigation for users of assistive technologies. They also provide semantic and visual meaning and structure to the document.

WCAG2.1 guideline: [1.3.1 Info and Relationships](#) (Level A)

Recommendation:

Restyle `<h3 id="contactTitle">` as heading level 2. Then subheadings should be restyled to be heading level 3.

9. Heading levels structure - 'On this page' element

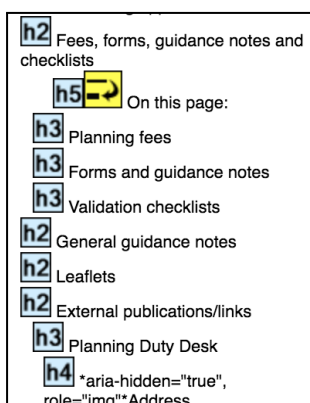
Severity of impact: Medium

Page: All pages using this feature (Planning guidance example page)

Url: <https://www3.hackney.gov.uk/planning-guidance>

What the issue is:

Heading anchored from the links under 'On this page' are not all the same heading level. Some are h3 and some h2.



Why this is an issue for users:

Headings facilitate page navigation for users of assistive technologies. They also provide semantic and visual meaning and structure to the document.

WCAG2.1 guideline: [1.3.1 Info and Relationships](#) (Level A)

Recommendation:

Make all heading level 3.

10. Heading in 'site wide block'

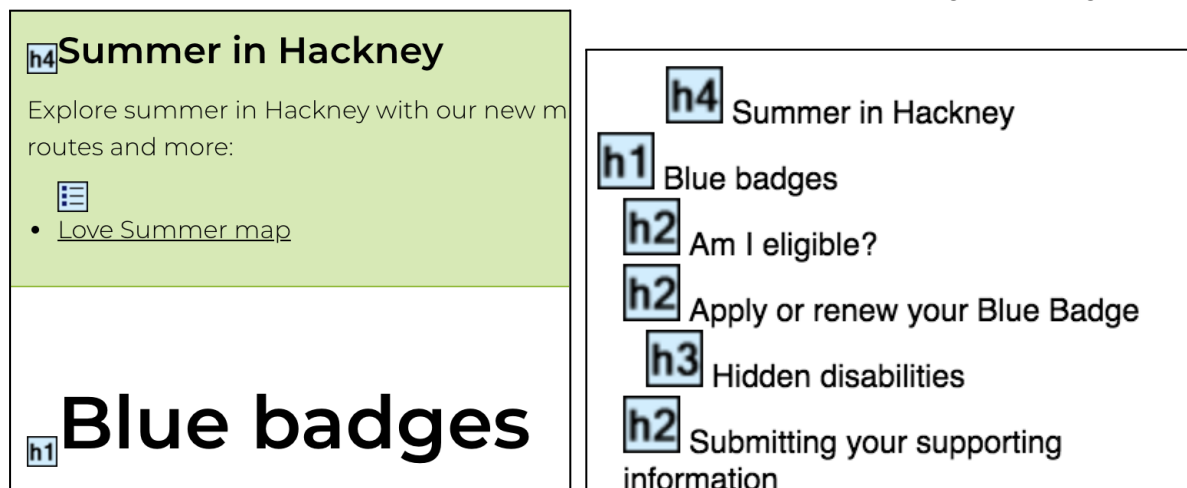
Severity of impact: Medium

Page: All pages that use the 'site wide block' (Blue badges example page)

Url: <https://www3.hackney.gov.uk/blue-badge>

What the issue is:

While the page's main content heading is correctly a heading level 1, there is content that comes before the main content area (in the site wide block) which is using a heading level 4.



The image shows a screenshot of a web page and a corresponding heading structure diagram. The web page has a green header with the text "Summer in Hackney" (h4) and "Explore summer in Hackney with our new m routes and more:". Below this is a list of links, including "Love Summer map". The main content area has the heading "Blue badges" (h1). The diagram on the right shows the heading levels for the page: "Summer in Hackney" (h4), "Blue badges" (h1), "Am I eligible?" (h2), "Apply or renew your Blue Badge" (h2), "Hidden disabilities" (h3), and "Submitting your supporting information" (h2).

Why this is an issue for users:

Usually the best practice is to start the main content of a web page with a heading level 1 heading, with no other headings before this high-level heading.

Screen reader users can use keyboard shortcuts to navigate directly to the first h1, which, in principle, should allow them to jump directly to the main content of the web page. If there is no h1, or if the h1 appears somewhere other than at the start of the main content, screen reader users must listen to more of the web page to understand its structure, wasting valuable time.

WCAG2.1 guideline: [1.3.1 Info and Relationships](#) (Level A)

Recommendation:

Add a 'Skip to content' link that takes a screen reader user direct to the main content.

In addition, if a heading is used in the 'site wide block', they it should probably be heading level 2, perhaps styled just for use in this block, rather than using the standard heading level 4 because it is smaller visually.

11. Image text alternatives

Severity of impact: Medium

Page: All (Blue badges example page)

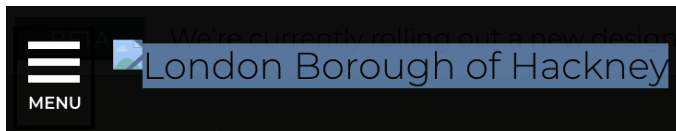
Url: <https://www3.hackney.gov.uk/blue-badge>

What the issue is:

When images are turned off, the text alternative for the Hackney logo in the header is not visible as it seems to be black text on a black background.



Text manually highlighted to show alternative text is present



Why this is an issue for users:

Including appropriate alternative text on an image within a link ensures that the function and purpose of the link and the content of the image is available to screen reader users or when images are unavailable. In this case screen reader users would be able to read it, but it is not visible on the screen when images are unavailable.

WCAG2.1 guideline: [1.1.1 Non-text Content](#) (Level A)

Recommendation:

Change the colour for the logo's alternative text when it is in the header. Note: In the footer this has been done.

12. Redundant link

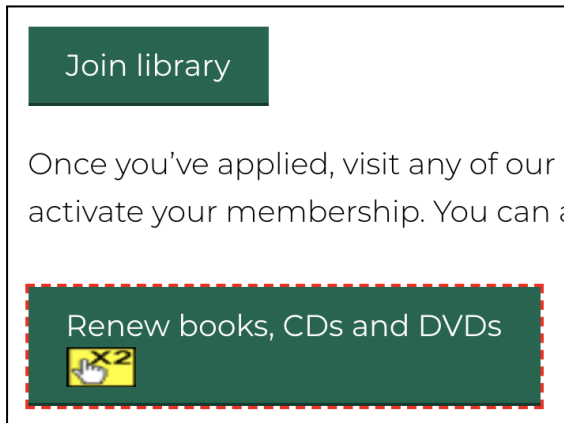
Severity of impact: Medium

Page: Clapton Library

Url: <https://www3.hackney.gov.uk/clapton-library>

What the issue is:

Adjacent links go to the same URL. Both 'Join library' and 'Renew books, CDs and DVDs' buttons are linking to the same page (https://llc.ent.sirsiidynix.net.uk/client/en_GB/hackney)



Why this is an issue for users:

When adjacent links go to the same location this results in additional navigation and repetition for keyboard and screen reader users.

WCAG2.1 guideline: [2.4.4 Link Purpose \(In Context\)](#) (Level A)

Recommendation:

If possible, combine the redundant link into one link and remove the redundant button.

13. Link to anchor on same page

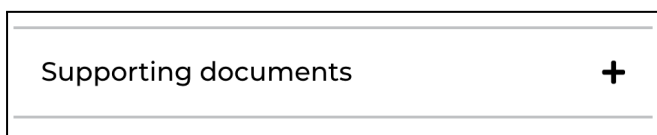
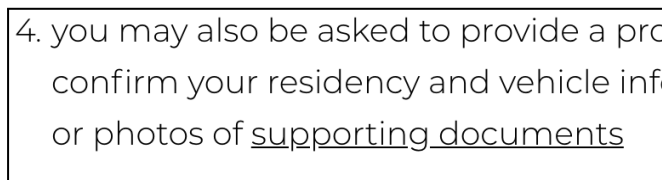
Severity of impact: Medium

Page: Resident parking permits

Url: <https://www3.hackney.gov.uk/resident-permits>

What the issue is:

The anchor link does not work when using a screen reader.



Why this is an issue for users:

The screen reader user will not be taken to the content that the link is anchored to.

WCAG2.1 guideline: [2.4.3 Focus Order](#) (Level A)

Recommendation:

Consider whether it's necessary to have a link to anchor on same page or whether users can be directed to the section 'lower down on the page'.

For more information about this issue:

https://webaim.org/techniques/hypertext/hypertext_links#same_page

14. Accordion

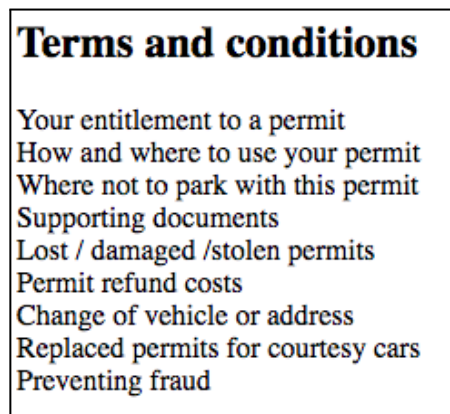
Severity of impact: Medium

Page: Resident parking permits

Url: <https://www3.hackney.gov.uk/resident-permits>

What the issue is:

When style sheets are turned off the hidden content in the accordion is not displayed.



Why this is an issue for users:

This issue is likely to be very rare for users. The content in the accordions can be accessed by tabbing through the web page. It is also possible for screen reader users to navigate and read the content, although this does require quite a lot of keystroke combinations to do so.

WCAG2.1 guideline: No specific guidelines relating to turning off CSS, but could come under [1.3.2 Meaningful Sequence](#) (Level A)

Recommendation:

Consider whether the content needs to be hidden in an accordion on the page. This can be considered as a usability issue too with an interaction cost for all users when using an accordion. For more on this issue:

<https://www.nngroup.com/articles/accordions-complex-content/>

15. Heading level skipped

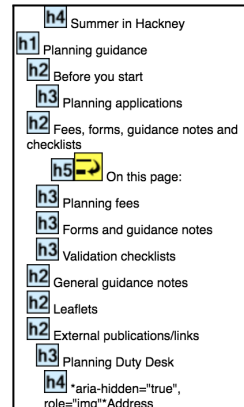
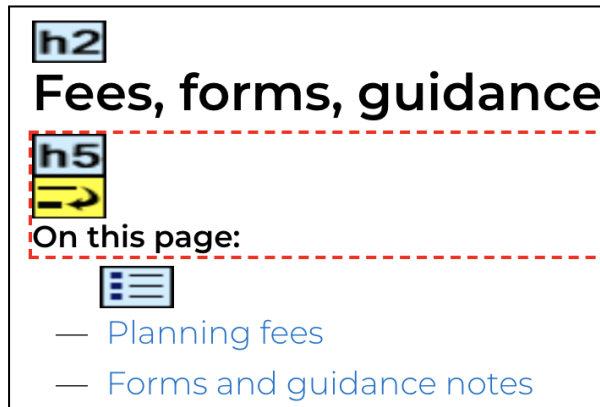
Severity of impact: Medium

Page: Planning guidance

Url: <https://www3.hackney.gov.uk/planning-guidance>

What the issue is:

A heading level has been skipped.



Why this is an issue for users:

Headings provide structure and facilitate keyboard navigation by users of assistive technology. These users may be confused or experience difficulty navigating when heading levels are skipped.

WCAG2.1 guideline: [1.3.1 Info and Relationships](#) (Level A)

Recommendation:

Replace with heading level 3.

16. Anchor link is under header

Severity of impact: Medium

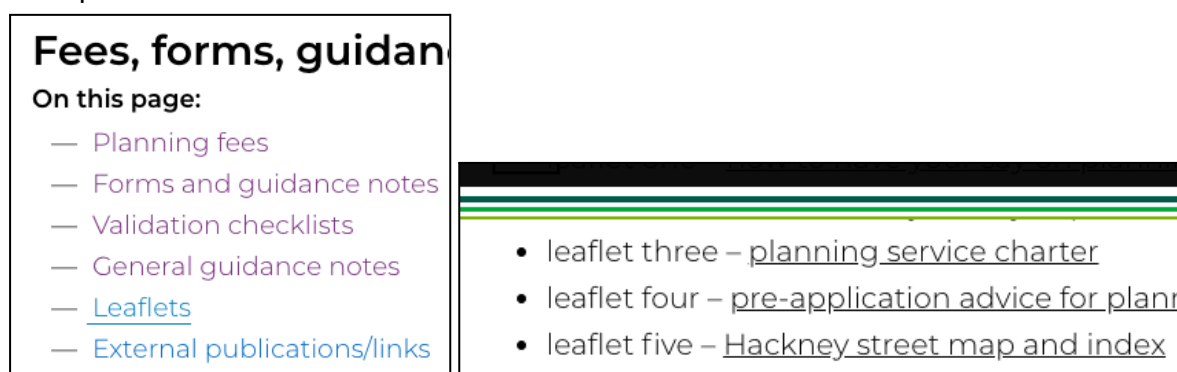
Page: All pages where anchors are used (Planning guidance example page)

Url: <https://www3.hackney.gov.uk/planning-guidance>

What the issue is:

When a link to an anchor is selected the place on the page where the anchor is, is underneath the header and therefore the heading text it is linking to cannot be seen.

Example: Leaflets anchor



Why this is an issue for users:

This is a usability issue and may cause confusion for any user.

WCAG2.1 guideline: No guidelines, usability issue

Recommendation:

Either adjust link to anchor so that the heading does not disappear under header or remove feature of keeping header on screen.

17. Map controls

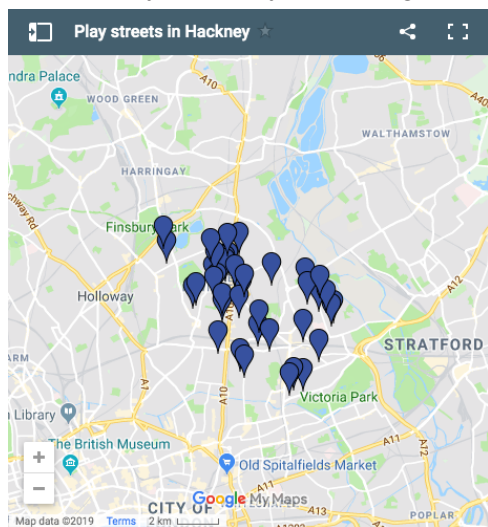
Severity of impact: Medium

Page: Play streets in Hackney

Url: <https://www3.hackney.gov.uk/play-streets>

What the issue is:

Using keyboard only, user is unable to enable focus on map and cannot use the map controls eg zoom in / out. Being able to launch the map in Google maps is also not available using a keyboard only. When using a screen reader it is possible to focus on the map and interact fully with it by launching the map in Google maps.

**Why this is an issue for users:**

User cannot interact with map and no alternative way is given to access the information.

WCAG2.1 guideline: [1.1.1 Non-text Content](#) (Level A)

Recommendation:

It should be possible to enable being able to focus on the map using a keyboard only to allow for controls to be used. If not, the information in the map eg details of the play streets should be provided in an accessible format.

This is what a screen reader user would expect to be able to do:

<https://support.google.com/maps/answer/6396990?co=GENIE.Platform%3DDesktop&hl=en>

18. Fully justified text

Severity of impact: Low

Page: All

Url: All

What the issue is:

'MENU' text is fully justified.

**Why this is an issue for users:**

This is mainly an issue for large amounts of text. Large blocks of justified text can negatively impact readability due to varying word/letter spacing and 'rivers of white' that flow through the text.

WCAG2.1 guideline: [1.4.8 Visual Presentation](#) (Level AAA)

Recommendation:

Remove justification.

19. Very small text

Severity of impact: Low

Page: All (Blue badges example page)

Url: All

What the issue is:

The text 'MENU' in the header is considered to be very small ie 10 pixels or smaller.

**Why this is an issue for users:**

Text which is very small is difficult to read, particularly for those with low vision.

WCAG2.1 guideline: No WCAG guideline

Recommendation:

If possible, increase the text to a more readable size.

20. <noscript> element is present

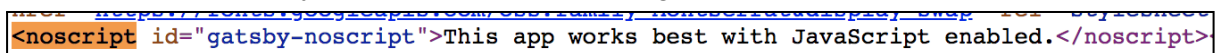
Severity of impact: Low

Page: May be all (Blue badges example page)

Url: May be all

What the issue is:

<noscript> element may prevent content from being accessible.



Why this is an issue for users:

Content within <noscript> is presented if JavaScript is disabled. Because nearly all users (including users of screen readers and other assistive technologies) have JavaScript enabled, <noscript> cannot be used to provide an accessible version of inaccessible scripted content.

WCAG2.1 guideline: No WCAG guideline

Recommendation:

Ensure that scripted content is accessible. The <noscript> content will be presented to very few users, but must be accessible if used.

Tools used in accessibility audit

Screen reader: VoiceOver, Safari, MacBook Pro

Screen magnifier: Magnify, Chromebook

Wave accessibility evaluation tool: Chrome

Colour contrast checker: Webaim

Developer toolbars: Firefox and Chrome

Recommendation for further testing

Screen reader: JAWS, IE / Edge, Windows, PC

Screen reader: NDVA, Chrome, Chromebox / Chromebook

Screen magnifier: ZoomText, IE / Edge, Windows, PC

Mobile / touch screen device