Tavistock Town Council

Tavistock Town Council Website Accessibility and Compliance

Testing and Report
carried out internally by Tavistock Town Council using the WAVE Evaluation Tool 17th July 2020 - Ongoing

Web Content Accessibility Guidelines (WCAG) 2.1
"Web Content Accessibility Guidelines (WCAG) 2.1 defines how to make Web content more accessible to people with disabilities. Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities. Although these guidelines cover a wide range of issues, they are not able to address the needs of people with all types, degrees, and combinations of disability. These guidelines also make Web content more usable by older individuals with changing abilities due to aging and often improve usability for users in general".

The following pages identify the areas on the Tavistock Town Council website which are:

- **Non Compliant**;
- **Complaint with advisories**

Home Page and Headers & Footers

Non Compliant & Guideline Failures
- "Errors - Linked image missing alternative text – An image without alternative text results in an empty link"
  "Guideline 1.1 – Text Alternatives: Provide text alternatives for any non-text content"
  "1.1.1 Non-text Content (Level A)"
- "Guideline 2.4 - Navigable: Provide ways to help users navigate, find content, and determine where they are."
  "2.4.4 Link Purpose (In Context) (Level A)"
- "Guideline 1.4 - Distinguishable: Make it easier for users to see and hear content including separating foreground from background"
  1.4.3 Contrast (Minimum) (Level AA)
- "Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are".
  "2.4.1 Bypass Blocks - (Level A)"

Element's on TTC Website both Non-Compliant and Compliant

WAVE
web accessibility evaluation tool
powered by WebAIM

Styles: OFF ● ON

Summary

| Summary | Details | Reference | Structure | Contrast |

❌ **28** Errors

◐ **6** Contrast Errors

⚠ **24** Alerts

✓ **25** Features

⛢ **68** Structural Elements

📦 **68** ARIA

WAVE
web accessibility evaluation tool
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Styles: OFF ● ON

Details

| Summary | Details | Reference | Structure | Contrast |

☑ ❌ **28 Errors**

☑ 1 X Linked image missing alternative text

☑ 23 X Empty button

☑ 4 X Empty link

☑ ◐ **6 Contrast Errors**

6 X Very Low Contrast

☑ ⚠ **24 Alerts**

☑ 2 X Suspicious alternative text

☑ 1 X Possible heading

☑ 3 X Suspicious link text

☑ 6 X Redundant link

☑ 12 X Redundant title text

☑ ✓ **25 Features**

☑ 18 X Null or empty alternative text

☑ 4 X Linked image with alternative text

☑ 1 X Form label

☑ 1 X Skip link

☑ 1 X Skip link target

☑ 📦 **68 ARIA**

☑ 68 X ARIA

☑ ⛢ **68 Structural Elements**

☑ 2 ☑ 1 X Header

☑ 1: ☑ 1 X Navigation h2

☑ 1: ☑ 1 X Search h3

☑ 1 X Main content h3

☑ 3 ☑ 1 X Footer

Element on TTC Website – Town Crest labelled as "Site Logo" also acts as a "Home Button"

"Errors - Linked image missing alternative text – An image without alternative text results in an empty link"

"Guideline 1.1 – Text Alternatives: Provide text alternatives for any non-text content"

"1.1.1 Non-text Content (Level A)"

"Images, form image buttons, and image map hot spots have appropriate, equivalent alternative text. Images that do not convey content, are decorative, or contain content that is already conveyed in text are given null alt text (alt="") or implemented as CSS backgrounds. All linked images have descriptive alternative text. Equivalent alternatives to complex images are provided in context or on a separate linked page. Form buttons have a descriptive value. Form inputs have associated text labels. Embedded multimedia is identified via accessible text. Frames and iframes are appropriately titled."

"Guideline 2.4 - Navigable: Provide ways to help users navigate, find content, and determine where they are."

"2.4.4 Link Purpose (In Context) (Level A)"

"The purpose of each link (or form image button or image map hotspot) can be determined from the link text alone, or from the link text and its context (e.g., surrounding text, list item, previous heading, or table headers). Links (or form image buttons) with the same text that go to different locations are readily distinguishable."

Element on TTC Website – "Tavistock Town Council" text also acts as a "Home Button - *"Alerts - Redundant link – Adjacent links go to the same URL"*

"2.4.4 Link Purpose (In Context) (Level A)"

The same guideline applies as page 3 above.

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Reference

| Summary | Details | Reference | Structure | Contrast |

⬒ Alerts
Redundant link

What It Means
Adjacent links go to the same URL.

Why It Matters
When adjacent links go to the same location (such as a linked product image and an adjacent linked product name that go to the same product page) this results in additional navigation and repetition for keyboard and screen reader users.

How to Fix It
If possible, combine the redundant links into one link and remove any redundant text or alternative text (for example, if a product image and product name are in the same link, the image can usually be given alt="").

The Algorithm... in English
Two adjacent links go to the same URL.

Standards and Guidelines
• 2.4.4 Link Purpose (In Context) (Level A)
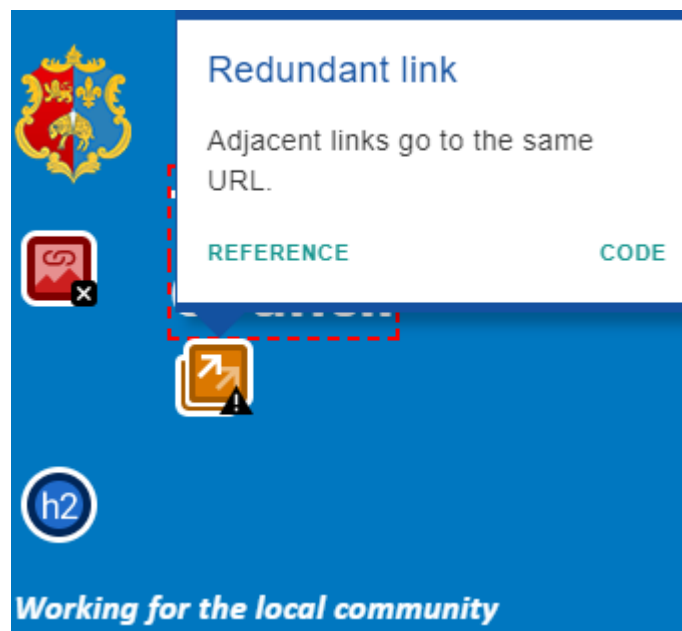
Icon index

Redundant link

Adjacent links go to the same URL.

REFERENCE   CODE

Working for the local community

Element on TTC Website – "Errors - *Empty button – A button is empty or has no value"*

WAVE
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Styles: OFF ◉ ON

Reference

🏠 Summary | ☰ Details | ⓘ Reference | 🔀 Structure | ◐ Contrast

Errors
☒ Empty button

What It Means
A button is empty or has no value text.

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

How to Fix It
Place text content within the <button> element or give the <input> element a value attribute.

The Algorithm... in English
A <button> element is present that contains no text content (or alternative text), or an <input type="submit">, <input type="button">, or <input type="reset"> has an empty or missing value attribute.

Standards and Guidelines
- 1.1.1 Non-text Content (Level A)
- 2.4.4 Link Purpose (In Context) (Level A)

Icon index

Tavistock Town Council

Empty button
A button is empty or has no value text.
REFERENCE   CODE

Home   Your Counci

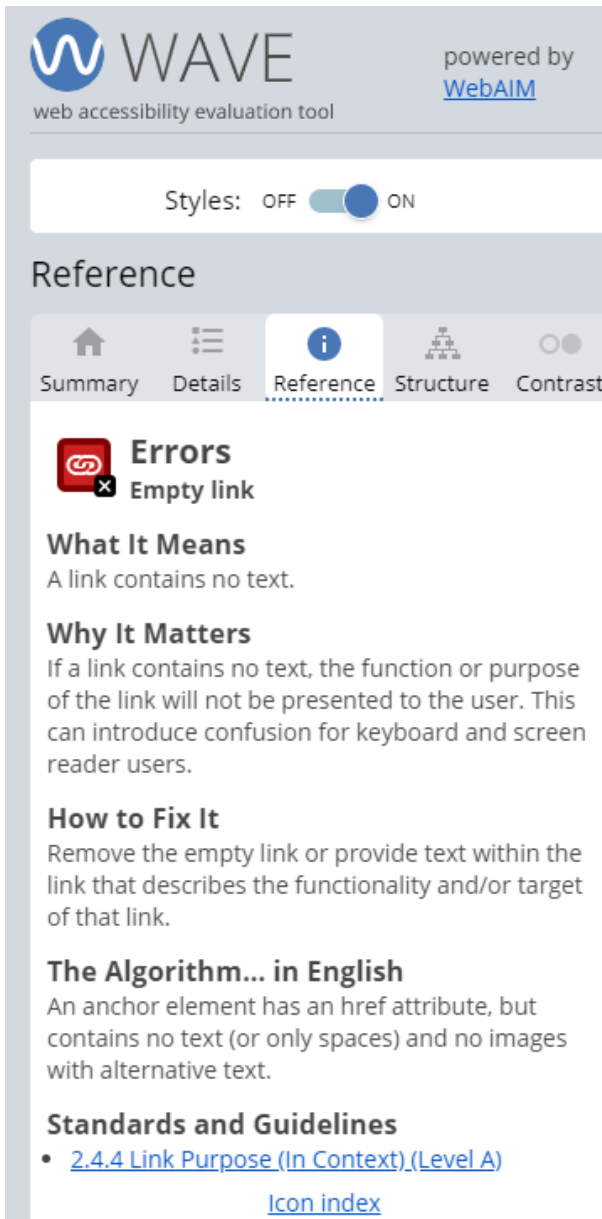*"Guideline 1.1 – Text Alternatives: Provide text alternatives for any non-text content"*

"1.1.1 Non-text Content (Level A)"

"Guideline 2.4 - Navigable: Provide ways to help users navigate, find content, and determine where they are."

"2.4.4 Link Purpose (In Context) (Level A)"

The same guidelines apply as on page 3 above.

Element on TTC Website – *"Errors - Empty link – A Link contains no text"*

The same guideline applies as page 3 above.

WAVE

powered by WebAIM

web accessibility evaluation tool

Styles: OFF [ON]

Reference

Summary | Details | Reference | Structure | Contrast

Errors
Empty link

What It Means
A link contains no text.

Why It Matters
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.

How to Fix It
Remove the empty link or provide text within the link that describes the functionality and/or target of that link.

The Algorithm... in English
An anchor element has an href attribute, but contains no text (or only spaces) and no images with alternative text.

Standards and Guidelines
- 2.4.4 Link Purpose (In Context) (Level A)
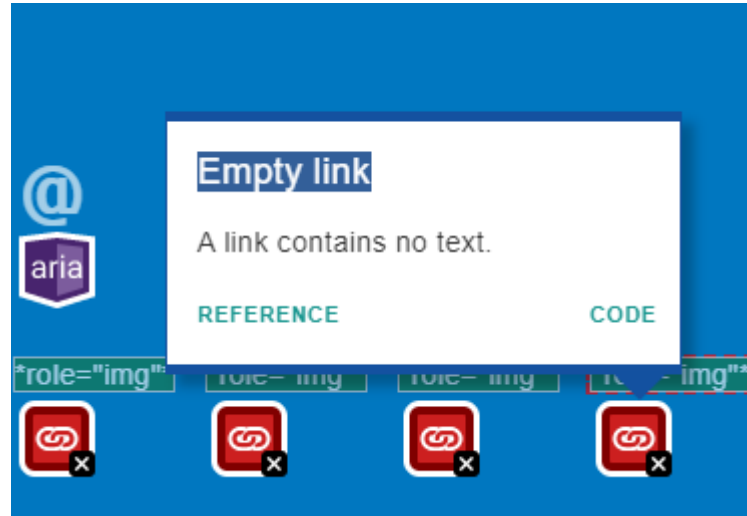
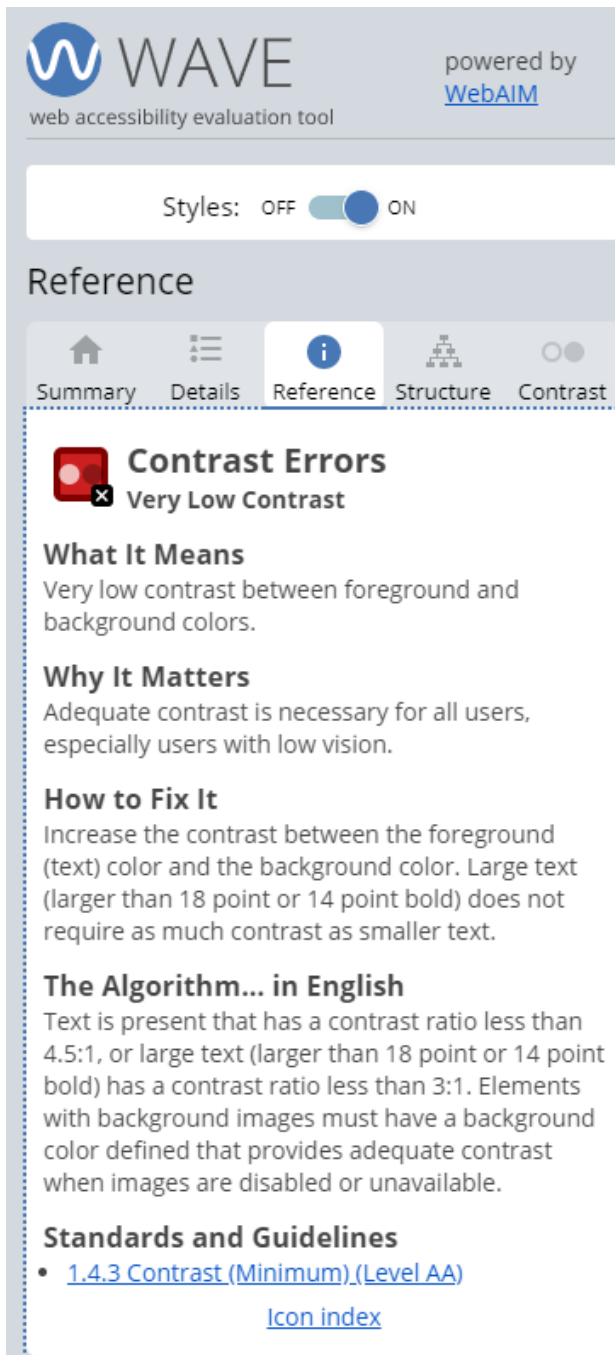Icon index

Empty link

A link contains no text.

REFERENCE   CODE

role="img"   role="img"   role="img"   role="img"*

Element on TTC Website – _"Contrast Errors - Very Low Contrast" – Very low contrast between foreground and background colours"_

Contrast Level is only 4.47:1 When you click on the Header and also on the "News" section.

Element on TTC Website – *"Features - Linked image with alternative text - Alternative text is present for an image that is within a link".*

Features
Linked image with alternative text

What It Means
Alternative text is present for an image that is within a link.

Why It Matters
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.

How to Fix It
Ensure that the alternative text presents the content of the image and/or the function of the link. If the full content and function of the link is presented in text within the link (an image and a text caption both within the same link, for example), then the image should generally be given empty/null alternative text (alt="") to avoid redundancy.

The Algorithm... in English
An image element has non-empty alternative text, is within a link, and no other text (or images with alternative text) is present within the link.

Standards and Guidelines
- 1.1.1 Non-text Content (Level A)
- 2.4.4 Link Purpose (In Context) (Level A)

Icon index

"1.1.1 Non-text Content (Level A)"

"2.4.4 Link Purpose (In Context) (Level A)"

The same guidelines apply as on page 3 above.

Element on TTC Website – *"Alerts - Suspicious alternative text - Alternative text is likely insufficient or contains extraneous information".*

Alerts
Suspicious alternative text

What It Means
Alternative text is likely insufficient or contains extraneous information.

Why It Matters
If the alternative text for an image does not provide the same content or information conveyed by the image, that content will not be available to screen reader users and when images are unavailable.

How to Fix It
Ensure that the alternative text for the image o image input provides a succinct, yet equivalent alternative to the content and function of the image. Screen readers and browser presentation inform the user that the object is an image, so alternative text of "image of..." (and similar) should be avoided. If the image does not convey content or if the content is presented in nearby text (e.g., a caption), null/empty alternative text (alt="") is appropriate.

The Algorithm... in English
The alt text value of an image or image button:
- begins with "graphic of", "bullet", or "image of",
- ends with "image" or "graphic",
- contains only space characters (alt=" "),
- is an image file name (e.g. alt="photo.gif"), or
- is one of the following: "image", "graphic", "photo", "photograph", "drawing", "painting", "artwork", "logo", "bullet", "button", "arrow", "more", "spacer", "blank", "chart", "table", "diagram", "graph", or "*".

Standards and Guidelines
- 1.1.1 Non-text Content (Level A)
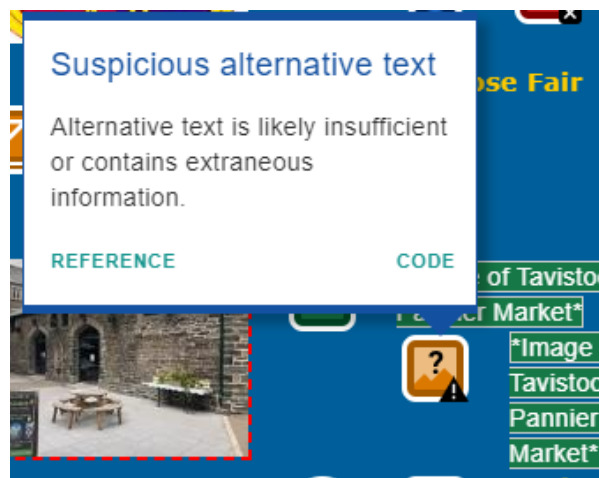
Icon index

"1.1.1 Non-text Content (Level A)"

The same guideline applies as page 3 above.

Element on TTC Website – *"Alerts - Suspicious link text Link text contains extraneous text or may not make sense out of context".*

Alerts
Suspicious link text

What It Means

Link text contains extraneous text or may not make sense out of context.

Why It Matters

Links, which are often read out of context, should clearly describe the destination or function of the link. Ambiguous text, text that does not make sense out of context, and extraneous text (such as "click here") can cause confusion and should be avoided.

How to Fix It

Where appropriate, reword the link text so that it is more descriptive of its destination when read out of context. Remove any extraneous text (such as "click here").

The Algorithm... in English

A link (including alt text of linked images) contains the phrase "click here" or "click", or the link text is "click here", "here", "more", "more...", "details", "more details", "link", "this page", "continue", "continue reading", "read more", or "button".

Standards and Guidelines
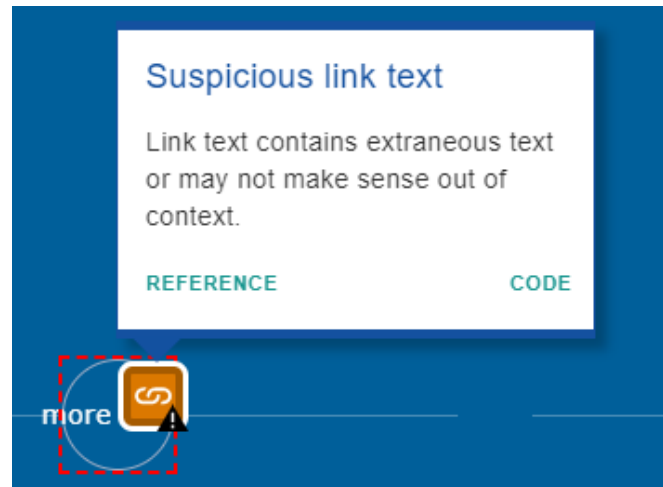
• 2.4.4 Link Purpose (In Context) (Level A)

Icon index

Suspicious link text

Link text contains extraneous text or may not make sense out of context.

REFERENCE   CODE

more

"2.4.4 Link Purpose (In Context) (Level A)"

The same guideline applies as page 3 above.

Element on TTC Website – *"Features - Skip link target - A target for a "skip" link is present"*.

Features
Skip link target

What It Means
A target for a "skip" link is present.

Why It Matters
A "skip" target identifies the location within the page where reading and navigation will resume after a "skip" link is activated.

How to Fix It
Ensure that the element is at the appropriate place within the page.
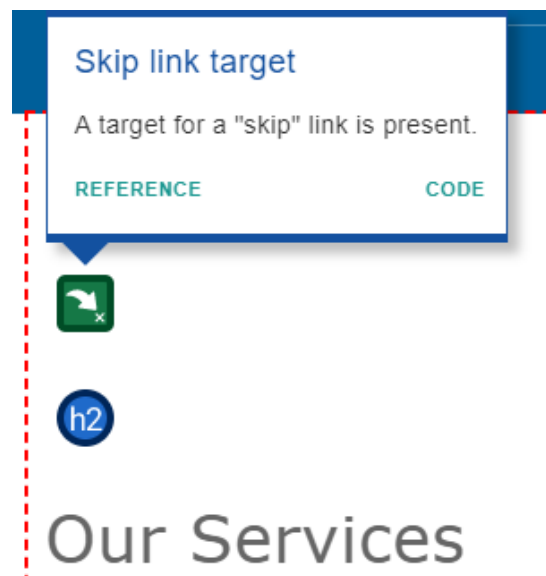
The Algorithm... in English
An id value for any element or a name value for an anchor element matches the href value of a "skip" link within the page.

Standards and Guidelines
• 2.4.1 Bypass Blocks (Level A)

Icon index

Skip link target

A target for a "skip" link is present.

REFERENCE   CODE

h2

Our Services

"Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are".

"2.4.1 Bypass Blocks - (Level A)"

"A link is provided to skip navigation and other page elements that are repeated across web pages.

A proper heading structure and/or identification of page regions/landmarks may be considered a sufficient technique. Because navigating by headings or regions is not supported in most browsers, WebAIM recommends a "skip" link (in addition to headings and regions) to best support sighted keyboard users".

Element on TTC Website – *"Features – Null or empty alternative text – Alternative text is null or empty (alt="").*

Features
Null or empty alternative text

What It Means
Alternative text is null or empty (alt="").

Why It Matters
If an image does not convey content or if the content of the image is conveyed elsewhere (such as in a caption or nearby text), the image should have empty/null alternative text (alt="") to ensure that it is ignored by a screen reader and is hidden when images are disabled or unavailable.

How to Fix It
Ensure that the image does not convey content or that the content of the image is conveyed in nearby text (e.g., a caption).

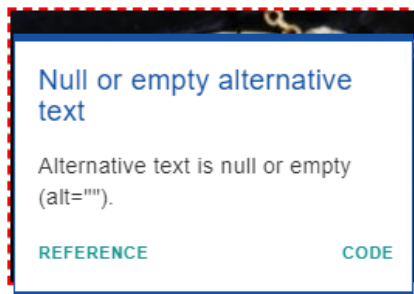### The Algorithm... in English
An image has alt="".

Standards and Guidelines
- 1.1.1 Non-text Content (Level A)

Icon index

Null or empty alternative text

Alternative text is null or empty (alt="").

REFERENCE   CODE

"1.1.1 Non-text Content (Level A)"

The same guideline applies as page 3 above.

Element on TTC Website – *"Structural Elements - A <header> element or banner landmark is present".*

Structural Elements
Header

What It Means
A <header> element or banner landmark is present.

Why It Matters
Headers identify page introduction or navigation. They typically surrounds the site or page name, logo, top navigation, or other header content. Headers facilitate page semantics and navigation.

How to Fix It
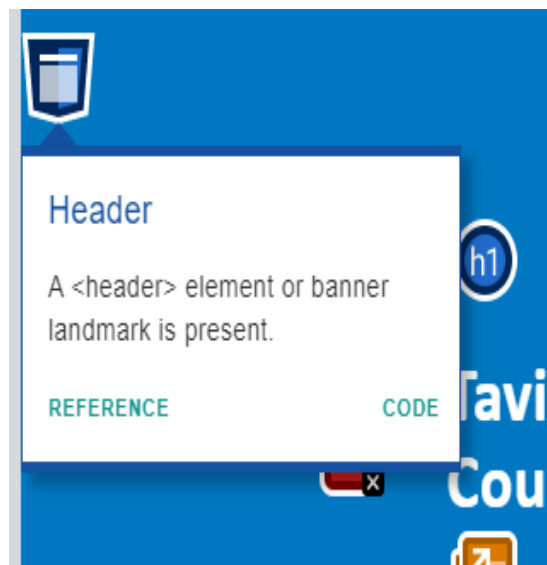Ensure the header surrounds and defines page header content.

The Algorithm... in English
A <header> element or role="banner" is present.

Standards and Guidelines
- 1.3.1 Info and Relationships (Level A)
- 2.4.1 Bypass Blocks (Level A)

Icon index

Header

A <header> element or banner landmark is present.

REFERENCE   CODE

"Guideline 1.3 - Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure"

"1.3.1 Info and Relationships (Level A)"

"Semantic markup is used to designate headings (<h1>), regions/landmarks, lists (<ul>, <ol>, and <dl>), emphasized or special text (<strong>, <code>, <abbr>, <blockquote>, for example), etc. Semantic markup is used appropriately. Tables are used for tabular data and data cells are associated with their headers. Data table captions, if present, are associated to data tables. Text labels are associated with form input elements. Related form elements are grouped with fieldset/legend. ARIA labelling may be used when standard HTML is insufficient".

"2.4.1 Bypass Blocks - (Level A)"

The same guideline applies as page 11 above.

Element on TTC Website – *"Structural Elements – Search an ARIA search landmark is present".*

Structural Elements
Search

What It Means
An ARIA search landmark is present.

Why It Matters
The search landmark identifies the search area within the page and facilitates keyboard navigation to the search area.

How to Fix It
Ensure the search landmark is implemented properly and surrounds the search area of the page.
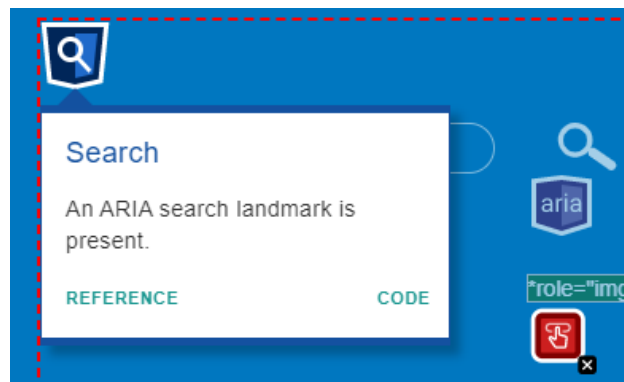
The Algorithm... in English
An element has role="search".

Standards and Guidelines
- 1.3.1 Info and Relationships (Level A)
- 2.4.1 Bypass Blocks (Level A)

Icon index

"1.3.1 Info and Relationships (Level A)"

The same guideline applies as page 13 above.

"2.4.1 Bypass Blocks - (Level A)"

The same guideline applies as page 11 above.

Element on TTC Website – *"Structural Elements – Navigation – A <nav> element or navigation landmark is present".*

Structural Elements
Navigation

What It Means

A <nav> element or navigation landmark is present.

Why It Matters

The navigation identifies a section of navigation links and can facilitate page semantics and navigation.

How to Fix It

Ensure the element defines page navigation. Multiple navigation elements on one page can be differentiated with ARIA labels.
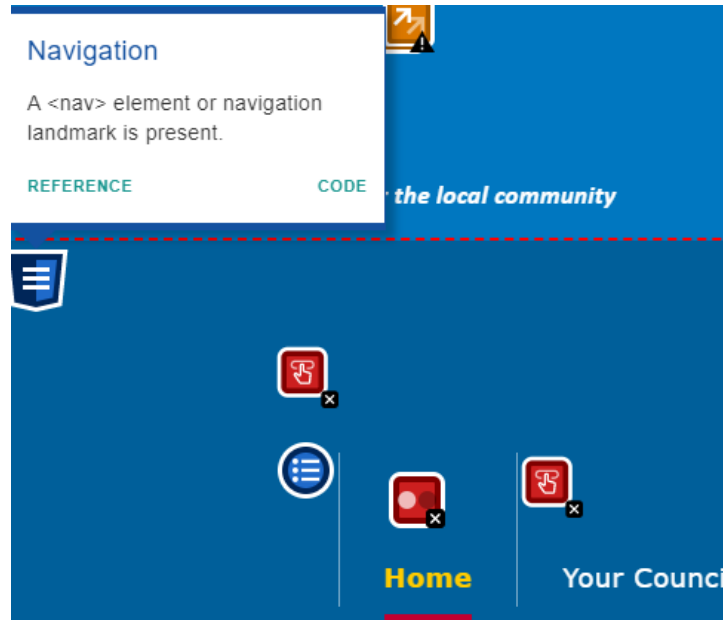
The Algorithm... in English

A <nav> element or role="navigation" is present.

Standards and Guidelines

- 1.3.1 Info and Relationships (Level A)
- 2.4.1 Bypass Blocks (Level A)

Icon index

Navigation

A <nav> element or navigation landmark is present.

REFERENCE   CODE

the local community

Home   Your Council

"1.3.1 Info and Relationships (Level A)"

The same guideline applies as page 13 above.

"2.4.1 Bypass Blocks - (Level A)"

The same guideline applies as page 11 above.

Element on TTC Website – *"Structural Elements – Unordered list – An unordered (bulleted) list (<ul> element) is present*

Structural Elements
Unordered list

What It Means
An unordered (bulleted) list (<ul> element) is present.

Why It Matters
Ordered lists present a group of related, parallel items. Users of many assistive technologies can navigate by and within lists.

How to Fix It
Ensure that an unordered (bulleted) list is appropriate for the context. If list items are sequential or numbered, an ordered list (<ol>) is likely more appropriate.
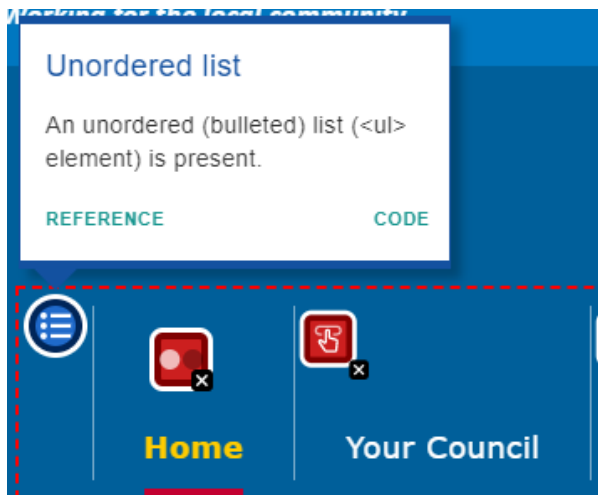
The Algorithm... in English
A <ul> element is present.

Standards and Guidelines
- 1.3.1 Info and Relationships (Level A)

Icon index

Unordered list

An unordered (bulleted) list (<ul> element) is present.

REFERENCE   CODE

Home   Your Council

"1.3.1 Info and Relationships (Level A)"

The same guideline applies as page 13 above.

Element on TTC Website – *"Structural Elements – Main Content – A <main> element or main landmark is present*

Structural Elements
Main content

What It Means
A <main> element or main landmark is present.

Why It Matters
The <main> element or role="main" attribute identifies the main content for the page. This facilitate page semantics and navigation.

How to Fix It
Ensure the element surrounds and defines page main content.

The Algorithm... in English
A <main> element or role="main"is present.

Standards and Guidelines
- 1.3.1 Info and Relationships (Level A)
- 2.4.1 Bypass Blocks (Level A)

Icon index

Main content

A <main> element or main landmark is present.

REFERENCE   CODE

Our Services

"1.3.1 Info and Relationships (Level A)"

The same guideline applies as page 13 above.

"2.4.1 Bypass Blocks - (Level A)"

The same guideline applies as page 11 above.

Element on TTC Website – *"Structural Elements – Heading levels 1 to 3 – A first/second/third heading (<h1> <h2> <h3> element) is present*

Structural Elements
Heading level 1

What It Means

A first level heading (<h1> element) is present.

Why It Matters

Headings facilitate page navigation for users of assistive technologies. They also provide semant[ic] and visual meaning and structure to the document. First level headings should contain th[e] most important heading(s) on the page (generally the document title).

How to Fix It

Ensure that the text in question is truly a heading and that it is structured correctly in the page outline.
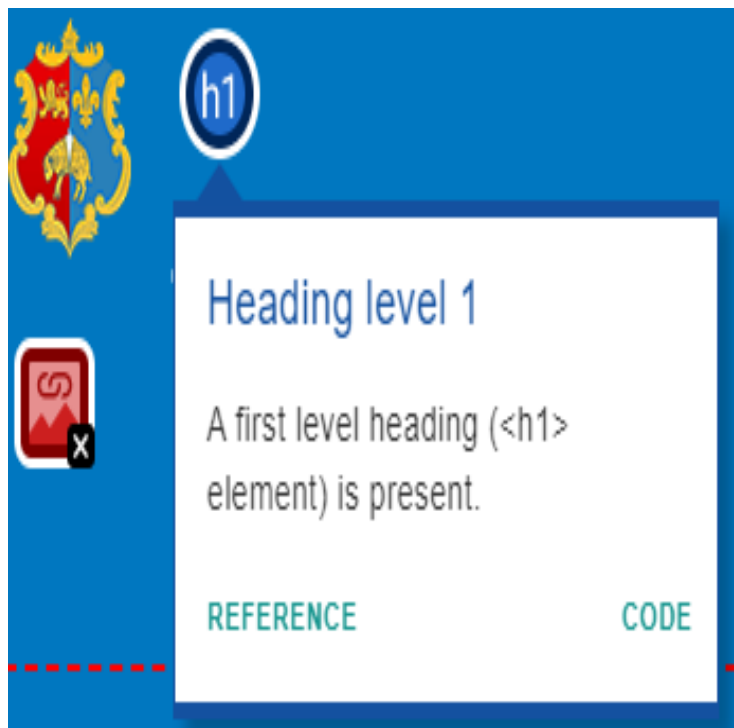
The Algorithm... in English

An <h1> element is present.

Standards and Guidelines

- 1.3.1 Info and Relationships (Level A)
- 2.4.1 Bypass Blocks (Level A)
- 2.4.6 Headings and Labels (Level AA)

Icon index

Heading level 1

A first level heading (<h1> element) is present.

REFERENCE   CODE

"1.3.1 Info and Relationships (Level A)"

The same guideline applies as page 13 above.

"2.4.1 Bypass Blocks - (Level A)"

The same guideline applies as page 11 above.

"Guideline 2.4 - Navigable: Provide ways to help users navigate, find content, and determine where they are".

"Page headings and labels for form and interactive controls are informative. Avoid duplicating heading (e.g., "More Details") or label text (e.g., "First Name") unless the structure provides adequate differentiation between them".

Element on TTC Website – _"Structural Elements –Footer – A <footer> element or contentinfo landmark is present"_

Styles: OFF ●───● ON

Reference

Summary | Details | Reference | Structure | Contrast

Structural Elements
Footer

What It Means
A <footer> element or contentinfo landmark is present.

Why It Matters
Footers identify a footer for the page or a page section. It typically identifies authorship, related links, copyright date, or other footer content. Footers facilitate page semantics and navigation.

How to Fix It
Ensure the element surrounds and defines page or page section footer content.

The Algorithm... in English
A <footer> element or role="contentinfo" is present.

Standards and Guidelines
- 1.3.1 Info and Relationships (Level A)
- 2.4.1 Bypass Blocks (Level A)

Icon index

Footer

A <footer> element or contentinfo landmark is present.

REFERENCE   CODE

Tavistock - Gatev
heart of an area
Bedford Square a
including delicate
held in Bank Squ

h2

Local

h3 A
T

**"1.3.1 Info and Relationships (Level A)"**

The same guideline applies as page 13 above.

**"2.4.1 Bypass Blocks - (Level A)**"

The same guideline applies as page 11 above.

Element on TTC Website – *"ARIA – An ARIA role, state, or property is present*

ARIA
ARIA

What It Means
An ARIA role, state, or property is present.

Why It Matters
ARIA provides enhanced semantics and accessibility for web content.

How to Fix It
Ensure the ARIA role, state, or property is used correctly. Use standard HTML accessibility features when possible. Be aware that support for ARIA is limited in older browsers and assistive technologies.
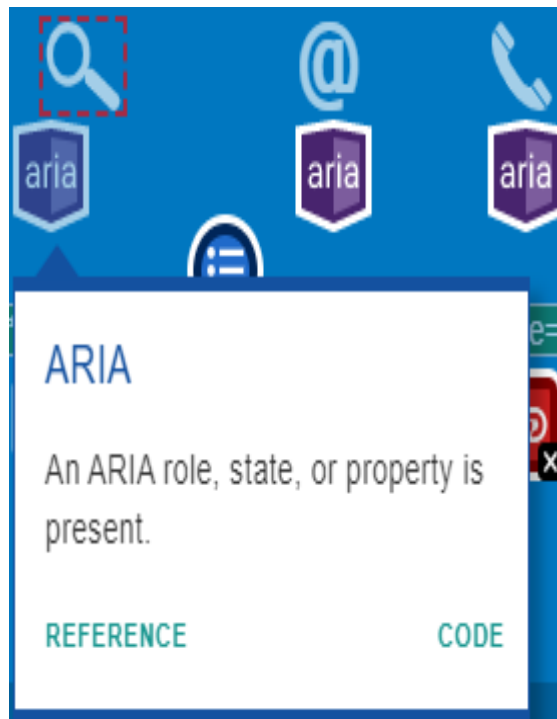
The Algorithm... in English
An ARIA role, state, or property is present, excluding landmark roles, aria-labelledby, or aria-describedby which are distinct WAVE items.

Standards and Guidelines
- 4.1.2 Name, Role, Value (Level A)

Icon index

"Robust - Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies"

"Guideline 4.1 - Compatible: Maximize compatibility with current and future user agents, including assistive technologies"

"4.1.2 Name, Role, Value - (Level A)"

"Markup is used in a way that facilitates accessibility. This includes following the HTML/XHTML specifications and using forms, form labels, frame titles, etc. appropriately.

ARIA is used appropriately to enhance accessibility when HTML is not sufficient".

Home Page and Headers & Footers

Home Page retested using the WAVE Evaluation Tool 14th August 2020 following remedial works by website provider Cosmic and Internally

<u>Now showing no Errors or Contrast Errors</u>

Town Hall Page

Town Hall Page tested using the WAVE Evaluation Tool 14th August 2020

Non Compliant & Guideline Failures
Showing no Errors or Contrast Errors

Element on TTC Website – *"Alerts - Suspicious alternative text - Alternative text is likely insufficient or contains extraneous information"*.

To request one of our promotional brochures, please click [here]

"Guideline 2.4 - Navigable: Provide ways to help users navigate, find content, and determine where they are."

"2.4.4 Link Purpose (In Context) (Level A)"

"The purpose of each link (or form image button or image map hotspot) can be determined from the link text alone, or from the link text and its context (e.g., surrounding text, list item, previous heading, or table headers). Links (or form image buttons) with the same text that go to different locations are readily distinguishable."

Pannier Market Page

Panier Market Page tested using the WAVE Evaluation Tool 14th August 2020

Non Compliant & Guideline Failures

**"Guideline 2.4 - Navigable: Provide ways to help users navigate, find content, and determine where they are."**

**"2.4.4 Link Purpose (In Context) (Level A)"**

"The purpose of each link (or form image button or image map hotspot) can be determined from the link text alone, or from the link text and its context (e.g., surrounding text, list item, previous heading, or table headers). Links (or form image buttons) with the same text that go to different locations are readily distinguishable."

Contact Us Page

Contact Us Page tested using the WAVE Evaluation Tool 14th September 2020

<u>Showing 1 Error & 0 Contrast Errors</u>

Errors
Missing form label

What It Means
A form control does not have a corresponding label.

Why It Matters
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.

How to Fix It
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. Labels are not required for image, submit, reset, button, or hidden form controls.
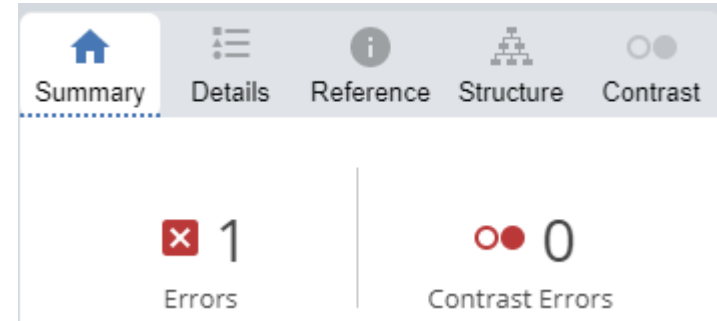
1.1.1 Non-text Content (Level A) - Form inputs have associated text label

1.3.1 Info and Relationships (Level A)- Text labels are associated with form input elements. Related form elements are grouped with fieldset/legend. ARIA labelling may be used when standard HTML is insufficient.

2.4.6 Headings and Labels (Level AA) - Page headings and labels for form and interactive controls are informative. Avoid duplicating heading (e.g., "More Details") or label text (e.g., "First Name") unless the structure provides adequate differentiation between them.

3.3.2 Labels or Instructions (Level A) Icon index - Sufficient labels, cues, and instructions for required interactive elements are provided via instructions, examples, properly positioned form labels, and/or fieldsets/legends.