

Issues to be addressed following the audit on 21 July 2024

Buckinghamshire Fire & Rescue Service underwent an accessibility audit recently for bucksfire.gov.uk by the Government Digital Service.

The majority of the issues flagged for attention were addressed and marked as fixed by our development company, Weaving Webs, on 16 September 2024, although some are still awaiting signoff.

The resulting report forms a 'roadmap' of fixes being carried out, with an expected completion date of 1 January 2025.

Checklist - Updated 16 September 2024

Issue and description:

[WCAG 2.1.1 Keyboard](#)

Users should be able to use a keyboard to access all content and functionality of a web page. This means the page can be used by people with no vision as well as people who use alternative keyboards or input devices that act as a keyboard.

Where the issue was found:

Sitewide - At 200 per cent zoom and more, the hamburger menu cannot be easily accessed using the keyboard due to accessibility adjustments automatically being selected for keyboard users

Status as at 16 September 2024:

Working to resolve with third party provider.

Comments:

We are aware that at 200 per cent zoom and higher, the hamburger menu on our website may be difficult to access using the keyboard due to automatic accessibility adjustments made for keyboard users. This issue is specifically encountered when using our accessible integration, AccessiBee, which provides many other valuable benefits.

Although the menu appears but does not persist when selected using the keyboard, we have reported this issue to AccessiBee and are working with them to resolve it. We expect a solution to be implemented by 31 October 2024.

Issue and description:

[WCAG 2.4.7 Focus Visible](#)

A visible focus helps users know which element has keyboard focus and where they are on the page.

When an element gets focus there should be a visible border around it. Highlighting the element that has keyboard focus or is hovered over can provide information like whether the element is interactive or the scope of that element.

Operating systems have a native indication of focus, which is available in many browsers. The default display of the focus indicator is not always highly visible and may even be difficult to see especially on coloured backgrounds.

Where the issue was found:

Header (on all pages) - The "Call 999" red rectangle is a heading, not a click target. No action needed.

Status as at 16 September 2024:

Fixed

Comments:

The "Call 999" red rectangle is a heading, not a click target. No action needed.

Issue and description:

[WCAG 1.4.4 Resize Text](#)

Visual text, including text-based controls can be scaled so that they can be read directly by users with visual impairments without using assistive technology such as a screen magnifier.

Text must be able to be resized up to 200 per cent without loss of content or function.

Where the issue was found:

Sitewide - When tabbing on the page, the accessibility toolbar automatically turns on 'Keyboard navigation and Blind users'. This results in a pop up appearing with the text 'Popup panel. Press ESCAPE to close, navigate with TAB' and this covers content at 200 per cent zoom such as items in the hamburger menu, making it difficult for people to use a keyboard at this zoom level.

Status as at 16 September 2024:

Fixed

Comments:

Popup removed.

Issue and description:

[WCAG 1.4.10 Reflow](#)

Reflow or 'responsive web design' helps users with low vision who may need to enlarge text on a webpage and read it in a single column without scrolling in more than one direction. It also helps users who are viewing the page on a mobile device.

If a page does not support reflow it can appear smaller and more difficult to use or content may be cut off.

Navigation menus often collapse into fewer items or into a single menu button to take up less space. All content and functionality must still be fully available.

Where the issue was found:

Sitewide - When tabbing on the page, the accessibility toolbar automatically turns on 'Keyboard navigation and Blind users'. This results in a pop up appearing with the text 'Popup panel. Press ESCAPE to close, navigate with TAB' and this does not reflow to fit the webpage at 400 per cent zoom.

Status as at 16 September 2024:

Fixed

Comments:

Popup removed.

Issue and description:

[WCAG 2.2.2 Pause, Stop, Hide](#)

Content that moves, flashes or updates automatically can be a severe distraction for certain users, making it difficult to use the page. It can also cause problems for assistive technologies like screen readers.

For any moving, flashing or scrolling information that:

- starts automatically,
- lasts more than five seconds, and
- is presented in parallel with other content

there should be a way for the user to pause, stop or hide it, unless it is part of an essential activity.

There must be a method to allow the user to pause, stop, hide or control the frequency for content that automatically begins 'auto-updating' in parallel with other content unless it is essential to an activity.

Where the issue was found:

Sitewide - When tabbing on the page, the accessibility toolbar automatically turns on 'Keyboard navigation and Blind users'. This results in a pop up appearing with the text 'Popup panel. Press ESCAPE to close, navigate with TAB' as users navigate the page which counts down, it cannot be paused, stopped, or hidden

There is no way to pause the slider of logos at the bottom of the webpage

Status as at 16 September 2024:

Fixed

Comments:

Popup removed.

Issue and description:

[WCAG 1.4.13 Content on Hover or Focus](#)

Content that appears when an element gets keyboard focus or on mouse pointer hover can confuse users as they may not have intended to trigger an action or may not notice that new content has appeared. This functionality may not show on

mobile devices.

If using this functionality to display extra content, the following must be true:

- There should be a way of dismissing the content without changing the hover or focus - unless the content communicates an input error or does not obscure or replace other content
- If content is triggered on pointer hover, the pointer must be able to be moved over the content without disappearing
- The content must remain visible until the hover or focus is removed, the user dismisses it, or the information is no longer
- valid.

Where the issue was found:

When hovering over the navigation bar dropdown menus along the top of the webpage, there is no mechanism to dismiss the additional content triggered without moving pointer hover or keyboard focus.

Status as at 16 September 2024:

Fixed

Comments:

Desktop navigation menu updated to allow for dropdowns to be closed on mouse click - users can now dismiss the dropdown content without changing hover or focus. This applies site wide.

Issue and description:

[WCAG 1.4.3 Contrast \(minimum\)](#)

Elements must have sufficient colour contrast.

Poor colour contrast makes it difficult for someone with sight loss to see the content properly. If there is a big difference between the background and foreground colours it should be much easier to see the difference between them.

Where the issue was found:

Links along the top of the webpage do not have sufficient colour contrast when they receive focus. This includes 'Safety advice hub', 'About us' and 'News'

All content within the section 'Get a home safety check' does not have sufficient colour contrast

Links for 'Privacy', 'Cookies' and 'Accessibility' in the footer do not have sufficient colour contrast

All links within the footer do not have sufficient colour contrast when they receive focus. This refers to links under 'Quick Links', 'Safety Advice', 'About' and 'Services'

All text for 'Serving you' and 'Blogs' for articles under 'Latest News and Updates' do not have sufficient colour contrast

Status as at 16 September 2024:

Fixed

Comments:

Changed navigation focus and active to white underlined. - Changed the colour of contact details and social icons to white. - Changed colour of fifth box in first grid of calls to action from gold to dark blue.

This applies site wide.

Issue and description:

[WCAG 2.4.4 Link Purpose \(In Context\) and WCAG 4.1.2 Name, Role, Value](#)

Links must have discernible text. Issue found using Deque Axe. All link names should be accessible by a screen reader and be descriptive enough to tell a user where that link will take them.

Common issues include:

- the inner link text not being visible
- duplicate link labels
- the link not being focusable

All links should receive focus and link text

should not be hidden as this will stop a screen reader from relaying the link information

Where the issue was found:

This refers to the logo at the top of the webpage.

Status as at 16 September 2024:

Working to resolve

Comments:

Seeking more clarification on this issue. Deadline to fix 1 January 2025.

Issue and description:

[WCAG 1.3.1 Info and Relationships](#): Tables.

Information in tables must be shown in a way that maintains the relationships between the data even when a user cannot see the table. Assistive technologies like screen readers rely on correct markup within a table to understand and show the correct information to a user.

Tables in PDF documents should be tagged to give information such as row and column titles.

Where the issue was found:

Buckinghamshire and Milton Keynes Fire Authority June 2024 - There are tables in the document that do not have correctly marked up headers. You should review the tags across the document.

Status as at 16 September 2024:

Working to deliver a new HTML solution.

Comments:

Following an accessibility check of the document referenced in the audited, it has been identified that the volume and complexity of the errors found were such that it is not feasible for us to amend them retrospectively within a reasonable timeframe.

We are making reference to this in our accessibility statement.

We are aware that most older PDF documents are not fully accessible to screen reader software. Due to the volume and complexity of these documents, we are currently unable to identify the specific WCAG errors each PDF may have.

Our sample review revealed erratic errors and a large volume of issues, making it an unreasonable burden to retrospectively amend all PDFs.

To address this, we are working on a new HTML solution. This will provide a more accessible alternative to PDFs in future content and ensure that new content meets accessibility requirements. We expect to have this solution implemented by 1 January 2025.

Issue and description:**[WCAG 1.1.1 Non-text content](#)**

People with sight loss may not see an image clearly on a page. You need to use a text alternative to share the information. The alternative text must describe the information or function represented by the image.

Screen readers can share the alternative text with the user. In PDF documents you must ensure that images are tagged correctly with alternative text.

Where the issue was found:

Buckinghamshire and Milton Keynes Fire Authority June 2024 - The document has elements that do not have alternative text

Status as at 16 September 2024:

Working to deliver a new HTML solution

Comments:

Following an accessibility check of the document referenced in the audited, it has been identified that the volume and complexity of the errors found were such that it is not feasible for us to amend them retrospectively within a reasonable timeframe.

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To address this, we are working on a new HTML solution. This will provide a more accessible alternative to PDFs in future content and ensure that new content meets accessibility requirements. We expect to have this solution implemented by 1 January 2025.

Issue and description

WCAG 1.3.1 Info and Relationships

 elements must be contained in a or .

Issue found using Deque Axe.

Screen readers tell users if a list is present and how many items are in the list. This helps users to know what they are reading and what to expect. It is important to use the correct semantic hierarchy for lists.

Ordered, unordered and description lists must contain semantically correct parent and child elements. When lists contain other elements or they are ordered

incorrectly, screen readers are not able to read the lists accurately.

Where the issue was found:

This refers to the bullet points under 'How accessible this website is'

Status as at 16 September 2024:

Fixed

Comments:

" elements must be contained in a or ."

This bullet list is contained within tags.

Issue and description

WCAG 1.4.1 Use of Colour:

Links must be distinguishable without relying on colour.

Issue found using Deque Axe.

Links must be distinguished from surrounding text in a way that does not rely on colour.

Colour should not be the only way of visually identifying links on the page. Users with sight loss or problems perceiving colour may not be able to identify the difference in colour between a link and the rest of the content. You should ensure that all links on a page are identifiable by at least one additional method other than colour.

Where the issue was found:

Sitewide - This refers to all links within the content under 'Accessibility statement for bucksfire.gov.uk'

Status as at 16 September 2024:

Fixed

Comments:

Added an underline to hyperlinks across the website.