Government
Digital Service

Cabinet Office

Date: 21 December 2020

Website: https://maidstone.gov.uk/

Website accessibility regulations came into force on 23 September 2018. The regulations mean that public sector bodies now have a legal obligation to meet accessibility requirements for their websites.

To check how well the public sector are meeting the requirements, the Government Digital Service (part of the Cabinet Office) has been monitoring a sample of public sector websites.

You've been sent this report because https://maidstone.gov.uk/ is one of the websites we've monitored. This document explains:

- which parts of your website we looked at
- how we checked the accessibility of those pages
- the accessibility issues found and how important they are
- what you need to do next to fix the issues

You can read more about the web accessibility regulations.

How accessible the website is

We checked https://maidstone.gov.uk/ on 9 December 2020 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard.

Based on our testing, https://maidstone.gov.uk/ is partially compliant with WCAG 2.1 AA.

This means there are some things which are not fully accessible.

How we checked

Automated tests were used to check the accessibility of the site but they do not show most accessibility issues. We would expect your organisation to audit the website to find any other accessibility issues.

The pages were tested using aXe v4.6.1 Errors found were correlated and checked manually.

A keyboard, tab through and zoom check was done.

These tests were completed using a Google Chrome browser on Mac OSX with a 15 inch screen.

Pages we checked

Home page: https://maidstone.gov.uk/

Contact page: https://maidstone.gov.uk/home/primary-services/find-and-contact-us/primary-areas/contact-us

Accessibility statement: https://maidstone.gov.uk/home/primary-services/find-and-contact-us/primary-areas/contact-us

A form: https://self.maidstone.gov.uk/service/make_a_compliment_or_complaint

Make a payment: https://maidstone.gov.uk/home/do-it-online/pay-it

Alert Level: https://maidstone.gov.uk/home/other-services/covid-19/tier-2-primary-areas/local-covid-alert-levels-and-data/local-alert-levels/alert-level-very-high

Christmas bin days: https://maidstone.gov.uk/home/other-services/seasonal-advice/tier-2-primary-areas/christmas-bin-collections

Support when self-isolating: https://maidstone.gov.uk/home/other-services/covid-19/tier-2-primary-areas/test-and-trace-and-self-isolation/support-when-self-isolating

Street care and cleaning: https://maidstone.gov.uk/home/primary-services/street-care-and-cleaning

The issues we found

Only serious accessibility issues on the sample of pages we tested are listed in this report – these will cause problems for users with access needs when using your website. There are likely to be smaller errors which will make things more difficult for some users that you should find and fix and issues on other pages.

Issues on more than one page

The following errors were found on more than one of the tested pages

Issue & Description	Pages
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 percent without loss of content or function.	All pages (except form) This is an issue because pop-ups cover content.

Issue & Description	Pages
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.	All pages (except form)
2.4.4 Link Purpose (In Context), 4.1.2 Name, Role, Value Links must have discernible text 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 You should not modify the style of a link to suppress the change in style when a link is in focus as this removes the ability of sighted keyboard users to know where they are on the page. All links should receive focus and link text should not be hidden as this will stop a screen reader from relaying the link information.	All pages (except form) • .navigation__list-item—link
4.1.2 Name, Role, Value Buttons must have discernible text All buttons must have a descriptive accessible name so that screen reader users can understand the destination,	Alert Level, Support when self-isolating • ._hj-OO1S1__styles__openStateToggle

Issue & Description	Pages
purpose, function, or action of the button. If an image is used as a button, screen readers may not understand the use without a clear and accessible name. The title of an active image may not give enough information. Unnamed active images will have no details of the destination, purpose or action.	

Other issues we found

Home page

4.1.2 Name, Role, Value, ARIA attributes must conform to valid values and ARIA attributes must conform to valid names.

Incorrect use of ARIA attributes can cause conflicts with semantic HTML elements which may cause errors in assistive technology and make accessibility worse for a user. ARIA defines which attributes are allowed and where.

ARIA attributes can cause issues where
- an invalid attribute or attribute value is used
- attribute names or values are spelt incorrectly
- an invalid role has been assigned
- an attribute is missing when it is required

This is an issue in relation to the following source codes:
- #do-it-online-home
- #service-listing-main
- #more-main-services
- #external-services
- #loadMore.

Contact page

1.3.1 Info and Relationships
Certain ARIA roles must contain particular children

Fully sighted users understand the structure and link between elements on a page via visual clues. Assistive technologies interpret ARIA parent and child roles to perform accessibility functions and give this structural context to users.

If an ARIA parent role does not contain a valid child role, or a child role does not have the correct parent role, assistive technology may provide confusing information about a page. Parent and child ARIA roles must be valid.

This is in relation to the source code .main-topics.

1.3.1 Info and Relationships

 elements must be contained in a <ul> or

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.

There are multiple errors on this page.

Form

1.3.1 Info and Relationships, 4.1.2 Name, Role, Value

Form elements must have labels.

Form labels help assistive technologies to understand what input is expected in a form field. Adding a label reduces confusion and enlarges the clickable area which helps users with limited motor control.

Labels should be used for inputs such as:
- Text entry fields
- Radio buttons
- Checkboxes
- Select menus

This is in relation to the source code #fillform-frame-1 and #Service_Area#fillform-frame-1 .autosizejs.

1.4.4 Resize Text

Zooming and scaling must not be disabled.

Users with sight loss often enlarge fonts on their browser or zoom in to make text easier to read. The page must support resizing of text up to 200%.

You should ensure that zooming and scaling has not been disabled by use of parameters in the <meta name="viewport"> element.

This is in relation to the source code #fillform-frame-1 .autosizejs.

Accessibility statement

As part of the regulations you must publish an accessibility statement.

An accessibility statement for the website was found but accessibility issues were found during the test that were not included in the statement

More information about accessibility statements can be found at: https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps

A sample statement can be found at: https://www.gov.uk/government/publications/sample-accessibility-statement

What to do next

It is a requirement of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 that public sector websites are accessible.

You should fix the issues that were found and do your own accessibility audit to check issues that cannot be found using automated accessibility testing. You need to review your accessibility statement to cover the issues found in this report, including ones related to your accessibility statement, and any other accessibility issues found during your own site audit.

Help with accessibility auditing and publishing an accessibility statement can be found at https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement

If you have any questions about the issues found, you can contact the monitoring team at accessibility-monitoring@digital.cabinet-office.gov.uk

Enforcement

If accessibility issues remain after giving you time to fix them, the Minister for the Cabinet Office will pass the case to the Equality and Human Rights Commission (EHRC) or Equality Commission for Northern Ireland (ECNI) to take the complaint further.

Public sector bodies must publish an accessibility statement and review it regularly.
If the decision is taken that a public sector body has failed to publish an accessibility statement or that the accessibility statement is incorrect, the Minister for the Cabinet Office may publish the name of the body and a copy of the decision.

The enforcement process can be found at

https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#how-the-accessibility-regulations-will-be-monitored-and-enforced

Contact and more information

This test was conducted by the Government Digital Service on behalf of the Minister of the Cabinet Office as part of their obligations to monitor the accessibility of public sector websites in the United Kingdom.

Any questions about the monitoring can be sent to accessibility-monitoring@digital.cabinet-office.gov.uk