



## Level AA WAI Guideline scores for <http://www.nshousing.org.uk>

7<sup>th</sup> January 2010

### **Executive Summary**

The North Somerset Housing Association website has a number of accessibility and usability problems that make it difficult for disabled users to obtain the information or support that they need.

Some effort has been made to provide techniques to help disabled people, such as the skip navigation link, but these have not been properly implemented.

Overall the site is confusing and would benefit from some rationalisation of the navigation systems to help everyone, but in particular the elderly and those with learning difficulties.

The engineering errors (HTML) could cause serious problems for people using assistive software and should be addressed as a priority.

### **Scoring system**

Each of the thirteen W3C Accessibility Guidelines are scored as follows.

A **Pass** score indicates that no problems were found with this guideline.

A **Near** score indicates that a few problems were found on some pages, but in general the site complied with the relevant guideline.

A **Fail** score indicates a serious problem with the relevant guideline throughout the site. These issues need to be addressed as a priority.

Within each guideline we have scored the relevant success criteria using **✓**, **X** or **Near** to indicate the level of compliance (pass, fail or near).

Please note that the **N/A** score is awarded for a particular technology that is not used on the site.

As websites are dynamic organisms this test is only valid for the date given.

### **Special Note:**

These tests have been conducted under the current W3C Accessibility Initiative Guidelines (version 2, 2008).

The site was tested with Internet Explorer(6), Firefox(3.04), Netscape(6.2) and Jaws(6).

<http://www.nshousing.org.uk>

Reference	Guideline Text	Result
<b>Guideline 1.1</b>	<b>Provide text alternatives for any non-text content</b>	<b>Fail</b>
a	All images imported by html have relevant alternative text tags	✓
b	If an image presents complex information provide a long description.	✓
c	Use CSS rather than html for decorative images	✓
d	Do not use CSS for images that present information	✓
e	Form buttons have a descriptive value (e.g Submit)	✓
f	Embedded multimedia is identified in text and has a text alternative	N/A
g	<b>Frames are titled to explain their content and relationship to each other</b>	<b>X Note 6</b>
<b>Guideline 1.2</b>	<b>Provide alternatives for time-based media</b>	<b>N/A</b>
1.2.1	For pre-recorded audio-only and pre-recorded video-only media, a text based transcript is provided.	N/A
1.2.2	Captions are provided for all pre-recorded audio content in synchronised media.	
1.2.3	An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronised media	
1.2.4	Captions are provided for all live audio content in synchronised media.	
1.2.5	Audio description is provided for all prerecorded video content in synchronized media.	
<b>Guideline 1.3</b>	<b>Create content that can be presented in different ways without losing information or structure.</b>	<b>Fail</b>
1.3.1	Information, structure, and relationships conveyed through presentation can be programmatically determined.	✓
a	<i>Use semantic markup, (H1 to H6, UL, LI, STRONG etc.) to structure the page</i>	Near
b	<b>Sequence headings in logical order</b>	<b>X Note 1</b>
c	<b>Tables used for data have appropriate heading cells, scope and summary defined</b>	<b>X Note 2</b>
d	<b>Mark up lists and list items correctly, use the list element for navigation lists and provide a heading for each list.</b>	<b>Near Note 3</b>
e	<i>Form labels are tied to their input fields using the label element</i>	✓
1.3.2	The correct reading sequence can be programmatically determined.	✓
a	<i>If tables are used for layout, content makes sense when linearised.</i>	✓
b	<i>The page content is understandable if the style sheet is not available.</i>	✓
1.3.3	Instructions provided for understanding and operating content do not rely solely on sensory characteristics.	✓
a	<i>Instructions do not rely upon visual clues (colour, shape, position)</i>	✓
b	<i>Instructions do not rely on audio clues.</i>	✓
<b>Guideline 1.4</b>	<b>Make it easier for users to see and hear content</b>	<b>Pass</b>
1.4.1	Colour is not used as the only visual means of conveying information	✓
a	<i>Colour alone is not used to identify link text (e.g. use underline or high contrast "rollover")</i>	✓
b	<i>Colour alone is not used to convey content or distinguish visual elements</i>	✓
1.4.2	If any audio on a Web page plays automatically for more than 3 seconds then the user can stop it easily	N/A
1.4.3	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 (Large text, over 18 point, can have contrast of at least 3:1)	✓
1.4.4	The text size can be doubled without making the page unreadable.	✓
1.4.5	Text is used to convey information rather than images of text except for items such as logos	✓
<b>Guideline 2.1</b>	<b>Make all functionality available from a keyboard.</b>	<b>Fail</b>
2.1.1	All functionality of the content is operable through a keyboard interface	
a	<b>Users can navigate each page and perform required actions using just</b>	<b>X</b>

Reference	Guideline Text	Result
	<b>the standard keyboard (i.e. without requiring a mouse)</b>	<b>Note 4</b>
b	Any shortcut keys do not conflict with assistive software (do not use the acceskey attribute)	✓
2.1.2	There are no keyboard traps that lock a user onto one focused area.	✓
<b>Guideline 2.2</b>	<b>Provide users enough time to read and use content.</b>	<b>Pass</b>
2.2.1	For each time limit that is set by the content, either user has control, or if the limit is essential, or the limit exceeds 20 hours	N/A
2.2.2	For moving, blinking, scrolling, or auto-updating information, user can stop, hide or pause the activity	N/A
a	Any blinking or scrolling content should last no more than 3 seconds unless the user has immediate control	N/A
b	User must be allowed to turn on or off any auto-updating	N/A
c	User must be warned if they are about to be automatically redirected	N/A
<b>Guideline 2.3</b>	<b>Do not design content in a way that is known to cause seizures.</b>	<b>Pass</b>
2.3.1	Web pages do not contain anything that flashes more than three times in any one second period,	✓
<b>Guideline 2.4</b>	<b>Provide ways to help users navigate, find content and determine where they are.</b>	<b>Fail</b>
2.4.1	A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	X
a	Duplicated content, such as menu lists that appear on every page, can be skipped	X Note 4
b	Section headings should be coded correctly so that users can skip to desired section (use H1 to H6)	Near Note 1
c	Users can skip blocks of no-informative text such as code samples	N/A
2.4.2	Web pages have titles that describe topic or purpose of the page.	Near Note 5
2.4.3	Focusable components receive focus in an order that preserves meaning and operability (i.e. through a logical sequence)	✓
2.4.4	The purpose of each link can be determined from the link text alone,	✓
2.4.5	More than one way is available to locate a Web page within a set of Web pages except where the Web Page is a step in a process.	✓
a	Provide a site map to give information about the site layout	✓
b	Provide navigation mechanisms (menus) on every page	✓
c	For large or complex sites provide context rich site maps	✓
d	Every page must have a link that allows the user to progress, close or return to previous location.	Near Note 6
2.4.6	Headings and labels describe topic or purpose.	✓
2.4.7	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (e.g. roll-over buttons)	X Note 7
<b>Guideline 3.1</b>	<b>Make text content readable and understandable.</b>	<b>Pass</b>
3.1.1	The default human language of each Web page can be programmatically determined. (E.g. html lang="en")	✓
3.1.2	The human language of each passage or phrase in the content can be programmatically determined if different to default language.	✓
<b>Guideline 3.2</b>	<b>Make Web pages appear and operate in predictable ways.</b>	<b>Fail</b>
3.2.1	When any component receives focus, it does not initiate a change of context.	
a	Rollover buttons do not change in size when focused	X Note 8
b	Pop-up windows do not appear when an element is focused	X Note 9
c	Whilst focus is moved using a mouse or keyboard there is no change in the page itself	✓
3.2.2	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component.	✓
a	Form submission buttons are clearly marked as such so that the user knows that the context will change.	✓

Reference	Guideline Text	Result
b	<i>Radio buttons and other elements do not cause pop-up windows without warning the user.</i>	✓
3.2.3	Navigational mechanisms that are repeated consistently.	✓
3.2.4	Components that have the same functionality within a set of Web pages are identified consistently (e.g. a search box should always be identified the same way).	✓
<b>Guideline 3.3</b>	<b>Help users avoid and correct mistakes.</b>	<b>Pass</b>
3.3.1	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	See Note 6
a	<i>Provide feedback in text format (not javascript alone) when an input field is required.</i>	
b	<i>Provide identification, in text format, of where an input error has been detected automatically.</i>	
3.3.2	Labels or instructions are provided when content requires user input.	
a	<i>Provide descriptive labels (instructions) for all form fields requiring user input</i>	
b	<i>Use the label element to tie the field label (instruction) to the relevant input field</i>	
c	<i>Use the fieldset element to group together related input fields (unless the form is very simple)</i>	
3.3.3	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	
3.3.4	For Web pages that cause legal commitments or financial transactions for the user to occur, the user can check, change and delete input before final submission	
<b>Guideline 4.1</b>	<b>Maximise compatibility with current and future user agents, including assistive technologies.</b>	
4.1.1	<b>In content implemented using markup languages correctly</b>	X
a	<i>Create documents that validate to published formal grammars. (DDT)</i>	Near
b	<i>Provide DOCTYPE information to enable assistive software to correctly interpret the code.</i>	✓
c	<b>X/HTML code is used according to specification</b>	X Note 10
d	<i>All specified ids are unique on a single page</i>	✓
e	<i>X/HTML markup is used efficiently (e.g. avoid duplication such as &lt;strong&gt;one&lt;/strong&gt; &lt;strong&gt;word&lt;/strong&gt; &lt;strong&gt; at a time&lt;/strong&gt;</i>	✓
4.1.2	For all user interface components the name and role can be programmatically determined.	N/A
a	<i>Heading codes (H1 to H6), blockquote, th and other semantic elements are used for structure.</i>	✓
b	<b>Heading codes (H1 to H6), blockquote, th and other semantic elements are not used for style.</b>	X Note 1

## Notes

1. Heading codes are used but are not always logical (see /main.cfm?type=MEMBERS – Board Members). Also headings are occasionally used for text style (see main.cfm?type=INVOLVMENTOPTIONS - Ways to get involved).
2. Table on main.cfm?type=INVOLVMENTOPTIONS - “Ways to get involved” is a data table and requires <th> code for column headings (not <td><h4>).
3. Ideally a heading (usually <h2>) that explains the purpose of the navigation bar should precede navigation bars. This heading can be hidden from visual users. The pages of the NSHousing site have four separate navigation bars plus a breadcrumb trail. Without headings it is hard for a blind user to distinguish which are style and language options and which are site navigation options.
4. The SkipNav option is not visible to sighted users and only skips the first set of navigation links, taking the user to the textsize option at the top of the page

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5. Page titles are unique, but every title starts with the same phrase “North Somerset Housing – “. That is then followed by the unique page name. It is better to start with the page name so that blind users can more quickly discover if they are on the wrong page. This approach also helps search engine categorisation
6. The HouseCall repair reporting service is not part of the main site as it is housed within an iFrame sourced from the Housecall server. Each frame is handled separately by screenreaders. As the iframe is not titled blind people may have a problem identifying its purpose. Once in the Frame there is no direct link back to the main website. Keyboard users with Firefox and Netscape have to tab blindly through each frames navigation system as there is no visible “rollover” effect. User with smaller screen size (less than 1024 pixels) also have problems when tabbing through the links as the page jumps about to bring the selected link into focus. The form process within this section is well designed.
7. The “rollover” effect on navigation buttons does not work for keyboard users. Please add a:active and a:focus pseudoclasses to the style sheets
8. The main horizontal navigation buttons increase in size when focused. Users with large print settings suffer as the page jumps about as each button is focused (see figure 1)
9. Home page has three options on right-hand side (Pay your rent, Report a repair and Apply for housing) that produce subsections when selected. Note that these are frequently hidden by the “user\_toolbar” facility (black “pop-across” box).
10. A number of pages have serious HTML coding errors. See <http://www.userite.com/testing/nshousing/index.htm> for validation results of first 100 pages.
11. Overall navigation is difficult for everyone, and particularly so for new users and people with learning disabilities. There is a confusing mixture of navigation mechanisms which can appear in different locations depending upon the users browser (see figures 2 and 3). Control of the “user\_toolbar” that pops across from the right is particularly problematic.

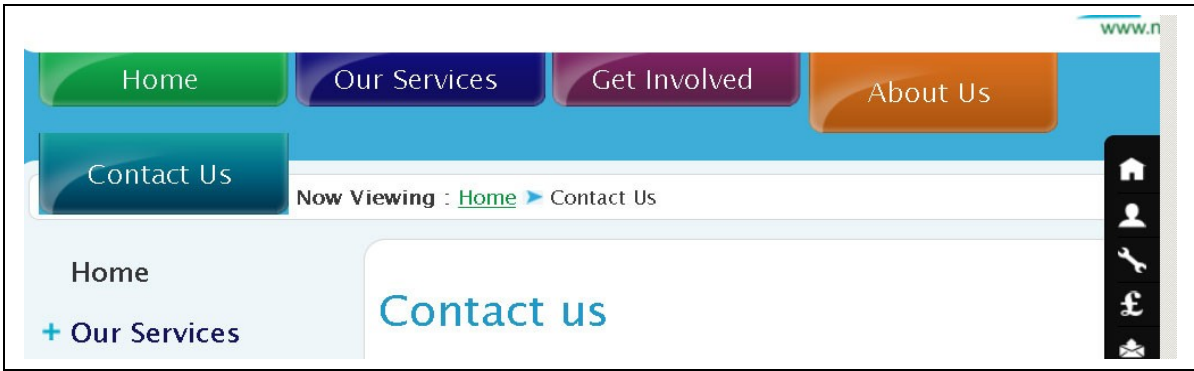


Figure 1 Navigation buttons grow when large fonts are used pushing contact button on to next line

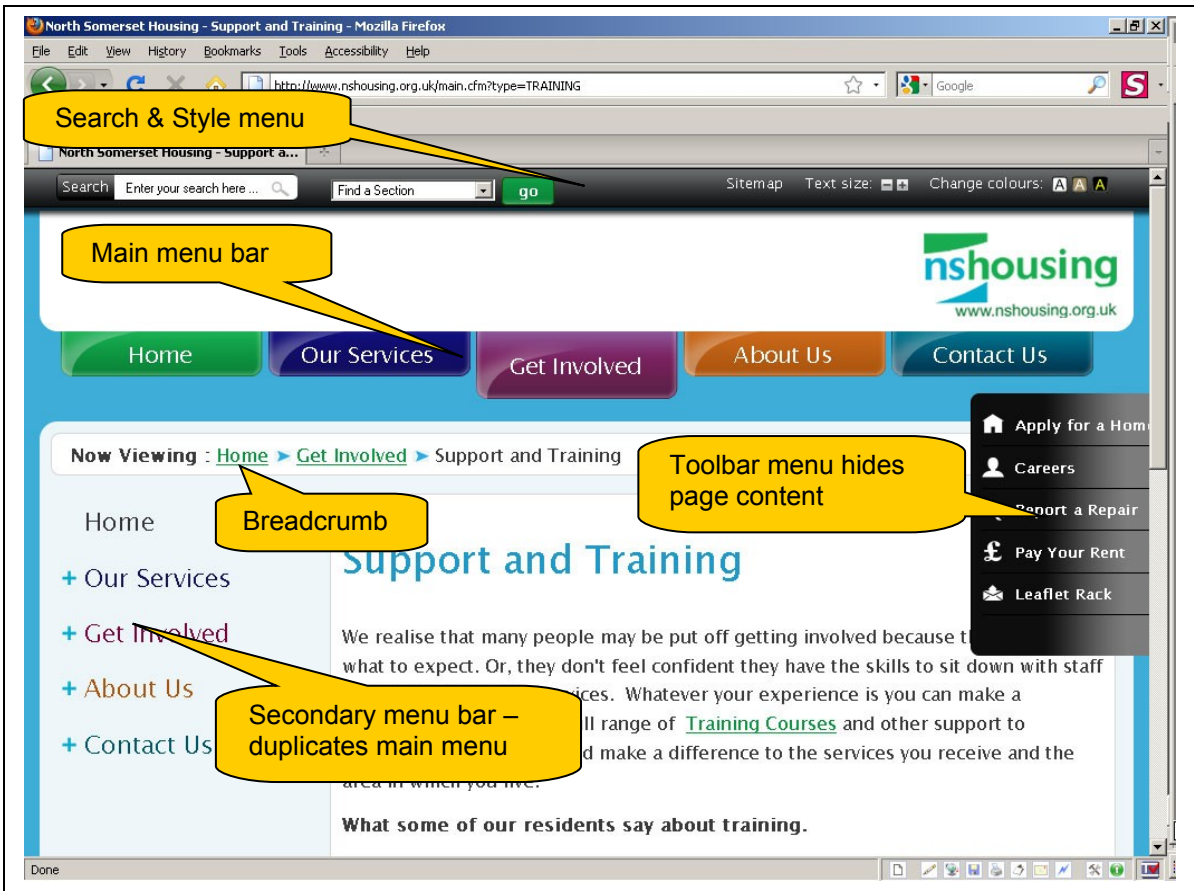


Figure 2 The five different navigation options as seen when using Firefox and IE 8

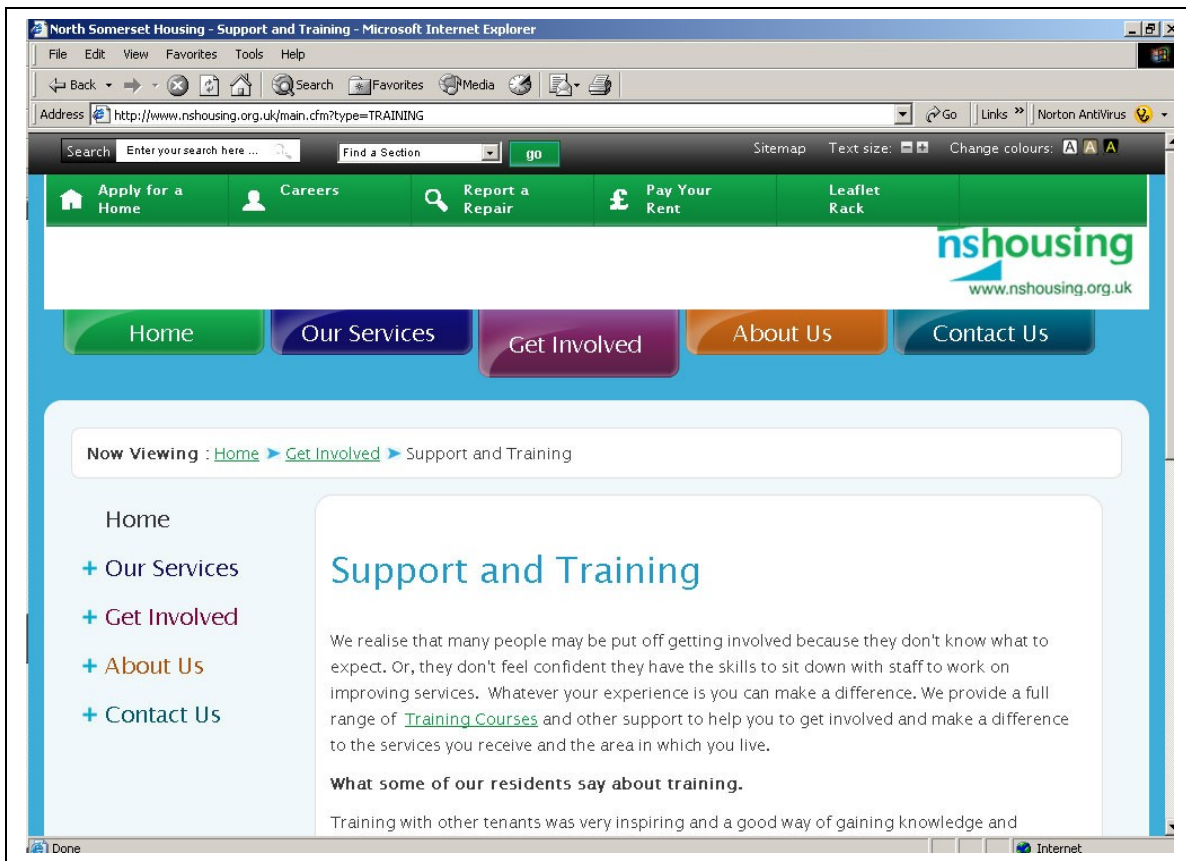


Figure 3 The five different navigation options as seen when using Internet Explorer 6. Note that the tool-bar-menu now appears across the top of the page.