Digital Accessibility Centre

Accessibility Audit Report

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Document Control

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Contents

Executive Summary

An accessibility audit for the British Council Active Citizens website was carried out by the Digital Accessibility Centre (DAC) user/technical team on 29th October 2019.

The site was assessed against the Web Content Accessibility Guidelines WCAG 2.1.

This document incorporates the findings regarding any accessibility barriers identified during the testing process.

There were numerous barriers to accessibility encountered across the site which would have an impact on some user groups ability to interact with the content.

Screen reader users were the group which found the site most difficult to interact with, particularly the video content, which had no alternative and the Active Citizens Toolkit PDF document, which lacked the appropriate structure for screen readers. There were other issues such as heading structure, images, expandable content and non-descriptive links which would also prove challenging for this user group.

Keyboard only users were able to interact with most of the content on the site with ease. There were some issues with focus order and the skip links did not function as expected.

Users with limited vision and colour perception issues may have issues with some of the colour combinations used on the site and some pages do not resize correctly when magnified.

There is moving content present on the site which can confuse and distract some users and may also create problems for screen reader users.

A lot of pages on the site use parallax scrolling, which can be a problem for users with vestibular disorders. We would recommend that users are allowed to switch off any animation and view the pages as a static site.

Audit Summary

In order for the website to be eligible for a Digital Accessibility Centre certification, and fall in line with WCAG 2.1 requirements, improvements need to be made in the following areas.

A

Images
Non-HTML Documents
Video Content
Heading Structure
Use of Colour Alone
Animation
Skip Links
Page Titles
Focus Order
Bleed Through
Close Button obscured
Focus Order
Link Text
Non-Descriptive Links
Expandable Content
Incorrect Use of Aria

AA

Colour Contrast
Text over Images
Resizing
Reflow
Non-Text Contrast
Duplicated Form Labels
Consistent Navigation
Status Message

AAA

Animation
Heading Structure

Scope

Exact Task and/or URLs are listed below along with the specific browser and AT set.
See Appendix I for a full list of tasks and instructions

Browser matrix and Assistive Technology (AT) combinations

Desktop

User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	Windows	IE11	Jaws 18 and 2019
			Firefox	NVDA
		MAC	Safari	VoiceOver
Mobility (iii)	VA	Windows	IE11	Dragon Voice Activation V15
Mobility (iii)	KO	Windows	Chrome	Keyboard
			IE11	Keyboard
Deaf (i)	D	Windows	Firefox	-
Colour blind (ii)	CB	Windows	Chrome	System inverted colours
Dyslexia (ii)	DX	Windows	Chrome	-
Low Vision	LV	Windows	IE11	Screen Magnification
Asperger's (i)	A	Windows	Firefox	-
Cognitive Impaired/ Panic/ Anxiety	Cog	Windows	IE11	-

Mobile/Tablet

User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	iOS	Safari	VoiceOver
		Android	Firefox	Talkback
Mobility	KO	iOS	Safari	-
Mobility	KO	Android	Android Browser	-
Deaf	D	Android/iOS	Android browser/ Safari	
Colour blind/ Dyslexia	CB/DX	Android/iOS	Android browser/ Safari	System inverted colours/ colour blind checks
Low Vision	LV	Android/iOS	Android browser/ Safari	Screen Magnification/ Resizing content

Summary Graphs

Our analysts provided their overall feedback on the website.
This was rated from 0 – could not complete to 3 – Completed independently, no issues.
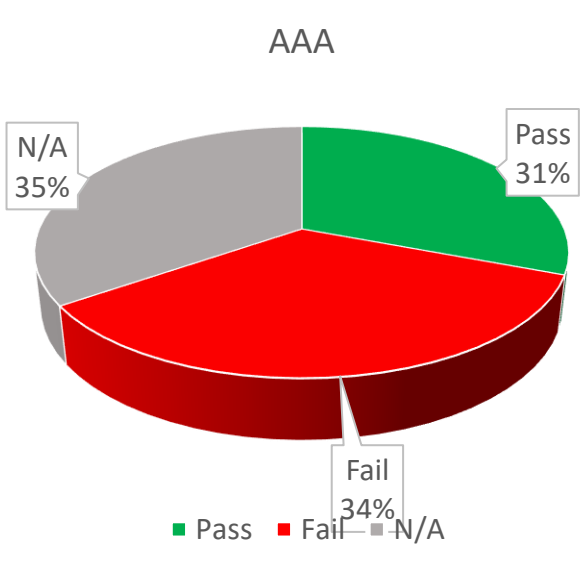
Key:	
0	Could not complete on my own
1	Completed independently but with major issues
2	Completed independently but with minor issues
3	Completed independently, no issues
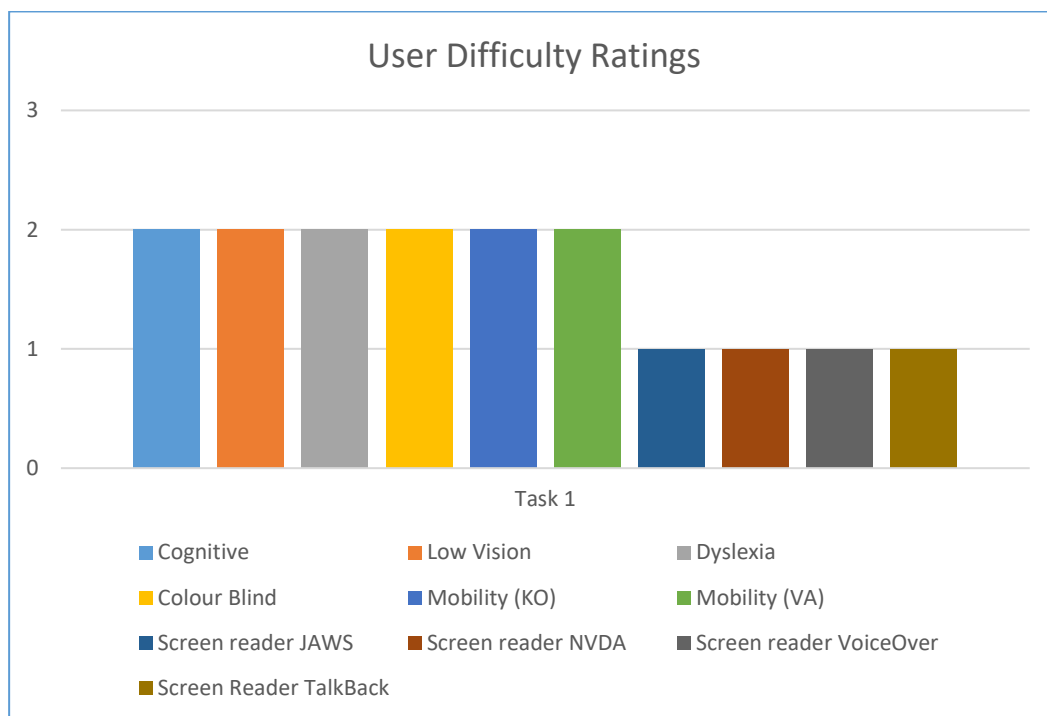
The graph below details the number of checkpoints that passed, failed or were not applicable to the website.

Please refer to the Classification of Accessibility Issues for more information.

A		
Priority Level Checkpoints A	**Number**	**Percentage**
Number of checkpoints 'Passed'	11 (37%)	
Number of checkpoints 'Failed'	15 (50%)	
Number of checkpoints 'Not Applicable (N/A)'	4 (13%)	

A

N/A 13%
Pass 37%
Fail 50%

■ Pass ■ Fail ■ N/A

AA		
Priority Level Checkpoints AA	**Number**	**Percentage**
Number of checkpoints 'Passed'	8 (40%)	
Number of checkpoints 'Failed'	8 (40%)	
Number of checkpoints 'Not Applicable (N/A)'	4 (20%)	

AA

N/A 20%
Pass 40%
Fail 40%

■ Pass ■ Fail ■ N/A

AAA		
Priority Level Checkpoints AAA	**Number**	**Percentage**
Number of checkpoints 'Passed'	8 (31%)	
Number of checkpoints 'Failed'	9 (34%)	
Number of checkpoints 'Not Applicable (N/A)'	9 (35%)	

AAA

N/A 35%

Pass 31%

Fail 34%

■ Pass ■ Fail ■ N/A

Audit Results

These are the results of the Digital Accessibility Centre accessibility audit by section.

Each area contains a reference to the WCAG success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.

High Priority

Images
Decorative images should have a null alt attribute

WCAG Reference:
1.1.1 Non-text Content
Understanding Non-text Content |How to Meet Non-text Content
(Level A)

Issue ID: DAC_Images_Issue_01

Page title: Active Citizens | British Council

URL: https://active-citizens.britishcouncil.org/

Screen Shot:

There are decorative images present that have a descriptive alt attribute. This can be frustrating for users who rely on audio feedback such as screen reader user. This issue appears to be consistent with all images on the site.

Current Code Ref(s):

```
<img class="img-responsive bc-landscape blur-up lazyautosizes lazyloaded"
width="950" height="534" alt="Group of young people from Tunisia standing in the
middle of large vehicle tyres painted in bright colours" src="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
100x56/public/tunisia_withcopyright.jpg?itok=-FfoJsFm" data-sizes="auto" data-
srcset="https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-270x152/public/tunisia_withcopyright.jpg?itok=2wzEnZsZ 270w,
https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-300x169/public/tunisia_withcopyright.jpg?itok=jsuLMAeW 300w,
https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-630x354/public/tunisia_withcopyright.jpg?itok=AmCkmdr3 630w,
https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-800x450/public/tunisia_withcopyright.jpg?itok=D0qbM17X 800w,
https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-950x534/public/tunisia_withcopyright.jpg?itok=vIogjW-L 950w,
https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-1280x720/public/tunisia_withcopyright.jpg?itok=uTOEBqmm 1280w,
https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-1440x810/public/tunisia_withcopyright.jpg?itok=UoCyzuOQ 1440w"
sizes="960px" srcset="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
270x152/public/tunisia_withcopyright.jpg?itok=2wzEnZsZ 270w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
300x169/public/tunisia_withcopyright.jpg?itok=jsuLMAeW 300w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
630x354/public/tunisia_withcopyright.jpg?itok=AmCkmdr3 630w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
800x450/public/tunisia_withcopyright.jpg?itok=D0qbM17X 800w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
950x534/public/tunisia_withcopyright.jpg?itok=vIogjW-L 950w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1280x720/public/tunisia_withcopyright.jpg?itok=uTOEBqmm 1280w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1440x810/public/tunisia_withcopyright.jpg?itok=UoCyzuOQ 1440w">
```

Screen reader comments:

"There are lots of images present on the site that have very descriptive alternative text. The images are decorative and only increase the amount of time it takes to read the page. Decorative images should be hidden from screen reading software with a null alt."

Solution:
All images which are decorative should have a null alt attribute (alt="") to ensure they are not read by screen reading software.

Non-html documents

There is a pdf document which does not have the appropriate structure for users of assistive technology.

WCAG Reference:
1.1.1 Non-text Content
Understanding Non-text Content |How to Meet Non-text Content
(Level A)

1.3.1 Info and Relationships
Understanding Info and Relationships |How to Meet Info and Relationships
(Level A)

1.3.2 Meaningful Sequence
Understanding Meaningful Sequence |How to Meet Meaningful Sequence
(Level A)

1.4.3 Contrast (Minimum)
Understanding Contrast (Minimum) |How to Meet Contrast (Minimum)
(Level AA)

1.4.5 Images of Text
Understanding Images of Text |How to Meet Images of Text
(Level AA)

1.4.6 Contrast (Enhanced)
Understanding Contrast (Enhanced) |How to Meet Contrast (Enhanced)
(Level AAA)

1.4.9 Images of Text (No Exception)
Understanding Images of Text (No Exception) |How to Meet Images of Text (No Exception)
(Level AAA)

1.4.11 Non-text Contrast
Understanding Non-text Contrast |How to Meet Non-text Contrast
(Level AA)

2.4.2 Page Titled
Understanding Page Titled |How to Meet Page Titled
(Level A)

2.4.6 Headings and Labels
[Understanding Headings and Labels](#) |[How to Meet Headings and Labels](#)
(Level AA)

2.4.10 Section Headings
[Understanding Section Headings](#) |[How to Meet Section Headings](#)
(Level AAA)

Issue ID: DAC_PDF_Issue_01

Page title: active_citizens_global_toolkit_2017-18.pdf

URL: https://active-citizens.britishcouncil.org/sites/default/files/active_citizens_global_toolkit_2017-18.pdf

Screen Shot:
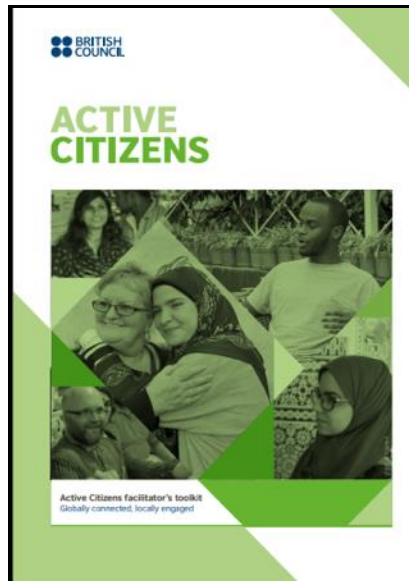
The pdf document does not contain the structure to enable users of assistive technology to interact with the document in a meaningful way. The reading order is not tagged correctly, the document has no title, there are test elements which fail to meet the minimum required contrast ratio. The heading structure is not correct, images are present which convey information and have no alternative text. There are also images which do not have alt attributes. There are tables contained within the document which do not have the appropriate structure to enable screen reader users to understand the content.

Screen reader comments:

"I found the pdf document very difficult to read as the JAWS did not work correctly with the document."

Solution:
The document requires remediation to enable users of assistive technology to interact with the document. The text elements of the document (Including images which convey information) should meet the minimum required contrast ratios. Tables require the table headers and table data information.
The page title should be descriptive of the content of the pdf and should not be in a file format.

Some users may prefer an alternative version such as a .doc which may be easier to read.

Video content

There is pre-recorded video content present which is not accessible to all users.

WCAG Reference:
1.2.1 Audio-only and Video-only (Pre-recorded)
[Understanding Audio-only and Video-only (Pre-recorded)](#) |[How to Meet Audio-only and Video-only (Pre-recorded)](#)
(Level A)

1.2.2 Captions (Pre-recorded)
[Understanding Captions (Pre-recorded)](#) |[How to Meet Captions (Pre-recorded)](#)
(Level A)

1.2.3 Audio Description or Media Alternative (Pre-recorded)
[Understanding Audio Description or Media Alternative (Pre-recorded)](#) |[How to Meet Audio Description or Media Alternative (Pre-recorded)](#)
(Level A)

1.2.5 Audio Description (Pre-recorded)
[Understanding Audio Description (Pre-recorded)](#) |[How to Meet Audio Description (Pre-recorded)](#)
(Level AA)

1.2.6 Sign Language (Pre-recorded)
[Understanding Sign Language (Pre-recorded)](#) |[How to Meet Sign Language (Pre-recorded)](#)
(Level AAA)

1.2.7 Extended Audio Description (Pre-recorded)
[Understanding Extended Audio Description (Pre-recorded)](#) |[How to Meet Extended Audio Description (Pre-recorded)](#)
(Level AAA)

1.2.8 Media Alternative (Pre-recorded)
[Understanding Media Alternative (Pre-recorded)](#) |[How to Meet Media Alternative (Pre-recorded)](#)
(Level AAA)

1.4.7 Low or No Background Audio
[Understanding Low or No Background Audio](#) |[How to Meet Low or No Background Audio](#)
(Level AAA)

Issue ID: DAC_Video_Content_Issue_01

Page title: Active Citizens don't wait around for change to happen...

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:

The video content contains no captions for users who are hearing impaired. There is also information conveyed via text within the video which blind users will not be aware off.

Issue ID: DAC_Video_Content_issue_02

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
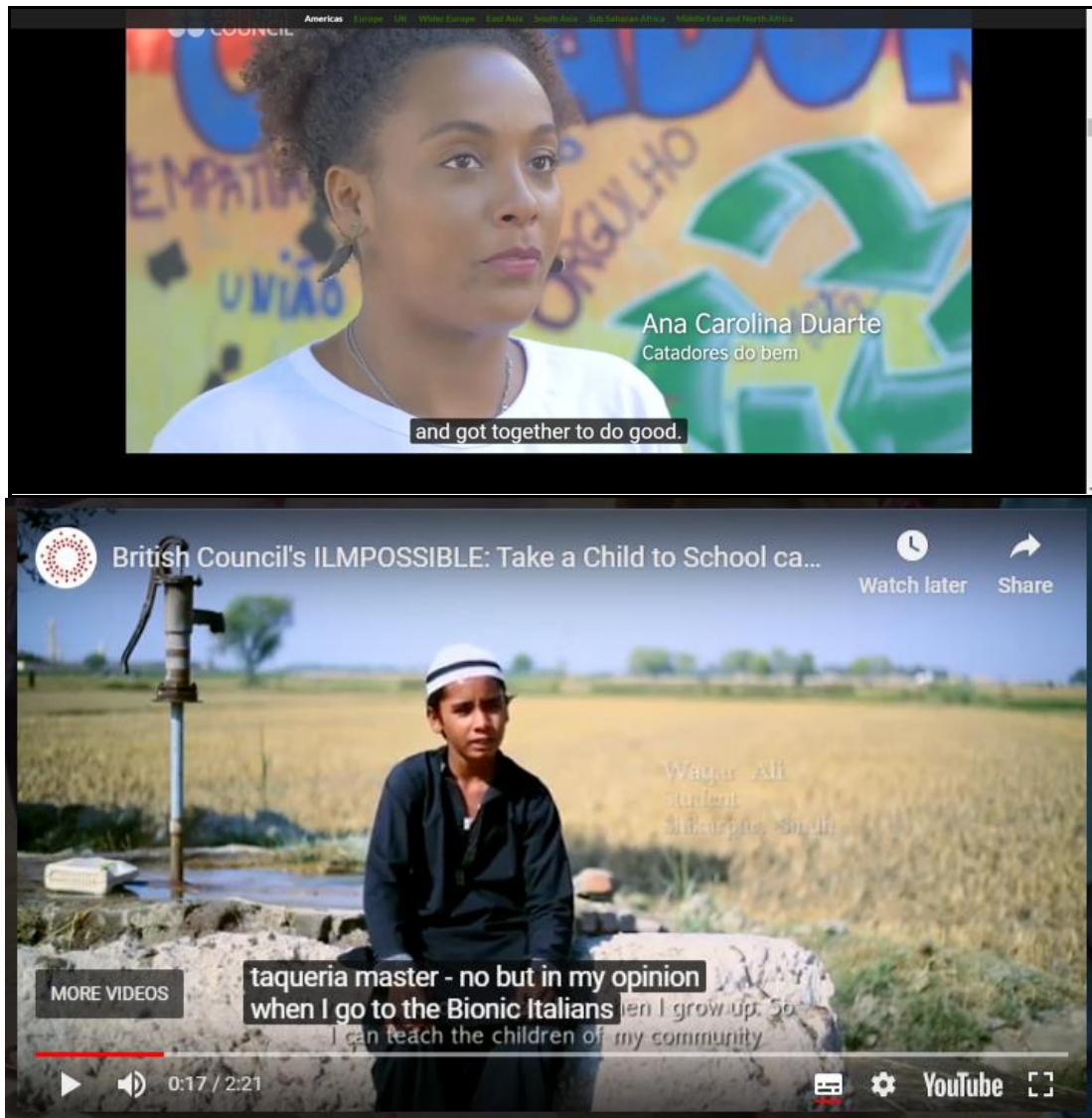
The video content on the page is in multiple languages. The subtitles are not accurate on some videos due to the language differences. Screen reader users will not hear the subtitles and the subtitles embedded in the video will be difficult for some users to read due to the colour combinations.

Screen reader comments:

"When I started to play the first video on this page I discovered that the speech is in a different language. A sighted colleague advised me that the subtitles work for people who can see the screen; however screen reader users would benefit either from audio description or from a text English transcript of the content."

"The video on this page is very accessible and easy to follow as it has a lot of dialogue in it, however from listening to the sounds in it it's clear that there are things happening that are visual; it would really assist users who are totally blind or who lack enough vision to see the screen if this video could include Audio description. This would help users with very low or no vision to get the most out of the video and fully understand what is going on and what it is about. This issue affects all screen readers and is consistent with all videos on the site."

Solution:

Ensure the content that is presented in the pre-recorded media is accessible to all users including sight and hearing impaired. Captions should be accurate and readable and audio description should be provided for blind users.

We would also suggest providing a text transcript for the videos due to the complexity presented with multiple languages.

Heading structure

The heading structure is not logical

WCAG Reference:
1.3.1 Info and Relationships
[Understanding Info and Relationships](#) |[How to Meet Info and Relationships](#)
(Level A)

2.4.6 Headings and Labels
[Understanding Headings and Labels](#) |[How to Meet Headings and Labels](#)
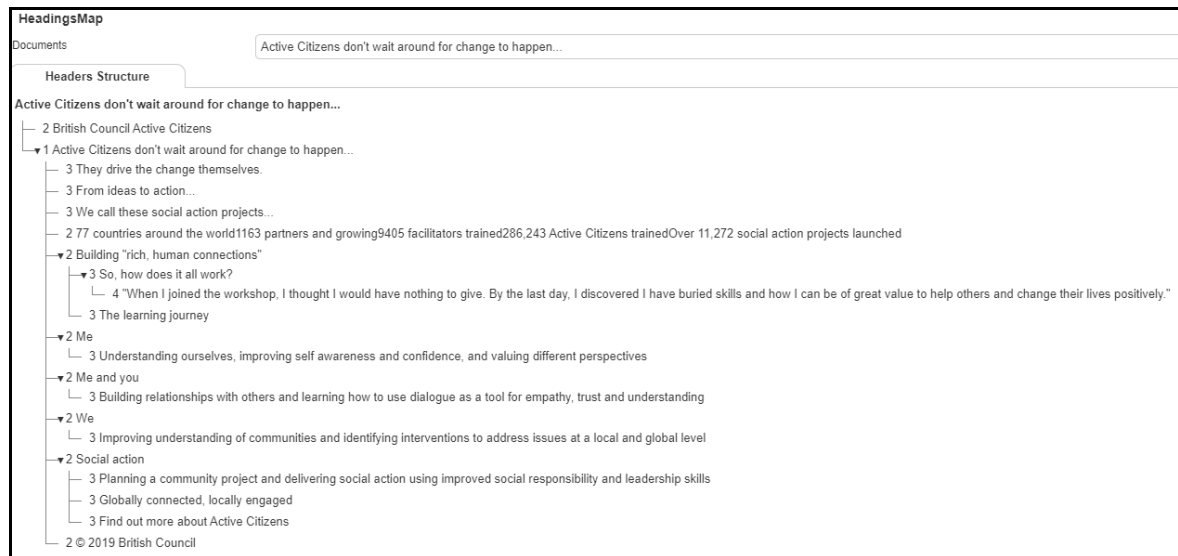(Level AA)

2.4.10 Section Headings
[Understanding Section Headings](#) |[How to Meet Section Headings](#)
(Level AAA)

Issue ID: DAC_Headings_Issues_02

Page title: Active Citizens don't wait around for change to happen...

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:

HeadingsMap

Documents   Active Citizens don't wait around for change to happen...

Headers Structure

Active Citizens don't wait around for change to happen...
- 2 British Council Active Citizens
- 1 Active Citizens don't wait around for change to happen...
  - 3 They drive the change themselves.
  - 3 From ideas to action...
  - 3 We call these social action projects...
  - 2 77 countries around the world1163 partners and growing9405 facilitators trained286,243 Active Citizens trainedOver 11,272 social action projects launched
  - 2 Building "rich, human connections"
    - 3 So, how does it all work?
      - 4 "When I joined the workshop, I thought I would have nothing to give. By the last day, I discovered I have buried skills and how I can be of great value to help others and change their lives positively."
    - 3 The learning journey
  - 2 Me
    - 3 Understanding ourselves, improving self awareness and confidence, and valuing different perspectives
  - 2 Me and you
    - 3 Building relationships with others and learning how to use dialogue as a tool for empathy, trust and understanding
  - 2 We
    - 3 Improving understanding of communities and identifying interventions to address issues at a local and global level
  - 2 Social action
    - 3 Planning a community project and delivering social action using improved social responsibility and leadership skills
    - 3 Globally connected, locally engaged
    - 3 Find out more about Active Citizens
  - 2 © 2019 British Council

"When I joined the workshop, I thought I would have nothing to give. By the last day, I discovered I have buried skills and how I can be of great value to help others and change their lives positively."

Image © Al Ethar Humanitarian Foundation

77 countries around the world

1163 partners and growing

9405 facilitators trained

286,243 Active Citizens trained

Over 11,272 social action projects launched

The heading structure on the about us page has multiple issues. Heading mark up has been used to visually style text which can confuse users. The heading structure is also illogical and jumps from <h1> to <h3>.

Structural heading mark-up should be used to introduce content and not for visual styling. The heading structure should be a logical hierarchy to enable users who rely on audio feedback such as screen reader users to understand the context of the page.

Screen reader comments:

"When viewing the headings out of context I found that the headings jump from a H1 to H3 which is not logical. A logical hierarchical heading structure will enable screen reader users to better understand the page layout."

Solution:

Do not use structural heading mark up for styling purposes. Headings should be used to introduce content and should be a logical hierarchy with one <h1> on each page followed by subheadings at <h2> to <h6>

Use of Colour Alone

There are links present which have no visual indicator and have insufficient colour contrast ratio from the surrounding text.

WCAG Reference:
1.4.1 Use of Colour
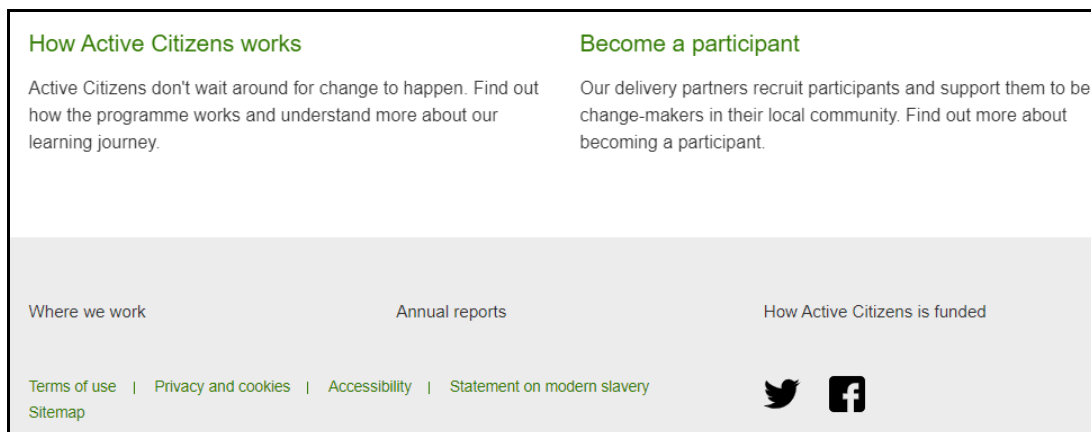Understanding Use of Colour |How to Meet Use of Colour
(Level A)

Issue ID: DAC_Link_Colour_Issue_01

Page title: Active Citizens | British Council

URL: https://active-citizens.britishcouncil.org/

Screen Shot:

The underline has been removed from links which may make it difficult for some users to identify link text due to the contrast ratio of the link text compared to the surrounding text. If the underline has been removed, links should have a contrast ratio of at least 3:1 from surrounding text.

Link text: #307A00
Body text: #333333

The contrast ratio is: 2.4:1

Current Code Ref(s):

```
<div class="row">

            <div class="col-xs-12 col-md-12 col-lg-12">
                            <nav><ul class="bc-footer-nav"><li class="first
leaf"><a href="/where-we-work">Where we work</a></li>
<li class="leaf"><a href="/annual-reports">Annual reports</a></li>
<li class="last leaf"><a href="/how-active-citizens-funded">How Active Citizens
is funded</a></li>
</ul></nav>

                                    </div>

            <div class="col-xs-12 col-md-8 col-lg-8">
                            <ul class="bc-site-links"><li class="first leaf"><a
href="https://www.britishcouncil.org/terms?_ga=2.21676795.1521340697.1551699153-
73135822.1551196681" title="">Terms of use</a></li>
<li class="leaf"><a href="https://www.britishcouncil.org/privacy-
cookies?_ga=2.21676795.1521340697.1551699153-73135822.1551196681"
title="">Privacy and cookies</a></li>
<li class="leaf"><a
href="https://www.britishcouncil.org/accessibility?_ga=2.118156233.1521340697.155
1699153-73135822.1551196681" title="">Accessibility</a></li>
<li class="leaf"><a href="https://www.britishcouncil.org/statement-slavery"
title="">Statement on modern slavery</a></li>
<li class="last leaf"><a href="/sitemap" title="Sitemap">Sitemap</a></li>
</ul>                    </div>

            <div class="col-xs-12 col-md-4 col-lg-4">
        <hr class="bc-footer-main-hr-lg">
                            <h2 class="h3 bc-social-media-title">Connect with
us</h2><ul class="bc-social-media"><li class="first leaf"><a
href="https://twitter.com/ActiveCitizens?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7
Ctwgr%5Eauthor" title="">Active Citizens Twitter</a></li>
<li class="last leaf"><a href="https://www.facebook.com/activecitizens/"
title="">Active Citizens Facebook</a></li>
</ul>                    </div>

    </div>
```

Low Vision Analyst comments:

"I found it hard to identify what was a link and what was just text. There was no underline on the links and the text was the same colour as the rest of the text on the page."

Solution:

Ideally, the underline should not be removed from links as it creates difficulties for some users as they may not be able to recognise links on the page.
If the link underline is removed, then the link text should have a minimum contrast ratio of 3:1 from surrounding text.

Animation

There is content which moves for more than five seconds with no accessible pause feature.

WCAG Reference:
2.2.2 Pause, Stop, Hide
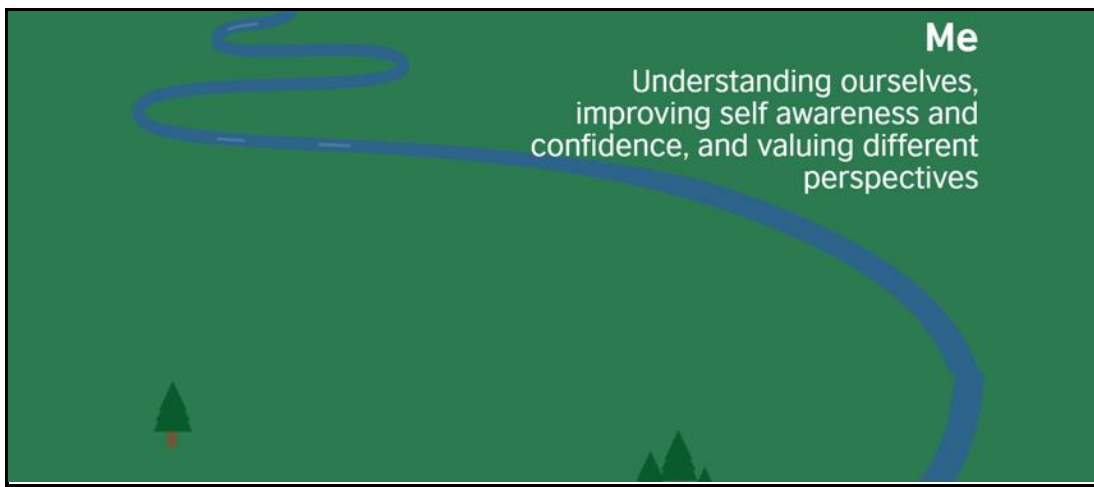Understanding Pause, Stop, Hide |How to Meet Pause, Stop, Hide
(Level A)

Issue ID: DAC_Animation_Issue_02

Page title: Active Citizens don't wait around for change to happen...

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:

There is moving content present on the page which moves for more than 5 seconds and has no accessible pause feature. The content is contained within video sections which auto-play and may create issues for users of assistive technology and confuse or disorientate some users with cognitive impairments. VoiceOver users on iOS devices commented that the video content was being read to them as they navigated through the page content.

Current Code Ref(s):

```
<video data-video="true" preload="none" loop="" muted="" class="FullSize--basic
ObjectFit--cover" style="opacity: 1;" playsinline="" data-
landscape="https://active-
```

```
citizens.britishcouncil.org/sites/default/files/shorthand/287/4zyCwyaHJN/assets/A
AWQ6pr2bY/river-1-v2.mp4" data-portrait="https://active-
citizens.britishcouncil.org/sites/default/files/shorthand/287/4zyCwyaHJN/assets/A
AWQ6pr2bY/river-1-v2.mp4" data-type="video/mp4"><source type="video/mp4"
src="https://active-
citizens.britishcouncil.org/sites/default/files/shorthand/287/4zyCwyaHJN/assets/A
AWQ6pr2bY/river-1-v2.mp4"></video>
```

Screen reader comments:

"Starting from the heading 'Understanding ourselves' there are unclear images on this, and then the next three headings after this. Voiceover announces it as '14 seconds 3 seconds' then has an image with a lot of numbers. It is unclear to the user what this is actually trying to convey as there is no clear description. It would help the user if clear descriptions could be added showing the user exactly what it is conveying on the page. This issue only affected iOS and was not applicable to NVDA although it may explain the issue with the blank line mentioned above."

Solution:
Either remove the moving content from the page or; add an accessible pause feature or; ensure the content moves for less than 5 seconds.

Use aria-hidden-true on the video elements to hide the content from VoiceOver users.

Skip Links

There are skip links present which are not anchored correctly and will not work for some users.

WCAG Reference:
2.4.1 Bypass Blocks
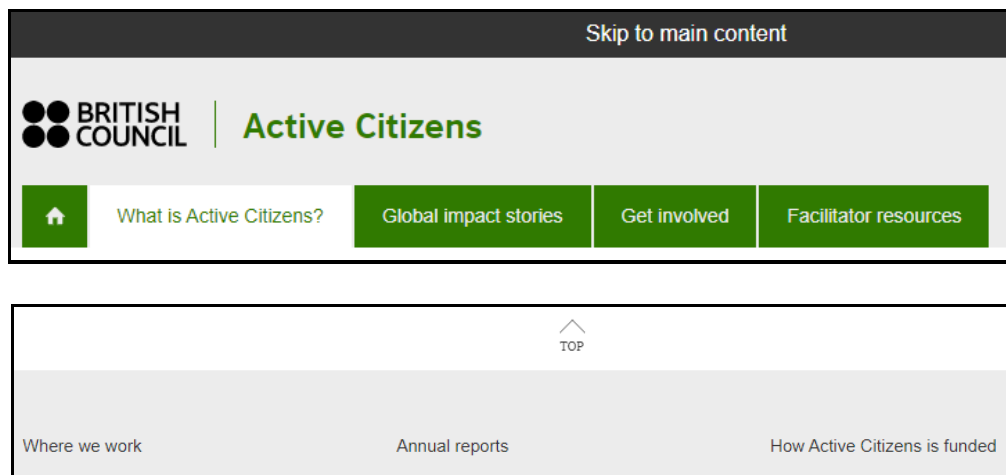[Understanding Bypass Blocks](#) |[How to Meet Bypass Blocks](#)
(Level A)

Issue ID: DAC_Skip_Links_Issue_01

Page title: Active Citizens don't wait around for change to happen…

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:

There are skip to content links at the header and footer of the page which rely on JavaScript to move the users focus. These links are not anchored so will only move the focus visually and will not set focus at the main content or at the top of the page. When users move forward after selecting the link, focus will return to the next item in the DOM.

Current Code Ref(s):
```
<div id="skip-link">
    <a href="#main-content" class="element-invisible element-focusable">Skip to main content</a>
  </div>
```
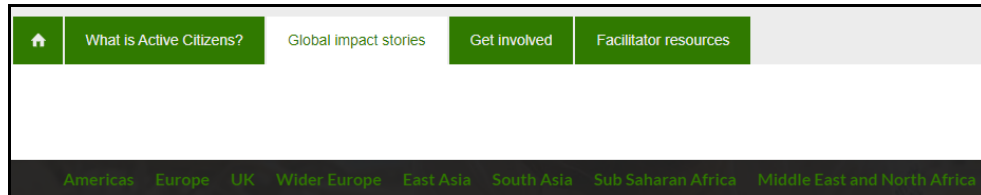
Screen reader comments:
"When implementing the skip link on the page I discovered that my focus remains on the skip link rather than taking focus to the main content on the page. "

Issue ID: DAC_Skip_Links_Issue_02

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories#group-Americas-Gt1aEqWtxt

Screen Shot:

The skip links to the various world sections on the page are not anchored and will not fix focus for users who cannot use a mouse such as keyboard only users or screen reader users. The elements rely on JavaScript to shift focus visually.

Solution:

Ensure that the skip links work correctly, use html skip links wherever possible.

Example:
```
<a  href="#main">skip to main content</a>

<div id="main" tabindex="-1"></div>
```

The tabindex="-1" on the destination ensures that focus continues through the page and does not stay on the skip link itself.

For hidden skip links that need to come visible when tabbed to suggest the following:

```
.screen-reader {
      border: 0;
      clip: rect(0 0 0 0);
      height: 1px;
      margin: -1px;
      overflow: hidden;
      padding: 0;
      position: absolute;
      white-space: nowrap;
      width: 1px;
```

```
}
.screen-reader-focusable:active,
.screen-reader-focusable:focus {
      clip: auto;
      height: auto;
      margin: 0;
      overflow: visible;
      position: static;
      white-space: normal;
      width: auto;
}
```

Page Titles

Page titles are not descriptive of the page content and some are duplicated.

WCAG Reference:
2.4.2 Page Titled
[Understanding Page Titled](#) |[How to Meet Page Titled](#)
(Level A)

Issue ID: DAC_Page_Titles_Issue_01

Page title: Active Citizens | British Council
Active Citizens don't wait around for change to happen...
Active Citizens

URL: https://active-citizens.britishcouncil.org/
https://active-citizens.britishcouncil.org/about
https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
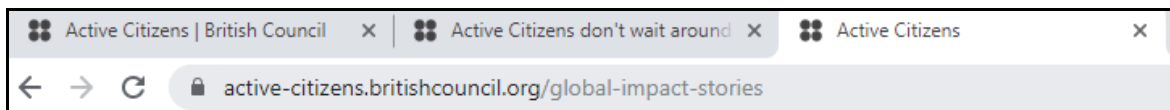
The page titles may confuse screen reader users. Some pages have duplicated page titles, some have titles which do not clearly describe the purpose of the page. Screen reader users will use page titles to quickly locate and understand the content of the page, particularly when multiple pages are open.

Current Code Ref(s):

```
<title>Active Citizens don't wait around for change to happen...</title>
```

Screen reader comments:

"When viewing the page title, I found that the page title does not reflect the purpose of the page accurately. In order to make this simpler to understand, (about us-British council) or something similar could be used instead."

"This page does not have a clear page title that shows up with NVDA. I know it is the global-impact-stories because the URL tells me this and the scope gives the names of all the pages that need testing. Without this information it would not be clear to me until I started looking at the information properly what this page was and where it was taking me. It would help if the page title could be clearly displayed to show that it is the global-impact-stories page. This issue was consistent with both NVDA and Voiceover on iPhone."

Solution:

We would recommend using page titles which clearly describe the purpose of the page that include details of the organisation name. Page titles should also be consistent across the site.

Example

```
<title>Home | Active Citizens | British Council</title>

<title>About Us | Active Citizens | British Council</title>

<title>Global Impact Stories | Active Citizens | British Council</title>
```

Focus order

When a new page is selected, focus remains on the pagination links.

WCAG Reference:
2.4.3 Focus Order
Understanding Focus Order |How to Meet Focus Order
(Level A)

Issue ID: DAC_Focus_Order_Issue_01

Page title: Activities

URL: https://active-citizens.britishcouncil.org/facilitator-resources/activities

Screen Shot:
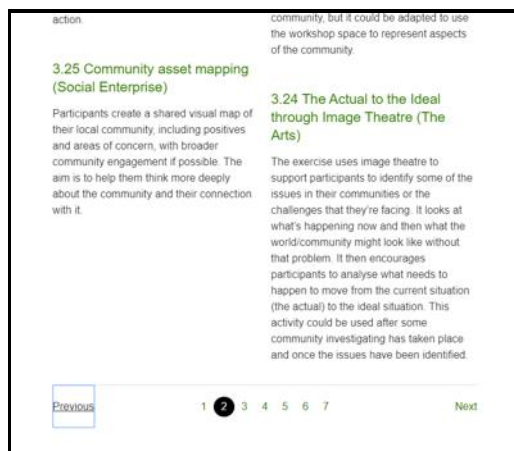
When a user selects a new page, focus is not placed at the top of the new content which has loaded meaning keyboard only users will have to tab backwards to reach the top of the content. Focus shifts visually with JavaScript, but it is not anchored to the top of the content which will be frustrating.

Current Code Ref(s):
```
<ul class="pagination"><li class="active"><a href="#">1</a></li>
<li><a title="Go to page 2" href="/facilitator-
resources/activities?page=1">2</a></li>
<li><a title="Go to page 3" href="/facilitator-
resources/activities?page=2">3</a></li>
<li><a title="Go to page 4" href="/facilitator-
resources/activities?page=3">4</a></li>
```

```
<li><a title="Go to page 5" href="/facilitator-
resources/activities?page=4">5</a></li>
<li><a title="Go to page 6" href="/facilitator-
resources/activities?page=5">6</a></li>
<li><a title="Go to page 7" href="/facilitator-
resources/activities?page=6">7</a></li>
<li class="next"><a href="/facilitator-resources/activities?page=1"><svg
class="bc-svg bc-svg-right-open-mini bc-dir" aria-hidden="true"><use
xlink:href="#icon-right-open-mini"></use></svg>Next</a></li>
</ul>
```

Keyboard only comments:

"When I selected a new page from the link at the bottom of the page the content updated, but focus only moved visually, meaning I had to tab backwards through the page content."

Solution:
Ensure focus is set to the top of the page when the new page is selected.

Bleed Through

There is content which is not visible on the screen which is still read by screen reading software.

WCAG Reference:
2.4.3 Focus Order
Understanding Focus Order |How to Meet Focus Order
(Level A)

Issue ID: DAC_Bleed_Through_Issue_01

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
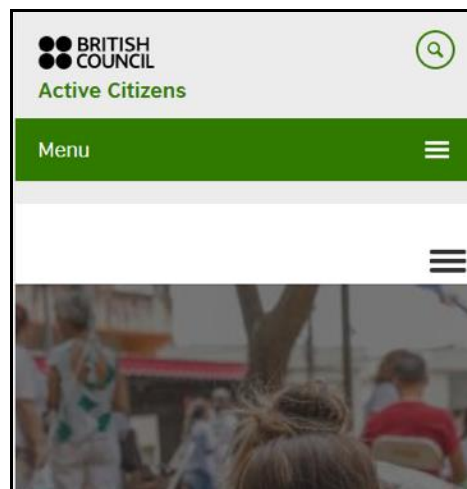
The content in the second menu section is not hidden correctly and can still be read by screen reader users. This will be confusing for screen reader users.

Current Code Ref(s):
```
<div class="Header Layout Theme-Header" role="banner">
    <div class="Theme-Logos">
      <div class="Theme-Default-Logos"><span class="Theme-Logo"><a
href="https://shorthand.com/" target="_blank"><img alt="Shorthand"
src="https://active-
citizens.britishcouncil.org/sites/default/files/shorthand/288/sgJ3p0RWq9/assets/l
ogo.png" class="Theme-BigLogo Display--none Display--md-block"><img
```

34

```
alt="Shorthand" src="https://active-
citizens.britishcouncil.org/sites/default/files/shorthand/288/sgJ3p0RWq9/assets/l
ogo.png" class="Theme-SmallLogo Display--md-none"></a></span></div>
    </div><a href="#nav" class="Navigation__hamburger Layout__snap--xright
Layout__snap--ycenter Display--lg-none Theme-Hamburger" aria-expanded="false"
aria-controls="navigation"><span></span><span></span><span></span><span></span><i
class="Core--srOnly">Menu</i></a>
    <nav class="Navigation Theme-NavigationBar" role="navigation"
id="navigation">
      <ul class="Navigation__itemList Theme-Navigation-ItemList"><li
class="Navigation__item Theme-NavigationBarItem"><a href="#group-Americas-
Gt1aEqWtxt" class="Theme-NavigationLink" data-story-nav-
item="true">Americas</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
Europe-G90shploXI" class="Theme-NavigationLink" data-story-nav-
item="true">Europe</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-UK-
RA6L8Zov1F" class="Theme-NavigationLink" data-story-nav-item="true">UK</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
Wider-Europe-FkMEUfQv9Z" class="Theme-NavigationLink" data-story-nav-
item="true">Wider Europe</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
East-Asia-DYMOd23YI1" class="Theme-NavigationLink" data-story-nav-
item="true">East Asia</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
South-Asia-5yaYKVMDM9" class="Theme-NavigationLink" data-story-nav-
item="true">South Asia</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-Sub-
Saharan-Africa-0YVrkwnTF6" class="Theme-NavigationLink" data-story-nav-
item="true">Sub Saharan Africa</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
Middle-East-and-North-Africa-wdCH56OJ2F" class="Theme-NavigationLink" data-story-
nav-item="true">Middle East and North Africa</a></li>
      </ul>
    </nav>
  </div>
```

Solution:

Ensure content is hidden correctly with Display: none and aria-hidden=true until the menu is activated.

Close button is obscured

When a user activates a menu, the close link is obscured.

WCAG Reference:
2.4.3 Focus Order
Understanding Focus Order |How to Meet Focus Order
(Level A)

Issue ID: DAC_Focus_Order_Issue_02

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
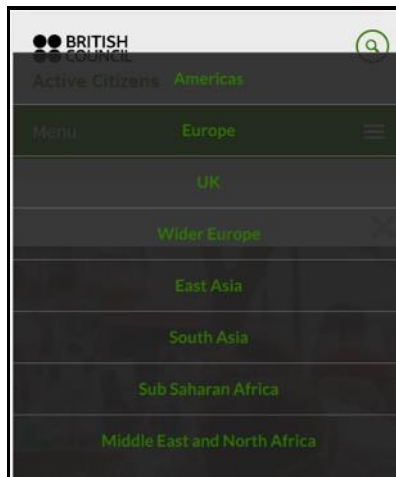
When a user activates the locations menu on the page on a mobile device the close button is hidden behind the flyout menu. The button can still be activated, but some users may not know it is there. When the page is scrolled, the close menu link appears at the top of the page, but this is not an expected behaviour.

Current Code Ref(s):

```
<a href="#nav" class="Navigation__hamburger Layout__snap--xright Layout__snap--ycenter Display--lg-none Theme-Hamburger" aria-expanded="true" aria-controls="navigation"><span></span><span></span><span></span><span></span><i class="Core--srOnly">Menu</i></a>
```

Solution:

Ensure that users have a way of closing the menu once it is opened. Users focus should also be trapped in the flyout menu until it is closed. They should not be able to navigate the content on the page behind.

Focus order

The focus order of the page does not follow a logical path

WCAG Reference:
2.4.3 Focus Order
Understanding Focus Order |How to Meet Focus Order
(Level A)

Issue ID: DAC_Focus_Order_Issue_03

Page title: All

URL: https://active-citizens.britishcouncil.org/

Screen Shot:
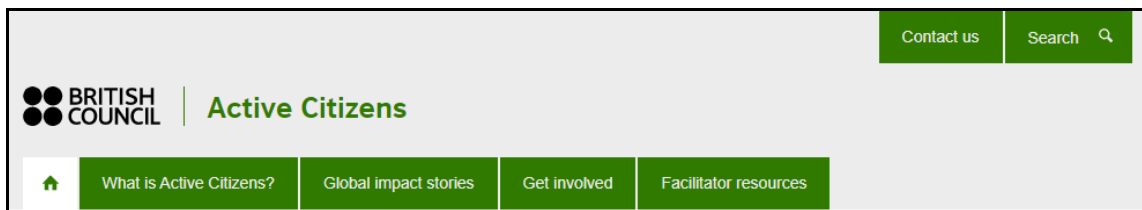
The focus order of the page is not logical. The 'Contact Us' and 'Search' components appear above the navigation menu on the page, but receive focus after the nav menu. The elements on the page should receive focus in a logical manner from top to bottom, left to right to avoid confusing users.

Current Code Ref(s):

```
<ul class="bc-navbar-support">
                                        <li>
            <nav>
              <ul class="nav navbar-nav"><li class="first last leaf"><a
href="/contact-us" title="">Contact us </a></li>
</ul>              </nav>
            </li>
                                <li>
            <a data-target=".bc-navbar-search" class="bc-btn-search bc-
search-toggle">
                <svg class="bc-svg bc-svg-search" aria-hidden="true">
  <use xlink:href="#icon-search"></use>
</svg>
```

```
                    Show search                     </a>
            <div class="bc-navbar-search">


<form action="/search" method="get" id="views-exposed-form-elastic-search-search-
blk" accept-charset="UTF-8"><div>
<div class="input-group">
            <label class="sr-only" for="edit-search-api-views-fulltext">
        Search       </label>
        <div class="form-item-search-api-views-fulltext form-group">
 <input placeholder="Search" class="form-control form-text" type="text" id="edit-
search-api-views-fulltext" name="search_api_views_fulltext" value="" size="30"
maxlength="128">
</div>
    <span class="input-group-btn">
    <button type="submit" id="edit-submit-elastic-search" name="" value="Search"
class="btn btn-primary form-submit form-submit"><svg class="bc-svg bc-svg-search"
aria-hidden="true"><use xlink:href="#icon-search"></use></svg>Search</button>
  </span>
</div>
</div></form>                    <a href="#navbar-search-form" class="bc-btn-close
bc-search-toggle" data-target=".bc-navbar-search">
                <svg class="bc-svg bc-svg-cross" aria-hidden="true">
  <use xlink:href="#icon-cross"></use>
</svg>
                    Close search                     </a>
            </div>
          </li>
                            </ul>
```

Keyboard only comments:

"The focus appears to miss the contact us and search links at the top of the page. It is only when I tabbed further past the navigation menu that I realised that focus was placed on the links after the menu. This may confuse some users as the tab order of the page is not logical."

Solution:
Ensure the tab order of the page is logical, from top to bottom, left to right.

Link text

There are links which encapsulate text that read incorrectly to screen reader users.

WCAG Reference:
2.4.4 Link Purpose (In Context)
Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)
(Level A)

2.4.9 Link Purpose (Link Only)
Understanding Link Purpose (Link Only) |How to Meet Link Purpose (Link Only)
(Level AAA)

Issue ID: DAC_Links_Issue_01

Page title: Active Citizens | British Council

URL: https://active-citizens.britishcouncil.org/
https://active-citizens.britishcouncil.org/facilitator-resources/activities

Screen Shot:

What we look for in our partners
Read on to find out the skills and qualities needed to become an Active Citizens partner.

What makes a good facilitator
Facilitators deliver our training to communities around the world. Find out what skills and qualities help make a good facilitator.
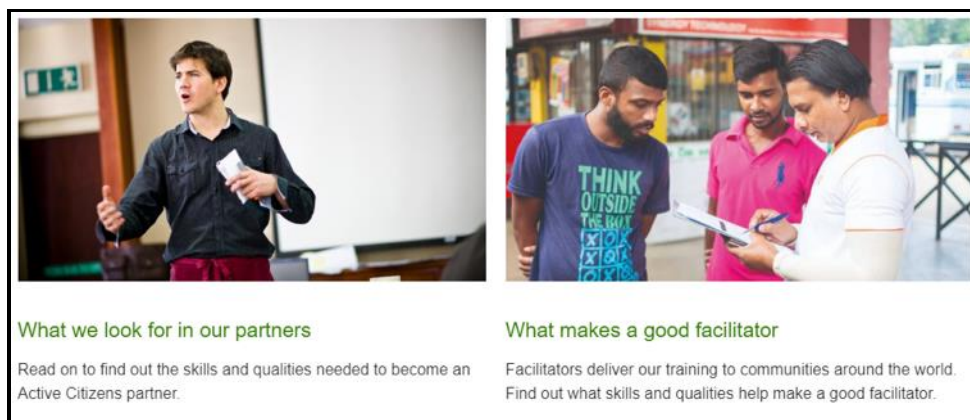
There are links which encapsulate an image, heading and text. All of the components within the <a> tag will be read as links to users who rely on audio feedback. This also applies to the links on the activities page.

Current Code Ref(s):

```
<a href="/get-involved/partner-with-us/what-we-look-for">
```

```
    <div class="bc-list-item-media">

<!--Field name: field_generic_summary_image-->


<!--Field name: field_image-->
  <img class="img-responsive bc-landscape blur-up lazyautosizes lazyloaded"
width="300" height="169" alt="Young man holding hands outstretched and giving a
speech" src="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
100x56/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=4pNyRGh8
" data-sizes="auto" data-srcset="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
270x152/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=gdSNEAB
L 270w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
300x169/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=iPwPWNB
f 300w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
630x354/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=GrnfpiU
R 630w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
800x450/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=wdeCpSH
i 800w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
950x534/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=skZ6jWb
M 950w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
1280x720/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=3AeK14
k4 1280w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1440x810/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=2LJDCI
pO 1440w" sizes="470px" srcset="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
270x152/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=gdSNEAB
L 270w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
300x169/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=iPwPWNB
f 300w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
630x354/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=GrnfpiU
R 630w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
800x450/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=wdeCpSH
i 800w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
950x534/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=skZ6jWb
M 950w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
1280x720/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=3AeK14
k4 1280w, https://active-
```

```
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1440x810/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=2LJDCI
pO 1440w">
          </div>

  <header class="bc-list-item-header">
        <h2 class="bc-list-item-title">
      What we look for in our partners          </h2>
      </header>
  <div class="bc-list-item-body">
          <p>Read on to find out the skills and qualities needed to become an
Active Citizens partner.</p>
          </div>
</a>
```

Screen reader comments:

"I found links on the page that appeared to be the body text. This was confusing as everything on the page was read as a link."

Solution:

Remove the role from the tab order of the page and assign a role of presentation to the <a> tag and role of link and tabindex of 0 to the element which is supposed to be the link. This will prevent all elements being read as links to screen reader users.

```
<a role="presentation" tabindex="-1" href="/get-involved/partner-with-us/what-we-
look-for">

    <div class="bc-list-item-media">

<!--Field name: field_generic_summary_image-->


<!--Field name: field_image-->
  <img class="img-responsive bc-landscape blur-up lazyautosizes lazyloaded"
width="300" height="169" alt="" src="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
100x56/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=4pNyRGh8
" data-sizes="auto" data-srcset="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
270x152/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=gdSNEAB
L 270w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
300x169/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=iPwPWNB
f 300w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
630x354/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=GrnfpiU
```

```
R 630w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
800x450/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=wdeCpSH
i 800w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
950x534/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=skZ6jWb
M 950w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
1280x720/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=3AeK14
k4 1280w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1440x810/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=2LJDCI
pO 1440w" sizes="470px" srcset="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
270x152/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=gdSNEAB
L 270w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
300x169/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=iPwPWNB
f 300w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
630x354/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=GrnfpiU
R 630w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
800x450/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=wdeCpSH
i 800w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
950x534/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=skZ6jWb
M 950w, https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-
1280x720/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=3AeK14
k4 1280w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1440x810/public/to_accompany_europe_article_1_credit_mat_wright_1.jpg?itok=2LJDCI
pO 1440w">
          </div>

  <header class="bc-list-item-header">
       <h2 role="link" tabindex="0" class="bc-list-item-title">
    What we look for in our partners            </h2>
     </header>
  <div class="bc-list-item-body">
         <p>Read on to find out the skills and qualities needed to become an
Active Citizens partner.</p>
         </div>
</a>
```

Non-descriptive links

There are links present which have no text element.

WCAG Reference:
2.4.4 Link Purpose (In Context)
Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)
(Level A)

2.4.9 Link Purpose (Link Only)
Understanding Link Purpose (Link Only) |How to Meet Link Purpose (Link Only)
(Level AAA)

Issue ID: DAC_Links_Issue_02

Page title: Get Involved

URL: https://active-citizens.britishcouncil.org/get-involved

Screen Shot:

The social media links have no readable text element for screen reader users. Screen
reading software will attempt to read the URL to users. The links have a text element
present but this has been hidden incorrectly.

Current Code Ref(s):

```
<div class="rrssb" style="font-size: 13.72px; padding-right: 41.41%;"><div
class="rrssb-prefix" style="position: absolute; line-height: 3.5em;">Share
this</div><ul class="rrssb-buttons" style="padding-left: 33.88%;"><li
class="rrssb-email" style="width: 60px; max-width: 25%;"><a
href="mailto:?subject=Get%20involved%20&amp;body=https%3A%2F%2Factive-
citizens.britishcouncil.org%2Fget-involved"><span class="rrssb-icon"></span><span
class="rrssb-text">email</span></a></li><li class="rrssb-facebook" style="width:
```

```
60px; max-width: 25%;"><a
href="https://www.facebook.com/sharer/sharer.php?u=https%3A%2F%2Factive-
citizens.britishcouncil.org%2Fget-involved" class="popup"><span class="rrssb-
icon"></span><span class="rrssb-text">facebook</span></a></li><li class="rrssb-
twitter" style="width: 60px; max-width: 25%;"><a
href="https://twitter.com/intent/tweet?text=Get%20involved%20&amp;url=https%3A%2F
%2Factive-citizens.britishcouncil.org%2Fget-involved" class="popup"><span
class="rrssb-icon"></span><span class="rrssb-text">twitter</span></a></li><li
class="rrssb-linkedin" style="width: 60px; max-width: 25%;"><a
href="https://www.linkedin.com/shareArticle?mini=true&amp;url=https%3A%2F%2Factiv
e-citizens.britishcouncil.org%2Fget-involved&amp;title=Get%20involved%20"
class="popup"><span class="rrssb-icon"></span><span class="rrssb-
text">linkedin</span></a></li></ul></div>
```

Screen reader comments:

"There are links on the page which do not have any text for screen reader users. A sighted
colleague advsied me that they were the social media links."

Solution:

The CSS class 'rrssb-text' uses visibility: hidden which will hide the text from screen reader
users. This should be removed from the CSS or ideally, use the CSS class 'sr-only'. We would
also recommend adding more text to ensure the links are fully descriptive out of context.

Example.
```
<ul class="rrssb-buttons" style="padding-left: 33.88%;"><li class="rrssb-email"
style="width: 60px; max-width: 25%;"><a
href="mailto:?subject=Get%20involved%20&amp;body=https%3A%2F%2Factive-
citizens.britishcouncil.org%2Fget-involved"><span class="rrssb-icon"></span><span
class="sr-only">Share by email</span></a></li><li class="rrssb-facebook"
style="width: 60px; max-width: 25%;"><a
href="https://www.facebook.com/sharer/sharer.php?u=https%3A%2F%2Factive-
citizens.britishcouncil.org%2Fget-involved" class="popup"><span class="rrssb-
icon"></span><span class="sr-only">Share on facebook</span></a></li><li
class="rrssb-twitter" style="width: 60px; max-width: 25%;"><a
href="https://twitter.com/intent/tweet?text=Get%20involved%20&amp;url=https%3A%2F
%2Factive-citizens.britishcouncil.org%2Fget-involved" class="popup"><span
class="rrssb-icon"></span><span class="sr-only">Share on
twitter</span></a></li><li class="rrssb-linkedin" style="width: 60px; max-width:
25%;"><a
href="https://www.linkedin.com/shareArticle?mini=true&amp;url=https%3A%2F%2Factiv
e-citizens.britishcouncil.org%2Fget-involved&amp;title=Get%20involved%20"
class="popup"><span class="rrssb-icon"></span><span class="sr-only">Share on
linkedin</span></a></li></ul>
```

Non-Descriptive Links

There are links to non-html documents present which do not inform the user of the file type.

WCAG Reference:
2.4.4 Link Purpose (In Context)
Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)
(Level A)

2.4.9 Link Purpose (Link Only)
Understanding Link Purpose (Link Only) |How to Meet Link Purpose (Link Only)
(Level AAA)

Issue ID: DAC_Links_Issue_03

Page title: Activities

URL: https://active-citizens.britishcouncil.org/facilitator-resources/activities

Screen Shot:
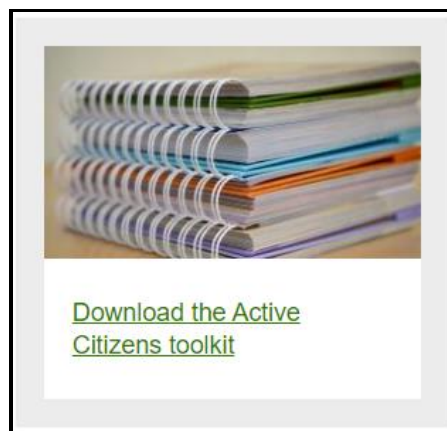
The links to 'Download the Active Citizens Toolkit' does not inform users of the file type. This may cause issues for some users as specific software may be required to read the file. Informing users of the size of the file is also best practice for users who may be using mobile data.
The link also opens in the same window which can create issues for keyboard only users.

Current Code Ref(s):

```
<a href="https://active-
citizens.britishcouncil.org/sites/default/files/active_citizens_global_toolkit_20
17-18.pdf">

<!--Field name: field_promotion_image-->


<!--Field name: field_image-->
  <img class="img-responsive bc-landscape blur-up lazyautosizes lazyloaded"
width="300" height="169" alt="" src="https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
100x56/public/journal.jpg?itok=a7VDVuB4" data-sizes="auto" data-
srcset="https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-270x152/public/journal.jpg?itok=8kOhi8Nk 270w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
300x169/public/journal.jpg?itok=y49b7BXo 300w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
630x354/public/journal.jpg?itok=l80dVXTH 630w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
800x450/public/journal.jpg?itok=zOxmjJ8U 800w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
950x534/public/journal.jpg?itok=ueIm1Zun 950w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1280x720/public/journal.jpg?itok=H8VdT5MV 1280w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1440x810/public/journal.jpg?itok=l0zmDzyB 1440w" sizes="267px"
srcset="https://active-citizens.britishcouncil.org/sites/default/files/styles/bc-
landscape-270x152/public/journal.jpg?itok=8kOhi8Nk 270w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
300x169/public/journal.jpg?itok=y49b7BXo 300w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
630x354/public/journal.jpg?itok=l80dVXTH 630w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
800x450/public/journal.jpg?itok=zOxmjJ8U 800w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
950x534/public/journal.jpg?itok=ueIm1Zun 950w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1280x720/public/journal.jpg?itok=H8VdT5MV 1280w, https://active-
citizens.britishcouncil.org/sites/default/files/styles/bc-landscape-
1440x810/public/journal.jpg?itok=l0zmDzyB 1440w">
      <h2 class="bc-link-panel-image-title">

<!--Field name: title_field-->
  Download the Active Citizens toolkit              </h2>
          </a>
```

Screen reader comments:

"While viewing the facilitator resources page I located a 'download a copy of the toolkit' link. When I activated the link, I discovered that this opens a pdf without informing users that this would occur. It would be helpful to include additional information within the link text that the link leads to a pdf."

Solution:

Ensure users are informed of the file type before they select the link. the link should be forced to open in a new window using target=_blank and users should be informed of the file size.

Example

```
<a href="https://active-
citizens.britishcouncil.org/sites/default/files/active_citizens_global_toolkit_20
17-18.pdf" target="_blank">Download the Active Citizens Toolkit (PDF 7Mb Opens in
new Window)</a>
```

Page title: Activities

URL: https://active-citizens.britishcouncil.org/facilitator-resources/activities

Screen Shot:

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | Next |

The pagination links have a title attribute which informs users of their purpose on mouse hover, but screen reading software will ignore the title attribute on a link. The links should have text which describes the purpose and destination of the link to users.

Current Code Ref(s):

```
<ul class="pagination"><li class="active"><a href="#">1</a></li>
<li><a title="Go to page 2" href="/facilitator-
resources/activities?page=1">2</a></li>
<li><a title="Go to page 3" href="/facilitator-
resources/activities?page=2">3</a></li>
<li><a title="Go to page 4" href="/facilitator-
resources/activities?page=3">4</a></li>
<li><a title="Go to page 5" href="/facilitator-
resources/activities?page=4">5</a></li>
<li><a title="Go to page 6" href="/facilitator-
resources/activities?page=5">6</a></li>
<li><a title="Go to page 7" href="/facilitator-
resources/activities?page=6">7</a></li>
<li class="next"><a href="/facilitator-resources/activities?page=1"><svg
class="bc-svg bc-svg-right-open-mini bc-dir" aria-hidden="true"><use
xlink:href="#icon-right-open-mini"></use></svg>Next</a></li>
</ul>
```

Screen reader comments:

"This list of links is not clear, they are just links numbered 1, 2, 3, 4, 5, 6, 7 and 8 there is then a next button. I am assuming that this is going to take the user to another page of activities on the site or another page entirely. However, from the way these links are labelled this is not clear to the user. It would help users if more link text could be added to the description telling the user what these links are doing. This issue was consistent with both NVDA and Voiceover on iPhone."

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Solution:

Add further text to the links to ensure screen reader users are aware of the purpose of the links. Aria-current=true can be used to identify the page which is currently selected.

Example
```
<a title="Go to page 2" href="/facilitator-resources/activities?page=1"><span
class="sr-only">go to page</span>2</a>
```

Non-Descriptive Links

There is a link which may not be descriptive enough for screen reader users.

WCAG Reference:
2.4.4 Link Purpose (In Context)
Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)
(Level A)

2.4.9 Link Purpose (Link Only)
Understanding Link Purpose (Link Only) |How to Meet Link Purpose (Link Only)
(Level AAA)

Issue ID: DAC_Links_Issue_05

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
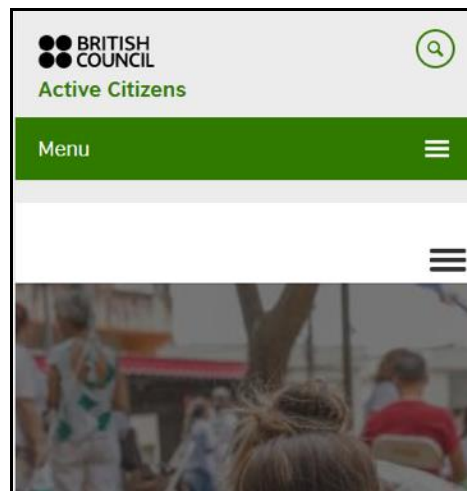
On this page, there is a menu button and a menu link. This will confuse screen reader users as the menus have different functionality. The elements should be uniquely descriptive.

Current Code Ref(s):
```
<a href="#nav" class="Navigation__hamburger Layout__snap--xright Layout__snap--ycenter Display--lg-none Theme-Hamburger" aria-expanded="false" aria-controls="navigation"><span></span><span></span><span></span><span></span><i class="Core--srOnly">Menu</i></a>
```

Solution:

Add unique text to each of the elements to enable screen reader users to distinguish the functionality of each component.

Expandable content

There is an expandable menu which does not inform users of its state.

WCAG Reference:
4.1.2 Name, Role, Value
Understanding Name, Role, Value |How to Meet Name, Role, Value
(Level A)

Issue ID: DAC_Expandable_Content_Issue_01

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/
https://active-citizens.britishcouncil.org/get-involved (In this section menu)

Screen Shot:
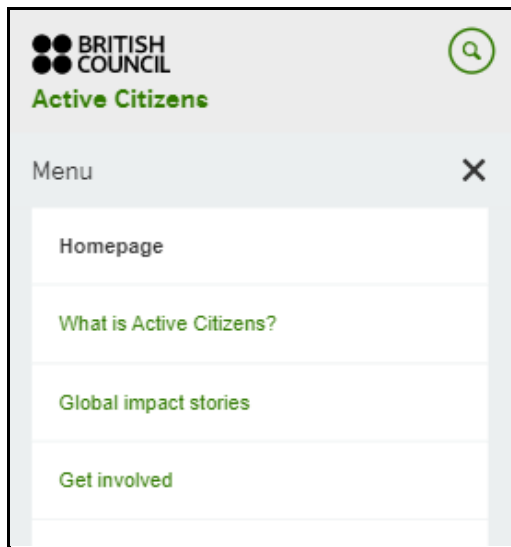
The menu button and the search button do not announce their state to screen reader users when selected.

Current Code Ref(s):

```
<div class="bc-btn-navbar-group" role="group" aria-labelledby="bc-menu-toggle">
        <button type="button" class="btn btn-default bc-menu-toggle open" data-
target=".mega-menu .navbar-nav">
          Menu            <div class="menu-icon">
            <span></span>
            <span></span>
            <span></span>
            <span></span>
          </div>
        </button>
      </div>
```

Page title: Activities | British Council

URL: https://active-citizens.britishcouncil.org/facilitator-resources/activities

Screen Shot:
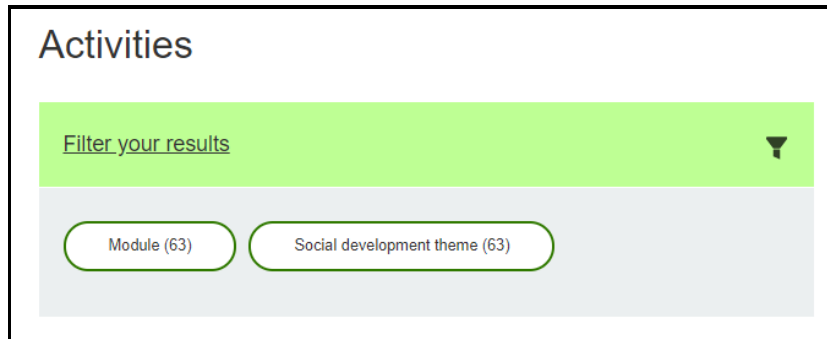
The activities filter does not announce its state to screen reader users when selected.

Current Code Ref(s):

```
<section class="bc-show-hide" id="bc-show-hides-bc-show-hides-429-1"
role="tabpanel" aria-labelledby="tab-control-212">
            <h2 class="bc-show-hide-title is-active" tabindex="0">
              Filter your results              </h2>
            <div class="bc-show-hide-content">

<div class="bc-filter-list bc-btn-select-group">
  <ul class="facetapi-facetapi-links facetapi-facet-field-generic-tagsparents-all
facetapi-processed" id="facetapi-facet-search-apigeneral-info-index-block-field-
generic-tagsparents-all"><li class="collapsed"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A5" class="btn
btn-xs btn-default" rel="nofollow">Module (63)<span class="sr-only"> Apply
filter.</span><span class="bc-loader"></span></a></li>
<li class="collapsed"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A6" class="btn
btn-xs btn-default" rel="nofollow">Social development theme (63)<span class="sr-
only"> Apply filter.</span><span class="bc-loader"></span></a></li>
</ul></div>
            </div>
          </section>
```

Screen reader comments:

"The heading within the tab panel expands content when selected however users are not informed that this is an expandable element. Including expanded or collapsed in to the heading text, as well as marking it up as a link will resolve this issue."

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
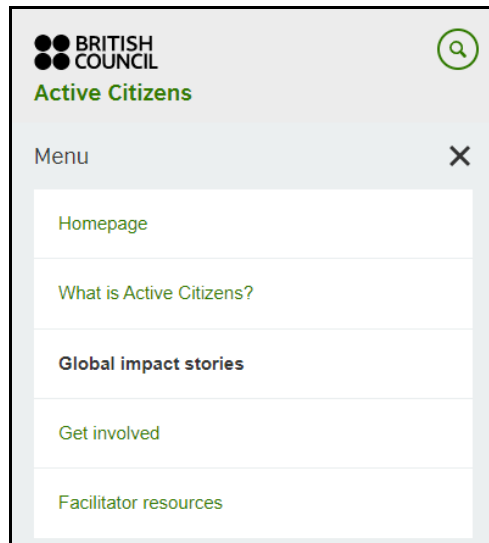
The mobile navigation menu does not inform users of its state when expanded or collapsed.

Current Code Ref(s):

```
<button type="button" class="btn btn-default bc-menu-toggle open" data-
target=".mega-menu .navbar-nav">
        Menu            <div class="menu-icon">
          <span></span>
          <span></span>
          <span></span>
          <span></span>
        </div>
      </button>
```

Solution:
Use aria-expanded=true/false to inform users of the state of expandable content.

See the menu button on the 'Global Impact Stories' Page for reference.
https://active-citizens.britishcouncil.org/global-impact-stories

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```
<a href="#nav" class="Navigation__hamburger Layout__snap--xright Layout__snap--
ycenter Display--lg-none Theme-Hamburger" aria-expanded="false" aria-
controls="navigation"><span></span><span></span><span></span><span></span><i
class="Core--srOnly">Menu</i></a>
```

Expandable Content

There is expandable content which does not behave in an expected manner.

WCAG Reference:
4.1.2 Name, Role, Value
[Understanding Name, Role, Value](#) |[How to Meet Name, Role, Value](#)
(Level A)

Issue ID: DAC_Expandable_Content_Issue_04

Page title: All

URL: https://active-citizens.britishcouncil.org/

Screen Shot:

The expandable menu may confuse users who rely on audio feedback as the menu contains active links. When screen reader users navigate the menu, they are informed that 'get Involved' and 'Facilitator Resources' are expandable, the link can be expanded using the space or enter key correctly and the expanded content can be identified. The issue is that when users try to close the expanded content using the enter or space key, users are taken to the link in the navigation menu which may be confusing as they would expect the keypress to close the expanded content. The expanded content can be closed with the escape key, but this is not the expected behaviour.

Current Code Ref(s):

```
<li class="expanded nav-item"><a href="/get-involved" id="accessible-megamenu-
1572598310988-4" aria-haspopup="true" aria-controls="accessible-megamenu-
1572598310988-5" aria-expanded="true" class="open">Get involved</a><ul
class="dropdown-menu sub-nav open" id="accessible-megamenu-1572598310988-5"
role="group" aria-expanded="true" aria-hidden="false" aria-
labelledby="accessible-megamenu-1572598310988-4"><li class="first collapsed"><a
href="/get-involved/partner-with-us">Partner with us</a></li>
<li class="last collapsed"><a href="/get-involved/become-participant">Become a
participant</a></li>
</ul></li>

<li class="last expanded nav-item"><a href="/facilitator-resources"
title="Facilitator resources" id="accessible-megamenu-1572598310990-6" aria-
haspopup="true" aria-controls="accessible-megamenu-1572598310990-7" aria-
expanded="false" class="">Facilitator resources</a><ul class="dropdown-menu sub-
nav" id="accessible-megamenu-1572598310990-7" role="group" aria-expanded="false"
aria-hidden="true" aria-labelledby="accessible-megamenu-1572598310990-6"><li
class="first leaf"><a href="/social-development-themes" class="">Social
development themes</a></li>
<li class="leaf"><a href="/facilitator-resources/activities">Activities</a></li>
<li class="leaf"><a href="/facilitator-resources/prepare-workshop">Prepare your
workshop</a></li>
<li class="leaf"><a href="/facilitator-resources/deliver-workshop">Deliver your
workshop</a></li>
<li class="leaf"><a href="/facilitator-resources/hints-tips">Hints and
tips</a></li>
<li class="leaf"><a href="/facilitator-resources/participation-
inclusion">Participation and inclusion</a></li>
<li class="last leaf"><a href="/facilitator-resources/what-makes-good-
facilitator">What makes a good facilitator</a></li>
</ul></li>
```

Screen reader comments:

"As a blind user I found the mega menu on this page confusing as two of its' links are announced as expandable by Jaws. When users expand links, expected behaviour from Jaws is that the expandable items can be collapsed, however in this case this link auto collapses without the user's knowledge."

Keyboard only comments:

"When tabbing through the page, I was not aware that elements within the menu were expandable. Adding a chevron to indicate that the elements can be expanded would be beneficial."

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Solution:

Users should be able to expand and collapse expandable elements using the space or enter key. Consider adding a button or other elements to the expandable section of the menu to enable users to easily identify the sections and open and close the sections using the normal keystrokes.

For more information see https://www.w3.org/WAI/tutorials/menus/flyout/

Incorrect use of aria

Aria-labelledby references and incorrect id

WCAG Reference:
4.1.1 Parsing
Understanding Parsing |How to Meet Parsing
(Level A)

Issue ID: DAC_Aria_Issue_01

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/

Screen Shot:
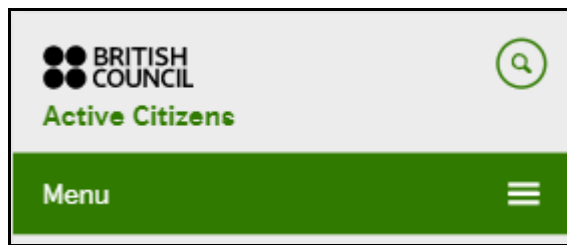
The id 'bc-menu-toggle' referenced by the aria-labelledby on the menu button does not exist.

Current Code Ref(s):

```
<div class="bc-btn-navbar-group" role="group" aria-labelledby="bc-menu-toggle">
        <button type="button" class="btn btn-default bc-menu-toggle" data-
target=".mega-menu .navbar-nav">
           Menu            <div class="menu-icon">
             <span></span>
             <span></span>
             <span></span>
             <span></span>
           </div>
        </button>
     </div>
```

Solution:
Ensure all id's which are referenced exist in the DOM.

Incorrect use of aria

There are elements which have a role of tabpanel which is incorrect.

WCAG Reference:
4.1.2 Name, Role, Value
Understanding Name, Role, Value |How to Meet Name, Role, Value
(Level A)

Issue ID: DAC_Aria_Issue_02

Page title: Activities

URL: https://active-citizens.britishcouncil.org/facilitator-resources/activities

Screen Shot:
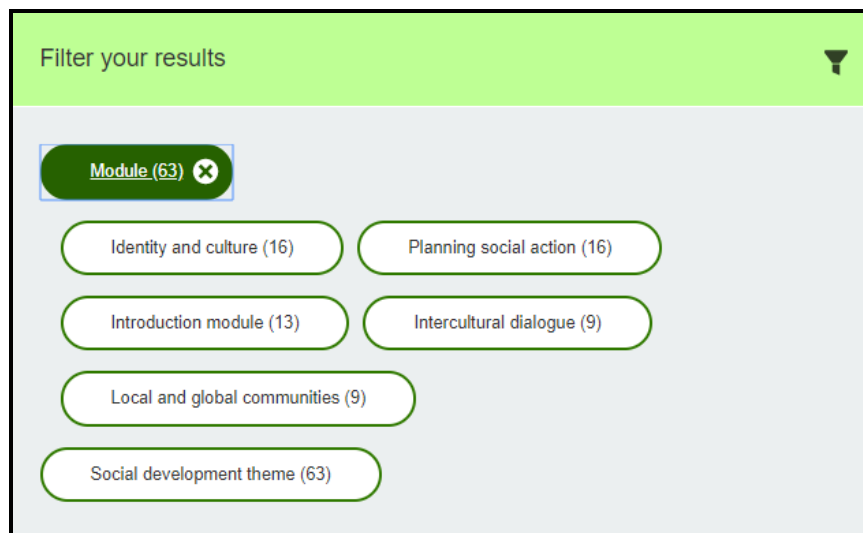
The filter section has a role of 'tablist' which is not correct. A tablist is a specific component which screen reader users expect it to behave in a certain way. Users will generally navigate through a tab panel using the cursor keys and content will be displayed underneath the tab.

Current Code Ref(s):

```
<nav class="bc-tabs-1 bc-tabs-paging" role="tablist"><ul><li tabindex="0" data-
hash="#bc-show-hides-bc-show-hides-403-1" id="tab-control-27" role="tab" aria-
controls="bc-show-hides-bc-show-hides-403-1" aria-selected="true" class="is-
active"><span>
            Filter your results            </span></li></ul></nav>
```

Screen reader comments:

"When navigating through the page in context I located a tab panel start and tab panel end. This did not work as a usual tab panel would and users may be confused when only a heading appears to be present within the tab panel."

Solution:

See issue DAC_Status_Message_Issue_01 We would recommend using a combination of checkboxes and/or select inputs to filter the content as this would be easier for screen reader users to understand and navigate.

For more information on tab panels see https://www.w3.org/TR/wai-aria-practices/examples/tabs/tabs-1/tabs.html

Page title: Where we work | British Council

URL: https://active-citizens.britishcouncil.org/where-we-work

Screen Shot:
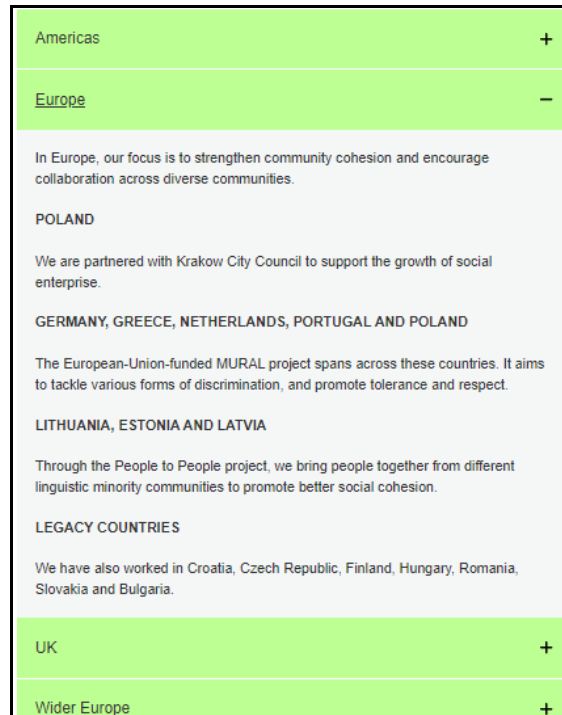
There is an accordion on the page which has been coded as a tab panel. This is not correct and will confuse screen reader users.

Current Code Ref(s):

```
<div class="bc-show-hide" id="bc-show-hides-bc-show-hides-369-1" role="tabpanel"
aria-labelledby="tab-control-647"><h2 class="bc-show-hide-title"
tabindex="0">Americas</h2><div class="bc-show-hide-content bc-show-hide-body bc-
show-hide-hidden"><div class="bc-body-text"><p>In the Americas, our focus is on
empowering marginalised groups in rural and urban communities through innovative
and entrepreneurial projects.</p>
<h4><strong>Colombia</strong></h4>
<p>We have partnered with the United Nations Development Programme to support
post-conflict stability via peace and reconciliation initiatives.</p>
<h4>Brazil </h4>
```

Screen reader comments:

"A sighted colleague advised me that each of the headings on this page are accordions that are also contained within tab panels. I would not expect to navigate these as tab panels. These would benefit from being marked up as links. It would also be helpful if users could be informed that these are expandable elements."

Solution:

The section should be an accordion which expands and collapses to show information. Aria-expanded=true/false should be used to inform users of the state of the accordion elements.

For more information on accordions, see https://design-system.service.gov.uk/components/accordion/

Medium Priority

Colour Contrast

There is text present which fails to meet the minimum required contrast ratio.

WCAG Reference:
1.4.3 Contrast (Minimum)
Understanding Contrast (Minimum) |How to Meet Contrast (Minimum)
(Level AA)

 1.4.6 Contrast (Enhanced)
Understanding Contrast (Enhanced) |How to Meet Contrast (Enhanced)
(Level AAA)

Issue ID: DAC_Colour_Contrast_Issue_01

Page title: Active Citizens don't wait around for change to happen...

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:

So, how does it all work?

We couldn't deliver the Active Citizens programme without our **PARTNERS**.

There is text present which fails to meet the minimum required contrast ratio. The pale blue colour combine with white has a current ratio of 1.9:1 text of this size and weight should have a minimum ratio of 3:1.

Current Code Ref(s):

```
<a href="https://active-citizens.britishcouncil.org/get-involved"
target="_blank"><strong>Active Citizens social leadership training
programme</strong></a>
```

Low vision Analyst comments:

"I found the pale blue and white colour combination used for some text really difficult to read."

Issue ID: DAC_Colour_Contrast_Issue_02

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
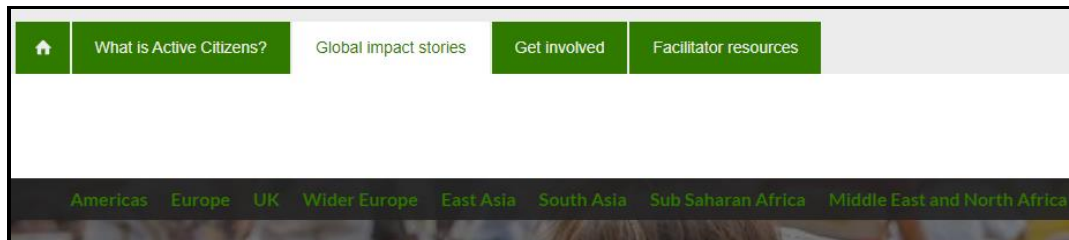
The green font on a black background fails to meet the minimum required colour contrast ratio. Users with limited vision or colour perception issues may have difficulty reading the text. Text of this size should have a minimum contrast ratio of 4.5:1.

Foreground: #307A00
Background: #383838

The contrast ratio is: 2.2:1

Current Code Ref(s):

```
<nav class="Navigation Theme-NavigationBar" role="navigation" id="navigation">
      <ul class="Navigation__itemList Theme-Navigation-ItemList"><li
class="Navigation__item Theme-NavigationBarItem"><a href="#group-Americas-
Gt1aEqWtxt" class="Theme-NavigationLink" data-story-nav-
item="true">Americas</a></li>
      <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
Europe-G90shploXI" class="Theme-NavigationLink" data-story-nav-
item="true">Europe</a></li>
      <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-UK-
RA6L8Zov1F" class="Theme-NavigationLink" data-story-nav-item="true">UK</a></li>
      <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
Wider-Europe-FkMEUfQv9Z" class="Theme-NavigationLink" data-story-nav-
item="true">Wider Europe</a></li>
      <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
East-Asia-DYMOd23YI1" class="Theme-NavigationLink" data-story-nav-
item="true">East Asia</a></li>
```

```
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
South-Asia-5yaYKVMDM9" class="Theme-NavigationLink" data-story-nav-
item="true">South Asia</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-Sub-
Saharan-Africa-0YVrkwnTF6" class="Theme-NavigationLink" data-story-nav-
item="true">Sub Saharan Africa</a></li>
        <li class="Navigation__item Theme-NavigationBarItem"><a href="#group-
Middle-East-and-North-Africa-wdCH56OJ2F" class="Theme-NavigationLink" data-story-
nav-item="true">Middle East and North Africa</a></li>
    </ul>
  </nav>
```

Issue ID: DAC_Colour_Contrast_Issue_03

Page title: Active Citizens don't wait around for change to happen…

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:

With the help of 100+ volunteers, Active Citizens transformed a public wasteland area into a community garden, planting flowers to attract mosquito-killing dragonflies. *Image © Zuppa Filmes*

The grey font on a white background fails to meet the minimum required contrast ratio.

Foreground: #777777
Background: #FFFFFF

The contrast ratio is: 4.47:1

Page title: Multiple Pages
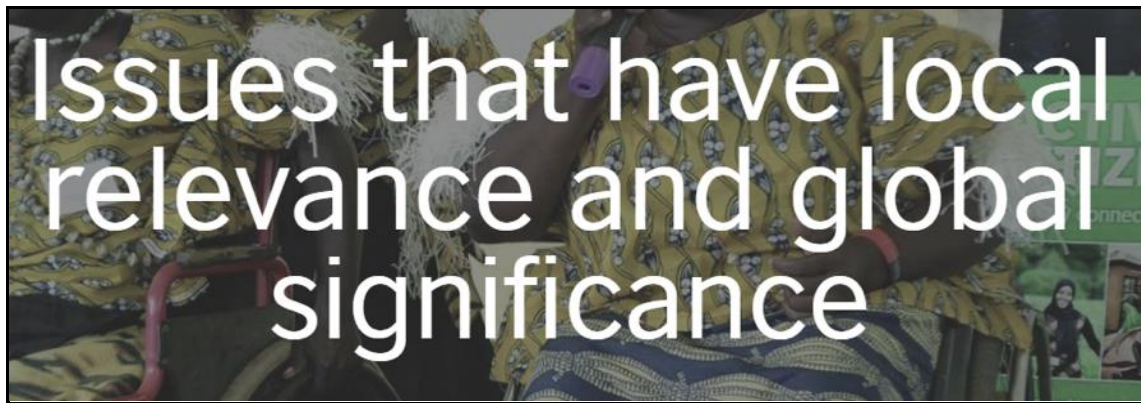
URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:

There are multiple pages which have text over images which can be difficult for users with limited vision or cognitive impairments to read.

Low Vision Analyst comments:

"I found it very hard to read the text which was placed over some of the images due to the image still being visible in the background."

Page title: Register your interest | British Council

URL: https://active-citizens.britishcouncil.org/get-involved/partner-with-us/register

Screen Shot:
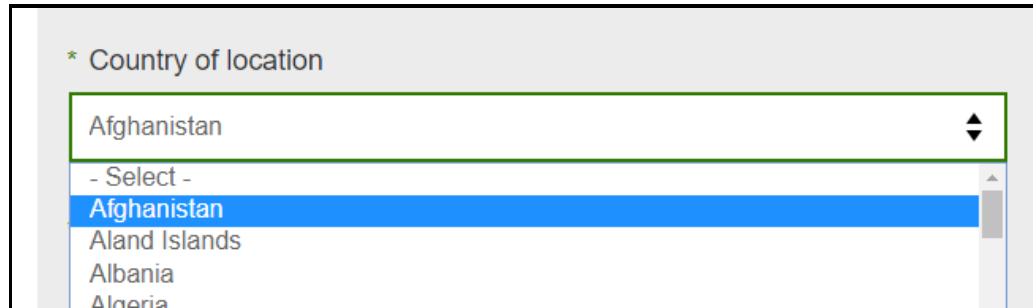
The blue colour used to highlight selections in the select input field combined with white font fails to meet the minimum required contrast ratio.
Foreground: #FFFFFF
Background: #1E90FF
The contrast ratio is: 3.2:1

Current Code Ref(s):
```
<option value="" selected="selected">- Select -</option>
```

Low vision Analyst comments:

"The colour contrast of the white text on blue bar within the drop-down option data field fails at a ratio of 3.24:1, I found the white text difficult to read against this colour. Black text on the blue background would be the better option as it passes at a ratio of 6.49:1."

Solution:
1. For sites to pass AA, they must comply with WCAG 2.1 checkpoint 1.4.3 for colour contrast, which is 4.5:1.

Minimum requirements for AA are: -
- if text is not bold and its size is less than 18pt: 4.5:1 for AA level;
- if text is not bold and its size is at least 18pt: 3:1 for AA level;
- if text is bold and its size is less than 14pt: 4.5:1 for AA level;
- if text is bold and its size is at least 14pt: 3:1 for AA level

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2. For sites to meet AAA accreditation, they must comply with WCAG 2.1 checkpoint 1.4.6 for colour contrast.

Minimum requirements for AAA are: -

- if text is not bold and its size is less than 18pt: 7:1 for AAA level;
- if text is not bold and its size is at least 18pt: 4.5:1 for AAA level;
- if text is bold and its size is less than 14pt: 7:1 for AAA level;
- if text is bold and its size is at least 14pt: 4.5:1 for AAA level

Text over images

There are multiple pages which have text placed over images that may create issues for some users.

WCAG Reference:
1.4.3 Contrast (Minimum)
Understanding Contrast (Minimum) |How to Meet Contrast (Minimum)
(Level AA)

 1.4.6 Contrast (Enhanced)
Understanding Contrast (Enhanced) |How to Meet Contrast (Enhanced)
(Level AAA)

Issue ID: DAC_Colour_Contrast_Issue_06

Page title: Multiple Pages
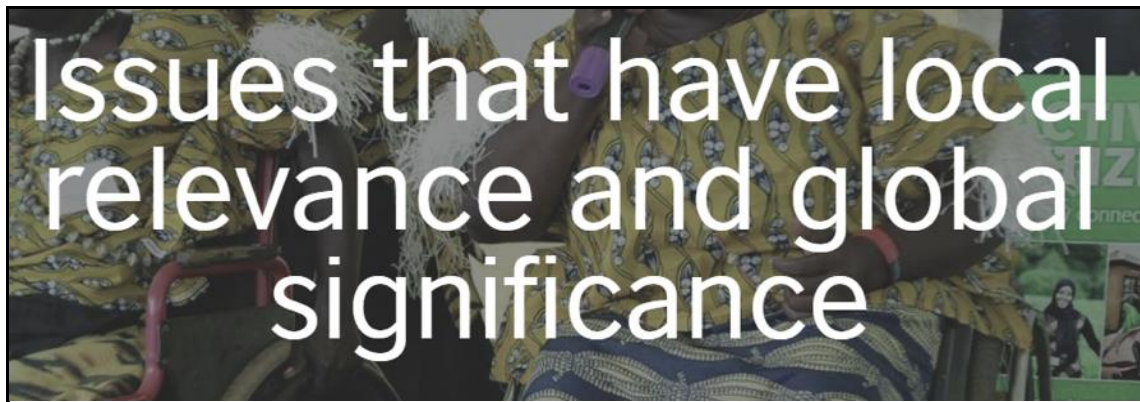
URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:

There are multiple pages which have text over images, which can be difficult for users with limited vision or cognitive impairments to read.

Low Vision Analyst comments:
"I found it very hard to read the text which was placed over some of the images due to the image still being visible in the background."

Solution:
Ensure text which is placed over images meet the required colour contrast ratio, using a block of colour behind the text can be beneficial to users with limited vision or colour perception issues.

Resizing causes page to jump

When users try to resize the page content, focus shifts.

WCAG Reference:
1.4.4 Resize text
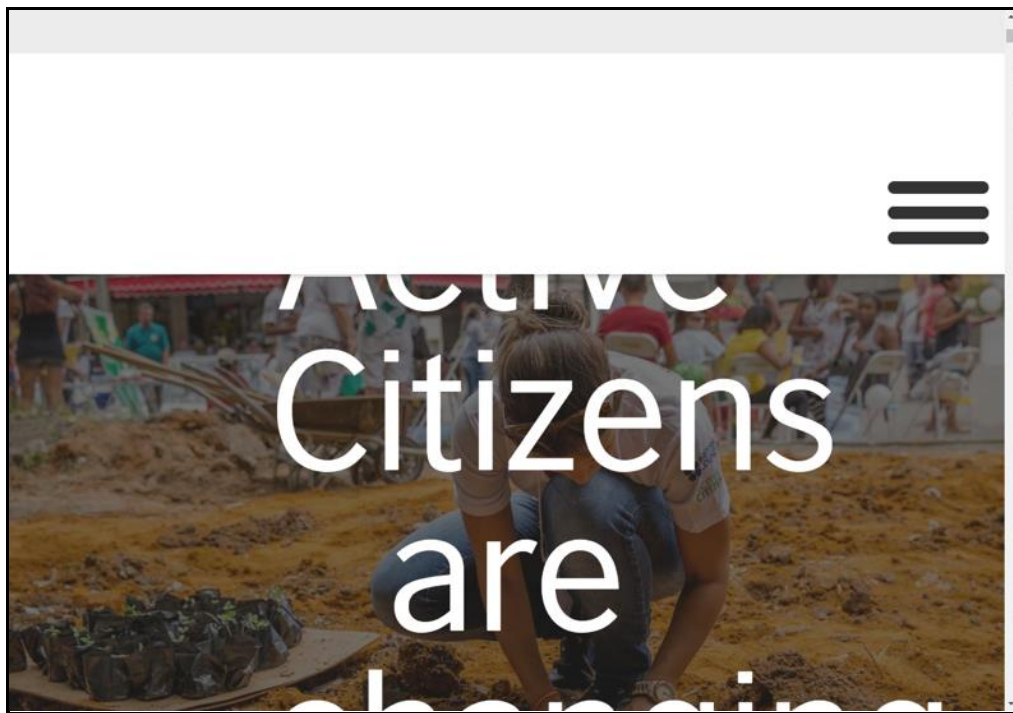Understanding Resize text |How to Meet Resize text
(Level AA)

Issue ID: DAC_Resize_Text_Issue_01

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:

100%

110%
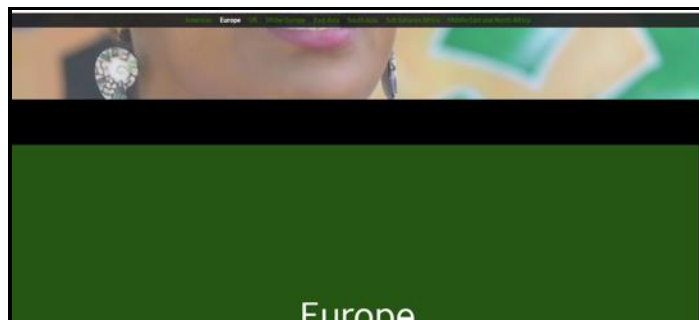
150%
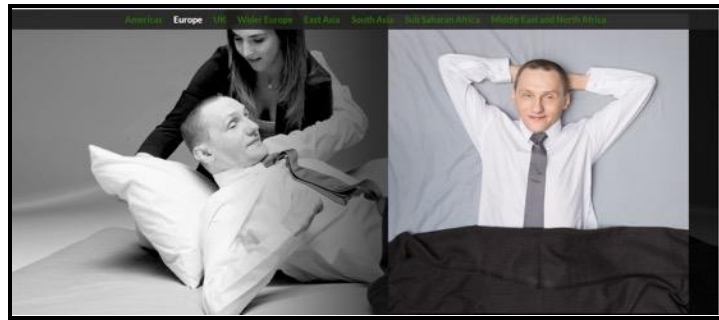
200%

When users try to zoom the page content to 200%, the page move and not all of the content resizes. This will be very confusing for users with limited vision.

Low vision analyst comments:

"When I tried to zoom the page to 200% focus seems to shift down the page which is very confusing. I wasn't certain that the text was resizing as some elements on the page do not resize."

Solution:

See issue DAC_Consistent_Navigation_Issue_01 We would recommend an alternate style for this page which is accessible to all users.

Reflow

The page content may be obscured for users who view the content in one column.

WCAG Reference:
1.4.10 Reflow
Understanding Reflow |How to Meet Reflow
(Level AA)

Issue ID: DAC_Reflow_Issue_01

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories#group-Americas-Gt1aEqWtxt

Screen Shot:

When the page content is zoomed to 400% and viewed at 1280px wide, the content is obscured. Viewing at these settings replicates a viewport width of 320x256px

Solution:
Ensure the page content can reflows and can be viewed as a single column. The page content should be responsive.

Non-text contrast

The border on input fields does not meet the minimum required contrast ratio.

WCAG Reference:
1.4.11 Non-text Contrast
[Understanding Non-text Contrast](#) |[How to Meet Non-text Contrast](#)
(Level AA)

Issue ID: DAC_Non_Text_Contrast_Issue_01

Page title: Contact Us | British Council
Register your interest | British Council
Search | British Council

URL: https://active-citizens.britishcouncil.org/contact-us
https://active-citizens.britishcouncil.org/get-involved/partner-with-us/register
https://active-citizens.britishcouncil.org/search

Screen Shot:

The border of the input fields has a weak contrast ratio on the grey background of the page meaning some users with limited vision may struggle to identify the input fields.
Input fields and other non-text elements should have a colour contrast ratio of 3:1 as a minimum.

Foreground: #B3B3B3
Background: #ECECEC

The contrast ratio is: 1.8:1

Current Code Ref(s):

```
<input class="form-control form-text required" type="text" id="edit-submitted-name" name="submitted[name]" value="" size="60" maxlength="128">
```

Keyboard only comments:

"I found it difficult to see where the input fields were because of the grey border and the grey background."

Solution:
Ensure the colour contrast ratio of all non-text element is at least 3:1.

Duplicated Form Labels

There are form labels with duplicated text which may confuse screen reader users.

WCAG Reference:
2.4.6 Headings and Labels
Understanding Headings and Labels |How to Meet Headings and Labels
(Level AA)

Issue ID: DAC_Forms_Issue_01

Page title: Active citizens don't wait around …

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:
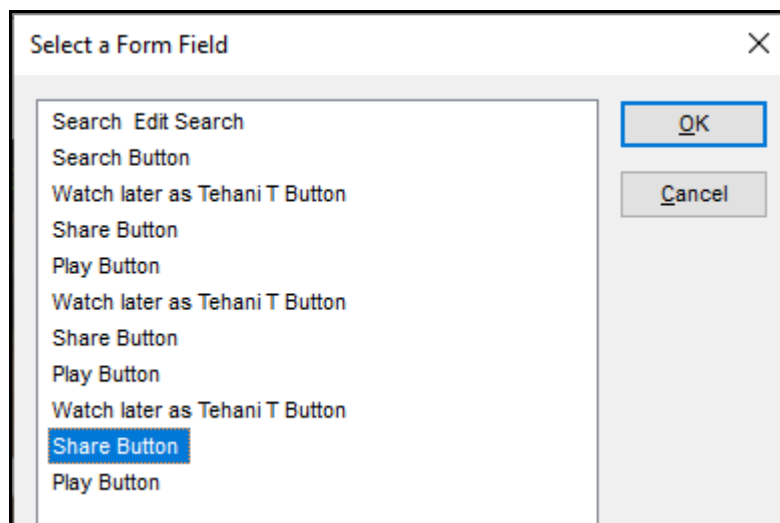
There are duplicated buttons present within the video players which may confuse screen reader users when navigating out of context.

Screen reader comments:

"When viewing the forms list out of context I found that the form elements relating to the videos on the page are duplicated. This means I would not be able to go directly to a specific video but would have to navigate through the page in context to locate the video I wanted to watch. This would be time consuming."

Solution:

Add descriptive labels to the video controls if possible. If this is not possible due to the video player being third party content, then a descriptive heading could be added to introduce each video to enable screen reader users to navigate quickly to each video.

If British Council are unable to fix the issue due to third party software, then an exception should be added to the accessibility statement.

Consistent Navigation

There is a page which is not consistent with other pages on the site

WCAG Reference:
3.2.3 Consistent Navigation
[Understanding Consistent Navigation](#) |[How to Meet Consistent Navigation](#)
(Level AA)

Issue ID: DAC_Consistent_Navigation_Issue_01

Page title: Active Citizens

URL: https://active-citizens.britishcouncil.org/global-impact-stories

Screen Shot:
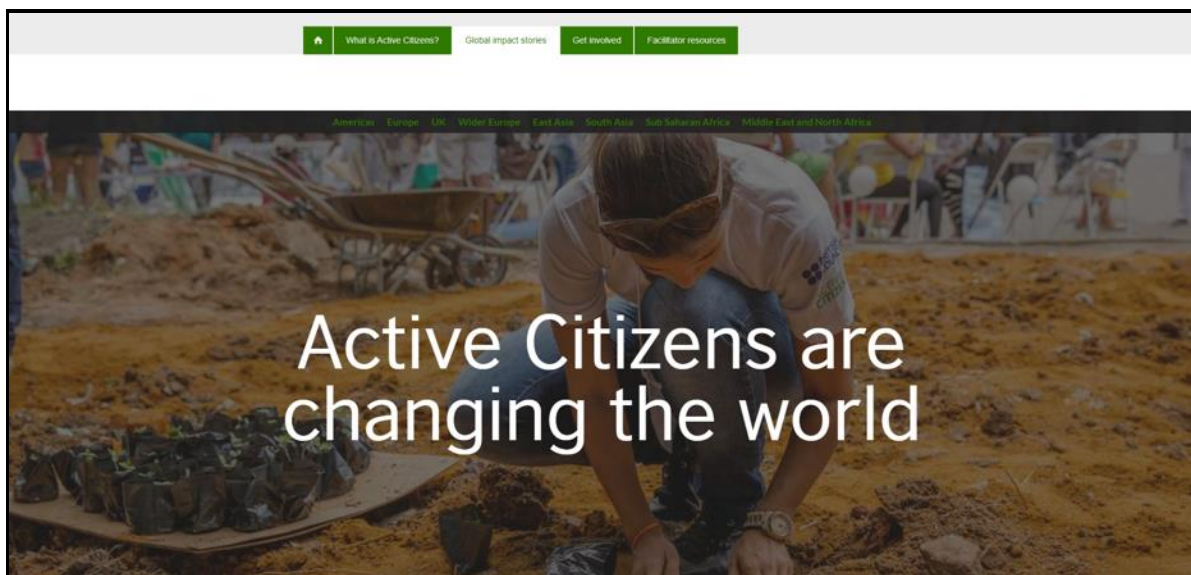
The 'Global impact Stories' Page is not consistent with other pages on the site and requires a different style of navigation. The page is particularly difficult for keyboard only users to interact with due to the large areas of space with no interactive elements present. When users tab through the page, it is very easy to become disorientated. This issue is exacerbated due to the skip links not working correctly.

Keyboard only comments:

"I found the Global Impact Studies page to be frustrating and confusing; it was very hard to understand where focus was on the page and was difficult to navigate to any of the links or videos as the page jumps when I tab through."

Solution:

We would recommend providing an alternative style for this page which removes the large images and improves navigation for users who cannot use a mouse. Videos which fill the screen may not be suitable for all users and users should be allowed to adjust the size of the video content to suit their needs.

Status Message

The filter results section is difficult for screen reader user to understand.

WCAG Reference:
4.1.3 Status Messages
[Understanding Status Messages](#) |[How to Meet Status Messages](#)
(Level AA)

Issue ID: DAC_Status_Message_Issue_01

Page title: Activities | British Council

URL: https://active-citizens.britishcouncil.org/facilitator-resources/activities

Screen Shot:
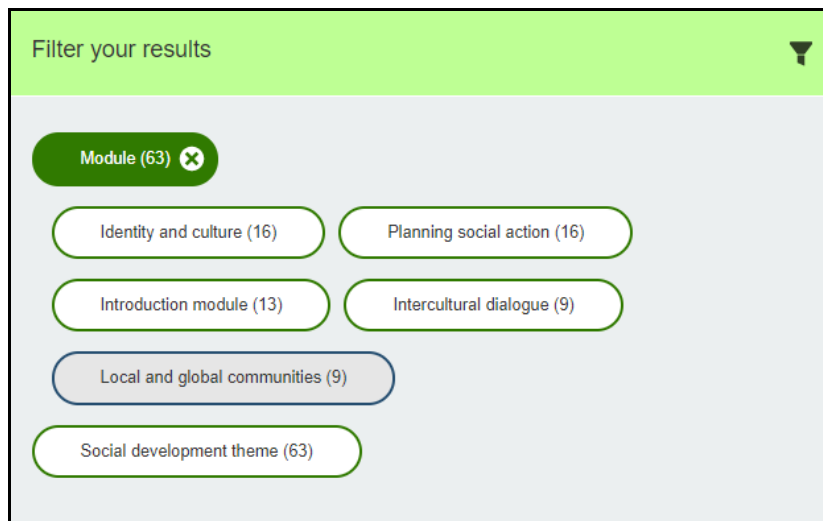
The mechanism to filter results is difficult for screen reader users to understand. The filter elements update content automatically and users are not explicitly informed that the results have changed.

Current Code Ref(s):
```
<div class="bc-show-hide-content">

<div class="bc-filter-list bc-btn-select-group">
  <ul class="facetapi-facetapi-links facetapi-facet-field-generic-tagsparents-
all" id="facetapi-facet-search-apigeneral-info-index-block-field-generic-
tagsparents-all"><li class="expanded"><a href="/facilitator-resources/activities"
```

```
class="btn btn-xs btn-primary btn-has-loaded" rel="nofollow"><span class="sr-
only"> Remove filter: </span><span class="bc-loader"></span>Module
(63)</a><ul><li class="leaf"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A5&amp;f%5B1%5D
=field_generic_tags%253Aparents_all%3A12" class="btn btn-xs btn-default"
rel="nofollow">Identity and culture (16)<span class="sr-only"> Apply
filter.</span><span class="bc-loader"></span></a></li>
<li class="leaf"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A5&amp;f%5B1%5D
=field_generic_tags%253Aparents_all%3A19" class="btn btn-xs btn-default"
rel="nofollow">Planning social action (16)<span class="sr-only"> Apply
filter.</span><span class="bc-loader"></span></a></li>
<li class="leaf"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A5&amp;f%5B1%5D
=field_generic_tags%253Aparents_all%3A9" class="btn btn-xs btn-default"
rel="nofollow">Introduction module (13)<span class="sr-only"> Apply
filter.</span><span class="bc-loader"></span></a></li>
<li class="leaf"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A5&amp;f%5B1%5D
=field_generic_tags%253Aparents_all%3A15" class="btn btn-xs btn-default"
rel="nofollow">Intercultural dialogue (9)<span class="sr-only"> Apply
filter.</span><span class="bc-loader"></span></a></li>
<li class="leaf"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A5&amp;f%5B1%5D
=field_generic_tags%253Aparents_all%3A18" class="btn btn-xs btn-default"
rel="nofollow">Local and global communities (9)<span class="sr-only"> Apply
filter.</span><span class="bc-loader"></span></a></li>
</ul></li>
<li class="collapsed"><a href="/facilitator-
resources/activities?f%5B0%5D=field_generic_tags%253Aparents_all%3A5&amp;f%5B1%5D
=field_generic_tags%253Aparents_all%3A6" class="btn btn-xs btn-default"
rel="nofollow">Social development theme (63)<span class="sr-only"> Apply
filter.</span><span class="bc-loader"></span></a></li>
</ul></div>
            </div>
```

Screen reader comments:

"The filter section is very confusing for a screen reader user. When the clickable element is activated there is no way of knowing this as it is not announced, also because of the way it is currently set up it's very difficult to realise even by using the arrow keys to work out that it has been activated. It would help if this filtering could potentially be changed to a combo box style maybe, that way the user could just activate forms mode in order to select their choice on the combo box. Another option is to make it a button that expands and collapses like a menu, this way when it expands the choices appear and when it collapses the results disappear. Either of these two options would make this easier for a user to use and also a more consistent user experience. This issue is consistent with both NVDA and Voiceover on iPhone.

Solution:

We would recommend using checkboxes or combo boxes to filter the results as these are easier for users to understand. Users should be informed that the results have updated and the number of results.

Low Priority

Animation

There are pages present with animation which is triggered by user interaction.
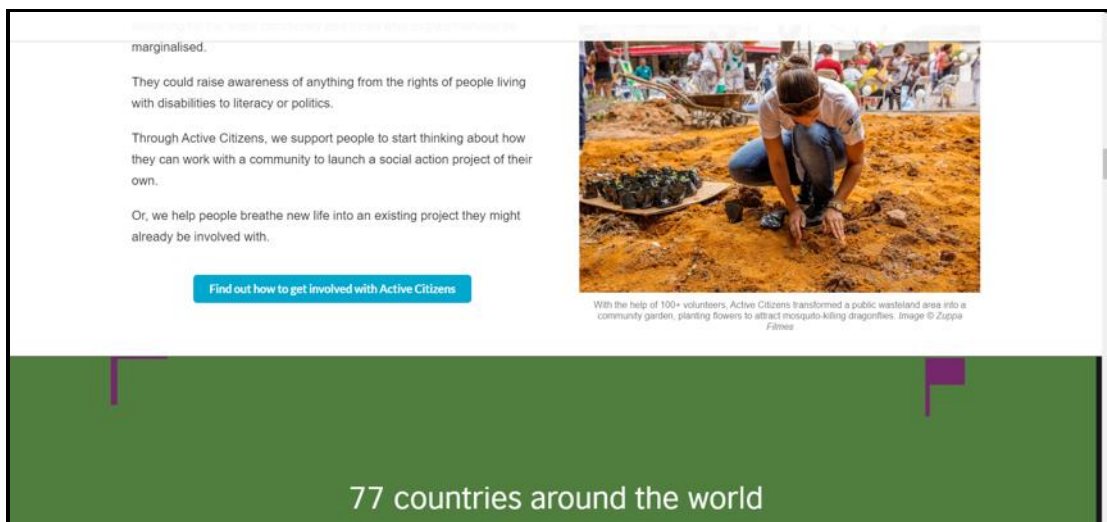
WCAG Reference:
2.3.3 Animation from Interactions
Understanding Animation from Interactions |How to Meet Animation from Interactions
(Level AAA)

Issue ID: DAC_Animations_Issue_01

Page title: Active Citizens don't wait around for change to happen...

URL: https://active-citizens.britishcouncil.org/about

Screen Shot:

There is a parallax scrolling effect on some pages which may cause issues for users with vestibular disorders. Content updates and the foreground and background move at different rates which may trigger headaches, dizziness and nausea for some users.

Solution:
Avoid using unnecessary animation. Provide a control for users to turn off non-essential animations from user interaction. Take advantage of the reduce motion feature in the user-agent or operating system.
https://developers.google.com/web/updates/2019/03/prefers-reduced-motion

Heading structure

The home page has no level 1 heading to introduce the content

WCAG Reference:
2.4.10 Section Headings
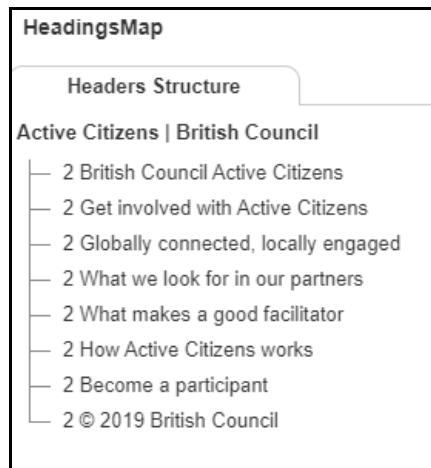[Understanding Section Headings](#) |[How to Meet Section Headings](#)
(Level AAA)

Issue ID: DAC_Headings_Issues_01

Page title: Active Citizens | British Council

URL: https://active-citizens.britishcouncil.org/

Screen Shot:

HeadingsMap

Headers Structure

Active Citizens | British Council
- 2 British Council Active Citizens
- 2 Get involved with Active Citizens
- 2 Globally connected, locally engaged
- 2 What we look for in our partners
- 2 What makes a good facilitator
- 2 How Active Citizens works
- 2 Become a participant
- 2 © 2019 British Council

The home page has no heading level 1 to introduce the content. Users who rely on audio feedback such as screen reader users rely on a logical heading structure to understand the content and context of the page. The <h1> is used to ensure users are on the correct page, users can quickly become disorientated if the heading structure is not logical and hierarchical.

Screen reader comments:
"While viewing the headings on this page I discovered that there are no headings at level 1. Headings at level 1 are important to many users with a visual impairment as these indicate main content on the page."

Solution:
Ensure all pages have a logical and hierarchical heading structure with one <h1> on each page followed by subheadings at <h2> to <h6>

End of Report

Journeys

Home page: https://active-citizens.britishcouncil.org

What is Active Citizens?: https://active-citizens.britishcouncil.org/about

Global impact stories: https://active-citizens.britishcouncil.org/global-impact-stories

Include sub menu:

Get involved: https://active-citizens.britishcouncil.org/get-involved

Partner with us: https://active-citizens.britishcouncil.org/get-involved/partner-with-us

Register your interest: https://active-citizens.britishcouncil.org/get-involved/partner-with-us/register

Facilitator resources: https://active-citizens.britishcouncil.org/facilitator-resources

Activities: https://active-citizens.britishcouncil.org/facilitator-resources/activities

Where we work: https://active-citizens.britishcouncil.org/where-we-work

Download your copy of Active Citizens Toolkit: https://active-citizens.britishcouncil.org/sites/default/files/active_citizens_global_toolkit_2017-18.pdf

Contact us: https://active-citizens.britishcouncil.org/contact-us

Error handling

Search facility and results page

Classification of Accessibility Issues

The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AAA:

Status	Description
Pass (P)	The site meets the requirements of the checkpoint.
Fail (L) Low Priority	The site almost meets the requirements of the checkpoint. Only a small number of minor problems were identified. The site fails to meet the requirements against AAA criteria measured against WCAG 2.1
Fail (M) Medium Priority	The site fails to meet the requirements against AA criteria measured against WCAG 2.1
Fail (H) High Priority	The site fails to meet the requirements against A criteria measured against WCAG 2.1 and more severe accessibility issues were identified.
Not Applicable (N/A)	No content was found on the site to which the checkpoint would relate.

Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.

Non-text Content: 1.1.1 All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. (**Level A**)	**Fail (H)**
Audio-only and Video-only (Pre-recorded): 1.2.1 For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such: Understanding Success Criterion 1.2.1 **Pre-recorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content. **Pre-recorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. (**Level A**)	**Fail (H)**
Captions (Pre-recorded): 1.2.2 Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (**Level A**)	**Fail (H)**
Audio Description or Media Alternative (Pre-recorded): 1.2.3 An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (**Level A**)	**Fail (H)**
Captions (Live): 1.2.4 Captions are provided for all live audio content in synchronized media. (**Level AA**)	**(N/A)**

Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. (**Level AA**)	**Fail (M)**
Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. (**Level AAA**)	**Fail (L)**
Extended Audio Description (Pre-recorded): 1.2.7 Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all pre-recorded video content in synchronized media. (**Level AAA**)	**Fail (L)**
Media Alternative (Pre-recorded): 1.2.8 An alternative for time-based media is provided for all pre-recorded synchronized media and for all pre-recorded video-only media. (**Level AAA**)	**Fail (L)**
Audio-only (Live): 1.2.9 An alternative for time-based media that presents equivalent information for live audio-only content is provided. (**Level AAA**)	**(N/A)**
Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (**Level A**)	**Fail (H)**
Meaningful Sequence: 1.3.2 When the sequence in which content is presented affects it's meaning, a correct reading sequence can be programmatically determined. (**Level A**)	**Fail (H)**
Sensory Characteristics: 1.3.3 Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (**Level A**)	**Pass (P)**

Orientation : (WCAG 2.1) 1.3.4 Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. **NOTE:** Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. **(Level AA)**	**Pass (P)**
Identify Input Purpose: (WCAG 2.1) 1.3.5 The purpose of each input field collecting information about the user can be programmatically determined when : • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. **(Level AA)**	**Pass (P)**
Identify Purpose: (WCAG 2.1) **1.3.6** In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined. **(Level AAA)**	**Pass (P)**
Use of Colour: 1.4.1 Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (**Level A**)	**Fail (H)**
Audio Control: 1.4.2 If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. *(**Level A***)	**Pass (P)**

Contrast (Minimum): 1.4.3 The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (**Level AA**)	**Fail (M)**
Resize text: 1.4.4 Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (**Level AA**)	**Fail (M)**
Images of Text: 1.4.5 If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: Understanding Success Criterion 1.4.5 - Customizable: The image of text can be visually customized to the user's requirements; - Essential: A particular presentation of text is essential to the information being conveyed. **Note**: Logotypes (text that is part of a logo or brand name) are considered essential. (**Level AA**)	**Fail (H)**
Contrast (Enhanced): 1.4.6 The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:	**Fail (L)**

Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (**Level AAA**)	
Low or No Background Audio: 1.4.7 For pre-recorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: Understanding Success Criterion 1.4.7 • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. **Note***: Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content. (**Level AAA**)	**Fail (L)**
Visual Presentation: 1.4.8 For the visual presentation of blocks of text, a mechanism is available to achieve the following: Understanding Success Criterion 1.4.8 1. Foreground and background colours can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.	**Pass (P)**

5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. (**Level AAA**)	
Images of Text (No Exception): 1.4.9 Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential. (**Level AAA**)	**Fail (L)**
Reflow: (WCAG 2.1) **1.4.10** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for : • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. **Note**: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. **Note:** Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content. (**Level AA**)	**Fail (M)**
Non-text Contrast (WCAG 2.1) **1.4.11** The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): **User Interface Components** Visual information required to identify user interface components and states, except for inactive components or where the	**Fail (M)**

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appearance of the component is determined by the user agent and not modified by the author; **Graphical Objects** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. **(Level AA)**	
Text Spacing (WCAG 2.1) **1.4.12** presentation of graphics is essential to the information being conveyed. In content implemented using mark-up languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script. **(Level AA)**	**Pass (P)**
Content on Hover or Focus (WCAG 2.1) **1.4.13** Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: **Dismissible** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; **Hoverable** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; Persistent	**(N/A)**

The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.
Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.

Note
Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.
Note
Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.

 (Level AA)

Principle 2: Operable – User interface components and navigation must be operable.

Keyboard: 2.1.1 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. **Note 1:** This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. **Note 2:** This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation. **(Level A)**	**Pass (P)**
No Keyboard Trap: 2.1.2 If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. **(Level A)**	**Pass (P)**
Keyboard (No Exception): 2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (**Level AAA**)	**Pass (P)**
Character Key Shortcuts (WCAG 2.1): 2.1.4 If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:	**(N/A)**

Turn off A [mechanism](#) is available to turn the shortcut off; **Remap** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc); **Active only on focus** The keyboard shortcut for a [user interface component](#) is only active when that component has focus. **(Level A)**	
Timing Adjustable: [2.2.1](#) For each time limit that is set by the content, at least one of the following is true: **Turn off:** The user is allowed to turn off the time limit before encountering it; or **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or **Real-time Exception:** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or Essential Exception: The time limit is [essential](#) and extending it would invalidate the activity; or **20 Hour Exception:** The time limit is longer than 20 hours. **Note:** This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with [Success Criterion 3.2.1](#), which puts limits on changes of content or context as a result of user action. **(Level A)**	**(N/A)**
Pause, Stop, Hide: [2.2.2](#) **For moving, [blinking](#), scrolling, or auto-updating information, all of the following are true:**	**Fail (H)**

Understanding Success Criterion 2.2.2 **Moving, blinking, scrolling**: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. **Note 1:** For requirements related to flickering or flashing content, refer to Guideline 2.3. **Note 2:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. **Note 3:** Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. **Note 4:** An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. **(Level A)**	
No Timing: 2.2.3 Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. **(Level AAA)**	**(N/A)**

Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (**Level AAA**)	
Re-authenticating: 2.2.5 When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (**Level AAA**)	(N/A)
Timeouts (WCAG 2.1): **2.2.6** Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions. **Note** Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion. (**Level AAA**)	(N/A)
Three Flashes or Below Threshold: 2.3.1 Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. (**Level A**)	**Pass (P)**
Three Flashes: 2.3.2 Web pages do not contain anything that flashes more than three times in any one-second period. (**Level AAA**)	**Pass (P)**

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Animation from Interactions (WCAG 2.1): 2.3.3 Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed. **(Level AAA)**	**Fail (L)**
Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (**Level A**)	**Fail (H)**
Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. (**Level A**)	**Fail (H)**
Focus Order: 2.4.3 If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (**Level A**)	**Fail (H)**
Link Purpose (In Context): 2.4.4 The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (**Level A**)	**Fail (H)**
Multiple Ways: 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 the result of, or a step in, a process. (**Level AA**)	**Pass (P)**
Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. (**Level AA**)	**Fail (M)**

Focus Visible: 2.4.7 Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (**Level AA**)	**Pass (P)**
Location: 2.4.8 Information about the user's location within a set of Web pages is available. (**Level AAA**)	**Pass (P)**
Link Purpose (Link Only): 2.4.9 A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (**Level AAA**)	**Fail (L)**
Section Headings: 2.4.10 Section headings are used to organize the content. **Note 1:** "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. **Note 2:** This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2. (**Level AAA**)	**Fail (L)**
Pointer Gestures (WCAG 2.1) : 2.5.1 All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. **Note** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). (**Level A**)	**(N/A)**

Pointer Cancellation (WCAG 2.1): 2.5.2 For functionality that can be operated using a single pointer, at least one of the following is true: **No Down-Event** The down-event of the pointer is not used to execute any part of the function; **Abort or Undo** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; **Up Reversal** The up-event reverses any outcome of the preceding down-event; **Essential** Completing the function on the down-event is essential. **Note** Functions that emulate a keyboard or numeric keypad key press are considered essential. **Note** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level A)**	**Pass (P)**
Label in Name (WCAG 2.1): **2.5.3** For user interface components with labels that include text or images of text, the name contains the text that is presented visually. **Note** A best practice is to have the text of the label at the start of the name. **(Level A)**	**(N/A)**
Motion Actuation (WCAG 2.1): **2.5.4** Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: **Supported Interface**	**(N/A)**

The motion is used to operate functionality through an <u>accessibility supported interface</u>; **Essential** The motion is <u>essential</u> for the function and doing so would invalidate the activity. **(Level A)**	
Target Size (WCAG 2.1): **2.5.5** The size of the <u>target</u> for <u>pointer inputs</u> is at least 44 by 44 <u>CSS pixels</u> except when: **Equivalent** The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; **Inline** The target is in a sentence or block of text; **User Agent Control** The size of the target is determined by the user agent and is not modified by the author; **Essential** A particular presentation of the target is <u>essential</u> to the information being conveyed. **(Level AAA)**	**Pass (P)**
Concurrent Input Mechanisms (WCAG 2.1): **2.5.6** Web content does not restrict use of input modalities available on a platform except where the restriction is <u>essential</u>, required to ensure the security of the content, or required to respect user settings. **(Level AAA)**	**Pass (P)**

Principle 3: Understandable – Information and the operation of user interface must be understandable.

Language of Page: 3.1.1 The default human language of each Web page can be programmatically determined. (**Level A**)	**Pass (P)**
Language of Parts: 3.1.2 The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (**Level AA**)	**(N/A)**
Unusual Words: 3.1.3 A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (**Level AAA**)	**(N/A)**
Abbreviations: 3.1.4 A mechanism for identifying the expanded form or meaning of abbreviations is available. (**Level AAA**)	**(N/A)**
Reading Level: 3.1.5 When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (**Level AAA**)	**Pass (P)**
Pronunciation: 3.1.6 A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (**Level AAA**)	**(N/A)**

On Focus: 3.2.1 When any component receives focus, it does not initiate a change of context. (**Level A**)	**Pass (P)**
On Input: 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. (**Level A**)	**Pass (P)**
Consistent Navigation: 3.2.3 Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (**Level AA**)	**Fail (M)**
Consistent Identification: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (**Level AA**)	**Pass (P)**
Change on Request: 3.2.5 Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (**Level AAA**)	**(N/A)**
Error Identification: 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. (**Level A**)	**Pass (P)**
Labels or Instructions: 3.3.2 Labels or instructions are provided when content requires user input. (**Level A**)	**Pass (P)**
Error Suggestion: 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. (**Level AA**)	**(N/A)**

Error Prevention (Legal, Financial, Data): 3.3.4 For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AA**)	(**N/A**)
Help 3.3.5 Context-sensitive help is available. • Provide instructions and cues in context to help inform completion and submission. (**Level AAA**)	**Pass (P)**
Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true: **Reversible:** Submissions are reversible. **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AAA**)	**Pass (P)**

Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies	
Parsing: 4.1.1 In content implemented using mark-up languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. **Note:** Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. (**Level A**)	**Fail (H)**
Name, Role, Value: 4.1.2 For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. **Note:** This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification. (**Level A**)	**Fail (H)**
Status Messages (WCAG 2.1) 4.1.3 In content implemented using mark-up languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. (**Level AA**)	**Fail (M)**

The Process

The website is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) to give an accurate feedback on any non-compliant issues. To attain our standard accreditation all A and AA criteria must be achieved.

To give a more accurate review of the website the DAC team employ two differing testing processes.

The first is a manual technical audit using automated tools and the second a dedicated team of user testers with differing disabilities test using a range of adaptive technologies. The findings of both testing teams are then combined to give the client far more accurate feedback on the website.

By using the testing team in conjunction with an automated procedure a more accurate set of results are made available.

This report combines technical auditing with disabled user feedback. The test does not list each specific area that requires change but highlights patterns of problems where they exist. Each section of the report includes a qualifying statement of pass, fail or recommendation to help developers quickly identify which parts of the website need the most urgent attention.

CRITERIA

Pass

This means that for this section of the report, the website meets the expectations of the testing team and that there were no major issues encountered that would significantly affect their browsing experience.

Fail

Websites that have one or more issues will have a fail flagged for that section. There will be a list of actions that the developers need to address to make sure that the website meets the expectations of the DAC testing team.

Not Applicable

The technology or criteria measured against is not present on the website.

DAC Testing Procedure

The website is tested by a team of experienced auditors, many of who are disabled individuals and users of adaptive technology. The combination of subjective pan-disability user feedback and comprehensive technical auditing allows us to measure how the website performs technically and practically, thereby offering an essential added dimension to our test results that other methods of testing cannot provide.

User Testing

Manual accessibility checking was conducted by a team of disabled individuals, using a range of adaptive technologies (hardware and software designed to facilitate the use of computers by people with disabilities). This may include:

NVDA: a screen reader and application used by those who are blind.

ZoomText: a magnification application used by those with low vision.

JAWS: a screen reader used by blind people to access pages.

Dragon Naturally Speaking: voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.

Switch Access: used by those with severe mobility impairments to input commands to a computer.

Keyboard Only: some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.

Readability: Manual checks were made to assess the suitability of a page for those with colour blindness and dyslexia.

Deaf/Hard of hearing: Manual checks were made to assess the suitability of a page for those with hearing impairments.

Learning difficulties: Manual checks were made to assess the suitability of a page for those with learning difficulties.

Technical Auditing

Technical auditing involves the experienced application of a number of technical auditing and standards compliance assessment tools. This combined with an extensive knowledge of WCAG, its application and wider global practice provides the DAC website with further credibility and quality.