



Government
Digital Service



Cabinet Office

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Website: <https://www.cddft.nhs.uk/>

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

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

You've been sent this report because <https://www.cddft.nhs.uk/> is one of the websites we've monitored. This document explains:

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

You can [read more about the web accessibility regulations](#).

How accessible the website is

We checked <https://www.cddft.nhs.uk/> on 18 November 2020 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard.

Based on our testing, <https://www.cddft.nhs.uk/> is partially compliant with WCAG 2.1 AA. This means there are some things which are not fully accessible.

How we checked

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

The pages were tested using 4.6.1. Errors found were correlated and checked manually.

A keyboard, tab through and zoom check was done.

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

Pages we checked

Home page: <https://www.cddft.nhs.uk/>

Contact page: <https://www.cddft.nhs.uk/about-the-trust/contact-us.aspx>

Accessibility statement: <https://www.cddft.nhs.uk/accessibility-statement.aspx>

A PDF: <https://www.cddft.nhs.uk/media/783347/paraprotein%20guide%20newcastle%202020.pdf>

A form: <https://www.cddft.nhs.uk/about-the-trust/foundation-trust-membership.aspx>

Our Services: <https://www.cddft.nhs.uk/our-services.aspx>

News and Media: <https://www.cddft.nhs.uk/news-and-media.aspx>

Feedback: <https://www.cddft.nhs.uk/tell-us-what-you-think.aspx>

Tell us your patient story: <https://www.cddft.nhs.uk/tell-us-what-you-think/tell-us-your-patient-story.aspx>

Overseas-visitors: <https://www.cddft.nhs.uk/our-services/overseas-visitors.aspx>

The issues we found

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

Issues on more than one page

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

Issue & Description	Pages
<p>1.4.10 Reflow</p> <p>Reflow or ‘responsive web design’ helps users with low vision who may need to enlarge text on a webpage and read it in a single column without scrolling in more than one direction. It also helps users who are viewing the page on a mobile device.</p> <p>If a page does not support reflow it can appear smaller and more difficult to use or content may be cut off.</p> <p>Navigation menus often collapse into fewer items or into a single menu button to take up less space. All content and functionality must still be fully available.</p>	<p>Home page, Form</p> <ul style="list-style-type: none">The carousel does not reflow at 400% and horizontal scrolling is required <p>Home page, contact page</p> <ul style="list-style-type: none">Not all parts of the page reflow in mobile viewhorizontal scrolling is required in mobile view

Issue & Description	Pages
<p>1.4.3 Contrast (minimum)</p> <p>Poor colour contrast makes it difficult for someone with sight loss to see the content properly. If there is a big difference between the background and foreground colours it should be much easier to see the difference between them.</p>	<p>Contact page</p> <ul style="list-style-type: none"> • Info point <p>Form</p> <ul style="list-style-type: none"> • Related links <p>Our Services</p> <ul style="list-style-type: none"> • Related links <p>News and media</p> <ul style="list-style-type: none"> • Related links <p>Feedback</p> <ul style="list-style-type: none"> • Related links • Related Publications <p>Tell us your patient story</p> <ul style="list-style-type: none"> • Info Point • Related Publications <p>Overseas Visitors</p> <ul style="list-style-type: none"> • Info Point • Related Publications
<p>1.3.1 Info and Relationships, 4.1.2 Name, Role, Value</p> <p>Form elements must have labels.</p> <p>Form labels help assistive technologies to understand what input is expected in a form field. Adding a label reduces confusion and enlarges the clickable area which helps users with limited motor control.</p> <p>Labels should be used for inputs such as:</p> <ul style="list-style-type: none"> • Text entry fields • Radio buttons • Checkboxes • Select menus <p>This is in relation to the source <code>input[type="text"]</code>.</p>	<p>Home page</p> <p>Contact page</p> <p>Accessibility Statement</p> <p>Form</p> <p>Our Services</p> <p>Feedback</p> <p>Overseas Visitors</p>
<p>2.4.4 Link Purpose (In Context), 4.1.2 Name,</p>	<p>All pages (except PDF)</p>

Issue & Description	Pages
<p>Role, Value</p> <p>Links must have discernible text</p> <p>All link names should be accessible by a screen reader and be descriptive enough to tell a user where that link will take them.</p> <p>Common issues include:</p> <ul style="list-style-type: none"> • the inner link text not being visible • duplicate link labels • the link not being focusable <p>You should not modify the style of a link to suppress the change in style when a link is in focus as this removes the ability of sighted keyboard users to know where they are on the page.</p> <p>All links should receive focus and link text should not be hidden as this will stop a screen reader from relaying the link information.</p> <p>This is in relation to the logo, Twitter, Facebook and Youtube icons.</p>	
<p>1.3.1 Info and Relationships</p> <p> and must only directly contain , <script> or <template> elements</p> <p>Screen readers tell users if a list is present and how many items are in the list. This helps users to know what they are reading and what to expect. It is important to use the correct semantic hierarchy for lists.</p> <p>Ordered, unordered and description lists must contain semantically correct parent and child elements. When lists contain other elements or they are ordered incorrectly, screen readers are not able to read the lists accurately.</p> <p>This is in relation to the following sources:</p> <ul style="list-style-type: none"> • .homepage > ul 	<p>All pages (except PDF)</p>

Issue & Description	Pages
<ul style="list-style-type: none">• .top > ul• .bottom > ul	

Other issues we found

Home page

2.4.7 Focus visible

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

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

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

This is because the focus indicator is not high enough contrast around some of the elements.

2.4.1 Bypass Blocks, 4.1.2 Name, Role, Value

Frames must have title attribute

A frame title describes the content of the frame. Screen readers can understand this and help users move through frame elements quickly by using an option to select a list of titles for all frames on the page.

A descriptive, meaningful and unique title allows users to find the frame they need. Ensure all frame and iframe elements have useful title attribute values.

Some screen readers will replace the contents of the frame title attribute with the title element that appears within the frame e.g. the page <h1> heading. It is most accessible if these titles are the same.

This is in relation to the source iframe.

Accessibility statement

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

An accessibility statement for the website was found but it was not in the correct format, accessibility issues were found during the test that were not included in the statement and mandatory wording is missing.

More information about accessibility statements can be found at:

<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>

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

What to do next

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

You should fix the issues that were found and do your own accessibility audit to check issues that cannot be found using automated accessibility testing. You need to write and publish an accessibility statement that meets the required legislative format.

Help with accessibility auditing and publishing an accessibility statement can be found at

<https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement>

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

Enforcement

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

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

The enforcement process can be found at

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

Contact and more information

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

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