



# Accessibility Report for the Little Chalfont Parish Council Website

PREPARED BY: MARSHALL PROJECTS LTD.

AUTHOR: DON MARSHALL

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**Updated after accessibility corrections.**

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## 1. Overview

The Little Chalfont Parish Council ('LCPC') website is a Local Government site and is therefore subject to the *Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018*. This document describes the testing undertaken to assess conformance to these standards, the results of the tests and any work that is required to make the site conformant.

## 2. Executive Summary

A large number of tests, both automated and manual, were performed on the entire site to assess conformance to the Government's Accessibility Standards. The results are very positive. This has been helped by the fact that the site was completely rebuilt in December 2016 using the most popular web framework available ('Bootstrap') which is designed to be responsive to all device types from mobile phones up to wide screen monitors. As such, a lot of the 'accessibility' requirements are already built in. A high-level summary of the results is as follows (see Section 7 for a detailed summary):

### 1) Accessibility Conformance – website (excluding documents)

Of all the tests performed, both automated and manual, everything passed except one test where the site does not comply, namely that the on-screen font size does not increase if a larger font size is selected within the browser. The proposal is to list this as an exemption for two reasons:

- a. The mitigation is that the 'zoom' function works correctly up to the maximum of 500%. This is well in excess of the required 200% for zooming and so compensates for the lack of increase in the 'font size' setting.
- b. this is a big piece of work and it represents a 'disproportionate burden' as defined in Government Standards.

### 2) Accessibility Conformance – sampled documents

Twelve documents were sampled according to Government sampling guidelines and tested including all documents that users would need to access services (e.g. booking forms) or 'essential' documents (e.g. privacy notice). There are six documents that failed. These are: Council Agenda, Planning Agenda, Privacy Notice and three for Booking the Village Hall - the FAQs, Contact Information and the Booking form.

### 3) Work Required

Based on the tests run and the assumptions stated within this document there is no remedial work required on the site code. Work which is needed is as follows:

- a. Six documents need to be corrected. The source MS Word files must be provided.  
**16<sup>th</sup> July 2020 Update: Work complete**
- b. The 'Accessibility Statement' needs to be written and approval obtained from LCPC. This will be written in accordance with the Government 'accessibility statement template';  
**16<sup>th</sup> July 2020 Update: Work complete**
- c. A new web page for the accessibility statement needs to be created, tested and deployed to the public environment.  
**16<sup>th</sup> July 2020 Update: Work complete**

### **3. Requirements**

The LCPC website located at [www.littlechalfont-pc.gov.uk](http://www.littlechalfont-pc.gov.uk) must adhere to the 'Accessibility Standards for Public Sector Bodies'. Government requirements can be found at: <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps> and guidance on making websites accessible can be found at: <https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement>

The website will meet these legal requirements if it:

- 1) Meets the international WCAG 2.1 AA accessibility standard as defined by the World Wide Web Consortium ('W3C') here: <https://www.w3.org/TR/WCAG21/>
- 2) Has an accessibility statement that explains how accessible the website is.

The accessibility statement must be on the site by 23<sup>rd</sup> September 2020. This must state:

- 1) Purpose of the website;
- 2) The accessibility goals;
- 3) Which parts of the service do not meet accessibility standards and why (e.g. part of the exemption list – see Appendix 1 'Exemptions');
- 4) How people with 'access needs' can get alternatives to content that is not 'accessible';
- 5) How to contact LCPC to report accessibility problems and a link for the user to the appropriate Government website if the user is unhappy with the response.

The accessibility statement will be published on the LCPC website as a standard web page with links from all other pages in the footer. It will conform to the sample provided by Government at the following URL – <https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility-statement-for-a-fictional-public-sector-website>

#### **4. Methodology**

- 1) A number of tests were performed on the site, using a combination of automated tools and manual inspection.
- 2) Corrections will be implemented if appropriate and any exemptions noted.
- 3) Automated tests will be rerun to ensure compliance.
- 4) The accessibility statement will be prepared and approval requested from LCPC.
- 5) The Accessibility Statement will be published on the site before the deadline of 23<sup>rd</sup> September 2020

#### **5. Tests performed**

The tests undertaken are as follows

- 1) Each page was tested against the WCAG 2.0 AA and AAA standards using the accessibility checker software: 'Achecker':  
<https://achecker.ca/checker/index.php>
- 2) Manual tests were performed to assess functionality that is different between WCAG 2.0 and 2.1 based on this checklist:  
<https://www.accessiblemetrics.com/blog/whats-the-difference-between-wcag-2-0-and-wcag-2-1/>
- 3) All links were tested with automated link checking software (tests for broken links)  
<https://www.deadlinkchecker.com/website-dead-link-checker.asp>
- 4) Sample page visually tested for colour blindness accessibility using:  
<https://www.toptal.com/designers/colorfilter>
- 5) Each page was tested using the W3C HTML/CSS validator tool:  
<https://validator.w3.org/>
- 6) A manual 'Basic Accessibility Check' was performed following the Government guidelines published on August 2019 at the URL below. Note that owing to the size of the site and the low usage I believe that the conditions apply to allow the use of this 'basic check for accessibility'. This, along with the automated tools discussed above will allow LCPC to meet its requirements.  
<https://www.gov.uk/government/publications/doing-a-basic-accessibility-check-if-you-cant-do-a-detailed-one/doing-a-basic-accessibility-check-if-you-cant-do-a-detailed-one>
- 7) Word documents checked using MS Word's inbuilt 'Accessibility Check'.

The following section provides detailed results for each of these categories.

## 6. Test Results

- 1) Automated accessibility results using [achecker.ca](https://achecker.ca) (May 2020)
  - Tested against WCAG 2.0 AA and AAA

**Retested and updated July 2020**

Page	Errors AA (AAA)	To be resolved	Exemptions
Home	2 (2)	None	2x Contrast errors incorrectly flagged by Achecker
Meetings	0 (0)	None	None
Councillors	0 (0)	None	None
Planning	0 (0)	None	None
Notices	0 (0)	None	None
Bookings-Hall	0 (0)	None	None
Bookings-Park	0 (0)	None	None
Contact	0 (0)	None	None
Links	0 (0)	None	None
Council Minutes	0 (0)	None	None
Planning Minutes	0 (0)	None	None
Scam Advice	0 (0)	None	None
Policies	0 (0)	None	None
Sitemap	0 (0)	None	None
Accessibility	0 (0)	None	None

**Work required: None.**

- 2) Key differences from WCAG 2.0 to 2.1 (May 2020)
  - Using checklist at [Accessible metrics](#)

Section	Requirement	Complies or N/A	Comments
Orientation	Usable in both Landscape and Portrait view	Complies	
Reflow: Magnification	Site reorganises when zoomed in, or when viewed on phones and tablets. Navigation not impacted.	Complies	
Content on Hover	Navigation menus all visible i.e. do not 'appear'. Essential for keyboard navigation instead of mouse.	Complies	
Label in name for screen readers	'Accessible names' available for screen readers	Complies	

Section	Requirement	Complies or N/A	Comments
Status Messages	Screen readers can access messages when taking action eg adding something to cart	N/A	No dependent actions e.g. forms on the site. All static pages.

**Work required: None.**

- 3) Test for broken links using [deadlinkchecker](#) (May 2020)  
**Retested and updated July 2020.**

No of site Links	Errors	To be resolved	Exemptions
611	0	None	None

**Work required: None.**

- 4) Test colour blindness usability using [Toptal ColorFilter](#) (May 2020)

Page	Errors	To be resolved	Exemptions
Home	0	None	None

**Work required: None.**

- 5) W3C HTML/CSS Verification using [W3C HTML/CSS Validator](#) (May 2020) – **Retested and updated July 2020.**

Page	Errors	To be resolved	Exemptions
Home	0	None	None
Meetings	0	None	None
Councillors	0	None	None
Planning	0	None	None
Notices	0	None	None
Bookings-Hall	0	None	None
Bookings-Park	0	None	None
Contact	0	None	None
Links	0	None	None
Council Minutes	214	Advisory: `space` is not allowed in link source (eg to a document with spaces in filename)	Not an accessibility issue and all links from 2020 onwards meet this standard
Planning Minutes	188	Advisory: `space` is not allowed in link source (eg to a document with spaces in filename)	Not an accessibility issue and all links from 2020 onwards meet this standard
Scam Advice	0	None	None

Page	Errors	To be resolved	Exemptions
Policies	0	None	None
Sitemap	0	None	None
Accessibility	0	None	None

**Work required: None (no work required on 'accessibility' issues).**

6) Government Manual Accessibility Check (May 2020)  
using [Basic Manual Check](#)

Section	Test	Complies or N/A	Comments
<b>1. Text content</b>	Proper headings used?	Complies	
	Pages usable when CSS disabled?	Complies	
	Instructions styled properly?	Complies	
	Links make sense?	Complies	
	Pages have good titles?	Complies	
<b>2. Images, Video &amp; Audio</b>	Images have a description?	Complies	
	Video/audio properly described?	N/A	No Video or Audio
	Audio descriptions for video?	N/A	No Video
	Check for images containing text	None	
<b>3. Interactive tools and transactions</b>	Form fields marked up appropriately?	N/A	No forms or interactive tools.
	Clear what information users need to provide?	N/A	
	Form elements consistent?	N/A	
	Users get warning before they are timed out	N/A	
	Error messages are helpful?	N/A	
	Answers can be reviewed before form submission?	N/A	
	Form elements behave as expected?	N/A	

Section	Test	Complies or N/A	Comments
<b>4. PDFs and other docs</b>	Docs have meaningful titles?	<i>See the next section 7) and associated table</i>	<i>for full details of all Documents tested in this area.</i>
	Check for headings		
	Check documents convey instructions in an accessible way.		
	Link text makes sense		
	Images, charts and tables have a description		
<b>5. Technology</b>			
5.1 Mobile/Tablet	Check the page orientation	Complies	Site is created using a fully 'responsive' framework
	Check you can navigate using just one finger	Complies	
	Check you're not relying on complex motions	Complies	
5.2 Navigation with keyboard	Check you can tell where you are on the page	Complies	
	Check the order makes sense when tabbing	Complies	
	Check nothing unexpected happens when tabbing through a page	Complies	
	Check you do not get stuck when navigating through content	Complies	
	Check forms are still usable without a mouse	N/A	No forms on site
	Check users can skip to the main content on a page	Complies	Pages properly 'Landmarked'.
5.3 Checking zoomed content	Check content is usable when you enlarge the text in browser 'font size' settings	Text not enlarged when 'font size' changed in browser settings	Mitigation is that page <i>can</i> be 'zoomed' & correctly reformats. Only affects older browsers without 'zoom' e.g. IE6
	Checking how the page behaves when users zoom in	Complies	

Section	Test	Complies or N/A	Comments
5.4 Colour contrast	Check for text contrast	Complies	All pages checked using 'Achecker' software.
	Check any buttons and navigational elements	Complies	All pages checked using 'Achecker' software.
5.5 Popups and interactive content	Check that users can disable animated or moving content	N/A	
	Check for content that plays automatically	N/A	
5.6 Search and other navigation	Check there are multiple ways to navigate your website	Complies	Navigation tabs and sitemap
	Check your navigation behaves consistently	Complies	
	Check links do not trigger on the down-press of a mouse	Complies	
<b>6. HTML Checks</b>	Check tables and bullet lists are styled properly	Complies	Used W3C HTML/CSS validation software
	Check the language the content is written in	Complies	Used W3C HTML/CSS validation software
	Check any video players are accessible	N/A	

**Work required:**

- 1) No work required on the site code – section 5.3 re font size will be listed as a 'disproportionate burden'.
- 2) 6 documents need to be corrected – see next section for details.

## 7) Section 4 of the Government Manual Accessibility Check – Documents

See Appendix 3: Government guidelines for sampling documents. (Ctrl Click to follow link).

Page	Sampled Documents	Complies or N/A	Comments
Home	Newsletter Spring 2020	N/A	Did not test as this is primarily a published document
Meetings	Council Agenda	Complies	Re image of Zoom details – cannot click on link or copy phone numbers. Also no alt text in image. <b>July 2020 Update – work complete - resolved</b>
Meetings	Planning Agenda	Complies	Table needs to be 'styled' with a heading. <b>July 2020 Update – work complete - resolved</b>
Councillors	<b>No docs on page</b>	N/A	
Planning	<b>No docs on page</b>	N/A	
Notices	Privacy Notice	Complies	No headings and bullet points vary between 'bullets' and numbers. <b>July 2020 Update – work complete- resolved</b>
Notices	Data Consent Form	Complies	
Booking – Pitches	<b>No docs on page</b>	N/A	
Booking – Hall	FAQ	Complies	No headings or bullet points, (sections are identified by formatting , not headings/bullets) <b>July 2020 Update – work complete - resolved</b>
Booking – Hall	Contact Info	Complies	Can't copy or click links <b>July 2020 Update – work complete - resolved</b>
Booking – Hall	Booking Form	Complies	31 Errors, 15 Warnings, 1 advisory (MS Word 'Check Accessibility' option gives full details) <b>July 2020 Update – work complete - resolved</b>
Booking – Hall	Availability	Complies	
Contact	<b>No docs on page</b>	N/A	
Links	Parking Hotline	Complies	Heading correctly shows in pdf as bookmark

Page	Sampled Documents	Complies or N/A	Comments
Council Minutes	Minutes for 11 <sup>th</sup> March 2020	Complies	Single topic so no headings needed and correct use of bullet point lists
Council Minutes	Payments Schedule April 8 <sup>th</sup> 2020	Complies	A single list, no headings needed.
Planning Minutes	Minutes for 19 <sup>th</sup> Feb 2020	Complies	Single topic so no headings needed and correct use of tables and bullet point lists
Scam Information	<b>No docs on page</b>	N/A	

**Work required:** 6 documents to be corrected.

**July 2020 Update – work complete**

### 7. Summary of all tests

A combination of automated test applications and manual inspections was used. The test applications will typically run hundreds of individual tests on every page of the site. The six areas of testing are summarised below.

1. Automated Accessibility checking – run on both WCAG 2.0 AA and the stricter WCAG 2.0 AAA settings.
  - a. Pages tested = 12 (every page on site)
  - b. Errors – none
  - c. Work required – **none**
2. Manual inspection to cover key differences between WCAG 2.0 and 2.1
  - a. Functionality areas checked = 5
  - b. Errors – none
  - c. Work required – **none**
3. Automated test for broken links:
  - a. Links tested = 572 (all links on site)
  - b. Errors – none
  - c. Work required – **none**
4. Manual inspection for colour blindness usability
  - a. Pages tested = Home page (as this is a test of the overall colour scheme only one page need be tested)
  - b. Errors – none
  - c. Work required – **none**
5. Automated test of adherence to W3C coding standards.
  - a. Pages tested = 12 (every page on site)
  - b. Errors – **No accessibility errors.** However, one ‘advisory’ error was picked up across 3 of the pages. Note – this is NOT an accessibility issue and will not be reported as an exemption on the Accessibility statement. Neither is it a functional problem. (The error is that the W3C strict coding standards do not permit a space in a link)
  - c. Work required – **none** (for accessibility) however the links for Minutes from 2020 onwards have been brought up to the W3C specification.
6. Government basic manual accessibility check – excluding sampled documents
  - a. Sections tested = 9 of 10 (documents covered separately)
  - b. Errors – 1 – cannot set ‘font size’ within browser settings
  - c. Work required – My proposal is to list the font size error as an exemption. The mitigation is that the ‘zoom’ feature works perfectly allowing users to zoom to 500% and the pages will restyle correctly. The other reason is that this is a big piece of work and in my opinion

represents a 'disproportionate burden' as defined in Government standards.

7. Government basic manual accessibility check –sampled documents
  - a. Documents sampled = 12
  - b. Errors – 6 documents need to be corrected. See detail in the table of results

**July 2020 Update – work complete**

## Appendix 1: Exemptions

Taken from Government guidelines here:

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

### 1) List of physical exemptions

The following types of content are exempt from the accessibility regulations:

- a. pre-recorded audio and video published before 23 September 2020
- b. live audio and video
- c. heritage collections like scanned manuscripts
- d. PDFs or other documents published before 23 September 2018 – unless users need them to use a service, for example a form that lets you request school meal preferences
- e. maps – but you'll need to provide essential information in an accessible format like an address
- f. third party content that's under someone else's control if you did not pay for it or develop it yourself – for example, social media 'like' buttons
- g. content on intranets or extranets published before 23 September 2019 (unless you make a major revision after that date)
- h. archived websites if they're not needed for services your organisation provides and they are not updated

### 2) Exemptions due to 'Disproportionate Burden'

'When complying with accessibility regulations might be a 'disproportionate burden' Some organisations are not exempt but may not need to fully meet accessibility standards. This is the case if the impact of fully meeting the requirements is too much for an organisation to reasonably cope with. The accessibility regulations call this a 'disproportionate burden'.

You need to think about disproportionate burden in the context of what's reasonable to do right now. If your circumstances change, you'll need to review whether something's still a disproportionate burden.

If you want to declare that making particular things accessible is a disproportionate burden, you're legally required to carry out an assessment. In your assessment you weigh up, roughly speaking:

the burden that making those things accessible places on your organisation  
the benefits of making those things accessible

When making your assessment, you need to think about:

your organisation's size and resources

the nature of your organisation (for example, do you have services aimed at people who are likely to have a disability?)

how much making things accessible would cost and the impact that would have on your organisation

how much disabled users would benefit from you making things accessible

You might judge that the benefits of making some things accessible would not justify the cost to your organisation. In that case, you can claim it would not be reasonable for you to make those things accessible because it's a disproportionate burden.

## **Appendix 2: Site pages URL list**

Home: <http://www.littlechalfont-pc.gov.uk/index.htm>  
Meetings: <http://www.littlechalfont-pc.gov.uk/Meetings.htm>  
Councillors: [http://www.littlechalfont-pc.gov.uk/Councillors\\_2017.htm](http://www.littlechalfont-pc.gov.uk/Councillors_2017.htm)  
Planning: [http://www.littlechalfont-pc.gov.uk/Planning\\_2017.htm](http://www.littlechalfont-pc.gov.uk/Planning_2017.htm)  
Notices: [http://www.littlechalfont-pc.gov.uk/Notices\\_2017.htm](http://www.littlechalfont-pc.gov.uk/Notices_2017.htm)  
Bookings-Hall: [http://www.littlechalfont-pc.gov.uk/Bookings\\_hall.htm](http://www.littlechalfont-pc.gov.uk/Bookings_hall.htm)  
Bookings-Park: [http://www.littlechalfont-pc.gov.uk/Bookings\\_park.htm](http://www.littlechalfont-pc.gov.uk/Bookings_park.htm)  
Contact: [http://www.littlechalfont-pc.gov.uk/Contact\\_2017.htm](http://www.littlechalfont-pc.gov.uk/Contact_2017.htm)  
Links: [http://www.littlechalfont-pc.gov.uk/Links\\_2017.htm](http://www.littlechalfont-pc.gov.uk/Links_2017.htm)  
Council Minutes: [http://www.littlechalfont-pc.gov.uk/Council\\_minutes.htm](http://www.littlechalfont-pc.gov.uk/Council_minutes.htm)  
Planning Minutes: [http://www.littlechalfont-pc.gov.uk/Planning\\_minutes.htm](http://www.littlechalfont-pc.gov.uk/Planning_minutes.htm)  
Scam Advice: [http://www.littlechalfont-pc.gov.uk/Scam\\_Protection.htm](http://www.littlechalfont-pc.gov.uk/Scam_Protection.htm)  
Accessibility Statement: <http://www.littlechalfont-pc.gov.uk/Accessibility.htm>  
Sitemap (HTML): <http://www.littlechalfont-pc.gov.uk/Sitemap.htm>  
Sitemap (XML): <http://www.littlechalfont-pc.gov.uk/sitemap.xml>  
Policies: <http://www.littlechalfont-pc.gov.uk/Policies.htm>

## **Appendix 3: Government guidelines for sampling documents**

'Your sample should include:

1. Documents that are essential to users accessing one of your services, no matter when they were published
2. Non-essential documents (such as leaflets) that were published on or after 23 September 2018'

## **Appendix 4: Preserving headings and other non-printing information when converting word documents to PDFs**

When readers click on the PDF link, you want the PDF documents to appear with the table of contents showing on the left. The table of contents in PDF file will be called Bookmarks Panel and will show the formal 'Headings' in MS Word.

The steps are:

1. Make sure the word document has the headings, i.e., heading 1, heading 2, etc...
2. in Save As, choose PDF and then click on the options button right underneath the Save As Type box, to the upper left of the Save button.
3. Check the box: Include non-printing information, then Headings radio box will be automatically checked.
4. Now save.

### **Version Control**

<b>Version</b>	<b>Change Date</b>	<b>Changed by</b>	<b>Summary</b>
V04 Draft	25/05/2020	D. Marshall	Initial draft release
V05 Draft	27/05/2020	D. Marshall	Parish Council Notices links have been amended, section 5 'Notices' errors changed from 40 to 34.
V06 Draft	29/05/2020	D. Marshall	Added PDF test information as part of Government basic tests
V07 Released	05/06/2020	D. Marshall	Summary added
V08 Released	11/06/2020	D. Marshall	Quotation added for correction of 6 documents
V09 Released	16/07/2020	D. Marshall	Updated after accessibility work completed Removed remedial work quotations
V10	28/07/2010	D. Marshall	Re-ran automated tests and updated results tables Sections 6.1, 6.3, 6.5.

[Link to start of document](#)

**End of Document**