

[Version 0.2]

# Accessibility statement for the form to report a problem with smells from Walleys Quarry landfill site

This accessibility statement applies to the form to report a problem with smells from Walleys Quarry landfill site.

This form is run by the Environment Agency. We want as many people as possible to be able to use this form. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 400% without the text spilling off the screen
- navigate most of the website using just a keyboard

We've also made the website text as simple as possible to understand.

[AbilityNet](https://mcmw.abilitynet.org.uk/) [https://mcmw.abilitynet.org.uk/] has advice on making your device easier to use if you have a disability.

## How accessible this website is

We know some parts of this website are not fully accessible.

If you use Dragon or a screen reader:

- it is not possible to get past question 8 using Dragon
- it is not possible to get beyond question 5 using JAWS
- links are read out as a long web address which may be hard to understand
- If you get an error, the error text is not read out
- the error summary is not read out

- if section subtitles are used, they are read out twice
- groups of radio buttons were not enclosed by a fieldset so the purpose of the group was not read out.
- Microsoft Narrator (a Windows screen reader) announces an incorrect position as '1 of 1' for each radio button
- form pages always have the same text and errors are not shown in the page title
- links automatically open in a new window but this is not announced in the link text.

If you magnify or zoom the text, screen or spacing:

- the back button text, question numbers, some question text and error messages do not re-size at 200% text zoom
- some text contents may get overlapped at zoom level 200%
- horizontal scrolling is sometimes needed and the text contents are not visible after changing the browser zoom level to 400%
- text may get truncated or overlapped after applying text spacing

If you use the keyboard to move around the form:

- there are some blank tab stops where there is no obvious text to focus on
- the focus highlight on answer boxes is very hard to see
- groups of questions need an extra tab and the focus highlight around the group is a different weight and colour
- it is not possible to access the date picker but it is possible to type in the date
- the focus highlight is invisible on the 'next' buttons
- if file upload is used, the info icon of File upload question is not keyboard accessible

Other problems:

- If this form allows you to download a copy of your answers as a PDF, the PDF is not fully accessible
- the form inputs all have default 'placeholder text' - this can make it harder for users to see where they need to complete
- the text below the buttons ("Never give out your password. Report abuse") and the footer text is confusing and may be concerning to all users
- if a progress bar is used, it is confusing because some pages are skipped
- if a format is specified for an input - for example a phone number - the required format is not described in the error message

## **Feedback and contact information**

If you need information in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email [email address]
- call [phone number]
- [add any other contact details]

We'll consider your request and get back to you in [number] days.

## **Reporting accessibility problems with this online form**

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: Incident Communications Service 0800 80 70 60 and they will be able to forward onto the IMR Digital Services team to look at.

## **Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](https://www.equalityadvisoryservice.com/) [https://www.equalityadvisoryservice.com/].

## **Technical information about this website's accessibility**

The Environment Agency is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### **Compliance status**

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) [https://www.w3.org/TR/WCAG21/] AA standard, due to the non-compliances listed below.

## **Non-accessible content**

The content listed below is non-accessible for the following reasons.

### **Non-compliance with the accessibility regulations**

We have used Microsoft Forms software to produce this form. It's not possible for us to fix the problems but we have reported them to Microsoft.

We plan to replace this form with an alternative form by the end of September 2021. The new form should fix all of the accessibility problems with this current form.

## Problems found

The back button text did not resize at 200% text zoom. This fails WCAG 2.1 success criterion 1.4.4 Resize text.

The question numbers and some question text did not resize properly at 200% text zoom. This fails WCAG 2.1 success criterion 1.4.4 Resize text.

The error message text did not re-size at 200% text zoom. This fails WCAG 2.1 success criterion 1.4.4 Resize text.

Microsoft reports that some text contents may get overlapped at zoom level 200%. This fails WCAG 2.1 success criterion 1.4.4 Resize text.

Microsoft reports that horizontal scrolling is sometimes observed and the text contents are not visible after changing the browser zoom level to 400%. This fails WCAG 2.1 success criterion 1.4.10: Reflow.

There were some blank tab stops where there was no obvious content to focus on. This fails WCAG 2.1 success criterion 2.4.3: Focus Order.

The focus highlight on input boxes was just shown by changing a thin grey line to green and it was very hard to see. This fails WCAG 2.1 success criterion 2.4.7: Focus Visible.

A group of inputs received focus (an extra click) and the focus highlight around the group is a different weight and colour to an individual input which was inconsistent and confusing. This fails WCAG 2.1 success criterion 2.4.3: Focus Order.

It is not possible to access the date picker via keyboard but it is possible to type in the date, so it's minor - but I cannot then use the calendar to check a date. This fails WCAG 2.1 success criterion 2.1.1: Keyboard.

The focus highlight was invisible on the 'next' buttons and that made it quite difficult to use. This fails WCAG 2.1 success criterion 2.4.7: Focus Visible.

Groups of radio buttons were not enclosed by a fieldset so the purpose of the group was not read out. This fails WCAG 2.1 success criterion 3.3.2: Labels or Instructions.

It was not possible to get past question 8 using Dragon. After entering text in the field the field was cleared after the next command - "tab" or "click next" - resulting in an error. This probably fails WCAG 2.1 success criterion 4.1.2 Name, Role, Value.

It was not possible to use the "date picker" with Dragon. However, it was possible to enter a date manually as an alternative. This probably fails WCAG 2.1 success criterion 4.1.2 Name, Role, Value.

Links should have meaningful link text so that users know where the link goes. The form has raw URLs that do not use meaningful link text (there is some context for the link given by the preceding text). The links are hard to use in JAWS because JAWS reads out a lengthy URL string. Whilst this is not technically a fail, we would suggest replacing it with a better-readable text url. This long URL is judged to fail WCAG 2.1 success criterion 2.4.4: Link Purpose (In Context) despite the enclosing paragraph text.

It was not possible to activate the "Next" button and go beyond question 5 using JAWS. This fails WCAG 2.1 success criterion 2.1.1: Keyboard.

The specific error text for a question is not read out in a screen reader. For example, for phone number "Enter value in a specified format" is not read out. "1 question(s) need to be completed before going to next page: Question 5" is read out. This fails WCAG 2.1 success criteria 3.3.1 Error identification and 3.3.3: Error Suggestion.

On submit, the error summary is not read out in a screen reader. This fails WCAG 2.1 success criteria 3.3.1 Error identification and 3.3.3: Error Suggestion.

If section sub titles are present, they are read out twice in a screen reader. The text read out also included some HTML tags. This fails WCAG 2.1 success criterion 1.3.1 Info and relationships.

The form inputs all have default 'placeholder text'. This makes it harder for users to see where they need to complete and makes the page more cluttered. In particular, people with cognitive disabilities tend to have issues understanding placeholder text because they think it is pre-populated text and will try to submit the form without entering their

specific information. This fails WCAG 2.1 success criterion 2.5.3: Label in Name.

The text below the buttons (“Never give out your password. Report abuse”) and the footer text is confusing and may be concerning to all users. This fails WCAG 2.1 success criterion 2.4.4: Link Purpose (In Context).

The HTML does not validate. The validator found 5 errors (and several warnings) on a typical short page. This fails WCAG 2.1 success criterion 4.1.1 Parsing.

‘Page’ titles are not meaningful. The form always has the same page title (assumed to be because it is a Javascript single page app). Errors are not shown in the page title either. This is not helpful to users. This fails WCAG 2.1 success criterion 2.4.2 Page title.

If it is used, the progress bar is confusing because some pages are skipped. For example, the indicator skipped from page 3 to page 5. This fails WCAG 2.1 success criterion 3.2.4 Consistent identification.

Links automatically open in a new window but this is not announced in the link text. This fails WCAG 2.1 success criterion 2.4.4 Link purpose (in context).

If a format is specified for an input - for example a phone number - the required format is not described in the error message. This fails WCAG 2.1 success criteria 3.3.1 Error identification and 3.3.3: Error Suggestion.

Microsoft reports that Narrator announces an incorrect position as '1 of 1' for each radio button. This fails WCAG 2.1 success criterion 1.3.1 Info and Relationships.

Microsoft reports that there is an illogical tab sequence in the single page application, keyboard focus stays on the '...' button and does not move to the top of the new page. This fails WCAG 2.1 success criterion 1.3.2 Meaningful Sequence.

Microsoft reports that text elements may get truncated or overlapped after applying text spacing on the page. This fails WCAG 2.1 success criterion 1.4.12 Text Spacing.

If file upload is used, Microsoft reports that the info icon of File upload question is not keyboard accessible. This fails WCAG 2.1 success criterion 4.1.2 Name, Role, Value.

If the user can download a copy of their answers as a PDF, the PDF is not accessible. The colour contrast in the PDF was very poor for some text. The title and language are not set. There are no tags in the PDF. The tab order may be incorrect. There may be other problems with the PDF. This fails WCAG 2.1 success criteria 1.4.3: Contrast (Minimum), 3.1.1 Language of page, 2.4.6 Headings and labels and 4.1.2 Name, role, value.

### **Disproportionate burden**

None.

### **Content that's not within the scope of the accessibility regulations**

None.

## **What we're doing to improve accessibility**

We plan to replace this form with a different system by the end of September 2021. The new form should fix all of the accessibility problems with this current form.

## **Preparation of this accessibility statement**

This statement was prepared on 21 July 2021. It was last reviewed on 21 July 2021.

This website was last tested on 14 July 2021. The test was carried out by Defra.

We tested all of the pages in the form.

ENDS