

Idox Public Access / Consultee Access Accessibility Response

About this document

This document comprises a series of statements produced after an accessibility audit of Idox Public Access / Consultee Access by the Idox web team. It is not a full accessibility statement but should be incorporated into one, either fully integrated or in its own linked document/webpage.

The document highlights any failures to meet the Web Content Accessibility Guidelines (WCAG) 2.1 (AA level) standards, and some further recommendations for improving accessibility, found in the un-skinned product – i.e. the product before customisations such as logos and branding colours have been applied. Logos and other images such as icons, and branding colours are taken directly from your website during development of the web skin; they represent a snapshot of the website design at the time of skinning. If you wish to change these assets because you are now aware that they are in breach of the accessibility regulations, or you have already fixed these assets in your own website since the skin was developed, then you should request a skin update from your Idox account manager.

Scope

This document refers to Idox Public Access / Consultee Access, specifically release versions 3.2 and 3.3. The reCaptcha issues only apply from release 3.3 as this was when that feature was added.

Response

Idox Public Access / Consultee Access follows the Web Content Accessibility Guidelines (WCAG) 2.1 (AA) standard and employs the following accessible best practices:

- Clear page titles for better orientation
- Alternative text description for images (“alt text”) and other non-text elements
- Consistent and clear use of headings including a semantic hierarchy (where possible)
- Association of form controls with corresponding labels
- Logical order for forms that can be navigated using a keyboard (e.g. Using the ‘Tab’ key to move between fields)
- Clear form error messages in proximity to corresponding erroneous form fields
- Association of all data cells in a data table with their headers
- Meaningful text for hyperlinks (and a title attribute, where applicable)
- Sufficient foreground and background colour contrast combinations for clear readability
- Keyboard navigation, including for menus and calendar controls

We are aware that there are some aspects of the product that are not fully accessible:

- Error messages on some forms contain invalid mark-up, which affects how screen readers parse and announce this content. This fails WCAG success criterion 1.3.1 – Info and Relationships
- There are instances of non-unique HTML IDs, which is invalid mark-up, which affects how screen readers parse and announce the page content. This fails WCAG success criterion 4.1.1 - Parsing
- Some image buttons do not have suitable alternative text descriptions, which means visually impaired users will not be informed of the button’s purpose. This fails WCAG success criterion 2.4.4 – Link Purpose (In Context).
- Some form inputs are missing a corresponding label, which affects how screen reader technology announces this content. This fails WCAG success criterion 3.3.2 – Labels or Instructions.
- Headings on some pages are not in a logical hierarchy order, which can affect how content is announced by screen reader technology and keyboard-only navigation. This fails WCAG success criterion 2.4.6 – Headings and Labels.
- Our third-party re-Captcha widget does not use sufficient colour contrast for some elements and may be difficult to use with the keyboard. This fails WCAG success criteria 1.4.3 – Contrast (Minimum) and 2.1.1 - Keyboard
- Our third-party map searching widget sometimes use tables for layout, do not always receive focus, and are not accessible by keyboard navigation. This fails WCAG success criteria 1.3.1 – Info and Relationships and 2.1.1 – Keyboard
- Content is not contained in semantic landmark areas, which affects how assistive technologies interpret and announce the content. Using page landmarks is recommended in WCAG success criterion 1.3.1 – Info and Relationships

How we tested Idox Public Access / Consultee Access

A demo, un-skinned version of Idox Public Access / Consultee Access (v3.3) was last tested on 28 August 2020. The Idox web team carried out the testing, with the help of accessibility testing software WAVE and AXE.

As there are a large number of identical pages (i.e. case files), a representative selection of these pages was tested.

What we’re doing to improve accessibility

We’re using reports from accessibility software, WAVE and AXE, and following WCAG guidelines to work towards being fully compliant with WCAG 2.1 AA success criteria.

We will work to address any issues which are brought up by users, as well as reviewing the compliance as part of any future updates to Idox Public Access / Consultee Access.