



Overview

This document is the Accessibility audit for CALLEAST.

We have used Google Lighthouse and Ax Dev tools to substantiate our findings

Tabbing through a website

Why?

A compliant web app must ensure users can navigate a website using only the keyboard, particularly by tabbing. This practice aligns with inclusive design principles and adheres to accessibility standards that accommodate users with diverse abilities.

Compliance

It is possible to navigate through the website using the tab key.

Contrast issues.

Why?

Enhanced Readability for Users with Visual Impairments: Adequate contrast is crucial for individuals with visual impairments. Low contrast can make text blend into the background, making it difficult for people with conditions like low vision or colour vision deficiency to distinguish text from its background. By adhering to recommended contrast ratios, websites ensure their content is accessible to a broader audience, including those with visual challenges.

Compliance with Legal and Web Standards: In the UK, the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 mandate that public sector websites and mobile applications are accessible, aligning with the Web Content Accessibility Guidelines (WCAG) 2.1. Specifically, WCAG 2.1 outlines minimum contrast ratios for text and images of text to ensure legibility for users with visual impairments. Meeting these standards is a matter of legal compliance and demonstrates an organisation's commitment to inclusivity.

Issues

There are several glaring contrast issues within the site. Images are supplied on last page.



Font size

The stipulation of a 16px minimum font size in the Trust's brand guidelines is a deliberate choice supporting accessibility, readability, and positive user experience. It demonstrates an understanding of the diverse needs of web users and a commitment to inclusivity, ensuring that the Trust's digital content is accessible and engaging for the broadest possible audience.

The font size falls below the required 16px in several instances. Font sizes below 16px can be found in the header, various parts of the body text, and the footer.

Semantic elements

Why?

The use of semantic HTML elements such as `<header>`, `<footer>`, and `<h1>` plays a crucial role in enhancing web accessibility. Semantic elements are those that clearly describe their meaning in both the browser and the developer. By conveying information about the structure and presentation of content, these elements make web pages more intelligible and navigable for all users, including those who rely on assistive technologies. Benefits of using semantic elements for accessibility:

Improved Structure and Navigation: Semantic elements introduce a clear structure to web content, making it easier for users, especially those using screen readers, to navigate. For example, screen reader users can skip from one section to another or from one heading to the next, facilitating a more efficient and accessible browsing experience. The `<header>` and `<footer>` elements delineate the main navigation areas and the bottom part of web pages, helping users understand the layout without seeing it.

Enhanced Comprehension: The use of specific elements like `<h1>` for main titles, followed by `<h2>`, `<h3>`, etc., for subheadings creates a hierarchical structure that is easy to follow. This not only aids in the visual design of a website but also helps users who rely on assistive technologies to comprehend the organization of content, understanding which parts of the text are primary topics and which are subsections.

Assistive Technology Compatibility: Assistive technologies like screen readers use a page's semantic markup to provide users context. These technologies can offer more meaningful interactions by identifying the roles and relationships of different page parts through semantic tags. For instance, announcing a section as a `<nav>` element informs the user that navigation links will follow, enhancing the user experience for individuals relying on such devices.

Issues

There is a lack of regard for Semantic elements.

For instance, on the About Us page, the first element, 'About Us,' is declared an H3 rather than the expected H1.

Rudimentary elements like `<header>``<section>` and `<footer>` are disregarded in favour of `<div>` elements. Poor semantics in modern web applications don't meet the requirements of the Trust and make the application less accessible to screen readers.

Mobile access

Although most of the site works well on mobile devices, several scenarios need to be revised.

Images are supplied on last page



Google Lighthouse

Google Lighthouse is a comprehensive, open-source tool designed to audit the quality of web pages. It evaluates several web page aspects, including performance, accessibility, best practices, SEO, and progressive web app capabilities. Regarding accessibility, Lighthouse provides an invaluable service by automatically checking a web page against a subset of the Web Content Accessibility Guidelines (WCAG) standards, which are crucial for ensuring web content is accessible to all users, including those with disabilities.

Google Lighthouse Audits for Accessibility:

Automated Tests: Lighthouse runs automated tests based on the WCAG 2.1 guidelines. These tests cover various aspects of web accessibility, such as colour contrast ratios, the presence of alternative text for images (alt texts), proper use of ARIA (Accessible Rich Internet Applications) attributes, and correct semantic HTML element usage.

Scoring: Each test Lighthouse performs contributes to an overall accessibility score on a scale of 0 to 100. A score of 100 indicates that the page meets all of the tested criteria, whereas lower scores suggest areas for improvement. Not all accessibility checks can be automated; hence, a perfect score from Lighthouse does not guarantee that a website is fully accessible, but it is an indicator of adherence to many best practices.

Detailed Report: For each test, Lighthouse generates a detailed report that outlines passed audits, recommendations for improvements, and failures that need to be addressed. This report serves as a guideline for developers and website owners, highlighting specific areas where a web page may fall short of accessibility standards and providing actionable feedback for enhancements.

The score for the site from Google Lighthouse is 87/100, which is well below the accepted 100/100 result, which is the minimum expected by the Trust.

Axe DevTools

why?

We use Axe DevTools for this reason: they were the tools used in the GDS audit, where the Trust was held accountable for failing to reach the acceptable standard of their original site. It makes sense to continue to use this tool, along with others, so we have a benchmark to measure by.

Total issues:

About us: 106

Home: 93

Services we offer: 49

Commercial services: 55

Our services: 54

Contact us: 49

Blog: 55

The tests will have duplicate issues crossing all pages and must be addressed in the first instance. A CSV file of the findings of the Axe Development tools has been made available.



Accessibility statement

An accessibility statement is available on the site, but this links to the main EEAST site. Working in this way is poor practice and most likely doesn't meet the GDS, UK Gov and NHS requirements. The Trust has commissioned a new accessibility statement. The Trust should be aware that this isn't a get-out-of-jail card. It is there to help the Trust declare small irregularities on accessibility points and demonstrate they have matters in hand.

CQC overall rating

The CQC overall rating Requires improvement needs to be added

Conclusion

There is a lot to be concerned about here.

If the Government Digital Services (GDS) were to audit the site as it is, the Trust would be in a similar situation as before, with the threat of public account and heavy fines.

The Trust should address this first and consider all of the accessibility and security issues as a high risk.

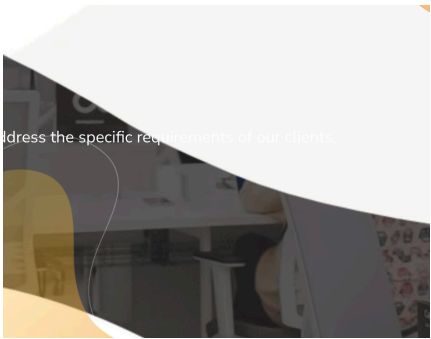


Collaboration with our clients

We appreciate the opportunity to collaborate with our clients and be part of their journey towards growth and excellence. We are grateful for their continued support, which drives us to continuously innovate and enhance our services.

OUR TEAM

Our team comprises passionate professionals ensuring our Contact Centre Services are opti



View the full range of vacanc
Ambulance Service NHS Trust

▲ Background and foreground colors do not have a sufficient contrast ratio.

Low-contrast text is difficult or impossible for many users to read. [Learn how to provide sufficient color contrast.](#)

Failing Elements

0300 7906274

0300 7906274
<div class="dmRespRow u_1288410986 mini-header-hide-row" id="1288410986">

Blog

0300 7906274 Home About Us Services We Offer District Nursing Contact Ce...
<div id="hcontainer" class="u_hcontainer dmHeader p_hfcontainer" freeheader="true" headerlayout="b58ba5b5703b4cd7b5f57951565dc87===horizontal-layout-5" data-scrollable-target="body" data-scrollable-target-threshold="1" data-scroll-responder-id="1" preserve-sticky-header="true" logo-size-target="88%" layout="7f3c1de367df47d5b45ab63d33101c7b===header" mini-header-show-only-navigation-row="true">

div#1600727307 > form#1675797581 > div#1097175768 > input#1700835076
<input class="" name="submit" type="submit" value="Submit" id="1700835076">

div#1179260212 > div#1600727307 > form#1675797581 > div#1097175768
<div class="dmformsubmit dmWidget R" id="1097175768">

Privacy Policy

CallEEAST's Partnership with Birmingham Community Healthcare NHS Trust Read mor...
<div id="fcontainer" class="u_fcontainer f_hcontainer dmFooter p_hfcontainer">

Cookies Policy

CallEEAST's Partnership with Birmingham Community Healthcare NHS Trust Read mor...
<div id="fcontainer" class="u_fcontainer f_hcontainer dmFooter p_hfcontainer">