BPAS Accessibility Audit

element⁷⁸

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The Assessment

Introduction

An Accessibility Audit is a comprehensive evaluation of a website against the Web Content Accessibility Guidelines (WCAG) 2.1.

An audit determines the current level of accessibility and details areas of a website that did not conform to the guidelines.

The audit enables us to gain a thorough understanding of the accessibility level achieved and record all issues identified. The results can then be used as part of your roadmap for refining the accessibility of your site.

Changes based on an accessibility audit will improve the experience you give to people using your website and enable more people to reach your information and services.

Improving accessibility can help fulfil your responsibilities under UK law.

Legal obligations

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

The accessibility regulations came into force for public sector bodies on 23 September 2018. They say you must make your website or mobile app more accessible by making it 'perceivable, operable, understandable and robust'. You need to include and update an accessibility statement on your website.

The full name of the accessibility regulations is the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The accessibility regulations build on your existing obligations to people who have a disability under the Equality Act 2010 (or the Disability Discrimination Act 1995 in Northern Ireland). These say that all UK service providers must consider 'reasonable adjustments' for disabled people.

Intranet and extranet websites are covered by the accessibility regulations. These are internal websites which disabled employees working in or with the public sector may use.

Your website or mobile app will meet the newer legal requirements if you:

- meet the international WCAG 2.1 AA accessibility standard - although there may be valid legal reasons for not meeting accessibility standards
- publish an accessibility statement that explains how accessible your website or mobile app is

Summary of the evaluation findings

The website requires an accessibility statement page to be added. The purpose indicates to a person using the site that you are aware of several issues, and are actively working to fix them or intend to address them through a site rebuild/redesign.

The statement page also needs to provide contact information for a person dealing with any accessibility issues arising from the site (similar to the data protection officer on the Privacy Notice page (https://www.bpas.org/privacynotice/).

In line with current legislation, the videos on YouTube do not require captions or subtitles, however any newly published video after the September 2020 deadline must have them. The auto-generated captions, while alone don't meet the accessibility guideline level, they certainly can be used as the basis for a person to manually check, correct and then publish with the video. A copy of the captions can also be added to the website alongside the video - this would form the basis of the alternative text for each video (a transcription).

General accessibility

The general content that is readable by a visitor to the site is fairly accessible. However, the "main" content area of the site is not defined within the HTML - this HTML landmark is used by AT (Assistive Technology) users to skip between major content areas (eg, search, navigation, main, footer), as well as search engines and other browsers.

Other important issues are: site search, main navigation, and forms. These all require some work to make them accessible by keyboard and AT users, but would also improve the usability for all. For example, if users on smaller devices are the majority, these amendments would help them navigate, use, and find, the content they need too.

Common and recurring issues

There are several recurring issues caused by the heading text needing to visually appear in a certain way, they are split into multiple heading elements. eg, the Covid alerts and reminders, but also general page headings eg, "Consultation (including telephone consultation)" is marked up as two headings: Heading Level 1 and a Heading Level 2. Visually they're separate, but the markup should be the same element. Given additional templates within the CMS would help output a more consistent look, without causing accessibility issues.

The Cookie Consent obscures the content until it is agreed to, but doesn't prevent a keyboard or AT (Assistive Technology) user from navigating the site, which may cause issues with completion of forms if cookies haven't been accepted. Additionally the CAPTCHA on the Request a Callback page seems to intermittently announce the CAPTCHA as "Sound Demo" instead of the text of the distorted image, preventing a screen reader user from completing the form. These both may need updating.

There were some content consistency and organisational issues that may prevent a person finding relevant content too:
The contact page is a good example of this, where the first 'box' of content for "Appointments and treatment queries" visually looks like a heading, but is in fact a link. And it links to a page that gives important information such as Skype number, D/deaf or hard of hearing textphone details.

PDF files published after September will also need to change - If you can publish to a web page on the site, that is the best and most accessible format. If it is required, I'd suggest you provide additional links to both a Word and PDF file (these both require use of headings and good structure) to be accessible.
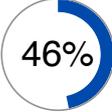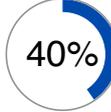
WCAG Criteria

The site in it's current state meets 46% of Level A criteria, and 40% of Level AA. It will need to meet all Level A criteria, and all Level AA criteria to pass WCAG guidelines. Tackling the major accessibility issues above will go a long way to making your content far more accessible to more people.

Scope of the evaluation

Website name	BPAS
Scope of the website	The following pages were included in the evaluation, as desktop size. Additionally the navigation was evaluated on mobile.
WCAG Version	WCAG 2.1
Conformance target	Level AA
Accessibility support baseline	Google Chrome, and Apple iOS with VoiceOver
Relied upon technologies	- HTML5 - CSS - ARIA - Client-side Scripting - Server-side Scripting

Overview of audit results

Results of Level AA

Principle	Level A	Level AA
1. Perceivable	2 / 9	4 / 11
2. Operable	10 / 14	1 / 3
3. Understandable	2 / 5	3 / 5
4. Robust	0 / 2	0 / 1
Total	14 / 30 (46% of criteria met) 46%	8 / 20 (40% of criteria met) 40%

Audited web pages

1. The abortion pill
https://www.bpas.org/abortion-care/abortion-treatments/the-abortion-pill/

2. Remote treatment
https://www.bpas.org/abortion-care/abortion-treatments/the-abortion-pill/remote-treatment/

3. Contact us
https://www.bpas.org/contact-us/

4. Book an appointment
https://www.bpas.org/contact-us/book-an-appointment/

5. Find a clinic
https://www.bpas.org/contact-us/find-a-clinic/

6. Request a call back
https://www.bpas.org/contact-us/request-a-call-back/

7. Coventry and Warwickshire abortion care
https://www.bpas.org/contact-us/bpasapps-coventry-and-warwickshire-abortion-care/

8. Appointment booking
https://www.bpas.org/appointment-booking/

9. What to expect on the day
https://www.bpas.org/abortion-care/what-to-expect-on-the-day/

10. Consultation appointment
https://www.bpas.org/abortion-care/what-to-expect-on-the-day/consultation-appointment/

11. Abortion FAQs
https://www.bpas.org/abortion-care/considering-abortion/abortion-faqs/

Detailed audit results

Principle 1 Perceivable

1.1 Text Alternatives

1.1.1 Non-text Content: (Level A)

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.

- **Controls, Input** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)
- **Time-Based Media** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)
- **Test** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

Results for the entire sample:

Outcome: Failed	**Findings:** Iframes with videos lack a title Majority of infographics and images used in main content, all need alt text revised, or linking to longer descriptive text.

Results for: (https://www.bpas.org/abortion-care/abortion-treatments/the-abortion-pill/)

Outcome: Failed	**Findings:** Iframe video lacks title

Results for: (https://www.bpas.org/abortion-care/abortion-treatments/the-abortion-pill/remote-treatment/)

Outcome: Failed	**Findings:** Text in image, no alt text, convert to HTML format. Iframe video lacks title. Information graphics, within accordions no alt text or alt description.

Results for: (https://www.bpas.org/contact-us/)

Outcome: Failed   **Findings:** Image icons have 'undefined' as alt text

Results for: (https://www.bpas.org/contact-us/request-a-call-back/)

Outcome: Failed   **Findings:** The captcha audio intermittently says "Sound demo", not the captcha text.

1.2 Time-based Media

1.2.1 Audio-only and Video-only (Prerecorded): (Level A)

For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:

- **Prerecorded Audio-only** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.
- **Prerecorded Video-only** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

Results for the entire sample:

Outcome: Failed   **Findings:** No alternative (eg, transcripts) for videos provided.

1.2.2 Captions (Prerecorded): (Level A)

Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

Results for the entire sample:

Outcome: Failed   **Findings:** No captions on Youtube videos (auto-generated aren't sufficiently accurate)

1.2.3 Audio Description or Media Alternative (Prerecorded): (Level A)

An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

Results for the entire sample:

Outcome: Failed   **Findings:** –

1.2.4 Captions (Live): (Level AA)

Captions are provided for all live audio content in synchronized media.

Results for the entire sample:

Outcome: Not present   **Findings:** –

1.2.5 Audio Description (Prerecorded): (Level AA)

Audio description is provided for all prerecorded video content in synchronized media.

Results for the entire sample:

Outcome: Failed   **Findings:** –

1.3 Adaptable

1.3.1 Info and Relationships: (Level A)

Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

Results for the entire sample:

Outcome: Failed   **Findings:** Missing Header and Main elements.
Accordions incorrectly marked up with role="tablist" and role="tabpanel"
The Cookie notice appears and functions like a modal dialog but is missing required ARIA role(s) and/or attribute(s) - it shouldn't cover the background like a modal.

Results for: (https://www.bpas.org/contact-us/book-an-appointment/)

Outcome: Failed   **Findings:** Use ol, ul and dl for lists or groups of links

Results for: (https://www.bpas.org/contact-us/find-a-clinic/)

Outcome: Failed   **Findings:** Not correctly marking up table headers (ordered list would be better markup to describe nearest distance)
Clinic information page, no headings to describe disabled access/Deaf hearing impaired services.

Results for: (https://www.bpas.org/abortion-care/what-to-expect-on-the-day/consultation-appointment/)

Outcome: Failed   **Findings:** The element appears and functions like a modal dialog but is missing required ARIA role(s) and/or attribute(s).

1.3.2 Meaningful Sequence: (Level A)

When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.

Results for the entire sample:

Outcome: Failed   **Findings:** The Cookie notice visually blocks page content - appears and functions like a modal dialog but is missing required ARIA role(s) and/or attribute(s).

Results for: (https://www.bpas.org/abortion-care/what-to-expect-on-the-day/consultation-appointment/)

Outcome: Not checked   **Findings:** Screen readers can read content outside the modal dialog (youtube modal)

1.3.3 Sensory Characteristics: (Level A)

Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

Results for the entire sample:

Outcome: Passed   **Findings:** –

1.3.4 Orientation: (Level AA)

Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.

Results for the entire sample:

Outcome: Failed   **Findings:** –

Results for: (https://www.bpas.org/contact-us/find-a-clinic/)

Outcome: Failed   **Findings:** Clinic form filters (on mobile) are overflow hidden, obscuring label text #listclinics_Panel_knowWeeksPregnant

1.3.5 Identify Input Purpose: (Level AA)

The purpose of each input field collecting information about the user can be programmatically determined when:

- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

Results for the entire sample:

Outcome: Not present   **Findings:** –

1.4 Distinguishable

1.4.1 Use of Color: (Level A)

Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Results for the entire sample:

Outcome: Failed   **Findings:** Form labels have no text stating it is "required"

1.4.2 Audio Control: (Level A)

If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.

Results for the entire sample:

Outcome: Not present   **Findings:** –

1.4.3 Contrast (Minimum): (Level AA)

The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:

- **Large Text** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;
- **Incidental** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- **Logotypes** Text that is part of a logo or brand name has no minimum contrast requirement.

Results for the entire sample:

Outcome: Failed   **Findings:** Donate link (white on yellow).
Book an appointment link (purple on white).
Find a clinic link (purple on white).
Header Search form submit button.
Breadcrumb link (blue on light grey) and text (grey on light grey).
Desktop Navigation (white on purple, and subnavigation items grey on white).
Mobile Navigation (white on purple, and subnavigation items grey on white).
Footer (grey on light grey).
Image circles with text (mash-responsive-icons).
Accordion titles (pink on white).
Headings (both purple and blue) are non-bold but text size is sufficiently large to pass. Body text (grey) also passes.

Results for: (https://www.bpas.org/abortion-care/abortion-treatments/the-abortion-pill/remote-treatment/)

Outcome: Failed   **Findings:** Headings and accordion titles (after the intro section) all have insufficient contrast: color: #ec92b3; #75a293; #61a9d7;
Text in image has insufficient contrast (white on blue).

Results for: (https://www.bpas.org/contact-us/)

Outcome: Failed   **Findings:** All contactBox's 1-8 colour contrast is insufficient

Results for: (https://www.bpas.org/contact-us/find-a-clinic/)

Outcome: Failed   **Findings:** Submit button foreground/background
input#listclinics_btnSearch
Results of clinics - button style within the link, and hover, and first
highlighted results.

Results for: (https://www.bpas.org/contact-us/request-a-call-back/)

Outcome: Failed   **Findings:** Submit button foreground/background #ContactForm
input#Button1

Results for: (https://www.bpas.org/appointment-booking/)

Outcome: Failed   **Findings:** Form back button "button is-secondary" (purple on light
purple)

Results for: (https://www.bpas.org/abortion-care/what-to-expect-on-the-day/)

Outcome: Failed   **Findings:** Heading (Coronavirus Essential Information)

Results for: (https://www.bpas.org/abortion-care/what-to-expect-on-the-day/consultation-
appointment/)

Outcome: Failed   **Findings:** Heading (If you have a new cough)

1.4.4 Resize text: (Level AA)

Except for captions and images of text, text can be resized without assistive technology up to 200
percent without loss of content or functionality.

Results for the entire sample:

Outcome: Passed   **Findings:** Some headings and body text are observed to have units in
pixels, but this passes with the use of Zoom

1.4.5 Images of Text: (Level AA)

If the technologies being used can achieve the visual presentation, text is used to convey information
rather than images of text except for the following:

- **Customizable** The image of text can be visually customized to the user's requirements;
- **Essential** A particular presentation of text is essential to the information being conveyed.

Results for the entire sample:

Outcome: Failed
Findings: Circular images with icons and text "mash-responsive-icons" - particular presentation of text isn't essential, use text and CSS.
In the footer, languages are represented with flags symbols.

1.4.10 Reflow: (Level AA)

Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

- Vertical scrolling content at a width equivalent to 320 CSS pixels;
- Horizontal scrolling content at a height equivalent to 256 CSS pixels;

Results for the entire sample:

Outcome: Failed
Findings: –

Results for: (https://www.bpas.org/abortion-care/abortion-treatments/the-abortion-pill/remote-treatment/)

Outcome: Failed
Findings: "Risks and complications of the abortion pill" Image overflows the content.

Results for: (https://www.bpas.org/contact-us/request-a-call-back/)

Outcome: Failed
Findings: Captcha form element is cut off on 320px wide.

1.4.11 Non-text Contrast: (Level AA)

The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):

- **User Interface Components** Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- **Graphical Objects** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

Results for the entire sample:

Outcome: Failed
Findings: Header Search form submit button.

1.4.12 Text Spacing: (Level AA)

In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;
- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.

Results for the entire sample:

Outcome: Passed   **Findings:** –

1.4.13 Content on Hover or Focus: (Level AA)

Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

- **Dismissable** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;
- **Hoverable** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- **Persistent** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Results for the entire sample:

Outcome: Failed   **Findings:** Mobile navigation uses hover state instead of buttons to expand

Principle 2 Operable

2.1 Keyboard Accessible

2.1.1 Keyboard: (Level A)

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.

Results for the entire sample:

Outcome: Failed   **Findings:** Navigation - unable to access sub navigation of main navigation.

2.1.2 No Keyboard Trap: (Level A)

If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.

Results for the entire sample:

Outcome: Not present   **Findings:** –

2.1.4 Character Key Shortcuts: (Level A)

If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:

- **Turn off** A mechanism is available to turn the shortcut off;
- **Remap** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);
- **Active only on focus** The keyboard shortcut for a user interface component is only active when that component has focus.

Results for the entire sample:

Outcome: Not present   **Findings:** –

2.2 Enough Time

2.2.1 Timing Adjustable: (Level A)

For each time limit that is set by the content, at least one of the following is true:

- **Turn off** The user is allowed to turn off the time limit before encountering it; or
- **Adjust** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
- **Extend** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or
- **Real-time Exception** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or
- **Essential Exception** The time limit is essential and extending it would invalidate the activity; or
- **20 Hour Exception** The time limit is longer than 20 hours.

Results for the entire sample:

Outcome: Not present   **Findings:** –

2.2.2 Pause, Stop, Hide: (Level A)

For moving, blinking, scrolling, or auto-updating information, all of the following are true:

- **Moving, blinking, scrolling** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- **Auto-updating** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

Results for the entire sample:

Outcome: Not present   **Findings:** Not present in the sample page, but be aware it is present on the homepage in the auto-updating testimonial carousel.

2.3 Seizures and Physical Reactions

2.3.1 Three Flashes or Below Threshold: (Level A)

Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.

Results for the entire sample:

Outcome: Not present   **Findings:** –

2.4 Navigable

2.4.1 Bypass Blocks: (Level A)

A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.

Results for the entire sample:

Outcome: Failed   **Findings:** –

2.4.2 Page Titled: (Level A)

Web pages have titles that describe topic or purpose.

Results for the entire sample:

Outcome: Passed   **Findings:** –

Results for: (https://www.bpas.org/appointment-booking/)

Outcome: Passed   **Findings:** Be aware the title on Appointment Booking isn't capitalised and is hyphenated

2.4.3 Focus Order: (Level A)

If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

Results for the entire sample:

Outcome: Failed   **Findings:** Desktop Navigation - unable to activate or focus within sub navigation of main navigation.
Mobile Navigation - no focus state of mobile main navigation.
Mobile Subnavigation - no focus state.
Accordions - When activated, focus is not placed on element.
The Cookie notice visually blocks page content - Focus is not maintained within the modal.

Results for: (https://www.bpas.org/abortion-care/what-to-expect-on-the-day/consultation-appointment/)

Outcome: Failed   **Findings:** When the modal is activated, focus is not placed on the modal.
Screen readers can read content outside the modal dialog (youtube modal).
Focus is not maintained within the modal. It is possible to tab out of the modal.

2.4.4 Link Purpose (In Context): (Level A)

The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.

Results for the entire sample:

Outcome: Failed   **Findings:** Footer language links - title (largely ignored by all UA's) has duplicate or better meaning than text, including "...More"

2.4.5 Multiple Ways: (Level AA)

More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.

Results for the entire sample:

Outcome: Passed   **Findings:** Main navigation, Search, and footer links

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2.4.6 Headings and Labels: (Level AA)

Headings and labels describe topic or purpose.

Results for the entire sample:

Outcome: Failed   **Findings:** Search form in header has no label or button text

Results for: (https://www.bpas.org/abortion-care/abortion-treatments/the-abortion-pill/remote-treatment/)

Outcome: Failed   **Findings:** Separate Heading level 2s used to visually split heading

Results for: (https://www.bpas.org/contact-us/find-a-clinic/)

Outcome: Failed   **Findings:** Refinement filters (Choose a service, Do you know how many weeks pregnant you are) are not marked up as labels

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Results for: (https://www.bpas.org/contact-us/bpasapps-coventry-and-warwickshire-abortion-care/)

Outcome: Failed   **Findings:** Separate Heading level 2s used to visually split heading

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Results for: (https://www.bpas.org/appointment-booking/)

Outcome: Failed   **Findings:** Label and inputs for "Do you live in the UK" don't link to any descriptive text.

Results for: (https://www.bpas.org/abortion-care/what-to-expect-on-the-day/consultation-appointment/)

Outcome: Failed   **Findings:** H2 (including telephone consultation)

2.4.7 Focus Visible: (Level AA)

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

Results for the entire sample:

Outcome: Failed   **Findings:** Desktop Navigation - unable to activate or focus within sub navigation of main navigation.
Mobile Navigation - no focus visible on mobile main navigation toggle button.
Mobile navigation and subnavigation - no focus visible.
Accordions do not have appropriate focus visible

2.5 Input Modalities

2.5.1 Pointer Gestures: (Level A)

All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.

Results for the entire sample:

Outcome: Not present   **Findings:** –

2.5.2 Pointer Cancellation: (Level A)

For functionality that can be operated using a single pointer, at least one of the following is true:

- **No Down-Event** The down-event of the pointer is not used to execute any part of the function;
- **Abort or Undo** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;
- **Up Reversal** The up-event reverses any outcome of the preceding down-event;
- **Essential** Completing the function on the down-event is essential.

Results for the entire sample:

Outcome: Not present   **Findings:** –

2.5.3 Label in Name: (Level A)

For user interface components with labels that include text or images of text, the name contains the text that is presented visually.

Results for the entire sample:

Outcome: Not present   **Findings:** –

2.5.4 Motion Actuation: (Level A)

Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:

- **Supported Interface** The motion is used to operate functionality through an accessibility supported interface;
- **Essential** The motion is essential for the function and doing so would invalidate the activity.

Results for the entire sample:

Outcome: Not present   **Findings:** –

Principle 3 Understandable

3.1 Readable

3.1.1 Language of Page: (Level A)

The default human language of each Web page can be programmatically determined.

Results for the entire sample:

Outcome: Passed   **Findings:** Language is set to "en"

3.1.2 Language of Parts: (Level AA)

The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

Results for the entire sample:

Outcome: Failed   **Findings:** Other language-specific pages contain links to HTML pages or PDFs in different languages (these too would require assigning a language markup in the PDF). https://www.bpas.org/abortion-care/considering-abortion/international-clients/

Results for: (https://www.bpas.org/appointment-booking/)

Outcome: Failed   **Findings:** Language picker content - content requires language markup

3.2 Predictable

3.2.1 On Focus: (Level A)

When any component receives focus, it does not initiate a change of context.

Results for the entire sample:

Outcome: Passed   **Findings:** –

3.2.2 On Input: (Level A)

Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Results for the entire sample:

Outcome: Failed   **Findings:** –

Results for: (https://www.bpas.org/contact-us/find-a-clinic/)

Outcome: Failed   **Findings:** The "Choose a service" and "pregnancy weeks" cause page refreshes on change of input, there is no polite notice to this change, and being within an iframe the person must navigate the page back to the form again.

3.2.3 Consistent Navigation: (Level AA)

Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

Results for the entire sample:

Outcome: Passed   **Findings:** –

3.2.4 Consistent Identification: (Level AA)

Components that have the same functionality within a set of Web pages are identified consistently.

Results for the entire sample:

Outcome: Passed   **Findings:** –

3.3 Input Assistance

3.3.1 Error Identification: (Level A)

If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.

Results for the entire sample:

Outcome: Failed   **Findings:** –

Results for: (https://www.bpas.org/contact-us/request-a-call-back/)

Outcome: Failed   **Findings:** The required fields have a visibility=hidden attribute, no error message is announced, nor a list of errors.

Results for: (https://www.bpas.org/appointment-booking/)

Outcome: Failed   **Findings:** There is no error messages, upon submitting the form, or error attributes. (the user is automatically redirected to homepage)

3.3.2 Labels or Instructions: (Level A)

Labels or instructions are provided when content requires user input.

Results for the entire sample:

Outcome: Failed   **Findings:** Header search area needs a role=search, and a label linked to the input to describe what it is and that it searches the entire site.

Results for: (https://www.bpas.org/contact-us/find-a-clinic/)

Outcome: Failed   **Findings:** Labels aren't marked up as labels, nor link to inputs

Results for: (https://www.bpas.org/appointment-booking/)

Outcome: Failed   **Findings:** Label for "Do you live in the UK", not linked to inputs.

3.3.3 Error Suggestion: (Level AA)

If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

Results for the entire sample:

Outcome: Failed   **Findings:** –

Results for: (https://www.bpas.org/contact-us/request-a-call-back/)

Outcome: Failed   **Findings:** Error suggestions are present, but incorrectly marked up, and not associated with inputs.

3.3.4 Error Prevention (Legal, Financial, Data): (Level AA)

For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:

1. **Reversible** Submissions are reversible.
2. **Checked** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
3. **Confirmed** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Results for the entire sample:

Outcome: Not present   **Findings:** –

Principle 4 Robust

4.1 Compatible

4.1.1 Parsing: (Level A)

In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

Results for the entire sample:

Outcome: Failed   **Findings:** The Donate link is a button inside a link - use CSS to style link.

4.1.2 Name, Role, Value: (Level A)

For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

Results for the entire sample:

Outcome: Failed   **Findings:** –

Results for: (https://www.bpas.org/appointment-booking/)

Outcome: Failed   **Findings:** Language selector uses no labels, no text, nor buttons.

Results for: (https://www.bpas.org/abortion-care/what-to-expect-on-the-day/consultation-appointment/)

Outcome: Failed   **Findings:** The element appears and functions like a modal dialog but is missing required ARIA role(s) and/or attribute(s).
ESC key does not close modal.

4.1.3 Status Messages: (Level AA)

In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

Results for the entire sample:

Outcome: Failed   **Findings:** Forms don't convey any status messages

Results for: (https://www.bpas.org/contact-us/find-a-clinic/)

Outcome: Failed   **Findings:** Multi-step filtering causes a full page reload each time, no status is announced.

Related WCAG 2 resources

- Web Content Accessibility Guidelines (WCAG)
  Overview: www.w3.org/WAI/intro/wcag