



Government
Digital Service



Cabinet Office

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Accessibility report for <https://www.firescotland.gov.uk/>

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Overview

How accessible the website is

<https://www.firescotland.gov.uk/> was tested between 22 January 2024 and 27 February 2024 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard <https://www.w3.org/TR/WCAG21/>

Based on our testing, this website is partially compliant with WCAG 2.1 AA.

Accessibility statement

As part of the regulations you must publish an accessibility statement.

An accessibility statement was found but:

- accessibility issues were found during the test that were not included in the statement
- the feedback section says “Email, phone and address details are on our Contact page” however there are no contact details directly on that page and it is not clear which option to use for accessibility concerns

Accessibility statements should include a description of, and a link to, the feedback mechanism to be used to notify the public sector body of any compliance failures, alongside information of the relevant entity/unit/person (as appropriate) responsible for processing requests sent through that feedback mechanism.

What to do next

It is a requirement of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 that public sector websites and mobile applications are accessible.

You must review and fix the issues identified in this report.

You need to update your accessibility statement to include the issues outlined in this report and fix any issues related to your statement.

Enforcement

On behalf of the Minister for the Cabinet Office we provide the Equality and Human Rights Commission (EHRC) or Equality Commission for Northern Ireland (ECNI) with details about public sector bodies who have been monitored. If accessibility issues remain after giving you time to fix them, the EHRC or ECNI may take further action.

Public sector bodies must publish an accessibility statement and review it regularly. If the decision is taken that a public sector body has failed to publish an accessibility statement or that the accessibility statement is incorrect, the Minister for the Cabinet Office may publish the name of the body and a copy of the decision.

How we checked

Different tests were completed to check against WCAG 2.1 AA success criteria.

Testing was based on a sampling approach and limited to a fixed time period. This is not a full comprehensive audit. We expect your organisation to do a full audit to find any other accessibility issues.

Tools we used

Unless otherwise stated, the latest version of software was used.

Type	Software used
Operating system	Windows 10 Pro and Android 13 on Samsung Galaxy A32
Browser	Chrome (viewport of 1280x1024 on PC)
Assistive technology	NVDA screen reader
Accessibility testing software	Axe , WAVE , Web developer extension , WebAIM Contrast Checker , Adobe Acrobat Pro

Pages we checked

A sample of pages were tested.

Page Name	URL
Home	https://www.firescotland.gov.uk/
Search results (keyword = "test")	https://www.firescotland.gov.uk/search-results/?q=test
Accessibility Statement	https://www.firescotland.gov.uk/accessibility-statement/
Contact us	https://www.firescotland.gov.uk/contact-us/
General enquiry	https://www.firescotland.gov.uk/contact-us/general-enquiry/
Information requests	https://www.firescotland.gov.uk/contact-us/information-requests/
Home fire safety visits	https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/
Online home fire safety checker	https://www.firescotland.gov.uk/online-home-fire-safety-checker/
Request visit	https://cset.firescotland.gov.uk/Public/HFSV/RequestVisit
Find a fire station	https://www.firescotland.gov.uk/contact-us/find-a-fire-station/
Publications	https://www.firescotland.gov.uk/publications/
Strategic Leadership Team	https://www.firescotland.gov.uk/about/strategic-leadership-team/
Carbon monoxide detectors	https://www.firescotland.gov.uk/at-home/carbon-monoxide-detectors/

Page Name	URL
News	https://www.firescotland.gov.uk/news/
Two King's Fire Service Medals awarded in New Year's Honours	https://www.firescotland.gov.uk/news/two-king-s-fire-service-medals-awarded-in-new-year-s-honours/
SFRS Advice on Fire Safety	https://www.firescotland.gov.uk/publications/document/?id=1085
SFRS Advice on Fire Safety PDF	https://external-doc-library.s3.eu-west-2.amazonaws.com/PROD/SFRS+Advice+on+Fire+Safety.pdf

Accessibility issues we found

The issues in this report are presented in WCAG order.

Where no issue was found, the WCAG success criteria has been removed.

WCAG 1.1.1 Non-text content

<https://www.w3.org/WAI/WCAG21/Understanding/non-text-content.html>

Non-text content like images, charts and icons must have a text alternative to give the same information or meaning to users who cannot see the content, such as screen reader users.

Issue 1 – meaningful image marked as decorative

On the Home page, the image next to 'Make the call' contains information but is marked as decorative.



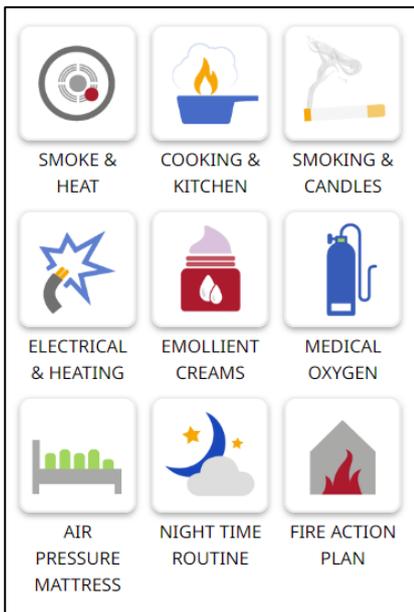
Make the call

A hard-hitting appeal to carers, family, friends and of those who are at risk of serious injury, or even death, because of an accidental fire in their home.

Make the call →

Issue 2 – images missing alt text

On the Online home fire safety checker page, the nine images on the ‘Introduction’ screen do not have alt attributes. The images either need alternative text, or to be marked as decorative.



Issue 3 – alt text not fully descriptive

On the Carbon monoxide detectors page the image in the ‘Carbon monoxide poisoning’ section has alternative text of “The symptoms of carbon monoxide poisoning” which does not fully describe all of the information provided within the image.



Issue 4 – alt text not fully descriptive

On the News page there is a ‘Make the call’ image. The alternative text for this image is “Hand holding a phone dialling numbers” which is not descriptive of all of the information provided in the image.

alt="Hand holding a phone dialing numbers"



Scotland's firefighters are struggling to reach those who are most at risk of fire in homes

The Scottish Fire and Rescue Service (SFRS) is appealing to communities across the country to help it reach Scotland's most isolated and vulnerable people this festive season.

Issue 5 – image missing alt text

The logo at the top of the SFRS Advice on Fire Safety PDF document does not have alternative text.



WCAG 1.2.1 Audio-only and video-only (prerecorded)

<https://www.w3.org/WAI/WCAG21/Understanding/audio-only-and-video-only-prerecorded.html>

Information should be available to all users. When information is presented with audio or video only there must be a different way, such as an audio description or transcript, to give the same information.

Issue 6 – video missing alternative for visuals

On the Home fire safety visits page there is an illustrative video that provides visual information about a visit. Video-only information requires a transcript or audio-description alternative to describe the visual information for users who cannot perceive it. Or, if the information displayed in the video is an alternative to the text provided on the page, it must be clearly labelled as an alternative.

What is a home fire safety visit?

We offer everyone in Scotland a free home fire safety visits.

We'll take you through a questionnaire and then we'll help you sort out a fire escape plan. We can provide information about smoke, heat and carbon monoxide alarms. If you need advice on the new standard alarm legislation, please visit the [Scottish Government website](#).



WCAG 1.3.1 Info and relationships

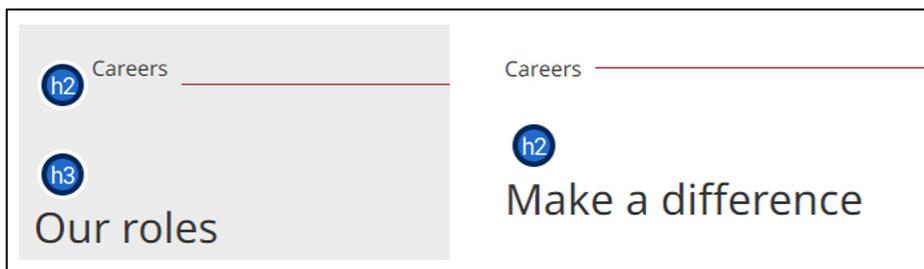
<https://www.w3.org/WAI/WCAG21/Understanding/info-and-relationships.html>

Information and relationships between content and elements that are made clear by visual formatting or audio cues should also be clear programmatically.

Assistive technologies such as screen readers rely on correct semantic use of elements to accurately interpret information for users. For example, text which visually looks like a heading because of bold styling should be marked up correctly inside heading tags in the code.

Issue 7 – inconsistently marked headers

On the Home page there are two instances where the text 'Careers' visually and structurally acts as a header for a section. Above 'Our roles', the text is programmatically a level 2 heading (<h2>) however above 'Make a difference' it visually appears the same but is not programmatically marked as a header.



1.1	Do you have working smoke AND heat detectors in your home?	No <input type="radio"/>	Yes <input type="radio"/>
1.2	Are the detectors tested on a weekly basis?	No <input type="radio"/>	Yes <input type="radio"/>
1.3	Do you have a Telecare/Community Alarm in your home?	No <input type="radio"/>	Yes <input type="radio"/>

Issue 11 – radio button labels

On the Request visit page, none of the 45 radio buttons within the form under ‘Initial Risk Rating’ and ‘Housing Ownership:’ have an accessible name, nor are they programmatically associated with the overall question label.

1	Do you have a 'WORKING' smoke alarm?	<input type="radio"/> Yes	<input type="radio"/> No
2	What age category are the members of your household?	<input type="radio"/> Over 65	<input type="radio"/> 51 to 64 <input type="radio"/> Under 50
3	Is anyone regularly at home during the day?	<input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Sometimes
4	How many adults are in the home?	<input type="radio"/> 1	<input type="radio"/> More Than 1
5	Are there any children under 16 in the house?	<input type="radio"/> 1 to 2	<input type="radio"/> More Than 2 <input type="radio"/> None

Issue 12 – field label and help text

On the Request visit page, after pressing ‘Can't find the address?’ and ‘Still can't find the address?’, a new form field appears. The accessible name of this field is the placeholder text of ‘eg: 1 Campbell Street, Stirling, FK15 123’ which is not fully descriptive. The field is not programmatically associated with the visible label of ‘Enter address manually’ or the associated help text of ‘Please put your full address including town and postcode, otherwise we may not be able to process your application.’.

Selected Address:

[Still can't find the address?](#)

Enter address manually: You have 150 chars left.

Please put your full address including town and postcode, otherwise we may not be able to process your application.

eg: 1 Campbell Street, Stirling, FK15 123

Issue 13 – field character limits

On the Request visit page, some text fields have character limits. These limits are not programmatically associated with the form field meaning that users of assistive technology may miss this information. This is the case for:

- Enter address manually (reached after pressing 'Can't find the address?' and 'Still can't find the address?')
- Other (details)
- Ownership comments
- Other method

Ownership Comments: You have 150 chars left.

Issue 14 – error messages

On the Request visit page, when submitting the form with some mandatory fields empty, error messages of 'Required' appear. This text is not programmatically associated to the fields, nor is any further programmatic context provided, meaning visually it is clear which fields need to be edited but users of assistive technology are not provided with this information.

Contact Details

Occupier Name Required

Contact Telephone Required

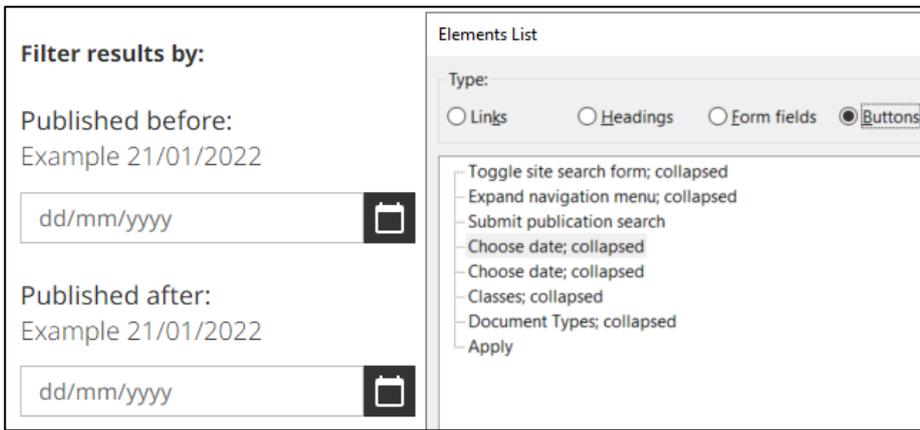
Issue 15 – links

On the Find a fire station page, after entering an address, there is a list view and a map view. For most results in the 'List view', there is a phone number and a distance. Visually, these are styled the same and look like regular text. However, the phone number is programmatically a link and there is no visual indication of this.

<p>Calton Community Fire Station</p> <p>40 Mcfarlane Street Glasgow G4 0TL</p> <p> 0141 553 4350</p> <p> Distance: 1.12 miles</p>	<p>Polmadie Community Fire Station</p> <p>560 Calder Street Glasgow G42 0PA</p> <p> 0141 423 2223</p> <p> Distance: 1.37 miles</p>
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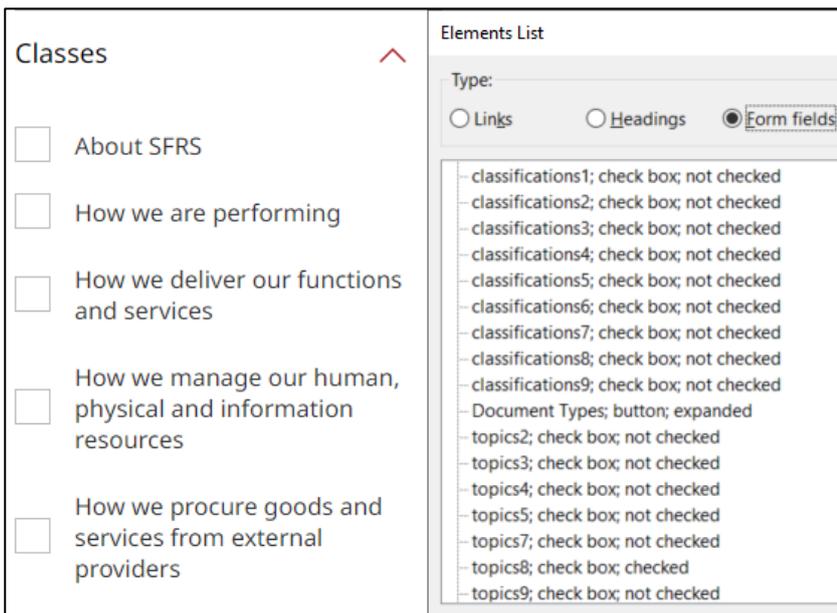
Issue 16 – field labels

On the Publications page, in the filters, the two calendar buttons next to the date fields for 'Published before' and 'Published after' have an accessible name of 'Choose date'. These do not fully describe the purpose of the buttons as they are not programmatically linked to the form labels.



Issue 17 – checkbox labels

On the Publications page, in the filters, there are two accordion components for 'Classes' and 'Document Types' that have checkbox options within. Each of these checkboxes has an accessible name that does not reflect the visible label, and is not associated to the overarching label either (e.g. 'Document Type'). Each checkbox in the 'Classes' section has an accessible name of 'classifications' and a number, and each option in 'Document Type' has an accessible name of 'topics' and a number.



WCAG 1.3.5 Identify input purpose

<https://www.w3.org/WAI/WCAG21/Understanding/identify-input-purpose.html>

For form inputs which need personal information, the purpose and specific type of data required must be programmatically available in the code. This makes filling in forms easier for users of assistive technology and users with cognitive impairments.

Where technologically possible, the code must identify the data it expects if the input is

Issue 21 – active tab

On the Find a fire station page, after entering an address, there is a list view and a map view. The selected tab is denoted by being a darker grey colour than the unselected other tab. The difference between these two colours is not significant enough for all users to be able to discern the difference. Where colour alone is used, the contrast between the two colours must be at least 3:1.



WCAG 1.4.3 Contrast (minimum)

<https://www.w3.org/WAI/WCAG21/Understanding/contrast-minimum.html>

Poor colour contrast between text and its background makes it harder for all users to see content. The minimum contrast ratio is 4.5:1 for regular text and 3:1 for large text.

Issue 22 – text on background image

On the Home, Home fire safety visit, and News pages there are '#Make the call' images. Parts of the 'Make the call help save a life' text is on a lighter background from the rest. As the text is on a background image the contrast fluctuates which makes the text more difficult to read as a whole.



Issue 23 – text contrast

On the Online home fire safety checker page, the white 'Let's get started!' text does not have sufficient colour contrast against the yellow background of the link.



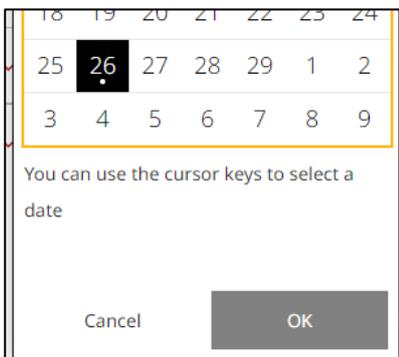
Issue 24 – text contrast

On the Request visit page there are multiple contrast issues within the form where the text does not have sufficient contrast against the background colour:

- the grey placeholder text in the input beneath 'Search for the address' and in the 'Enter address manually' field
- the blue 'clear' text next to the 'Search for the address' text field
- the white text on the 'Can't find the address?' button, and variations of that text that appear after actioning the button
- the grey text when data is entered into any of the text fields
- the white text of the 'OK' button in the pop up that appears after actioning the 'Can't find the address?' button
- the red 'Required' text that appears against mandatory form fields when attempting to submit the form without filling these in

Issue 25 – contrast on hover

On the Publications page, there are calendar components next to the 'Published before' and 'Published after' fields in the filters there are calendar components. When these are opened, there are 'Cancel' and 'OK' options at the bottom. When the mouse hovers over these components the contrast is not sufficient. 'Cancel' changes from dark grey to light grey text which does not have sufficient contrast against the white background, and the background of the 'OK' button changes from dark grey to light grey which does not have sufficient contrast against the white text.



Issue 26 – contrast on hover

On the SFRS Advice on Fire Safety page, when hovering with a mouse over the link to the PDF, the background changes from white to grey. The grey 'PDF' and '156.7KB' text does not have sufficient contrast against the grey background on hover.



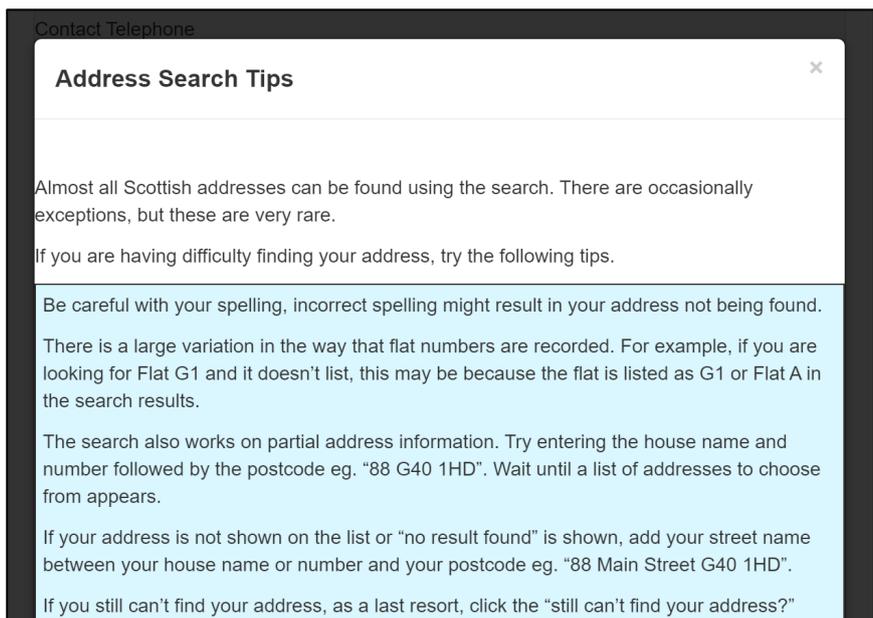
WCAG 1.4.4 Resize text

<https://www.w3.org/WAI/WCAG21/Understanding/resize-text.html>

Visually impaired users may enlarge fonts or zoom in to make text easier to read. Any page should support increasing text size to 200 percent without losing content or functions.

Issue 27 – text spills off the screen

On the Request visit page, after actioning the ‘Can't find the address?’ button, a pop up appears with additional help text. At 200% zoom the information goes beyond the viewport and it is not possible to scroll down meaning that not all of the information cannot be read.



WCAG 1.4.5 Images of text

<https://www.w3.org/WAI/WCAG21/Understanding/images-of-text.html>

Images of text should not be used unless they can be changed by users to meet their needs, for example increasing font size.

Issue 28 – images of text

On the Home and News pages the ‘Make the call’ images are images of text.

alt=""



Make the call

A hard-hitting appeal to carers, family, friends and of those who are at risk of serious injury, or even death, because of an accidental fire in their home.

[Make the call →](#)

alt="Hand holding a phone dialing numbers"



Scotland's firefighters are struggling to reach those who are most at risk of fire in homes

The Scottish Fire and Rescue Service (SFRS) is appealing to communities across the country to help it reach Scotland's most isolated and vulnerable people this festive season.

Issue 29 – image of text

On the Carbon monoxide detectors page, the image in the 'Carbon monoxide poisoning' section is an image of text.

alt="The symptoms of carbon monoxide poisoning"



The symptoms of carbon monoxide poisoning

WCAG 1.4.10 Reflow

<https://www.w3.org/WAI/WCAG21/Understanding/reflow.html>

Reflow or 'responsive web design' helps visually impaired users who may need to enlarge text on a webpage and read it in a single column without scrolling in more than one direction. It also helps users who are viewing the page on a mobile device. All content and functions must still be fully available in the adjusted size.

Issue 30 – component cut off

On all webpages, except Request visit, the 'Menu' option in the header is partially cut off and requires horizontal scrolling to view the full label when the page is zoomed to 400%.



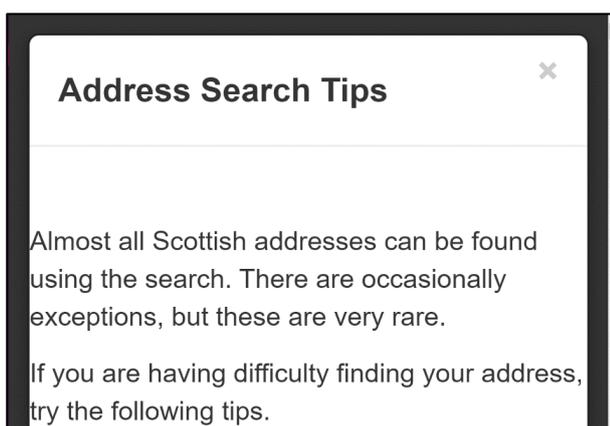
Issue 31 – overlapping text

On all webpages, except Request visit, the 'Close' component within the menu partially overlaps with the white logo text when the page is zoomed to 400%. The white on white text fails contrast requirements.



Issue 32 – text spills off the screen

On the Request visit page, after actioning the 'Can't find the address?' button, a pop up appears with additional help text. At 400% zoom the information goes beyond the viewport and it is not possible to scroll down meaning that not all of the information cannot be read.



Issue 33 – overlapping icon

On the SFRS Advice on Fire Safety page, when zoomed to 400%, the red down arrow on the 'Request an accessible format' accordion (and up arrow when it is open) overlaps the black text making the text more difficult to read and the arrows more difficult to discern due to the insufficient contrast.



Request an accessible format

WCAG 1.4.11 Non-text contrast

<https://www.w3.org/WAI/WCAG21/Understanding/non-text-contrast.html>

Meaningful graphics and non-text components need to have good contrast against their background to help users with low vision see them.

For example, on a selected radio button both its outline and its central dot must be easy to see compared to the other areas close to them, with a contrast ratio of at least 3:1.

Issue 34 – focus indicator

Throughout the website, the standard focus indicator is a yellow box outline. The yellow does not have sufficient contrast against the background in most places across the website, including on white and grey backgrounds. It is however sufficient when the background is black such as in the main navigation/search menu in the header, and in the footer.



Issue 35 – radio and text input borders

On multiple pages, such as the Accessibility statement page, there is a 'Give feedback about this page' accordion at the bottom of the main content. When expanded, the grey borders of the radio buttons and text field do not have sufficient contrast against the background.

Overall, how satisfied are you with this page?

Please select one below (required)

Very satisfied

Satisfied

Neither satisfied or dissatisfied

Dissatisfied

Very dissatisfied

How could we improve this page?

Issue 36 – text input borders

On the General enquiry page, the grey borders around the five text fields do not have sufficient contrast against the white background.

Name
required

Area
Help us direct your query to the right department by telling us what area you're getting in touch from e.g. Perth

Issue 37 – icons

In the Online home fire safety checker, when navigating through the sections, images for each section are displayed at the top of the checker. Parts of these icons do not have sufficient contrast against the background. This is the case for when they are unselected on a white background, and when the section is selected and background is grey.



Issue 38 – form field borders and on focus

On the Request visit page there are multiple issues with contrast:

- the grey borders around the text input fields do not have sufficient contrast against the background

- when text input fields receive keyboard focus, the border changes from grey to blue with a shadow gradient - this focus indicator does not have sufficient contrast against the background
- the grey borders around the select fields do not have sufficient contrast against the background
- the borders around the select fields when they change to blue with keyboard focus do not have sufficient contrast against the background
- parts of the arrow icons for each select field do not have sufficient contrast making them difficult to discern

Issue 39 – text input border

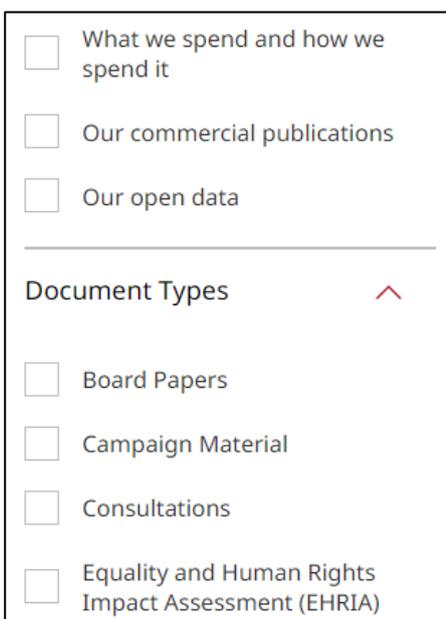
On the Find a fire station page, the grey border around the text field to input a postcode does not have sufficient contrast against the white background.



Find a fire station
Enter a postcode or town

Issue 40 – checkbox borders

On the Publications page, in the filters, there are two accordion components that can be expanded to reveal sets of checkbox components. The grey borders of these checkboxes do not have sufficient contrast against the white background.



- What we spend and how we spend it
- Our commercial publications
- Our open data

Document Types ^

- Board Papers
- Campaign Material
- Consultations
- Equality and Human Rights Impact Assessment (EHRIA)

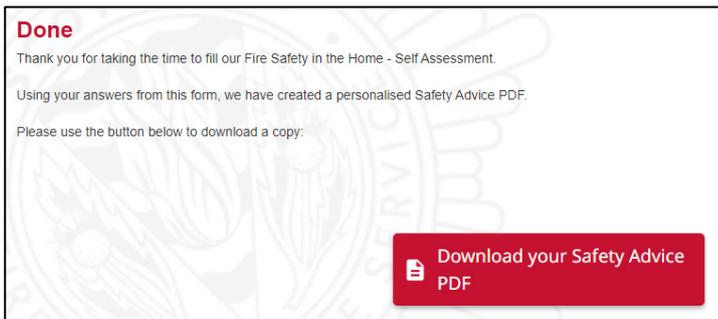
WCAG 2.1.1 Keyboard

<https://www.w3.org/WAI/WCAG21/Understanding/keyboard.html>

Not everyone can use a mouse or touchscreen, so users must be able to access all content and functions using a keyboard.

Issue 41 – element cannot be reached via keyboard

At the end of the Online home fire safety checker there is a link to 'Download your Safety Advice PDF'. This link cannot be reached or activated using a keyboard.



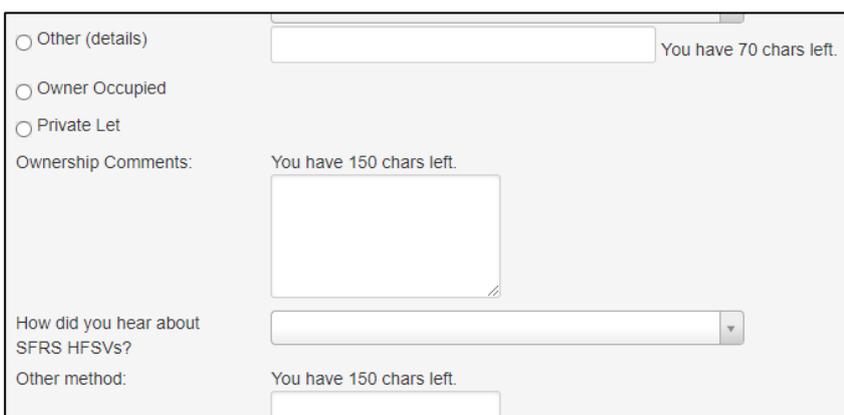
Issue 42 – element cannot be reached via keyboard

On the Request visit page, once an option has been chosen in the select fields in the form, an 'x' appears to clear the selection. It is not possible to reach and use this functionality with a keyboard.



Issue 43 – character limits cannot be revealed

On the Request visit page, there are text fields in the 'Housing ownership' section that have character limits. When using a mouse and clicking into the field, these limits appear next to the 'Other (details)', 'Ownership Comments', and 'Other method:' fields. However when tabbing into the fields, this character limit does not appear and it is not possible to reveal this content using a keyboard.



WCAG 2.4.2 Page titled

<https://www.w3.org/WAI/WCAG21/Understanding/page-titled.html>

Pages must have titles that describe the topic or purpose of the page. This helps users avoid having to read or search through content to see if it is relevant. Good titles are descriptive, meaningful and unique.

In most browsers the title will usually be displayed in the top title bar or as the tab name.

Issue 44 – page title is not descriptive

The title of the SFRS Advice on Fire Safety page is 'Document' which is not descriptive of the document the page presents. It appears that the title of all of the document pages, regardless of which document the page is for, is the same.

Issue 45 – no document title

The SFRS Advice on Fire Safety PDF does not have a title set in the document properties.



WCAG 2.4.3 Focus order

<https://www.w3.org/WAI/WCAG21/Understanding/focus-order.html>

Users should be able to navigate a page in an order that makes sense. Navigating in a logical reading order reduces confusion and maintains relationships between content and components. The focus order may differ from the visual reading order as long as a user can still understand and use the page.

Issue 46 – cannot discern focus order

On the Online home fire safety checker page it is difficult to discern the focus order and where you are on the page. Although items within each section do get a visible focus indicator when the screen is visible, focus disappears inside the checker making keyboard navigation very confusing. As the focus does disappear on the page during navigation, this is also a WCAG 2.4.7 Focus visible issue.

Issue 47 – expanded content is not next in the focus order

On the Request visit page, after actioning the ‘Can't find the address?’ button, a pop up appears with additional help text. Once this is open, keyboard focus continues down the page behind the pop up and the revealed information can only be reached after going through the entire page. It would be expected that focus would move directly to the revealed content or that the content would be next in the focus order.

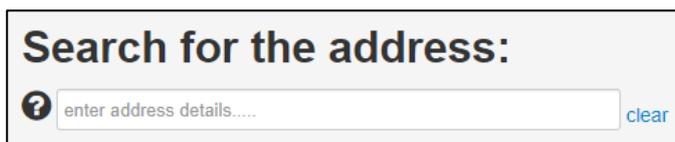
WCAG 2.4.4 Link purpose (in context)

<https://www.w3.org/WAI/WCAG21/Understanding/link-purpose-in-context.html>

The purpose of each link must be clear from the link text alone or from its immediate context. Users may tab through a set of links on a page, or may view a list of links using assistive technology. Clear link text makes navigation easier.

Issue 48 – purpose of link not clear programmatically

On the Request visit page, there is a ‘clear’ link next to the first input field to enter an address. Visually it is clear that this relates to the address field due to its positioning however programmatically this context is not available.



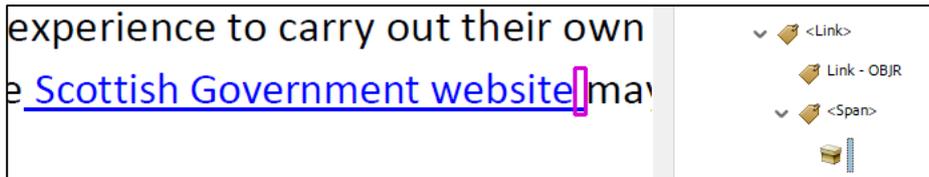
Issue 49 – document context not conveyed

On the Publications page, for each document displayed in the results, there is additional information on what document type each publication is e.g. ‘PDF’. Visually it is clear that this information is related to each link but the same information is not provided programmatically.



Issue 50 – single links are programmatically split into multiple links

Throughout the SFRS Advice on Fire Safety PDF document there are links where additional text next to it appears to have been incorrectly also made into a link. For example, the first link of ‘Scottish Government website’ is a single link, followed by an empty space which is also its own link with no meaningful name. Visually there is no separation of the two links due to the blue colour and underline but programmatically this is not the case.



WCAG 2.4.5 Multiple ways

<https://www.w3.org/WAI/WCAG21/Understanding/multiple-ways.html>

Users navigate between web pages in different ways. It is important to provide multiple ways to find content and web pages except if a page is part of a process.

Issue 51 – page cannot be reached from search

It does not appear to be possible to reach the SFRS Advice on Fire Safety page in multiple ways. The page does not appear when using the main search function. The Publications page also has a search component but this was not functional and timed out when searching for the page.

WCAG 2.4.7 Focus visible

<https://www.w3.org/WAI/WCAG21/Understanding/focus-visible.html>

All interactive elements must have a visible indicator when focussed using a keyboard. This helps users to identify which parts of a web page or app they can interact with, and shows their place as they navigate.

Operating systems have a set focus style which is often carried through to browsers and apps. This default focus indicator can sometimes be difficult to see on different coloured backgrounds.

Issue 52 – no focus indicator

On the Find a fire station page, after entering a postcode, there are 'All', 'Wholetime', 'On-call' and 'Wholetime/On call' radio options when viewing fire stations in the 'List view' tab. When one of these options is selected, the background changes to black and the text to white. There is no indicator to show that keyboard focus has moved to these components.



WCAG 3.2.4 Consistent identification

<https://www.w3.org/WAI/WCAG21/Understanding/consistent-identification.html>

Screen reader users rely on functions being consistently labelled to make it easier to use a site. Keeping labels consistent across a site makes it easier for users to familiarise themselves with the site, and predict how to use each page.

Issue 53 – pagination not named consistently

On the Search results, Publications, and News pages there is a pagination component at the bottom of the main content that allows users to move between pages of results. On the Search results and News pages the options programmatically have additional explanatory text to make it clear to users what the links do e.g. 'Go to page 2' and 'Go to next page'. On the Publications page, the labelling is different and the accessible names are exactly the same as the visual presentation e.g. '2' and 'Next'.

WCAG 4.1.2 Name, role, value

<https://www.w3.org/WAI/WCAG21/Understanding/name-role-value.html>

Assistive technologies gather information about interactive elements and components from the code and share it with users. This means they need to be able to identify the name and function of components, set states, properties and values, and notify users of changes to these.

[ARIA attributes](#) may be used on custom components to add this information. ARIA attributes should be used correctly as errors can make accessibility worse.

Issue 54 – form fields have no accessible name

On the Request visit page, the three select components and the 'Other (details)' text input under 'Housing Ownership' do not have accessible names.

Housing Ownership:

Local Authority

Housing Association

Other (details)

Owner Occupied

Private Let

Ownership Comments:

How did you hear about SFRS HFSVs?

WCAG 4.1.3 Status messages

<https://www.w3.org/WAI/WCAG21/Understanding/status-messages.html>

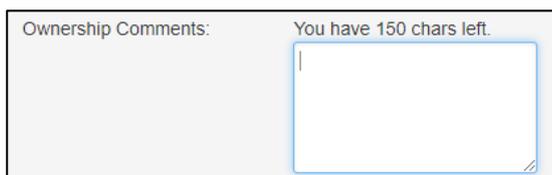
Assistive technology users, like someone using a screen reader, need to know the status of important actions without it interrupting them.

If a status message is shown to a user, it must also be announced by assistive technology without reloading the page or changing their focus.

Issue 55 – character limits

On the Request visit page, certain text fields have character limits. The limit is updated as text is entered. Screen reader users are not provided with updates on the number of characters that are left and therefore will not know if they run out. This is the case for the following fields:

- Enter address manually (reached after pressing ‘Can’t find the address?’ and ‘Still can’t find the address?’)
- Other (details)
- Ownership comments
- Other method



The screenshot shows a form field labeled "Ownership Comments:". To the right of the label, the text "You have 150 chars left." is displayed. Below the label and message is a text input field with a blue border and a small cursor at the top left.

Issue 56 – required fields

On the Request visit page, when submitting the form with some mandatory fields empty, focus is automatically taken to the first required field. There is no announcement to screen reader users that the text ‘Required’ has appeared and that the form has not been submitted due to errors.



The screenshot shows a form titled "Contact Details". It contains two input fields. The first is labeled "Occupier Name" and the second is labeled "Contact Telephone". Both fields have a red "Required" label to their right.

Contact and more information

This test was conducted by the Government Digital Service on behalf of the Minister of the Cabinet Office as part of their role to monitor the accessibility of public sector websites and mobile applications in the United Kingdom.

As the monitoring body we cannot offer specific advice on approaches or general accessibility queries other than questions directly related to the items in this report.

Any questions about this report can be sent to: accessibility-monitoring@digital.cabinet-office.gov.uk

Information and guidance

Links to further guidance:

- Accessibility requirements for public sector websites and apps - <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>
- The monitoring process - <https://www.gov.uk/guidance/public-sector-website-and-mobile-application-accessibility-monitoring>
- Guidance and tools for digital accessibility - <https://www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility>
- Help with accessibility auditing and publishing an accessibility statement - <https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement>
- Public Sector Bodies Accessibility Regulations - <https://www.legislation.gov.uk/uksi/2018/952/contents>
- Sample accessibility statement - <https://www.gov.uk/government/publications/sample-accessibility-statement>
- Model accessibility statement - <https://www.gov.uk/guidance/model-accessibility-statement>
- The enforcement process - <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#how-the-accessibility-regulations-will-be-monitored-and-enforced>