CREDS web accessibility review

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Introduction

A website should be accessible to anyone who may wish to access its content. All public sector websites are required to:

- meet accessibility standards
- publish an accessibility statement.

The statement should be regularly reviewed and updated. CREDS undertook its first accessibility audit and issued its first statement in December 2020.

The website has continued to be developed with accessibility best practice in mind – using hierarchical headings, descriptive link text, writing lists where appropriate, and limiting the use of images within text.

Accessibility standards accept that some issues may be too costly to make completely accessible, in which case the statement must reflect that.

The stages of the review are:

1. Accessibility audit
2. Develop a plan to fix any issues
3. Publish the accessibility statement
4. Ensure future content and new features conform with WCAG 2.12 AA standards.

Following the first audit in December 2020, we have ensured that content best practice is applied to maintain our strong accessibility status. We ensure visuals that support content messages have captions, image text or where appropriate, alt text. We add video only if it supports content messages and ensure a full transcript is provided with a description of any slides/visuals included. We ensure that url links within copy are descriptive e.g. 'read our accessibility statement', rather than 'read here'. We ensure there are no duplicate links on the same page. We ensure headings are short, descriptive and sequential.

1. Audit

The second audit was carried out between January and March 2023, using a range of online tools, and recommendations from WCAG 2.1. As the website runs to over 500 pages and we do not have the capacity to test every page, we selected a representative sample of different content types, a total of 33 different types.

The sample pages were assessed using the WAVE Evaluation Tool, WC3 Markup Validation Service, Lighthouse Chrome extension, navigating the site with assistive technology to gauge its effectiveness and reading the site to check for content best practice (descriptive headings, image text, captions and url links etc).

Specific findings from the assessment are available in a spreadsheet format, on request.

2. Issues raised

Code to allow for tweets to be automatically generated led to HTML errors as with the first audit. While not strictly an accessibility issue, we decided to remove the automatic tweet generator from the Publications pages as there was limited evidence that users were using this feature.

There are a number of pdfs linked from the website. Any pdfs created by the designer are checked for accessibility and reading order, however, some pdfs generated in Word do not currently meet accessibility standards.

A few alerts (not errors) were also generated on some pages:

- Pagination navigation bar has an HTML alert on the blog listing page – this is generated by WordPress. We are working on a fix for this.
- Some duplicate links on the same page were found – these were removed
- Text on video details was too small – we removed the self-hosted video and embedded a YouTube-hosted version.

3. Accessibility statement

We have assessed that the CREDS website meets WCAG 2.1 AA standard.

Many AAA success criteria were also achieved – more than in the previous audit.

4. Plan for future content

Tables will be formatted with scope attributes for header cells – older content does not use scope, but pages created in the past 12 months do.

We will create guidance for anyone who is responsible for creating pdfs from Word to ensure that future pdfs are more accessible. An action carried over from the last audit.

We will continue to link to web pages rather than pdfs wherever possible, however, that is dependent on the way external content is managed – some external long-form documents do not have a web-landing page.

5. Review process

This report describes the conformance of the Centre for Research into Energy Demand Solutions (CREDS) website with [W3C's Web Content Accessibility Guidelines (WCAG)](#).

Based on this evaluation, the CREDS website is close to meeting WCAG 2.1, Conformance Level AA. Review results are available in Section 9 below.

6. Background about evaluation

Conformance evaluation of web accessibility requires a combination of [semi-automated evaluation tools](#) and manual evaluation by an experienced reviewer. The evaluation results in this report are based on evaluation conducted on the following date(s): January to March 2023.

7. Scope of review

- Centre for Research into Energy Demand Solutions
- www.creds.ac.uk
- URLS included in the review:

https://www.creds.ac.uk/
https://www.creds.ac.uk/materials-products/
https://www.creds.ac.uk/theme/materials-projects/
https://www.creds.ac.uk/energy-demand-reduction-options/
https://www.creds.ac.uk/latest/high-energy-consumers/
https://www.creds.ac.uk/exploring-excess-the-other-end-of-the-sufficiency-debate/
https://www.creds.ac.uk/publications/
https://www.creds.ac.uk/publications/the-distributional-effects-of-pathways-to-net-zero-and-the-implications-for-fuel-and-transport-poverty/
https://www.creds.ac.uk/publications/much-broader-than-health-surveying-the-diverse-co-benefits-of-energy-demand-reduction-in-europe/
https://www.creds.ac.uk/theme/news-events/blog/
https://www.creds.ac.uk/navigating-knowledge-exchange-and-research-impact-as-an-ecr/
https://www.creds.ac.uk/new-research-shows-how-ambitious-energy-efficiency-targets-could-be-applied-to-more-sectors-of-the-uk-economy-to-accelerate-energy-independence-and-climate-stability/
https://www.creds.ac.uk/what-is-energy-demand/
https://www.creds.ac.uk/people/
https://www.creds.ac.uk/people/tadj-oreszczyn/
https://www.creds.ac.uk/supporting-research/
https://www.creds.ac.uk/creds-in-conversation/
https://www.creds.ac.uk/funders/
https://www.creds.ac.uk/creds-research-findings/
https://www.creds.ac.uk/transport-and-mobility/
https://www.creds.ac.uk/publications/the-energy-price-crisis-issues-for-energy-use/
https://www.creds.ac.uk/connecting-daily-weekly-and-annual-activity-patterns/
https://www.creds.ac.uk/podcast-realistically-radical-policy-options/
https://www.creds.ac.uk/wp-content/uploads/CREDS-energy-crisis-brief-2022.pdf
https://www.creds.ac.uk/wp-content/uploads/CREDS-consultation-behaviour-change.pdf
https://www.creds.ac.uk/wp-content/uploads/CREDS-curbing-excess-Feb2022.pdf
https://www.creds.ac.uk/accessibility/
https://www.creds.ac.uk/cookies/
https://www.creds.ac.uk/equality-diversity-and-inclusion-plan/
https://www.creds.ac.uk/sitemap/

- Review conducted between 3 January and 15 March 2023
- Natural language of site: English GB

8. Reviewer(s)

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9. Review process

- Tested for WCAG 2.1 Level AA
- Evaluation tools used: WAVE Evaluation Tool 3.3.1, Lighthouse Chrome extension, W3C Markup Validation Service, Web Content Accessibility Guidelines 2.1.
- Tested using Voiceover Utility for Mac.

10. Results and recommended actions

- This website has achieved WCAG 2.1 AA standard.
  - This site is strong in visual presentation, enhanced contrast and responsive page structure.
  - Main concerns for accessibility are some Word-based pdfs are not accessible.

Results

The table below indicates whether the CREDs website conforms or not with the WCAG 2.1 standards. A number of standards do not apply to the CREDS website as it does not include any interactive areas, or forms to complete.

1. Perceivable		
1.1.1 Non-text Content	A	Conforms
1.2.1 Audio-only and Video-only (Prerecorded)	A	Conforms
1.2.2 Captions (Prerecorded)	A	Conforms
1.2.3 Audio Description or Media Alternative (Prerecorded)	A	Conforms
1.2.4 Captions (Live)	AA	Not applicable
1.2.5 Audio Description (Prerecorded)	AA	Not applicable
1.2.6 Sign Language (Prerecorded)	AAA	Does not conform
1.2.7 Extended Audio Description (Prerecorded)	AAA	Does not conform
1.2.8 Media Alternative (Prerecorded)	AAA	Does not conform
1.2.9 Audio-only (Live)	AAA	Not applicable
1.3.1 Info and Relationships	A	Conforms
1.3.2 Meaningful Sequence	A	Conforms
1.3.3 Sensory Characteristics	A	Conforms
1.3.4 Orientation	AA	Conforms
1.3.5 Identify Input Purpose	AAA	Not applicable
1.3.6 Identify Purpose	AAA	Not applicable
1.4.1 Use of Color	A	Conforms

1.4.2 Audio Control	A	Conforms
1.4.3 Contrast (Minimum)	AA	Conforms
1.4.4 Resize text	AA	Conforms
1.4.5 Images of Text	AA	Conforms
1.4.6 Contrast (Enhanced)	AAA	Conforms
1.4.7 Low or No Background Audio	AAA	Conforms
1.4.8 Visual Presentation	AAA	Conforms
1.4.9 Images of Text (No Exception)	AAA	Mostly conforms
1.4.10 Reflow	AA	Conforms
1.4.11 Non-text Contrast	AA	Conforms
1.4.12 Text Spacing	AA	Conforms
1.4.13 Content on Hover or Focus	AA	Conforms
2. Operable		
2.1.1 Keyboard	A	Conforms
2.1.2 No Keyboard Trap	A	Conforms
2.1.3 Keyboard (No Exception)	AAA	Conforms
2.1.4 Character Key Shortcuts	A	Not applicable
2.2.1 Timing Adjustable	A	Not applicable
2.2.2 Pause, Stop, Hide	A	Not applicable
2.2.3 No Timing	AAA	Not applicable
2.2.4 Interruptions	AAA	Not applicable
2.2.5 Re-authenticating	AAA	Not applicable
2.2.6 Timeouts	AAA	Not applicable
2.3.1 Three Flashes or Below Threshold	A	Conforms
2.3.2 Three Flashes	AAA	Conforms
2.3.3 Animation from Interactions	AAA	Not applicable
2.4.1 Bypass Blocks	A	Conforms
2.4.2 Page Titled	A	Conforms
2.4.3 Focus Order	A	Conforms
2.4.4 Link Purpose (In Context)	A	Conforms
2.4.5 Multiple Ways	AA	Conforms
2.4.6 Headings and Labels	AA	Conforms
2.4.7 Focus Visible	AA	Conforms
2.4.8 Location	AAA	Conforms
2.4.9 Link Purpose (Link Only)	AAA	Conforms
2.4.10 Section Headings	AAA	Conforms
2.5.1 Pointer Gestures	A	Conforms
2.5.2 Pointer Cancellation	A	Conforms

2.5.3 Label in Name	A	Conforms
2.5.4 Motion Actuation	A	Conforms
2.5.5 Target Size	AAA	Does not conform
2.5.6 Concurrent Input Mechanisms	AAA	Not applicable
3. Understandable		
3.1.1 Language of Page	A	Conforms
3.1.2 Language of Parts	AA	Not applicable
3.1.3 Unusual Words	AAA	Not applicable
3.1.4 Abbreviations	AAA	Not applicable
3.1.5 Reading Level	AAA	Not applicable
3.1.6 Pronunciation	AAA	Not applicable
3.2.1 On Focus	A	Conforms
3.2.2 On Input	A	Conforms
3.2.3 Consistent Navigation	AA	Conforms
3.2.4 Consistent Identification	AA	Conforms
3.2.5 Change on Request	AAA	Conforms
3.3.1 Error Identification	A	Not applicable
3.3.2 Labels or Instructions	A	Conforms
3.3.3 Error Suggestion	AA	Not applicable
3.3.4 Error Prevention (Legal, Financial, Data)	AA	Not applicable
3.3.5 Help	AAA	Not applicable
3.3.6 Error Prevention (All)	AAA	Not applicable
4. Robust		
4.1.1 Parsing	A	Conforms
4.1.2 Name, Role, Value	A	Conforms
4.1.3 Status Messages	AA	Not applicable

11. References

- Web Content Accessibility Guidelines (WCAG) Overview
- Web Content Accessibility Guidelines 2.1
- Techniques for WCAG 2.1
- Web Accessibility Evaluation Tools List
- Using Combined Expertise to Evaluate Web Accessibility
- W3C Markup validation tool
- Lighthouse evaluation tool for Chrome browser.