Digital Accessibility Centre
Accessibility 2nd Retest Report for Wales National Travel Survey

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Document Control

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Date of First Retest:	30th July 2025
Date of Second Retest:	27th February 2026
Date Second Retest report issued:	5th March 2026

Contents

Executive Summary

An accessibility audit for Wales National Travel Survey was carried out by the Digital Accessibility Centre (DAC) user/technical team on 18th July 2024.
The 1st accessibility retest for Wales National Travel Survey was carried out on the 11th February 2025. The 2nd accessibility retest for Wales National Travel Survey was carried out on 27th February 2026.

The Wales National Travel Survey was assessed against the Web Content Accessibility Guidelines WCAG 2.2.

This document incorporates the findings regarding any accessibility barriers identified during the testing process.
The issues reported are examples of any assistive technology barriers which were encountered during accessibility testing, and information has been provided detailing how to resolve them.
Please note: additional instances of these barriers may exist in other pages of the website wherever these barriers are present, they will also need to be resolved.

Some issues were found to have been resolved since the last retest took place. However, some accessibility issues remain. The remaining issues in the report have been updated where relevant, reflecting the current status of unresolved problems. A summary of these can be found in Appendix III.

Where fixes have been implemented for issues reported in the original audit and which have led to new or differing issues, a new issue has been recorded and listed separately in this report.

Since the usability feedback originally raised pertains to user experience and interaction rather than directly to accessibility standards, these non-WCAG-related issues have been excluded from the retest report.

Issues are organised in the report by the WCAG 2.2 conformance levels. Level A is the minimum level. To achieve the AA standard which most organisations strive to meet, all A and AA requirements must be satisfied.

Retest Summary

The website is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.2 (WCAG 2.2) to give accurate feedback on any non-compliant issues. For the website to be eligible for a Digital Accessibility Centre AA certification, and fall in line with WCAG 2.2 requirements, all A and AA issues must be resolved.

Areas of the website which fail to meet the WCAG 2.2 AAA requirements are not in scope for the purposes of this retest.

A

Page Titled
Label in name
Missing group
Pseudo element
Current state
Hidden content
On input
Focus order
Language Select

AA

Language of parts
Non-text contrast
Focus visible
Resize text

Scope

Tasks

Brief Task and/or URLs are listed below along with the specific browser and AT set.

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
URL: https://tfw.wales/pilot-privacy-notice
URL: https://natcen.ac.uk/participant-contents/wales-national-travel-survey#why-have-i-been-selected-to-take-part

See Appendix I for a full list of tasks and instructions.

Browser matrix and Assistive Technology (AT) combinations

Desktop

User type	Operating System (OS)	Browser	Assistive Technology
Blind	Windows	Chrome (Latest version)	JAWS 2019 or above
		Chrome (Latest version)	NVDA (Latest version)
Mobility	Windows	Chrome (Latest version)	Dragon Voice Activation v15 or above
		Chrome (Latest version)	Keyboard
Deaf	Windows	Chrome (Latest version)	-
Colour Blind/ Dyslexia	Windows	Chrome (Latest version)	-
Low Vision	Windows	Chrome (Latest version)	Screen Magnification Reflow, Text Spacing
		Chrome (Latest version)	Windows Magnifier
		Edge (Latest version)	ZoomText
Cognitive Impaired/ Aspergers/ Anxiety	Windows	Edge (Latest version)	System inverted colours

Mobile/Tablet

User type	Operating System (OS)	Browser	Assistive Technology
Blind	iOS	Safari (V12 or later)	VoiceOver
	Android	Chrome (Latest version)	TalkBack/ Voice Assistant
Mobility	iOS	Safari (V12 or later)	-
	Android	Chrome (Latest version)	-
Deaf	iOS	Safari (V12 or later)	-
Colour Blind/ Dyslexia	iOS/Android	Safari (V12 or later) / Chrome (Latest version)	-
Low Vision	Android	Chrome (Latest version)	Magnification
	iOS	Safari (V12 or later)	Pinch to Zoom
	iOS/Android	Safari (V12 or later)/ Chrome (Latest version)	System inverted colours

WCAG 2.2 Breakdown

The graphs below detail the number of checkpoints that passed, failed or were not applicable to the service.
Please refer to the Classification of Accessibility Issues for more information.

A		
Priority Level: High	**Number**	**Percentage: High Priority Results**
Number of checkpoints 'Passed'	12 (38%)	A N/A 38% Pass 37% Fail 25%
Number of checkpoints 'Failed'	8 (25%)	
Number of checkpoints 'Not Applicable (N/A)'	12 (38%)	

AA		
Priority Level: Medium	**Number**	**Percentage: Medium Priority Results**
Number of checkpoints 'Passed'	12 (50%)	AA N/A 33% Pass 50% Fail 17%
Number of checkpoints 'Failed'	4 (17%)	
Number of checkpoints 'Not Applicable (N/A)'	8 (33%)	

Retest Results

These are the results of the Digital Accessibility Centre accessibility retest organised by A and AA priorities.

Each area contains a reference to the WCAG 2.2 success criteria, a brief overview of the issue encountered, a description of issues and solutions.

High Priority WCAG Level A

The following section contains areas that failed to meet WCAG 2.2 A. For the service to fall in line with WCAG 2.2 requirements, all A issues must be resolved.

Single Page Application

Web pages did not have titles that uniquely describe the topic or purpose of the page and keyboard focus needs to be managed.

WCAG Reference:
2.4.2 Page Titled (Level A)
Understanding Page Titled | How to Meet Page Titled

2.4.3 Focus Order (Level A)
Understanding Focus Order | How to Meet Focus Order

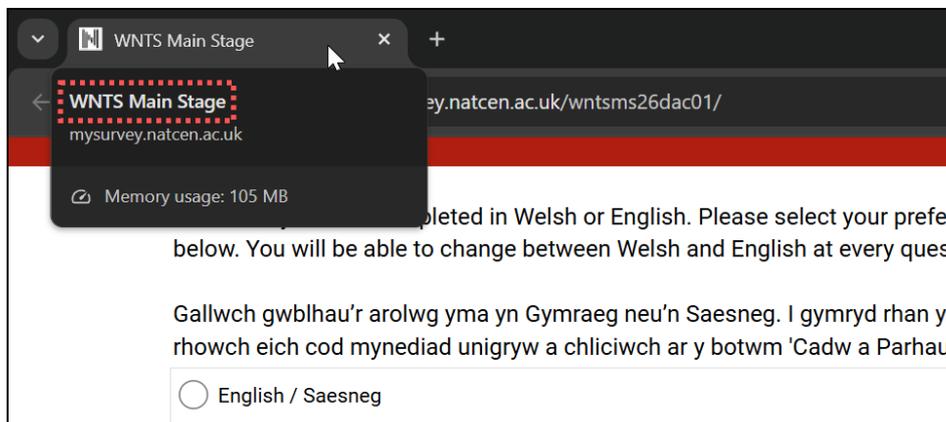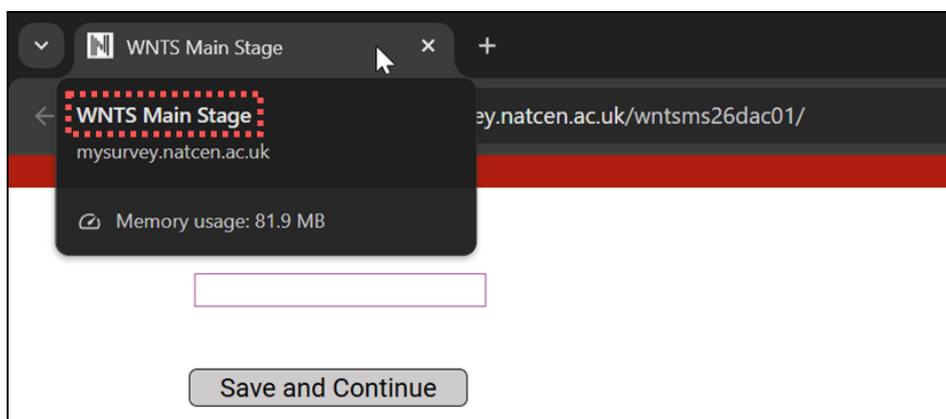Issue ID: DAC_Single_Page_Application_01

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.1

Screenshot:

Throughout the service, the page title remains 'WNTS Main Stage', which is neither unique nor descriptive to the purpose or topic of the current page.

Whilst this affects all users, it particularly affects screen reader users, as the page title is the first thing announced by screen reading software upon page load. As well as describing the topic or purpose of the page, the title also acts as a navigational aid for screen reader users, informing them of where, within the service, they currently are. It also implicitly acts as a signal that a new page has been loaded.

Current code ref(s): html > head > title
```
<title>
    WNTS Main Stage
</title>
```

Examples of additional instances:
- URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
  Page Title: 'WNTS Main Stage'
  Journey: 1.2

  Current code ref(s): html > head > title
  ```
  <title>
      WNTS Main Stage
  </title>
  ```

- URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
  Page Title: 'WNTS Main Stage'
  Journey: 1.3

  Current code ref(s): html > head > title
  ```
  <title>
      WNTS Main Stage
  </title>
  ```

- URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
  Page Title: 'WNTS Main Stage'
  Journey: 1.4

  Current code ref(s): html > head > title
  ```
  <title>
      WNTS Main Stage
  </title>
  ```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:
In accordance with WCAG Technique G88: Providing descriptive titles for Web pages, ensure that page titles are unique and sufficiently descriptive within a set of pages to uniquely identify them within the service.

Best practice dictates that a page title should correspond to the H1 page heading, as this should uniquely and sufficiently describe the topic or contents of the page and should be present on every page, and the name of the service. Where applicable, if the page is part of a specific set of web pages, such as a section of the site, this locational information should also be provided. Following a 'front loaded' format similar to this, where the most specific information is provided first, so that screen reader users do not have to wait for the full announcement to know what page they are on:

```
[H1 heading] - [section name] - [service name]
```

Example:

```
<title>
    Case serial number - Wales National Travel Survey
</title>
```

When content is loaded asynchronously, such as with a single page application, where the content updates to suggest that the page has changed, the page title should be updated through JavaScript to reflect this and a status message given to screen reader users that emulates the page title being announced upon page load (and to also emulate the focus behaviour of a page load, the <body> element should initially receive focus).

In single page applications, page titles and keyboard focus should be explicitly managed to emulate the default browser behaviour on a traditional page load.

Example:

Under the body element, add the following:

```
<div id="readTitle" role="status"></div>
```

And then on page reload use JavaScript to modify the page title and provide screen reader users with a status message announcement of the changed page title:

```
function pageLoad(newTitle)
{
   // dynamically update page title and
   // also announce it for screen readers
   //
   document.title = newTitle;
   document.getElementById("readTitle").innerHTML = newTitle;

   // reset focus to body element (default browser behaviour)
   //
   document.body.focus();
}

// Example usage:
//
pageLoad("Personal questions - Wales National Travel Survey");
pageLoad("Your age - Wales National Travel Survey");
pageLoad("Noise disturbance - Wales National Travel Survey");
```

Label in name

The visual label of a form input was not included in the accessible name.

WCAG Reference:
2.5.3 Label in Name (Level A)
[Understanding Label in Name](#) | [How to Meet Label in Name](#)

Issue ID: DAC_Label_in_Name_03_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.1

This issue is encountered throughout the service.

Screenshot:
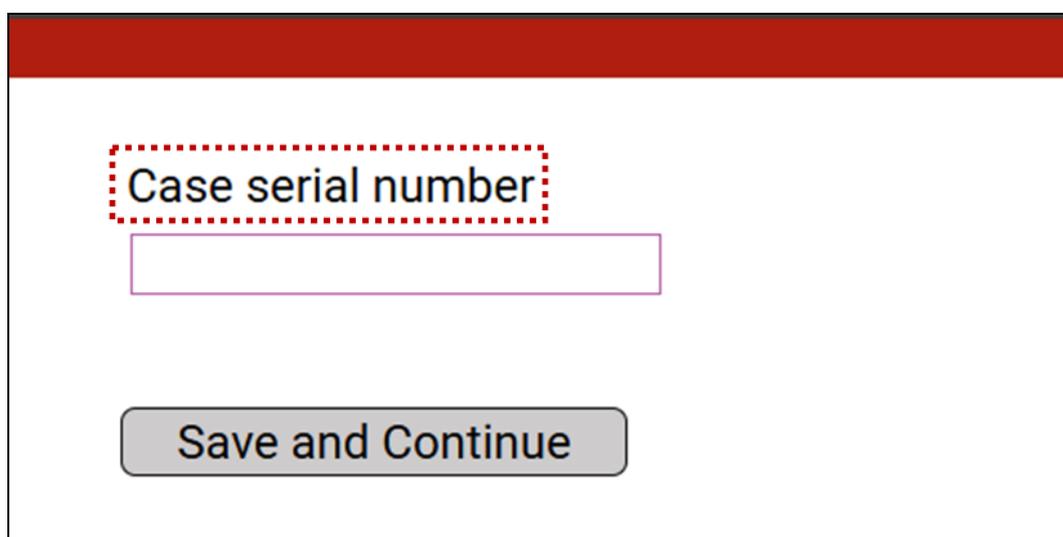
List of form fields, when browsing out of context in JAWS
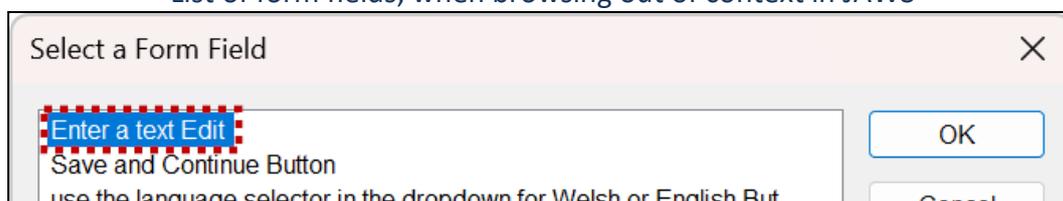
The 'Case serial number' input field has an accessible name of 'Case serial number Enter a text'. However, when the page is resized to less than 1024 pixels in width (such as by resizing text, viewing on mobile or using screen magnification), the aria-label attribute changes to 'Enter a text' instead. At which point, this accessible name ('Enter a text') does not contain a match for the visual label ('Case serial number') of the element.

This affects voice activation users as, without a string match with the accessible name, they won't be able to select the field by its visible label, e.g. 'click case serial number'. This could also potentially affect screen reader users, as the field's descriptive purpose would also be lost to them.

Current code ref(s): #aua_1qaa

```
<input _ngcontent-ng-c3026157996 autocapitalize="off" autocomplete="off" title
id="aua_1qaa" data-fieldname="QID.SerialNumber" maxlength="11" size="11"
tabindex="16" type="text" class="StringTextBoxComponent […]" aria-label="Case
serial number Enter a text" role="textbox" aria-required="true" style="--outline-
style: solid; --outline-width: 2px; --outline-color: rgba(0, 0, 0, 1); --outline-
offset: 0;">
```

When screen width less than 1024 pixels:

#fa_1oaa

```
<input _ngcontent-ng-c3026157996 autocapitalize="off" autocomplete="off" title
id="fa_1oaa" data-fieldname="QID.SerialNumber" maxlength="11" tabindex="6"
type="text" class="StringTextBoxComponent […]" aria-label="Enter a text"
role="textbox" aria-required="true" style="--outline-style: solid; --outline-
width: 2px; --outline-color: rgba(0, 0, 0, 1); --outline-offset: 0;">
```

Examples of additional instances:

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

Ensure that the accessible name is the same as the visible label or that the accessible name contains a match for the string of the visible label.

In this instance, it is unnecessary for an aria-label attribute to be dynamically altered due to a change of screen width. As the accessible name, which this attribute sets, is not a visible property and is inherently unaffected by screen width.

As such, the aria-label attribute should contain the visible label of 'Case serial number', as it does when the screen width is 1024 pixels or more, at all screen widths and there is no need to dynamically alter the aria-label attribute on any input for page reflow. Remove the change of the aria-label attribute on reflow.

To guarantee that visible label and accessible name match, we recommend explicitly labelling the input with a visible label adjacent to the input so that it is clear that this is the label text for voice activation users. Then programmatically associate the <label> to the input using the label's 'for' attribute, referencing the input's 'id' attribute.

Example:

```
<label for="aua_1qaa" class="text-container no-auto word-break">
   Case serial number
</label>
[…]
<input […] id="aua_1qaa" type="text" […]>
```

Missing group

Related form fields were not programmatically associated for users of screen reading assistive technologies.

WCAG Reference:
1.3.1 Info and Relationships (Level A)
Understanding Info and Relationships | How to Meet Info and Relationships

4.1.2 Name, Role, Value (Level A)
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Missing_Group_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.16

Screenshot:

List of form fields, when browsing out of context in JAWS

Each of the accordions contain radio buttons for users to select different options for the respective topic. However, none of these buttons have been programmatically associated with their respective section topic.

This means that for screen readers users it is not clear which section they are selecting the options for, which is made increasingly difficult when the user is moved between each expandable automatically (see DAC_On_Input_01).

Furthermore, whilst the radio buttons themselves have been taken out of the focus order with tabindex="-1", so that tabbing through the options only focuses the named visible labels, screen reader users are able to encounter the underlying unlabelled radio buttons when browsing in context with arrows or when browsing out of context.

Current code ref(s): #bda_2j > bl5-image

```
<bl5-image _nghost-ng-c4164672380 […]>
   <div _ngcontent-ng-c4164672380 draggable="false" id="bda_2o" tabindex="19"
class="ImageComponent ltr css-vars leaf-control visibility-visible enabled focus-
outline width-auto height-auto no-optimize-no-stylesheets outline" […]>
      <img _ngcontent-ng-c4164672380 aria-disabled="true" aria-hidden="true" alt
src="data:image/png;base64,[…]" hidden id="img_bda_2o">
   </div>
</bl5-image>
<bl5-button _nghost-ng-c2086835371 […]>
   <a _ngcontent-ng-c2086835371 role="button" id="bda_2p" tabindex="20"
class="ButtonComponent ltr css-vars leaf-control font-object visibility-visible
enabled text-align-start Font18 focus-outline width-stretch height-auto no-
optimize-no-stylesheets outline" […]>
      <div class="text-container no-auto word-break">
         Walking or wheeling
      </div>
   </a>
</bl5-button>
```

#bda_2j > bl5-grid:nth-child(6)

```
<bl5-grid _nghost-ng-c780004348 […]>
   <div _ngcontent-ng-c780004348 class="grid GridComponent ltr css-vars container-
control visibility-visible enabled focus-no-outline width-stretch height-auto no-
optimize-no-stylesheets" id="bda_2sa" role="presentation">
      <bl5-grid _nghost-ng-c780004348 […]>
         <div _ngcontent-ng-c780004348 class="grid GridComponent […]"
id="bda_2saba_1" role="presentation">
            <bl5-category-radio-button _nghost-ng-c679401180 […]>
               <input _ngcontent-ng-c679401180 type="radio" id="bda_2saba_1b" […]
name="QMain.QTravFreq.WlkFrq" tabindex="-1" value="1"
class="CategoryRadioButtonComponent […]" role="radio" aria-checked="true" […]>
            </bl5-category-radio-button>
            <bl5-category-button _nghost-ng-c2382631252 […]>
               <a _ngcontent-ng-c2382631252 id="bda_2saba_1e" data-
fieldname="QMain.QTravFreq.WlkFrq" tabindex="21" class="CategoryButtonComponent
[…]" aria-label="Most days" aria-checked="true" role="radio" […]>
                  <div class="text-container no-auto word-break">
                     Most days
                  </div>
               </a>
            </bl5-category-button>
         </div>
      </bl5-grid>
      […]
   </div>
</bl5-grid>
```

Examples of additional instances:
Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:
Ensure that information, structure, and relationships conveyed through visual presentation are also programmatically determinable for screen reader users.

In this instance, the radio options should be grouped within a fieldset, where the accordion heading serves as its legend. Or, as detailed by WAI-ARIA: Radio Group Pattern (WAI-ARIA Roles, States, and Properties), by wrapping the group within a container with the role="radiogroup" attribute and relating it to the accordion heading through the aria-labelledby attribute.

The unlabelled radio buttons, creating an unnamed duplicate of all options, should be hidden from assistive technology with the aria-hidden="true" attribute, in preference to the named visible custom radio buttons acting as their proxy.

Meaningful sequence

The order in which content was presented to users of screen reading assistive technologies

WCAG Reference:
1.3.2 Meaningful Sequence (Level A)
[Understanding Meaningful Sequence](#) | [How to Meet Meaningful Sequence](#)

2.4.3 Focus Order (Level A)
[Understanding Focus Order](#) | [How to Meet Focus Order](#)

Issue ID: DAC_Meaningful_Sequence_01

URL: https://tfw.wales/projects/wales-national-travel-survey/privacy-notice
Page Title: 'Wales National Travel Survey - Privacy Notice | Transport for Wales'
Journey: 2.1

Screenshot:
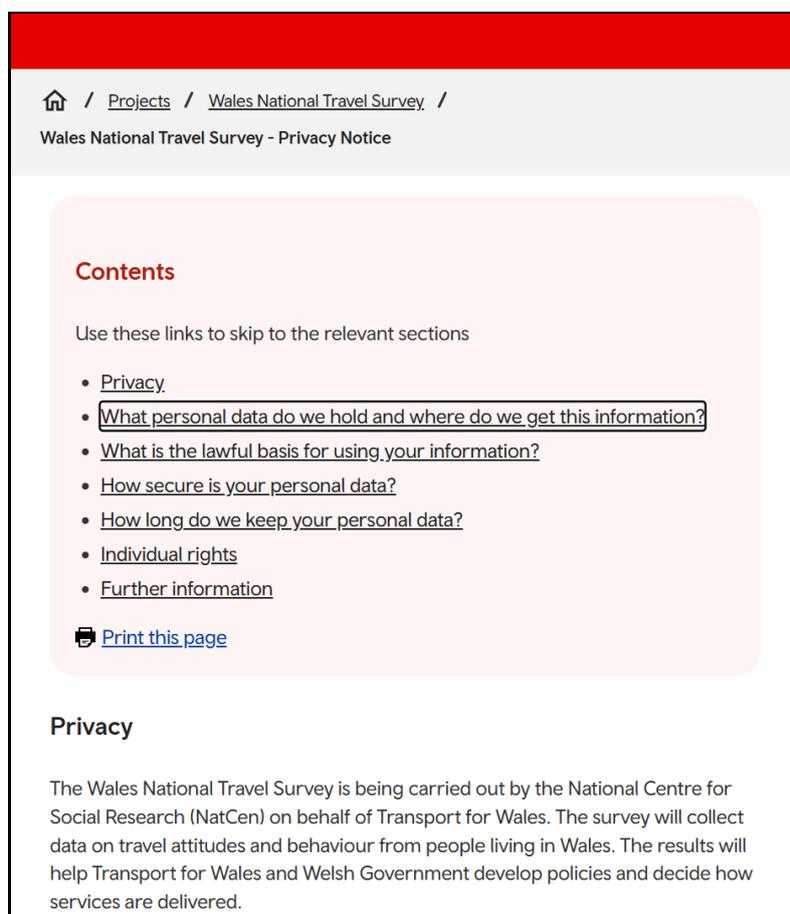
Users navigating the page with magnification options or on mobile, are presented with the 'contents' section prior to the main content, allowing the user to navigate to the different sections on the page. However, for users navigating with a keyboard or screen reading software, the section of links is not encountered until after the main content meaning that not only does their focus go past the content then jump back up to them, it means that

users navigating these ways, cannot take advantage of the skip links to bypass content on the page.

Current code ref(s): html > body > div.dialog-off-canvas-main-canvas > div > main > div > div > div > div > div > article > div > div > aside > div > div > div > div > nav

```
<nav data-history-node-id="57076" class="accessible-page-links node node--type-
accessibility node--view-mode-ptoc">
   <h2>
      Contents
   </h2>
   <p>
      Use these links to skip to the relevant sections
   </p>
   <ul class="node__content">
      <li class="paragraph paragraph--type--ptoc-text paragraph--view-mode--ptoc">
         <a href="#paragraph-24056">
            <span class="text-grey-80">
               Privacy
            </span>
         </a>
      </li>
      <li class="paragraph paragraph--type--ptoc-text paragraph--view-mode--ptoc">
         <a href="#paragraph-24061">
            <span class="text-grey-80">
               What personal data do we hold and where do we get this information?
            </span>
         </a>
      </li>
      <li class="paragraph paragraph--type--ptoc-text paragraph--view-mode--ptoc">
         <a href="#paragraph-24066">
            <span class="text-grey-80">
               What is the lawful basis for using your information?
            </span>
         </a>
      </li>
      <li class="paragraph paragraph--type--ptoc-text paragraph--view-mode--ptoc">
         <a href="#paragraph-24071">
            <span class="text-grey-80">
               How secure is your personal data?
            </span>
         </a>
      </li>
      <li class="paragraph paragraph--type--ptoc-text paragraph--view-mode--ptoc">
         <a href="#paragraph-24076">
            <span class="text-grey-80">
               How long do we keep your personal data?
            </span>
         </a>
      </li>
      <li class="paragraph paragraph--type--ptoc-text paragraph--view-mode--ptoc">
         <a href="#paragraph-24081">
            <span class="text-grey-80">
               Individual rights
            </span>
         </a>
      </li>
      <li class="paragraph paragraph--type--ptoc-text paragraph--view-mode--ptoc">
         <a href="#paragraph-24086">
            <span class="text-grey-80">
```

```
            Further information
          </span>
        </a>
      </li>
   </ul>
   <a class="print-link" href="#" onclick="window.print();return false;">
      <img src="/themes/custom/one_domain/dist/img/icon-print.svg"
role="presentation">
       Print this page
   </a>
</nav>
```

Examples of additional instances:

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

The 'Contents' section should be before the main content both visually and programmatically presenting all users with the same meaningful sequence and logical focus order on the page.

Pseudo element

An element had been made interactive, without being accessible for all user groups.

WCAG Reference:
1.1.1 Non-text Content (Level A)
Understanding Non-text Content | How to Meet Non-text Content

1.3.1 Info and Relationships (Level A)
Understanding Info and Relationships | How to Meet Info and Relationships

4.1.2 Name, Role, Value (Level A)
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Pseudo_Element_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.16

Screenshot:
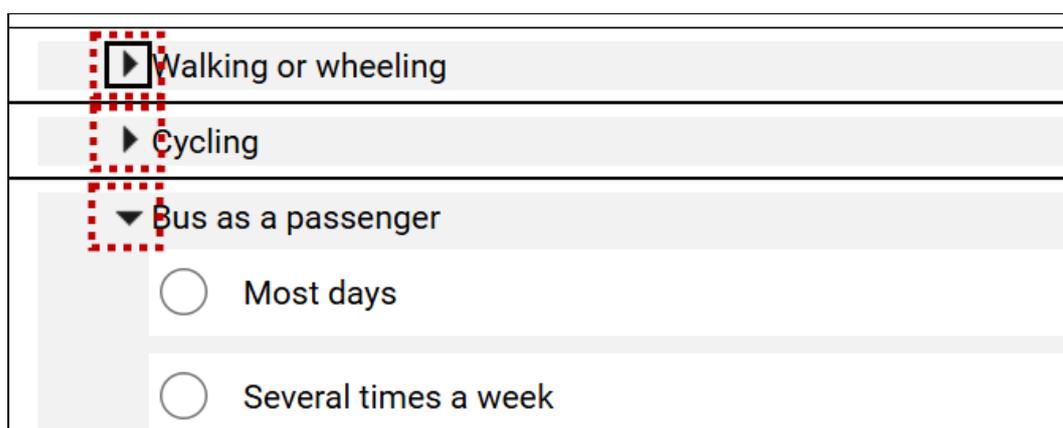
Each of the accordion controls presented for users have been provided with a black arrow indicating the expandable functionality. These arrows also receive keyboard focus. However, the control has only been created using a <div> element with a 'tabindex' attribute and JavaScript.

The <div> element has not been provided with a valid role or accompanying attributes to expose itself to assistive technologies and allow such users as those who navigate with screen reading software to know that it is expandable and interactive.

Additionally, it has not been provided with a name to inform the user of its purpose and what content it relates to.

Current code ref(s): #bda_2h

```
<div _ngcontent-ng-c4164672380 draggable="false" id="bda_2h" tabindex="16"
class="ImageComponent ltr css-vars leaf-control visibility-visible enabled focus-
outline width-auto height-auto no-optimize-no-stylesheets clickable outline" […]>
   <img _ngcontent-ng-c4164672380 aria-disabled="true" aria-hidden="true" alt
src="data:image/png;base64,[…]" hidden id="img_bda_2h">
</div>
```

Examples of additional instances:

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

Standard HTML elements should be used i.e. links and / or buttons, to ensure that roles, states and controls are exposed correctly, enabling all users regardless of assistive technology to access and interact with them, this will:

- Ensure that the element is focusable and that users can gain access via the keyboard and determine this clearly
- Ensure that the element is operable via keyboard alone (pressing enter and/or space)
- Ensure a clear indication of focus
- Ensure that the element is labelled and is exposed as an accessible name in accessibility APIs this could include a label or aria-label or aria-labelledby
- Ensure that the role is exposed in accessibility APIs i.e. role="button"
- Ensure that all states and properties are clearly defined and exposed in accessibility APIs – does it tell the user if it is checked or selected?
- Ensure that in high contrast mode the control is visible and usable in High Contrast Mode (colour inversion) to use color inversion on Windows - alt + shift + print screen.

Consider removing this element from the tab order and relying on the text alone as the means of expanding the accordion components instead of the images of the black arrows.

Please refer to WAI-ARIA: Accordion Example for an example of an accessible accordion, where the visible expand / collapse arrow is included within the accordion header button, so the whole component acts as a single button.

Current state

The current state of a control was not conveyed to users of screen reading assistive technologies.

WCAG Reference:
1.3.1 Info and Relationships (Level A)
Understanding Info and Relationships | How to Meet Info and Relationships

4.1.2 Name, Role, Value (Level A)
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Current_State_02_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.16

Screenshot:

Whilst the buttons used to expand the different radio button sections have been given the aria-expanded attribute, which conveys to screen reader users that it controls expanding content, the aria-expanded attribute on these elements are always set to 'false' and do not dynamically reflect the expanded / collapsed state of their corresponding expanding content. This means when activated, it does not convey that it has been expanded, for the user to know the new content is now accessible.

Current code ref(s): #bda_2j > bl5-image

```
<bl5-image _nghost-ng-c4164672380 […]>
   <div _ngcontent-ng-c4164672380 draggable="false" id="bda_2o" tabindex="19"
class="ImageComponent ltr css-vars leaf-control visibility-visible enabled focus-
outline width-auto height-auto no-optimize-no-stylesheets outline" […] aria-
expanded="false">
      <img _ngcontent-ng-c4164672380 aria-disabled="true" aria-hidden="true" alt
src="data:image/png;base64,[…]" hidden id="img_bda_2o">
   </div>
</bl5-image>
```

#bda_2j > bl5-button

```
<bl5-button _nghost-ng-c2086835371 […]>
   <a _ngcontent-ng-c2086835371 role="button" id="bda_2p" tabindex="20"
class="ButtonComponent ltr css-vars leaf-control font-object visibility-visible
enabled text-align-start Font18 focus-outline width-stretch height-auto no-
optimize-no-stylesheets outline" […] aria-expanded="false">
      <div class="text-container no-auto word-break">
         Walking or wheeling
      </div>
   </a>
</bl5-button>
```

Examples of additional instances:

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

Ensure that the appropriate aria attributes are used to convey the functionality and state of a control to users of screen reading assistive technologies.

For example, if the button expands to reveal new content, it should dynamically possess an aria-expanded="true" attribute to announce this to the screen reader users, and an aria-expanded="false" attribute when the content is collapsed. So that screen reader users are receiving equivalent information to sighted users (the aria-expanded attribute being the programmatic equivalent of the visible expanded / collapsed arrow on the accordion).

Please refer to WAI-ARIA: Accordion Pattern (Sections With Show/Hide Functionality) for more information on implementing an accessible accordion.

Hidden content

The content within the expandable content is encountered by screen reader users, irrespective of whether it's open or closed.

WCAG Reference:
1.3.1 Info and Relationships (Level A)
Understanding Info and Relationships | How to Meet Info and Relationships

2.4.3 Focus Order (Level A)
Understanding Focus Order | How to Meet Focus Order

Issue ID: DAC_Hidden_Content_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.12

Screenshot:
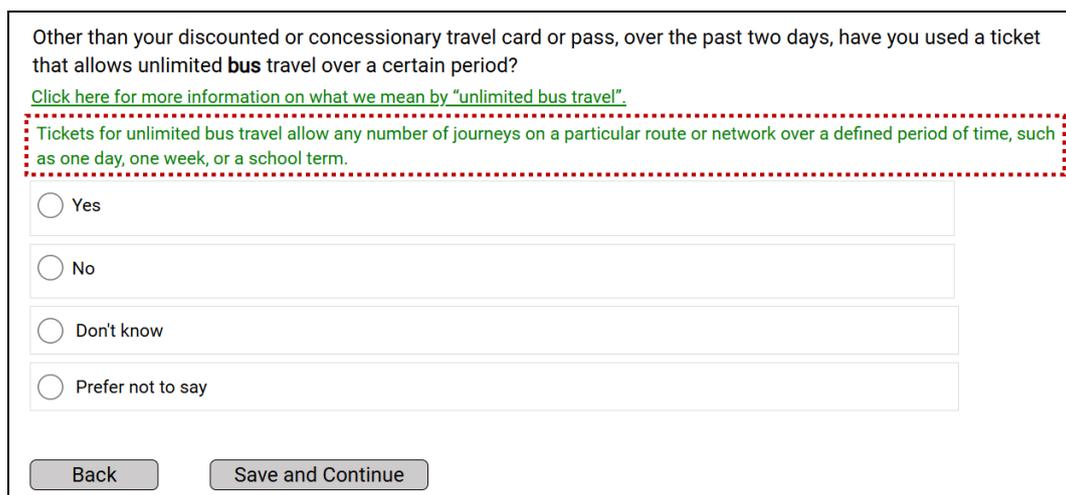
Within the 'Click here for more information on what we mean by "unlimited bus travel"' accordion, there is text within the expandable content, which has been brought into the focus order using the tabindex attribute.

This affects keyboard users, including screen reader users, as they are able to tab to the content, even when the accordion is collapsed and the text is visually hidden, despite it being non-interactive text that cannot be actioned.

For keyboard only users, there is no focus indicator on this content, whether the content is expanded or not, so they will be unaware of where the keyboard focus currently resides, to know where the focus currently resides. Although, this content should not be receiving focus in the first place. The content is visually styled in green text, as if an interactive link, despite being plain text content.

Current code ref(s): #aua_1 > bl5-text:nth-child(7)

```
<bl5-text _nghost-ng-c1049814012 […]>
   <div _ngcontent-ng-c1049814012 id="aua_1j" class="TextComponent ltr css-vars
leaf-control font-object enabled text-align-start Font13 focus-no-outline width-
stretch height-auto no-optimize-no-stylesheets visibility-visible" aria-
label="Tickets for unlimited bus travel allow any number of journeys on a
particular route or network over a defined period of time, such as one day, one
week, or a school term." tabindex="12">
      <div class="text-container no-auto word-break">
         Tickets for unlimited bus travel allow any number of journeys on a
particular route or network over a defined period of time, such as one day, one
week, or a school term.
      </div>
   </div>
</bl5-text>
```

CSS:

```
:root
{
   --font-color: rgba(0, 128, 0, 1);
}

.font-object[_ngcontent-ng-c1049814012],
{
   color: var(--font-color);
   […]
}
```

Examples of additional instances:

- URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
  Page Title: 'WNTS Main Stage'
  Journey: 1.16

  Current code ref(s): #bda_1 > bl5-text:nth-child(4)

```
<bl5-text _nghost-ng-c1049814012 […]>
   <div _ngcontent-ng-c1049814012 id="bda_1g" class="TextComponent ltr css-
vars leaf-control font-object enabled text-align-start Font13 focus-no-
outline width-stretch height-auto no-optimize-no-stylesheets visibility-
visible" aria-label="Walking includes all travel on foot, including […]"
tabindex="11">
      <div class="text-container no-auto word-break">
         <div>
            Walking includes all travel on foot, including running and
walking with use of a mobility aid.
         </div>
         […]
      </div>
   </div>
</bl5-text>
```

#bda_1 > bl5-text:nth-child(6)

```
<bl5-text _nghost-ng-c1049814012 […]>
    <div _ngcontent-ng-c1049814012 id="bda_1i" class="TextComponent ltr css-
vars leaf-control font-object enabled text-align-start Font13 focus-no-
outline width-stretch height-auto no-optimize-no-stylesheets visibility-
visible" aria-label="Cycling as a means of transport is […]" tabindex="12">
        <div class="text-container no-auto word-break">
            <div>
                Cycling as a means of transport is […]
            </div>
            […]
        </div>
    </div>
</bl5-text>
```

#bda_1 > bl5-text:nth-child(8)

```
<bl5-text _nghost-ng-c1049814012 […]>
    <div _ngcontent-ng-c1049814012 id="bda_1k" class="TextComponent ltr css-
vars leaf-control font-object enabled text-align-start Font13 focus-no-
outline width-stretch height-auto no-optimize-no-stylesheets visibility-
visible" aria-label="Bus travel includes […]" tabindex="13">
        <div class="text-container no-auto word-break">
            <div>
                Bus travel includes all […]
            </div>
            […]
        </div>
    </div>
</bl5-text>
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

Ensure that all controls and content which are intended to be hidden, are hidden from all user groups and not just visually. Consider removing the element or using a 'display: none' to hide it from all users, when the accordion is collapsed.

In this instance, as the expanded content is not interactive content, remove the tabindex attribute from the plain text so that it cannot be focused, and visually style it as the plain text content that it is.

On input

Changing the setting of a user interface component automatically causes a change of context.

WCAG Reference:
3.2.2 On Input (Level A)
Understanding On Input | How to Meet On Input

Issue ID: DAC_On_Input_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.16

Screenshot:

When selecting an option from the first accordion group…
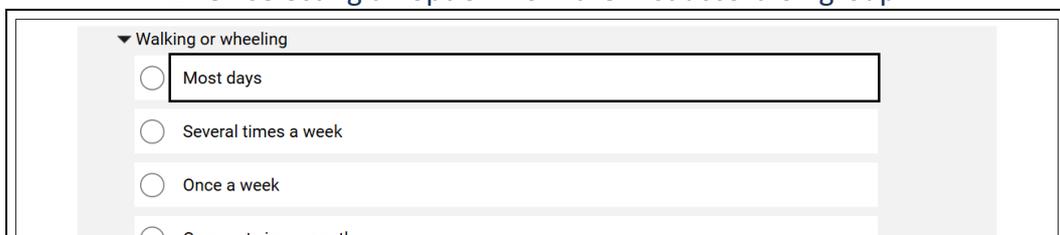
…focus is taken immediately to the second accordion group.
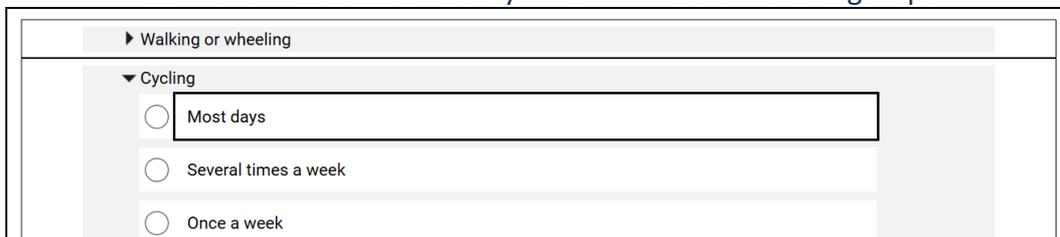
When selecting an option for each of the types of travel, a user is automatically directed to the next form of travel until they reach the last subject on the page, where the user is automatically taken to the next page. However, there is no indication of this automatically action prior to activating the controls and, therefore, users would not expect this behaviour.

Current code ref(s): #bda_2saba_1 > bl5-category-button

```
<bl5-category-button _nghost-ng-c2382631252 […]>
   <a _ngcontent-ng-c2382631252 id="bda_2saba_1e" data-
fieldname="QMain.QTravFreq.WlkFrq" tabindex="21" class="CategoryButtonComponent
ltr css-vars leaf-control font-object visibility-visible enabled text-align-start
Font21 focus-outline width-stretch height-auto no-optimize-no-stylesheets default-
line-height outline" aria-label="Most days" aria-checked="true" role="radio" […]>
      <div class="text-container no-auto word-break">
         Most days
      </div>
   </a>
</bl5-category-button>
```

Examples of additional instances:
Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:
Changing the setting of any user interface component should not automatically cause a change of context, such as a change of focus to a new section or a new page, unless the user has been advised of the behaviour before using the component.

The radio buttons should not move focus onto the next option, or the next page once activated. Consider keeping the user's focus on the radio button they have just interacted with.

Focus order

The order which controls received keyboard focus did not maintain the operability and meaning in content.

WCAG Reference:
2.4.3 Focus Order (Level A)
Understanding Focus Order | How to Meet Focus Order

Issue ID: DAC_Focus_Order_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.75

Screenshot:
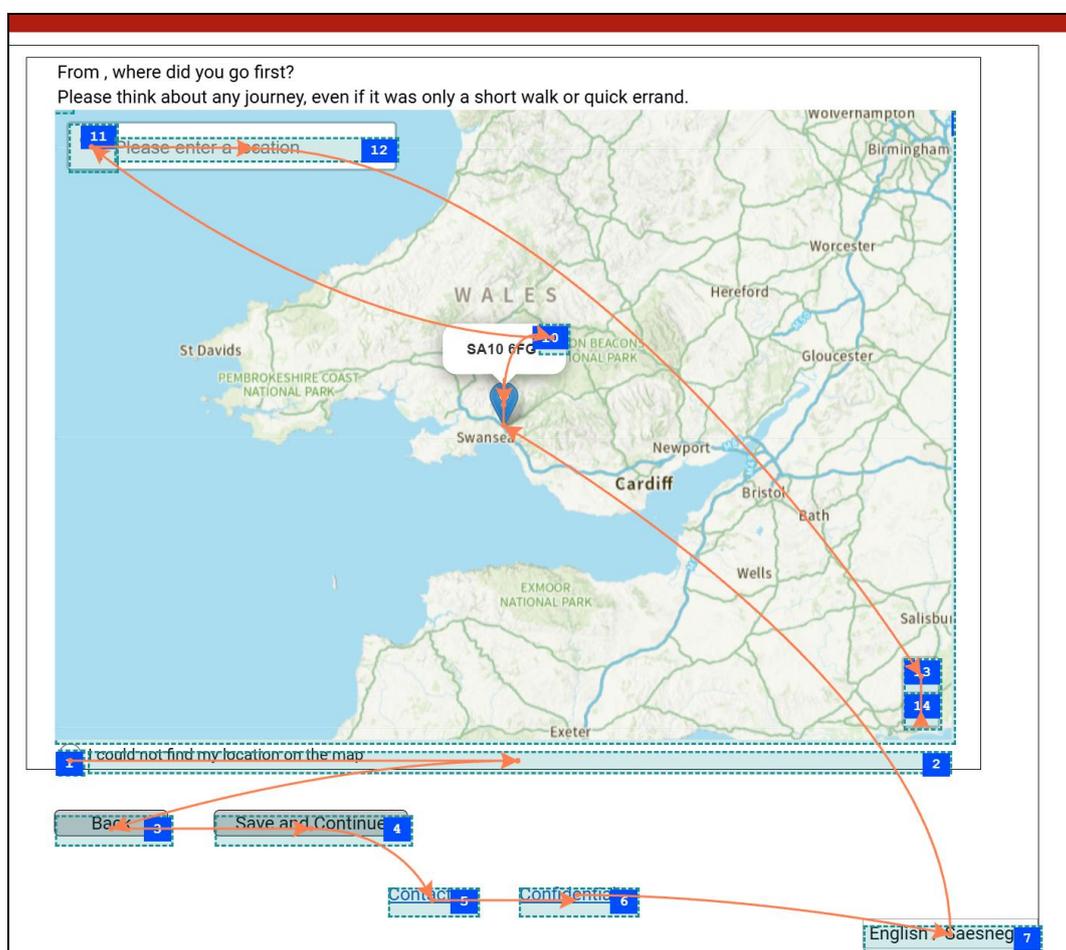
As a keyboard user tabs through the page and map content, their focus follows an order which does not preserve the meaning and operability throughout the page. The users focus is taken the radio button below the map, through the content after the map such as the continue button, then to the map marker, the search input, and lastly the zoom controls for the map.

Current code ref(s): #ara_1oea_1b > bl5-special-answer-radio-button

```
<bl5-special-answer-radio-button _nghost-ng-c3491940016 […]>
    <input _ngcontent-ng-c3491940016 type="radio" id="ara_1oea_1c" data-
fieldname="QMain.QLDIL[1].QDILTRIPD1[1].D4" name="QMain.QLDIL[1].QDILTRIPD1[1].D4"
tabindex="16" value="CantFindLocation" class="SpecialAnswerRadioButtonComponent
ltr css-vars leaf-control visibility-visible enabled focus-outline width-pixels
height-pixels no-optimize-no-stylesheets default-line-height outline" aria-
label="I could not find my location on the map" role="radio" […]>
</bl5-special-answer-radio-button>
```

Examples of additional instances:

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

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.

The users keyboard focus should follow a natural order of focus from top to bottom with the main content and map controls receiving focus before the continue button and other controls visually situated after the map.

For more information, please visit [F44: Failure of Success Criterion 2.4.3 due to using tabindex to create a tab order that does not preserve meaning and operability](#) and [G59: Placing the interactive elements in an order that follows sequences and relationships within the content](#).

Language Select

The language select did not possess a persistent visual label.

WCAG Reference:
3.3.2 Labels or Instructions (Level A)
[Understanding Labels or Instructions](#) | [How to Meet Labels or Instructions](#)

2.5.3 Label in Name (Level A)
[Understanding Label in Name](#) | [How to Meet Label in Name](#)

1.3.1 Info and Relationships (Level A)
[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

Issue ID: DAC_Language_Select_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.1

Screenshot:
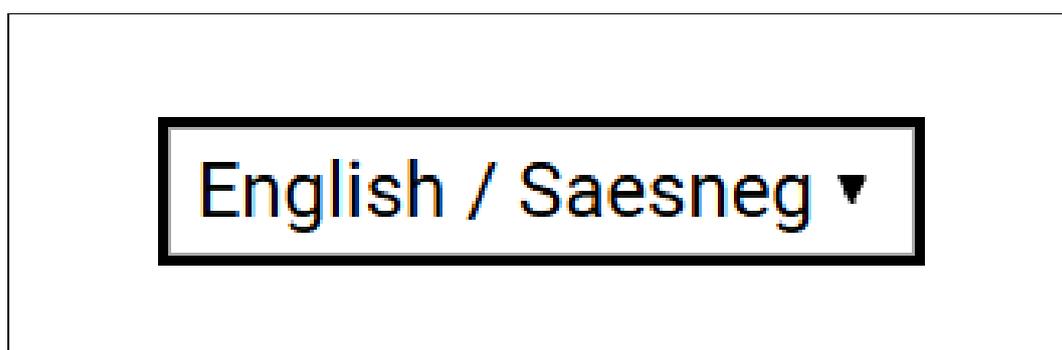
The button element used to set the language of the page does not possess a persistent visual label and relies on the current selection. This means that instead of being provided with a descriptive label of the purpose of this field, the user is only visually presented with 'English / Saesneg' (or, alternatively, 'Welsh / Cymraeg').

However, an aria-label attribute has since been provided that says 'use the language selector in the dropdown for Welsh or English' which does not reflect the visible text of the current selection. The value displayed in the input is acting as the label for the input, but the accessible name has been overwritten by the application of the aria-label. The aria-label does not reflect the text that forms the value displayed in the input; this mismatch between the perceivable text label and accessible name means that voice activation users may be unable to access the element using standard Dragon voice commands (e.g., "Click [visible label]").

Additionally, as the name of the input is currently being set by whichever value is displayed in the language select, the name of the input is not static as it will change every time a user interacts with it. This means that there will always be a label in name fail, regardless of

whether an aria-label is provided in place of a static text label adjacent to the input. Naming elements using values or placeholders is insufficiently robust to enable users reliant on assistive technology to identify the purpose of an element. For screen reader users, the name will change following interaction, meaning they may not be able to locate it consistently if navigating using the context dialog menus, and voice activation users will be unable to interact with the input by name.

Current code ref(s): #bk

```
<button _ngcontent-ng-c3306291183 class="select-control LanguageSelectorComponent
ltr […]" aria-expanded="false" id="bk" tabindex="30" aria-label="use the language
selector in the dropdown for Welsh or English" aria-describedby="bk_selecttext"
[…] aria-activedescendant="bk_optionList_0">
    […]
    <div _ngcontent-ng-c3306291183 class="select-text" id="bk_selecttext">
      English / Saesneg
    </div>
    […]
</button>
```

Examples of additional instances:
Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:
Ensure there is a persistent visible label provided for any input control. The visible label and accessible name must be descriptive of the purpose of the field and should inform users that the element is used to change the language of the page.

A static visible text label indicating the form purpose must be provided, which must be programmatically associated to the input that it names.
The accessible name should not be overridden by the provision of an aria-label that contains differing content than that of the static text label.
Additionally, where languages are present other than the native language, aria-label has no support for this use case, and alternative methods must be employed to ensure that language recognition and pronunciation is preserved in order that this content be presented correctly to screen reader users.

In this instance, following the example of [WAI-ARIA: Select-Only Combobox Example](#), the control can be given a persistent visible label and then be programmatically associated to the input by using the aria-labelledby attribute.

Example:

```
<div id="language-selector" class="combo-label">
    Select Language
</div>
<button _ngcontent-ng-c3306291183 class="select-control LanguageSelectorComponent
ltr […]" aria-expanded="false" id="bk" tabindex="30" aria-labelledby="language-
selector" aria-describedby="bk_selecttext" […] aria-
activedescendant="bk_optionList_0">
    […]
</button>
```

Select Language

English / Saesneg ▼

Medium Priority WCAG Level AA

The following section contains areas that failed to meet WCAG 2.2 AA. For the service to fall in line with WCAG 2.2 requirements, all A and AA issues must be resolved.

Language of parts

Different languages have been used without the programmatic language being specified for content that differs from the main page language.

WCAG Reference:
3.1.2 Language of Parts (Level AA)
Understanding Language of Parts | How to Meet Language of Parts

Issue ID: DAC_Language_Of_Parts_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.1

Screenshot:

This survey can be completed in Welsh or English. Please select your preferred language to start the survey below. You will be able to change between Welsh and English at every question.

Gallwch gwblhau'r arolwg yma yn Gymraeg neu'n Saesneg. I gymryd rhan yn Arolwg Teithio Cenedlaethol Cymru, rhowch eich cod mynediad unigryw a chliciwch ar y botwm 'Cadw a Parhau'

◯ English / Saesneg

◯ Cymraeg / Welsh

The page contains text in both English and Welsh. However, the Welsh text differs in language from the specified default human language of the page, as found on the <html> element of the current document, being British English (and vice versa for British English text on the page where Welsh is the default language), without it having been marked up, using the lang attribute, as the correct language differing from this page default.

Assistive technologies can make use of the default human language and the lang attributes of the page in order to switch human languages, such as loading dictionaries for comprehending speech-to-text, or changing voices and pronunciation rules for text-to-speech.

Current code ref(s): #aua_1g > div > div:nth-child(3)

```
<div>
   Gallwch gwblhau'r arolwg yma yn Gymraeg neu'n Saesneg. I gymryd rhan yn Arolwg
Teithio Cenedlaethol Cymru, rhowch eich cod mynediad unigryw a chliciwch ar y
botwm 'Cadw a Parhau'
</div>
```

Examples of additional instances:
Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:
Ensure that user agents can correctly present phrases, passages, and in some cases, words written in multiple languages. This makes it possible for user agents and assistive technologies to present content according to the presentation and pronunciation rules for that language. This applies to graphical browsers as well as screen readers, braille displays, and other voice browsers.

In this instance, to ensure that screen reader users are aware that parts of the text are presented in a language that is different to that of the main page language, a 'lang' attribute for the Welsh language with a value of 'cy' should be provided to the parts of text which are presented in Welsh.

Example:
```
<html lang="en-GB">
   […]
   <div lang="cy">
      Gallwch gwblhau'r arolwg yma yn Gymraeg neu'n Saesneg. I gymryd rhan […]
   </div>
   […]
</html>
```

For more information, please refer to WCAG Technique H58: Using language attributes to identify changes in the human language.

URL: https://natcen.ac.uk/participant-contents/wales-national-travel-survey#how-to-take-part
Page Title: 'Wales National Travel Survey | National Centre for Social Research'
Journey: 2.2

Screenshot:

On this page

1. How to take part   2. About the study   3. Why take part and what will it involve?

4. Why have I been selected to take part?   5. Who is carrying out the research?   6. Do I have to answer all the questions?

7. Are my answers kept confidential?   8. Privacy notice   9. Contact us

Click here to read this page in Welsh: Wales National Travel Survey

Cliciwch yma i ddarllen y dudalen hon yn Gymraeg: Arolwg Teithio Cenedlaethol Cymru

Users are presented with a link in Welsh. However, the programmatic language of the link has not been set to Welsh and is therefore encountered as English for Assistive Technologies such as screen reading software due to not being specified as being a different language to that specified as the main page language.

Where the link text is Welsh but not programmatically specified as such, it may be mispronounced by screen reading software, with no indication of the language change. As a result, some users may not understand the purpose of this link, or be aware that it is in a different language.

Current code ref(s): #js-non-menu > main > div > section.c-wysiwyg > div > div > p:nth-child(2) > a

```
<a href="/participant-contents/arolwg-teithio-cenedlaethol-cymru" data-entity-
type="node" data-entity-uuid="cb4a471b-b765-46af-b984-520f1f064529" data-entity-
substitution="canonical" title="Arolwg Teithio Cenedlaethol Cymru">
   Cliciwch yma i ddarllen y dudalen hon yn Gymraeg:
   <span class="field field--name-title field--type-string field--label-hidden"
style="border-width:0px;font:inherit;margin:0px;padding:0px;vertical-
align:baseline;">
      Arolwg Teithio Cenedlaethol Cymru
   </span>
</a>
```

Examples of additional instances:
Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

Ensure that user agents can correctly present phrases, passages, and in some cases, words written in multiple languages. This makes it possible for user agents and assistive technologies to present content according to the presentation and pronunciation rules for that language. This applies to graphical browsers as well as screen readers, braille displays, and other voice browsers.

To ensure that screen reader users are aware that parts of the text are presented in a language that is different to that of the main page language, a 'lang' attribute for the Welsh language with a value of 'cy' should be provided to the parts of text which are presented in Welsh.

For more information, please see WCAG Technique H58: Using language attributes to identify changes in the human language.

Non-text contrast

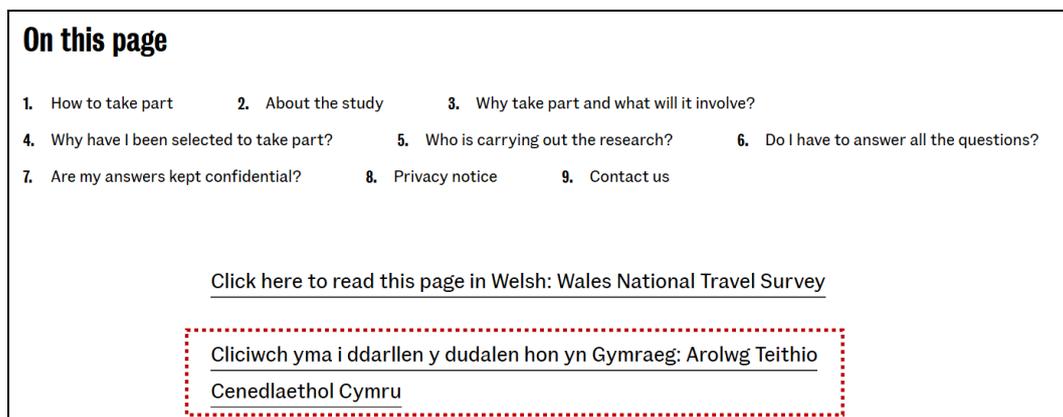Non-text content conveying information did not meet the required contrast ratio against adjacent/background colours.

WCAG Reference:
1.4.11 Non-text Contrast (Level AA)
Understanding Non-text Contrast | How to Meet Non-text Contrast

Issue ID: DAC_Non-text_Contrast_02_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.75

Screenshot:
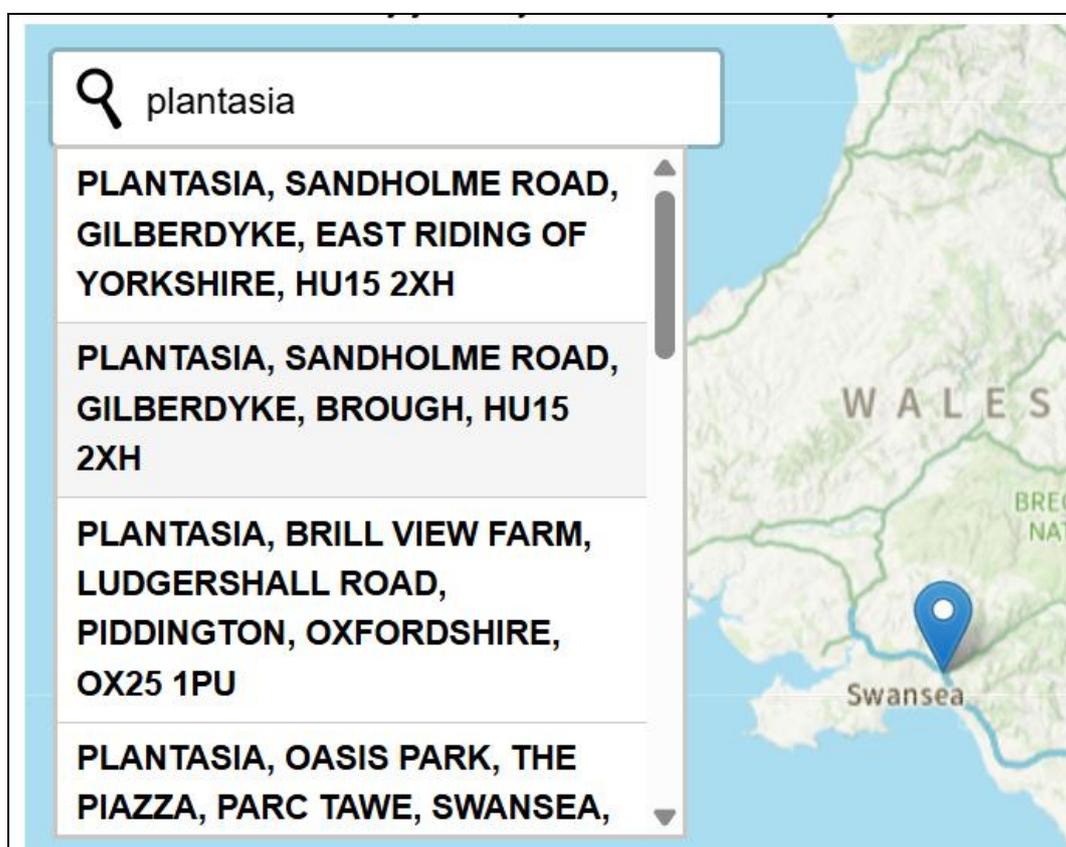
When a keyboard user navigates through the dropdown options for the search input inside the map, the indicator used to display which option is in focus is a light grey background. However, this change fails to meet the required contrast ratio of 3:1 against adjacent colours, meaning that some users may not be able to identify which option is currently in a focus state.

Current code ref(s): #ara_1oaca > div.leaflet-control-container > div:nth-child(1) > div > ul

```
<ul class="leaflet-control-geocoder-alternatives">
   <li class data-result-index="0">
      <a class>
         <b>
            PLANTASIA, SANDHOLME ROAD, GILBERDYKE, EAST RIDING OF YORKSHIRE, HU15
2XH
         </b>
      </a>
   </li>
   <li class data-result-index="1">
      <a class>
         <b>
            PLANTASIA, SANDHOLME ROAD, GILBERDYKE, BROUGH, HU15 2XH
         </b>
      </a>
   </li>
   <li class data-result-index="2">
      <a class>
         <b>
            PLANTASIA, BRILL VIEW FARM, LUDGERSHALL ROAD, PIDDINGTON, OXFORDSHIRE,
OX25 1PU
         </b>
      </a>
   </li>
   […]
</ul>
```

Examples of additional instances:
 Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:
Ensure that all non-text content conveying information achieves a contrast ratio of 3:1 against adjacent / background colours. This includes focus indicators for keyboard users to identify their focus location on the page. Consider using an outline or border for the control.

Focus visible

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

WCAG Reference:
2.4.7 Focus Visible (Level AA)
[Understanding Focus Visible](#) | [How to Meet Focus Visible](#)

Issue ID: DAC_Focus_Visible_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.1

Screenshot:

At screen widths less than 1024 CSS pixels, there is no focus indicator shown

The 'English/ Saesneg' and 'Cymraeg / Welsh' buttons do not display a visible focus indicator when screen widths are less than 1024 CSS pixels.

This affects keyboard only users, as they will be unaware of where the keyboard focus currently resides, to know that there their focus is on an actionable component or be aware of what action will be performed, if they were to action it.

Current code ref(s): #fa_1oaba_1c

```
<a _ngcontent-ng-c2382631252 id="fa_1oaba_1c" data-
fieldname="QMain.QMIntro.LangSel" tabindex="6" class="CategoryButtonComponent ltr
css-vars leaf-control font-object visibility-visible enabled text-align-start
Font21 focus-no-outline width-stretch height-auto no-optimize-no-stylesheets
default-line-height" aria-label="English / Saesneg" aria-checked="true"
role="radio" […]>
   <div class="text-container no-auto word-break">
      English / Saesneg
   </div>
</a>
```

#fa_1oaba_2c

```
<a _ngcontent-ng-c2382631252 id="fa_1oaba_2c" data-
fieldname="QMain.QMIntro.LangSel" tabindex="8" class="CategoryButtonComponent ltr
css-vars leaf-control font-object visibility-visible enabled text-align-start
Font21 focus-no-outline width-stretch height-auto no-optimize-no-stylesheets
default-line-height" aria-label="Cymraeg / Welsh" aria-checked="true" role="radio"
[…]>
    <div class="text-container no-auto word-break">
        Cymraeg / Welsh
    </div>
</a>
```

CSS:

```
.focus-no-outline:focus
{
    outline: 0 !important;
}
```

Examples of additional instances:

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

Ensure that all interactive elements such as links receive a clear and visible focus indicator. This can be in the form of a clear outline or background colour change. Do not use the CSS 'outline: 0' property, unless a suitable replacement has been provided, as this removes the default browser focus altogether.

The focus indicator must also meet 3:1 against adjacent colours, and also a 3:1 contrast ratio between its unfocused and focused states in an area equivalent to a 2px perimeter surrounding the focused element, in order to meet requirements for WCAG 1.4.11 Non-text Contrast and WCAG 2.4.13 Focus Appearance.

For additional information please refer to WCAG Technique F78: Failure of Success Criterion 2.4.7 due to styling element outlines and borders in a way that removes or renders non-visible the visual focus indicator.

Resize text

When resizing text up to 200%, content lost functionality.

WCAG Reference:
1.4.4 Resize text (Level AA)
[Understanding Resize Text](#) | [How to Meet Resize Text](#)

Issue ID: DAC_Resize_Text_01_Updated

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/
Page Title: 'WNTS Main Stage'
Journey: 1.75
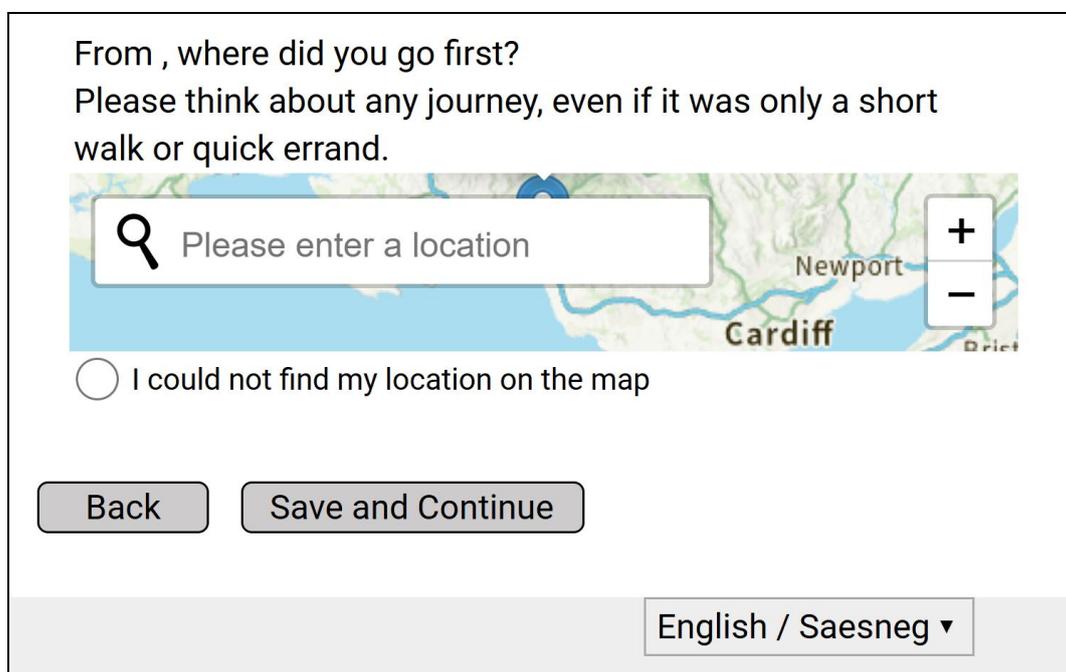
Screenshot:

From , where did you go first?
Please think about any journey, even if it was only a short walk or quick errand.

🔍 Please enter a location

Newport

Cardiff

○ I could not find my location on the map

Back   Save and Continue

English / Saesneg ▾

Some users rely on the ability to increase the size of text when using a service to help them read and access content.

However, when doing so on the page containing a map, the map itself, the search field, and the radio button 'I could not find my location on the map', all become inaccessible, and the user cannot access any of the content.

Current code ref(s): #fa_1oaca

```
<div _ngcontent-ng-c2643328143 id="fa_1oaca" class="OSMapComponent ltr css-vars
leaf-control font-object visibility-visible enabled text-align-start Font0 focus-
outline width-stretch height-stretch no-optimize-no-stylesheets default-line-
height leaflet-container leaflet-touch leaflet-retina leaflet-fade-anim leaflet-
grab leaflet-touch-drag leaflet-touch-zoom" tabindex="0" style="outline-style:
none;">
   <div class="leaflet-pane leaflet-map-pane" style="transform: translate3d(-
154px, -138px, 0px);">
      <div class="leaflet-pane leaflet-tile-pane">
         […]
         </div>
      </div>
      […]
      <div class="leaflet-pane leaflet-popup-pane">
         […]
      </div>
      <div class="leaflet-proxy leaflet-zoom-animated" style="transform:
translate3d(32081px, 21767px, 0px) scale(128);">
      </div>
   </div>
   <div class="leaflet-control-container">
      […]
   </div>
</div>
```

Low vision user comments:

"When I zoom in to 200% on the travel map page, the page condenses in a way that makes the map unusable. I would expect the page to rearrange responsively in a way that preserves readability and usability when zoomed in to the page, as zooming to 200% is my default way of browsing and having to change to magnification software or zooming out to use the map's inbuilt zoom buttons just for this one page is inconvenient and frustrating"

Examples of additional instances:

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:

Ensure that except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. When viewing the page with text resized, all of the map content, the search field, and the radio button must be accessible for users.

Reflow

When viewing the page in a singular column format, some content was not accessible.

WCAG Reference:
1.4.10 Reflow (Level AA)
[Understanding Reflow](#) | [How to Meet Reflow](#)

Issue ID: DAC_Reflow_01

URL: https://b5uat.natcen.ac.uk/wntspltst01/
Page Title: 'WNTSMainPIL01 project'
Journey: 1.75

Screenshot:
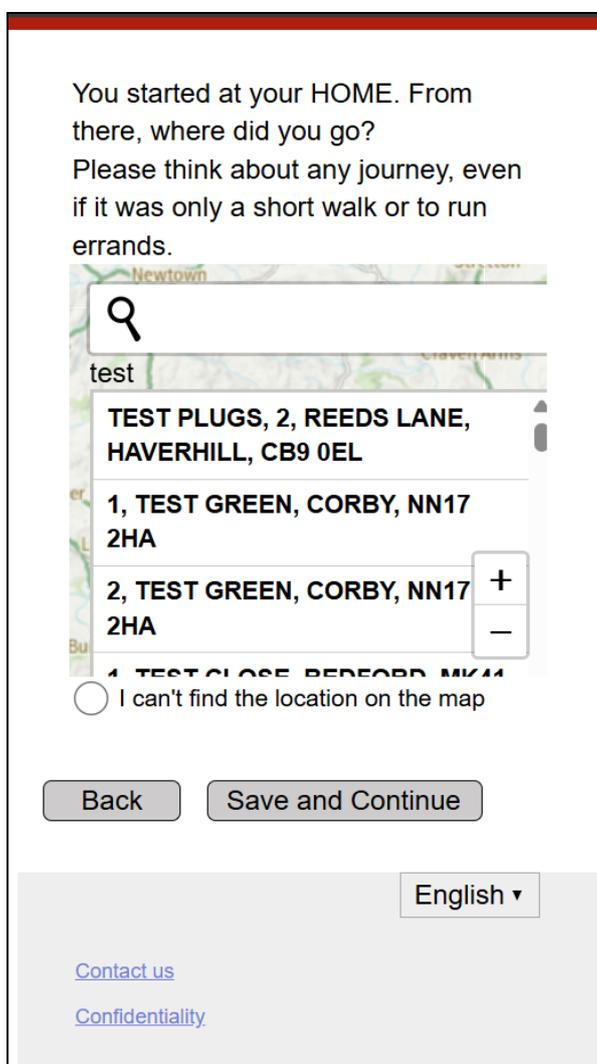
Some users rely on the ability to reduce the viewport size in order to view the page in a singular column, magnify the page and its content, and not have to scroll in multiple directions where applicable. However, when viewing the map page with these settings the

user is not able to use the search input or dropdown options as they are truncated and spill over other content.

Current code ref(s): #fa_1oaca

```
<div _ngcontent-pno-c137 id="fa_1oaca" class="MapsComponent ltr css-vars leaf-
control visibility-visible enabled text-align-start Font0 focus-outline width-
stretch height-stretch default-line-height leaflet-container leaflet-touch
leaflet-retina leaflet-fade-anim leaflet-grab leaflet-touch-drag leaflet-touch-
zoom" tabindex="0">
   <div class="leaflet-pane leaflet-map-pane" style="transform: translate3d(-
135px, -126px, 0px);">
      <div class="leaflet-pane leaflet-tile-pane">
         […]
      </div>
      <div class="leaflet-pane leaflet-overlay-pane"></div>
      <div class="leaflet-pane leaflet-shadow-pane"></div>
      <div class="leaflet-pane leaflet-marker-pane"></div>
      <div class="leaflet-pane leaflet-tooltip-pane"></div>
      <div class="leaflet-pane leaflet-popup-pane"></div>
      <div class="leaflet-proxy leaflet-zoom-animated" style="transform:
translate3d(64409.5px, 43103px, 0px) scale(256);"></div>
   </div>
   <div class="leaflet-control-container">
      <div class="leaflet-top leaflet-left">
         <div class="leaflet-control-geocoder leaflet-bar leaflet-control-
geocoder-expanded leaflet-control leaflet-control-geocoder-options-open">
            […]
         </div>
      </div>
      […]
   </div>
</div>
```

Examples of additional instances:
Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

Solution:
Ensure that 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;

The search input and the options it reveals must all be accessible when navigating with these options.

Low Priority WCAG Level AAA

Areas of the service which fail to meet the WCAG 2.2 AAA requirements are not in scope for the purposes of this audit, however, where issues were encountered by our analysts, these have been reported. We highly recommend that these issues are resolved.

No issues found.

Journeys

Journey 1

Test up to step 22 then you will need to ask support to skip passed to step 63 for the travel map

URL: https://mysurvey.natcen.ac.uk/wntsms26dac01/

Save and continue throughout
1. Login (use login details supplied in email)
2. Agree to proceed (check box) Save and continue
3. Let us begin with questions about your self
4. Age text field / radio button
5. In the last 12 months, while at home, have you regularly been bothered by noise from outside your home? If you have more than one home, please think about the home you spend most of your time in. Yes or no prefer not to say Radio buttons
6. Which of the following describes the types of noise that regularly bothers you whilst at home? (checkbox)
7. How many cars, if any, does your household have? This includes any private motor vehicles such as cars, vans, minibuses, campervans, motorcycles, and mopeds. Please include any company cars, if available for private use. Do not include company carpool vehicles, where employees can access a vehicle when needed but a vehicle is not available for continuous private use. Text field
8. We would like to ask you a few more questions about the vehicles in your household. To help you remember, please provide the car model, a nickname, or some other identifier such as what the vehicle is used for or the colour. This information is only used to help you know which questions are being asked about each vehicle.
   As an example, this could be **test DAC 123**
9. What type of vehicle is t**est DAC 123? Car** Radio button options
10. What type of fuel? Petrol Radio button options
11. From all the vehicles that your household has, which if any, do you have personal use of? Choose 1, Check boxes
12. Do you currently use a ticket that allows unlimited **bus** travel over a certain period? No, Radio button options
13. Do you currently have a season or multi-trip ticket for **train** travel? No, Radio button options
14. Do you currently hold, or are you in the process of receiving, a discounted or concessionary travel card or pass? For example, a 60 and over card or a disabled person's card.
    Please do not include cards or passes that you can purchase to get multi-trip or group travel savings.
    Please select any that apply. Check box options
15. Can you understand, speak, read, or write Welsh? Choose Check box options

16. Within the last 12 months, how often, if at all, have you travelled in the following ways... Please note we are only interested in walking and cycling as a form of transport and not those for exercise. Choose any Radio buttons

17. In the past 12 months, how often, if at all, have you used any form of **community transport**? Choose any Radio buttons

18. Are there **community transport** services in your local area? No, Radio buttons

19. The following set of questions focuses on **taxis**.
    Taxis can pick up passengers from taxi ranks and be hailed from the street. **Taxis** can also be pre-booked including over the telephone or via an app.

20. Are **taxi** services available in your local area? No, Radio buttons

21. You mentioned you do not use taxis. Which of the following, if any, would encourage you to travel by **taxi** in Wales? No, Checkbox

22. The following set of questions focuses on your **car** travel in Wales.
    Car travel as a means of transport is when you drive or are driven to a particular destination, such as work, the shops, or to visit friends. The questions in this section do not cover driving just for pleasure.
    For the purposes of this survey, the term car covers all private motor vehicles, including cars, 4x4 vehicles, light vans, minibuses, campervans, motorcycles, and mopeds. It does not include passenger travel by taxi, bus or community transport, or journeys made by professional drivers or crew in the course of their work, such as buses, taxis, ambulances, cranes, refuse vehicles, driving instructors and delivery drivers.

23. Do you hold a full driving licence valid in Great Britain to drive either a **car**, or a **motorcycle**, **scooter** or **moped**? Choose any Radio buttons

24. On your most recent **car** journey in Wales how satisfied or dissatisfied were you with the following? Choose any Radio buttons (Team support to skip passed the next questions to Travel section)

25. We know there are many reasons why people travel by **car**. For your most recent **car** journey in Wales, which of the following, if any, are reasons you chose to travel by **car**?
    Please select up to three answers from the following. Check box

26. The following questions will ask about how much you **walk** or **wheel**.

27. On your most recent **walking** or **wheeling** journey in Wales how satisfied or dissatisfied were you with the following? Radio buttons

28. Still thinking about your most recent **walking** or **wheeling** journey, how satisfied or dissatisfied were you with the following? Radio buttons

29. How welcome or unwelcome did you personally feel on your most recent **walking** or **wheeling** journey in Wales? Radio buttons

30. Which of the following, if any, would encourage you to **walk** (including the use of any mobility aids) or **wheel** as a means of transport in Wales more often? Check box

31. The following questions focus on **cycling** as a means of transport.

32. Can you ride a pedal cycle? Radio buttons

33. Do you own a **cycle** or have regular use of a **cycle** owned by someone else?
    Please do not include exercise bikes. Check box

34. On your most recent **cycling** journey in Wales, how satisfied or dissatisfied were you with the following? Radio button

35. Still thinking about your most recent **cycling** journey, how satisfied or dissatisfied were you with the following? Radio Button

36. How welcome or unwelcome did you personally feel on your most recent **cycling** journey in Wales? Radio button
37. Which of the following, if any, would encourage you to **cycle** as a means of transport in Wales more often? Check box
38. The following questions focus on **train** travel.
39. You mentioned you do not use **train** services in Wales. Which of the following, if any, would encourage you to travel by **train** more often? Check box
40. The following questions focus on **bus** travel.
41. **Bus** travel includes all bus services into, out of and within Wales run by any operator, including TrawsCymru.
42. On your most recent **bus** journey in Wales, how satisfied or dissatisfied were you with the following? Radio button
43. Still thinking about your most recent **bus** journey, how satisfied or dissatisfied were you with the following? Radio button
44. How welcome or unwelcome did you personally feel on your most recent **bus** journey in Wales? Radio button
45. During your most recent journey by **bus** in Wales, which language(s) did you use at any point of this journey? Check box
46. At any point when booking or during this **bus** journey did you want to read, listen to, or speak in Welsh? Radio button
47. In the last 7 days, were you doing any of the following? Radio button
48. Thinking about work, do you usually... check box
49. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? Radio button
50. The following questions focus on your personal ability to travel independently by train and bus, without the assistance of any staff or passengers you do not start your journey with.
51. If you were to travel on a bus or train, would you be likely to require help from staff or other passengers to complete your journey? Radio button
52. How satisfied or dissatisfied are you with your own ability to travel independently by **train**, without the assistance of staff or any passengers you do not start your journey with? Radio button
53. There are many reasons why some people could struggle with travel costs. In general, do you personally feel that you can afford to travel by **bus** in Wales for the following purposes? Check box
54. There are many reasons why some people could struggle with transport costs. In general, do you personally feel that you can afford to travel by **train** in Wales for the following purposes? Check box
55. We ask the following questions so we can produce results for different groups of people. Like all your answers, this information will only ever be used for research purposes, and you will never be identifiable from the results. The questions in this section are all voluntary.
56. What is your sex?
57. Is your gender the same as your sex registered at birth?
58. What is your legal marital or registered civil partnership status?
59. What is your ethnic group?
60. What is your religion?
61. Which of the following options best describes how you think of yourself?

62. Are you pregnant?
63. In this section you will be able to select locations using a map. You can search for a location by address, postcode or business/place name or you can place a pin in the map to select a location.
64. In this section, we will ask about your travel in the last two days. By travel we mean the journeys you made for your own purposes, such as going shopping, going to work, or returning home.
65. Your travel day began at **5:00am yesterday**, 20/06/2024, and finished at **5:00am today**, covering 24 hours.
66. Were you home yesterday at ??
67. Were you home today at ??
68. Did you make any journeys between ?? and ??
69. Sometimes people forget short walks or trips to run errands. Thinking about **yesterday**, 20/06/2024, did you go somewhere else at any point during the day?
70. Thank you continue
71. Where were you at ??
72. Where were you at ??
73. Did you make any journeys between ?? and ??
74. Sometimes people forget short walks or trips to run errands. Thinking about **the day before yesterday**, 19/06/2024, did you go somewhere else at any point during the day?
75. Look at the map and pin point/ enter postcode in the section to validate your whereabouts
76. We are almost at the end of the survey. Testing completes here
77. How difficult was it for you to understand and answer the questions in this survey?
78. Approximately how many minutes did it take you to answer all the questions in this survey? Please enter an amount in the box below using numbers.
79. Was today's survey longer than you expected, shorter than you expected, or about as long as you expected?
80. We would like to send you a shopping voucher to say thank you for your time.
81. Thank you again for contributing to this important piece of research.
    Would it be okay for us to contact you again in the future for similar projects?
82. Please click on the links below for some more information about the study
83. Thankyou

Journey 2

1. To review the Wales National Travel Survey Privacy Notice hosted on the TfW website (The contents of this webpage only). From Privacy section down to Further Information.URL: https://tfw.wales/pilot-privacy-notice
2. To review the information about the Wales National Travel Survey published on the NatCen website (The contents of this webpage only). From On this page to Contact us section.
    URL: https://natcen.ac.uk/participant-contents/wales-national-travel-survey#why-have-i-been-selected-to-take-part

End of scope

Classification of Accessibility Issues

The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AA:

Status	Description
Pass (M) Medium Priority **Pass (H) High Priority**	The service meets the requirements of the checkpoint.
Fail (M) Medium Priority	The service fails to meet the requirements against AA criteria measured against WCAG 2.2
Fail (H) High Priority	The service fails to meet the requirements against A criteria measured against WCAG 2.2 and more severe accessibility issues were identified.
Not Applicable (N/A)	No content was found on the service to which the checkpoint would relate.
Out of scope	Areas which fail to meet the requirements against AAA criteria measured against WCAG 2.2 are not in scope for the purposes of this audit.

Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.

Non-text Content: 1.1.1 All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. **(Level A)**	**Fail (H)**

Audio-only and Video-only (Pre-recorded):
1.2.1 For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such:
• **Pre-recorded Audio-only**
  An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content.
• **Pre-recorded Video-only**
  Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content.
(Level A)
	Not Applicable (N/A)

Captions (Pre-recorded): 1.2.2 Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labelled as such. **(Level A)**	**Not Applicable (N/A)**
Audio Description or Media Alternative (Pre-recorded): 1.2.3 An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labelled as such. **(Level A)**	**Not Applicable (N/A)**
Captions (Live): 1.2.4 Captions are provided for all live audio content in synchronized media. **(Level AA)**	**Not Applicable (N/A)**
Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. **(Level AA)**	**Not Applicable (N/A)**
Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. **(Level AAA)**	**Out of scope**

Extended Audio Description (Pre-recorded): 1.2.7 Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all pre-recorded video content in synchronized media. **(Level AAA)**	**Out of scope**
Media Alternative (Pre-recorded): 1.2.8 An alternative for time-based media is provided for all pre-recorded synchronized media and for all pre-recorded video-only media. **(Level AAA)**	**Out of scope**
Audio-only (Live): 1.2.9 An alternative for time-based media that presents equivalent information for live audio-only content is provided. **(Level AAA)**	**Out of scope**
Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (**Level A**)	**Fail (H)**
Meaningful Sequence: 1.3.2 When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. **(Level A)**	**Pass (H)**
Sensory Characteristics: 1.3.3 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. **(Level A)**	**Pass (H)**
Orientation: 1.3.4 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. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. **(Level AA)**	**Pass (M)**

Identify Input Purpose: 1.3.5 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. **(Level AA)**	**Pass (M)**
Identify Purpose: 1.3.6 In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined. **(Level AAA)**	**Out of scope**
Use of Colour: 1.4.1 Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. **(Level A)**	**Pass (H)**
Audio Control: 1.4.2 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. **(Level A)**	**Not Applicable (N/A)**
Contrast (Minimum): 1.4.3 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 contrast requirement. **(Level AA)**	**Pass (M)**
Resize text: 1.4.4 Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. **(Level AA)**	**Fail (M)**

Images of Text:
1.4.5 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.
Note: Logotypes (text that is part of a logo or brand name) are considered essential.
(Level AA)
	Not Applicable (N/A)

Contrast (Enhanced):
1.4.6 The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:
• **Large Text**
  Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1;
• **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 contrast requirement.
(Level AAA)
	Out of scope

Low or No Background Audio:
1.4.7 For pre-recorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:
• **No Background**
  The audio does not contain background sounds.
• **Turn Off**
  The background sounds can be turned off.
• **20 dB**
  The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.
 	
Note*: Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.
(Level AAA)
	Out of scope

Visual Presentation: 1.4.8 For the visual presentation of blocks of text, a mechanism is available to achieve the following: • Foreground and background colours can be selected by the user. • Width is no more than 80 characters or glyphs (40 if CJK). • Text is not justified (aligned to both the left and the right margins). • Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. • Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. **(Level AAA)**	**Out of scope**
Images of Text (No Exception): 1.4.9 Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. **Note:** Logotypes (text that is part of a logo or brand name) are considered essential. **(Level AAA)**	**Out of scope**
Reflow: 1.4.10 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. Except for parts of the content which require two-dimensional layout for usage or meaning. **Note:** 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. **Note:** Examples of content which requires two-dimensional layout are images required for understanding (such as maps and diagrams), video, games, presentations, data tables (not individual cells), and interfaces where it is necessary to keep toolbars in view while manipulating content. It is acceptable to provide two-dimensional scrolling for such parts of the content. **(Level AA)**	**Pass (M)**

Non-text Contrast:
1.4.11 The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent colour(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.
(Level AA)
	Fail (M)

Text Spacing:
1.4.12 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.
Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.
(Level AA)
	Pass (M)

Content on Hover or Focus:	

Content on Hover or Focus:
1.4.13 Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:
• **Dismissible**
    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.
 	
Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.
 	
Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.
 	
Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.
(Level AA)
	Not Applicable (N/A)

Principle 2: Operable – User interface components and navigation must be operable.

Keyboard: 2.1.1 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. **Note:** This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. **Note:** This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation. **(Level A)**	**Pass (H)**
No Keyboard Trap: 2.1.2 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. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. **(Level A)**	**Pass (H)**
Keyboard (No Exception): 2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. **(Level AAA)**	**Out of scope**

Character Key Shortcuts:
2.1.4 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 include one or more non-printable keyboard keys (e.g., Ctrl, Alt);
• **Active only on focus**
  The keyboard shortcut for a user interface component is only active when that component has focus.
(Level A)
	Not Applicable (N/A)

Timing Adjustable:
2.2.1 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.
 	
Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.
(Level A)
	Not Applicable (N/A)

Pause, Stop, Hide: 2.2.2 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. **Note:** For requirements related to flickering or flashing content, refer to Guideline 2.3. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. **Note:** Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. **Note:** An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. **(Level A)**	**Not Applicable (N/A)**
No Timing: 2.2.3 Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. **(Level AAA)**	**Out of scope**
Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. **(Level AAA)**	**Out of scope**
Re-authenticating: 2.2.5 When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. **(Level AAA)**	**Out of scope**

Timeouts: 2.2.6 Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions. **Note:** Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion. **(Level AAA)**	**Out of scope**
Three Flashes or Below Threshold: 2.3.1 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. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. **(Level A)**	**Pass (H)**
Three Flashes: 2.3.2 Web pages do not contain anything that flashes more than three times in any one second period. **(Level AAA)**	**Out of scope**
Animation from Interactions: 2.3.3 Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed. **(Level AAA)**	**Out of scope**
Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. **(Level A)**	**Not Applicable (N/A)**
Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. **(Level A)**	**Fail (H)**
Focus Order: 2.4.3 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.. **(Level A)**	**Fail (H)**

Link Purpose (In Context): 2.4.4 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. **(Level A)**	**Pass (H)**
Multiple Ways: 2.4.5 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. **(Level AA)**	**Not Applicable (N/A)**
Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. **(Level AA)**	**Pass (M)**
Focus Visible: 2.4.7 Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. **(Level AA)**	**Fail (M)**
Location: 2.4.8 Information about the user's location within a set of Web pages is available. **(Level AAA)**	**Out of scope**
Link Purpose (Link Only): 2.4.9 A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. **(Level AAA)**	**Out of scope**
Section Headings: 2.4.10 Section headings are used to organize the content. **Note:** "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. **Note:** This success criterion covers sections within writing, not user interface components. User interface components are covered under Success Criterion 4.1.2. **(Level AAA)**	**Out of scope**
Focus Not Obscured (Minimum): (WCAG 2.2) 2.4.11 When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content. **(Level AA) [New 2.2]**	**Pass (M)**
Focus Not Obscured (Enhanced): (WCAG 2.2) 2.4.12 When a user interface component receives keyboard focus, no part of the component is hidden by author-created content. **(Level AAA) [New 2.2]**	**Out of scope**

Focus Appearance: (WCAG 2.2)
 	
2.4.13 When the keyboard focus indicator is visible, an area of the focus indicator meets all the following:
 	
    • is at least as large as the area of a 2 CSS pixel thick perimeter of the unfocused component or sub-component, and
 	
    • has a contrast ratio of at least 3:1 between the same pixels in the focused and unfocused states.
 	
Exceptions:
 	
    • The focus indicator is determined by the user agent and cannot be adjusted by the author, or
 	
    • The focus indicator and the indicator's background color are not modified by the author.
 	
Note
 	
What is perceived as the user interface component or sub-component (to determine the perimeter) depends on its visual presentation. The visual presentation includes the component's visible content, border, and component-specific background. It does not include shadow and glow effects outside the component's content, background, or border.
 	
Note
 	
Examples of sub-components that may receive a focus indicator are menu items in an opened drop-down menu, or focusable cells in a grid.
 	
Note
 	
Contrast calculations can be based on colors defined within the technology (such as HTML, CSS and SVG). Pixels modified by user agent resolution enhancements and anti-aliasing can be ignored.
 	
(Level AAA) [New 2.2]
	Out of scope

Pointer Gestures: 2.5.1 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. **Note:** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level A)**	**Not Applicable (N/A)**

Pointer Cancellation:
2.5.2 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.
 	
Note: Functions that emulate a keyboard or numeric keypad key press are considered essential.
 	
Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).
(Level A)
	Pass (H)

Label in Name: 2.5.3 For user interface components with labels that include text or images of text, the name contains the text that is presented visually. **Note:** A best practice is to have the text of the label at the start of the name. **(Level A)**	**Fail (H)**

Motion Actuation: 2.5.4 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. **(Level A)**	**Not Applicable (N/A)**
Target Size (Enhanced) 2.5.5 The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: • **Equivalent** The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; • **Inline** The target is in a sentence or block of text; • **User Agent Control** The size of the target is determined by the user agent and is not modified by the author; • **Essential** A particular presentation of the target is essential to the information being conveyed. **(Level AAA)**	**Out of scope**
Concurrent Input Mechanisms : 2.5.6 Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings. **(Level AAA)**	**Out of scope**
Dragging Movements: (WCAG 2.2) 2.5.7 All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author. **Note:** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level AA) [New 2.2]**	**Not Applicable (N/A)**

Target Size (Minimum): (WCAG 2.2) 2.5.8 The size of the target for pointer inputs is at least 24 by 24 CSS pixels, except where: • **Spacing:** The target does not overlap any other target and has a target offset of at least 24 CSS pixels to every adjacent target; • **Equivalent:** The function can be achieved through a different control on the same page that meets this criterion. • **Inline:** The target is in a sentence, or is in a bulleted or numbered list, or its size is otherwise constrained by the line-height of non-target text; • **User agent control:** The size of the target is determined by the user agent and is not modified by the author; • **Essential:** A particular presentation of the target is essential or is legally required for the information being conveyed; **Note:** Targets that allow for values to be selected spatially based on position within the target are considered one target for the purpose of the success criterion. Examples include sliders with granular values, color pickers displaying a gradient of colors, or editable areas where you position the cursor. **Note:** For inline targets the line-height should be interpreted as perpendicular to the flow of text. For example, in a language displayed top to bottom, the line-height would be horizontal. **(Level AA) [New 2.2]**	**Pass (M)**

Principle 3: Understandable – Information and the operation of user interface must be understandable.

Language of Page: 3.1.1 The default human language of each Web page can be programmatically determined. **(Level A)**	**Pass (H)**
Language of Parts: 3.1.2 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. **(Level AA)**	**Fail (M)**
Unusual Words: 3.1.3 A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. **(Level AAA)**	**Out of scope**
Abbreviations: 3.1.4 A mechanism for identifying the expanded form or meaning of abbreviations is available. **(Level AAA)**	**Out of scope**
Reading Level: 3.1.5 When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. **(Level AAA)**	**Out of scope**
Pronunciation: 3.1.6 A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. **(Level AAA)**	**Out of scope**
On Focus: 3.2.1 When any user interface component receives focus, it does not initiate a change of context. **(Level A)**	**Pass (H)**

On Input: 3.2.2 Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. **(Level A)**	**Fail (H)**
Consistent Navigation: 3.2.3 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. **(Level AA)**	**Pass (M)**
Consistent Identification: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. **(Level AA)**	**Pass (M)**
Change on Request: 3.2.5 Changes of context are initiated only by user request or a mechanism is available to turn off such changes. **(Level AAA)**	**Out of scope**
Consistent Help: (WCAG 2.2) 3.2.6 If a web page contains any of the following help mechanisms, and those mechanisms are repeated on multiple web pages within a set of web pages, they occur in the same relative order to other page content, unless a change is initiated by the user: • Human contact details; • Human contact mechanism; • Self-help option; • A fully automated contact mechanism. **Note:** Help mechanisms may be provided directly on the page, or may be provided via a direct link to a different page containing the information. **Note:** For this Success Criterion, the same relative order can be thought of as how the content is ordered when the page is serialized. The visual position of a help mechanism is likely to be consistent across pages for the same page variation (e.g., CSS break-point). The user can initiate a change, such as changing the page's zoom or orientation, which may trigger a different page variation. This criterion is concerned with relative order across pages displayed in the same page variation (e.g., same zoom level and orientation). **(Level A) [New 2.2]**	**Not Applicable (N/A)**
Error Identification: 3.3.1 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. **(Level A)**	**Pass (H)**

Labels or Instructions: 3.3.2 Labels or instructions are provided when content requires user input. **(Level A)**	**Fail (H)**
Error Suggestion: 3.3.3 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. **(Level AA)**	**Pass (M)**
Error Prevention (Legal, Financial, Data): 3.3.4 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: • **Reversible:** Submissions are reversible. • **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. **(Level AA)**	**Not Applicable (N/A)**
Help: 3.3.5 Context-sensitive help is available. Provide instructions and cues in context to help inform completion and submission. **(Level AAA)**	**Out of scope**
Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true: • **Reversible** Submissions are reversible. • **Checked** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • **Confirmed** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. **(Level AAA)**	**Out of scope**

Redundant Entry: (WCAG 2.2) 3.3.7 Information previously entered by or provided to the user that is required to be entered again in the same process is either: • auto-populated, or • available for the user to select. **Except when**: • re-entering the information is essential, • the information is required to ensure the security of the content, or • previously entered information is no longer valid. **(Level A) [New 2.2]**	**Not Applicable (N/A)**
Accessible Authentication: (WCAG 2.2) 3.3.8 A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following: • **Alternative:** Another authentication method that does not rely on a cognitive function test. • **Mechanism:** A mechanism is available to assist the user in completing the cognitive function test. • **Object Recognition:** The cognitive function test is to recognize objects. • **Personal Content:** The cognitive function test is to identify non-text content the user provided to the website. **Note:** "Object recognition" and "Personal content" may be represented by images, video, or audio. **Note:** Examples of mechanisms that satisfy this criterion include: 1. support for password entry by password managers to reduce memory need, and 2. copy and paste to reduce the cognitive burden of re-typing. **(Level AA) [New 2.2]**	**Not Applicable (N/A)**
Accessible Authentication (Enhanced): (WCAG 2.2) 3.3.9 A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following: **Alternative:** Another authentication method that does not rely on a cognitive function test. **Mechanism:** A mechanism is available to assist the user in completing the cognitive function test. **(Level AAA) [New 2.2]**	**Out of scope**

Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies

Parsing: WCAG 2.2 4.1.1 In content implemented using mark-up 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. **Note:** Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. **(Level A) [Changed 2.2]** **Note: Change in 2.2: Obsolete and removed** This criterion was originally adopted to address problems that Assistive Technology had directly parsing HTML. Assistive Technology no longer has any need to directly parse HTML and, consequently, these problems no longer exists. Accessibility errors failed by this criterion also fail other criteria. This criterion no longer has utility and is removed; the reference has been left for historical purposes to show the original intent. **Note:** This criterion has been removed from WCAG 2.2. In WCAG 2.1 and 2.0, Success Criterion 4.1.1 Parsing should be considered as **always satisfied** for any content using HTML or XML.	**Pass (H)**
Name, Role, Value: 4.1.2 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. **Note:** This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification. **(Level A)**	**Fail (H)**
Status Messages 4.1.3 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. **(Level AA)**	**Pass (M)**

Retest 2

The table below lists the IDs of all issues encountered in the second retest. It highlights which issues remain unresolved, which have been resolved, and includes any additional notes for your reference.

Issue ID	Date retested	Retest By	Resolved / Remains	Additional Notes
WCAG 2.2 A				
DAC_Page_Title_01	27/02/2026	OJ	Remains	Updated issue: DAC_Single_Page_Application_01
DAC_Label_In_Name_02	27/02/2026	OJ	Resolved	
DAC_Label_in_Name_03	27/02/2026	OJ	Remains	Update issue: DAC_Label_in_Name_03_Updated
DAC_Inappropriate_Aria_01	27/02/2026	OJ	Resolved	
DAC_Current_State_01	27/02/2026	OJ	Resolved	
DAC_Current_State_02	27/02/2026	OJ	Remains	Updated issue: DAC_Current_State_02_Updated
DAC_Hidden_Content_01	27/02/2026	OJ	Remains	Updated issue: DAC_Hidden_Content_01_Updated
DAC_On_Input_01	27/02/2026	OJ	Remains	Updated issue: DAC_On_Input_01_Updated
DAC_Focus_Order_01	27/02/2026	OJ	Remains	Updated issue: DAC_Focus_Order_01_Updated
DAC_Information_And_Relationships_01	27/02/2026	OJ	Resolved	
DAC_Meaningful_Sequence_01	09/03/2026	OJ	Remains	Updated issue: DAC_Meaningful_Sequence_01
DAC_Pseudo_Element_01	27/02/2026	OJ	Remains	Updated issue: DAC_Pseudo_Element_01_Updated
DAC_Missing_Group_01	27/02/2026	OJ	Remains	Updated issue: DAC_Missing_Group_01_Updated
DAC_Keyboard_Trap_01	27/02/2026	OJ	Resolved	

Issue ID	Date retested	Retest By	Resolved / Remains	Additional Notes
DAC_Language_Select_01	27/02/2026	OJ	Remains	Updated issue: DAC_Language_Select_01_Updated
Issue ID	**Date retested**	**Retest By**	**Resolved / Remains**	**Additional Notes**
WCAG 2.2 AA				
DAC_Language_Of_Parts_01	27/02/2026	OJ	Remains	Updated issue: DAC_Language_Of_Parts_01_Updated
DAC_Language_Of_Parts_02	27/02/2026	OJ	Remains	Updated issue: DAC_Language_Of_Parts_02_Updated
DAC_Aria_Live_01	27/02/2026	OJ	Resolved	
DAC_Non-text_Contrast_02	27/02/2026	OJ	Remains	Updated issue: DAC_Non-text_Contrast_02_Updated
DAC_Focus_Visible_01	27/02/2026	OJ	Remains	Updated issue: DAC_Focus_Visible_01_Updated
DAC_Resize_Text_01	27/02/2026	OJ	Remains	Updated issue: DAC_Resize_Text_01_Updated
DAC_Reflow_01	09/03/2026	OJ	Remains	Updated issue: DAC_Reflow_01

The Process

The service is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.2 to give accurate feedback on any non-compliant issues. To attain our accreditation all A and AA criteria must be achieved.

To give a more accurate review of the service the DAC team employ two differing testing processes.

The first is a manual technical audit using automated tools and the second a dedicated team of user testers with differing disabilities test using a range of adaptive technologies. The findings of both testing teams are then combined to give the client far more accurate feedback on the service.

By using the testing team in conjunction with an automated procedure a more accurate set of results are made available.

This report combines technical auditing with disabled user feedback. The test does not list each specific area that requires change but highlights patterns of problems where they exist. Each section of the report includes a qualifying statement of pass, fail or recommendation to help developers quickly identify which parts of the service need the most urgent attention.

CRITERIA

High Priority

The digital product has one or more issues that urgently need remediation. There will be a list of actions that the developers need to address to make sure that the product is functional for users of assistive technology.

Medium Priority

The digital product has one or more issues that need remediation before meeting the WCAG 2.2 AA Standard. There will be a list of actions that the developers need to address to make sure that the product meets the expectations of the DAC testing team.

Low Priority

The digital product has one or more issues that would cause minor barriers to users of assistive technology. While not necessary to meet the WCAG 2.2 AA Standard, these issues affect users negatively and should be remediated.

Usability

The digital product may have one or more issues that could cause minor difficulties to users of assistive technology. While not necessary to meet the WCAG 2.2 AA Standard, these issues were found to hinder users.

DAC Testing Procedure

The service is tested by a team of experienced auditors and analysts, many of whom are disabled individuals and users of adaptive technology. The combination of subjective pan-disability user feedback and comprehensive technical auditing allows us to measure how the service performs technically and practically, thereby offering an essential added dimension to our test results that other methods of testing cannot provide.

User Testing

Manual accessibility checking was conducted by a team of disabled individuals, using a range of adaptive technologies (hardware and software designed to facilitate the use of computers by people with disabilities). This may include:

NVDA: a screen reader and application used by those who are blind.

ZoomText: a magnification application used by those with low vision.

JAWS: a screen reader used by blind people to access pages.

Dragon Naturally Speaking: voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.

Switch Access: used by those with severe mobility impairments to input commands to a computer.

Keyboard Only: some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.

Readability: Manual checks were made to assess the suitability of a page for those with colour blindness and dyslexia.

Deaf/Hard of hearing: Manual checks were made to assess the suitability of a page for those with hearing impairments.

Learning difficulties: Manual checks were made to assess the suitability of a page for those with learning difficulties.

Reflow: tests with screen size of 1280 x 1024px, at 400% browser magnification

Text Spacing: tests with larger Line height, and larger Paragraph, Word and Letter spacing.

Technical Auditing

Technical auditing involves the experienced application of a number of technical auditing and standards compliance assessment tools. This combined with an extensive knowledge of WCAG, its application and wider global practice provides the DAC service with further credibility and quality.