



Manual Accessibility Test Report Ethical Standards Commissioner

Website: <http://www.ethicalstandards.org.uk/>

Violation of 4 Guidelines (WCAG 2.2)

Date of the Website Test: 19th of October 2023

What was tested:

JAWS Screen Reader Compatibility

Checked from version 13

Web Content Accessibility Guidelines 2.2 (WCAG 2.2)

Checked to level AA

Usability

Navigability

User Journey

Based on the frequency of issues in the Automated Accessibility Test results, most visited pages in Google Analytics data, strategic pages, and a review of the website navigation structure, the following user journey was created for reviewers to follow:

1. **Home**
<http://www.ethicalstandards.org.uk/>
2. **Contact us**
<http://www.ethicalstandards.org.uk/contact-us/>
3. **Accessibility policy**
<http://www.ethicalstandards.org.uk/accessibility-policy/>
4. **Public appointments**
<http://www.ethicalstandards.org.uk/public-appointments/>
5. **Make a Complaint**
<http://www.ethicalstandards.org.uk/make-complaint/>
6. **Login**
<http://www.ethicalstandards.org.uk/user/login/>
7. **Meet Management Team**
<http://www.ethicalstandards.org.uk/meet-management-team/>
8. **Publications**
<http://www.ethicalstandards.org.uk/publications/>
9. **Regulated bodies**
<http://www.ethicalstandards.org.uk/regulated-bodies/>
10. **About us**
<http://www.ethicalstandards.org.uk/about-us/>
11. **Privacy policy**
<https://www.ethicalstandards.org.uk/privacy-policy>
12. **Remote working policy**
<https://www.ethicalstandards.org.uk/remote-working-policy#4.-what-is-remote-working>

Reviewers with Simulation Software

Web Disability Simulator, Disability Simulator (SilkTide), Funkify, and keyboard navigation were used to test the website. Checks were based on the following profiles:

- **Dyslexia simulator:** A common question is how users with dyslexia experience the web. The dyslexia simulator scrambles the letters and makes them dance – creating the frustration of having dyslexia.
- **Motor simulator:** The main goal of this simulator is to show the frustration of a person who tries to point and click a small element on a website, like a button or a link.
- **Vision simulator:** captures a variety of disabilities, such as (1) low-vision (blurry), (2) colour blindness (highlighting websites that rely on colours to convey messages), (3) partial vision loss or central vision loss, and even (4) extreme brightness.

Tester A

Results of the website test:

Dyslexia

Passed

Low or Partial Vision, Colour Blindness

Partially Passed

- The lack of alternative texts prevents screen readers from accessing images.
- There is not enough contrast to read links on the pages.

Motor Disabilities

Passed

Other comments

- The form has an issue with the keyboard-only focus highlight, as it is either not there or far too faint. Across multiple pages with text entry fields, the highlight is too faint there as well.
- Some issues with the scalability of the font options on some pages.
- The screen reader tool has issues reading the information inside hint icon using the form.

Reviewers with Disabilities

Three reviewers with disabilities tested the website manually, following the User Journey above.

Tester B

Megan is blind. She uses web-based documents and forms over a corporate intranet and like many other blind computer users, she does not read Braille.

Megan uses JAWS, a screen reader, and a mobile phone to access the web. Both her screen reader and her mobile phone accessibility features provide her with information regarding the device's operating system, applications, and text content in a speech output form.

When accessing web content, the screen reader indicates aloud the structural information on a web page such as headings, column and row headers in tables, list items, links, form controls, and more that enable her to navigate the page better, complete and submit forms, and access information effectively. She can listen to and understand speech output at a very high speed. Megan encounters problems when websites are not properly coded. These sites can be un navigable and require large amounts of time to read text from the top of the page to the bottom without navigation cues. Occasionally she finds herself trapped in areas on a webpage, unable to move to another area and must abandon the page altogether.

Results of the website test:

- Nothing to report

Tester C

Mary is a late twenties young woman with reduced vision and hard of hearing.

She regularly browses the web and reads news sites, uses social media, and maintains her blog where she posts articles on art history and other topics she enjoys. However, Mary has encountered barriers when video and other media content are not captioned.

She works on a PC with screen magnification software (ZoomText) and uses high contrast themes, as well as occasionally turning on a screen reader. With a long bus commute and a high workload, Mary is interested in how a smartphone could help her get more work done on the go.

Results of the website test:

- Difficulty finding information needed across pages.
- Poor Contrast in key areas.

Tester D

Salvador is Spanish but has been living in the UK for 10 years. He has Asperger's, a condition on the autism spectrum, that affects how he sees the world and interacts with people. He was also recently diagnosed with ADHD, dyslexia and dyscalculia.

Last year he graduated with honours from University as an engineer. Salvador is good with technology and can usually figure out how things work himself. He prefers to use apps because they're simpler and less cluttered than websites.

It takes him a while to fill in forms, and sometimes he has to ask his partner or older son to check what he has written.

His spelling is bad, and he relies on things like search engines to offer him suggestions as to what he means. Salvador gets easily distracted and wants to read everything and click every link. He wishes there wasn't as much text or links. Also, he finds moving content like banners or videos distracting and gets stressed out by bright colours.

He struggles with face-to-face communication but likes chatting with people in gaming communities online. He gave up social media as all the comments were making him anxious.

Results of the website test:

- The white background of the PDF files caused them to feel dizzy.

Violations of WCAG 2.2:

- **Success Criteria 1.1:** There is non-text content that the user cannot access because there is no alternative format for them. (This could be controls, CAPTCHA, decoration elements, images etc)
- **Success Criteria 1.3:** There is content the user cannot access because it does not work the way they use the browser (navigating using a keyboard, screen reader, or simply zooming in to make the text bigger).
- **Success Criteria 1.4:** There is content the user cannot access because it is hard to see (colours that they can't tell apart, not enough contrast, prevented from zooming in on text)
- **Success Criteria 2.4:** The way navigation works does not allow the user to easily access all the content (missing page title or title not unique, links not labelled clearly, navigation buttons hard to find, need to scroll through lots of content to find the next navigation control).

Mission: Ethical Standards Commissioner

Follow the steps to start testing the website:

Step 1: Access <http://www.ethicalstandards.org.uk/>

WARNING: do not use the search box for the next steps until you are told to.

Step 2: What is the phone number of the Ethical Standards Commissioner's office?

Answer the questions for Step 2 on the form, and report your experience.

Step 3: What is the Ethical Standards Commission Policy on Accessibility?

Answer the questions for Step 3 on the form, and report your experience.

Step 4: How does the Ethical Standards Commissioner "regulate public appointments"?

Answer the questions for Step 4 on the form, and report your experience.

Step 5: How can I make a complaint?

Answer the questions for Step 5 on the form, and report your experience.

Step 6: Login and register a test complaint, add "Manual test for passion4social" in the "What's your complaint about" text field.

Answer the questions for Step 6 on the form, and report your experience.

Step 7: Who is the manager for "Public Appointments" for the Ethical Standards Commissioner?

Answer the questions for Step 7 on the form, and report your experience.

Step 8: Are there any publications on diversity?

Answer the questions for Step 8 on the form, and report your experience.

Step 9: What public bodies does the Ethical Standards Commissioner regulate?

Answer the questions for Step 9 on the form, and report your experience.

Step 10: What does the Ethical Standards Commissioner do?

Answer the questions for Step 10 on the form, and report your experience.

Step 11: How does the Ethical Standards Commissioner use your personal information?

Answer the questions for Step 11 on the form, and report your experience.

Step 12: How does the Ethical Standards Commissioner define 'Remote Working'?

Answer the questions for Step 12 on the form, and report your experience.

Ø Do not forget to use the last field of the form to leave your overall experience. Be as thorough as possible.

Comments

Step 1

Nothing to report

Step 2

I am using Read&Write as assistive technology.

It is effortless to access the information requested.

I love the accessibility contrast tool and put a bigger font.

Telephone number: 0131 347 3890.

I found this information quickly and **was pleased to note there are two very obvious places to search for it.**

The foot of the page, where you often find contact information on a site and the "contact us" link itself.

I have no comments to make about accessing the information really, as both the "home page" and "contact us" pages presented me with no issues.

I was able to navigate using JAW commands and arrow keys, **I could follow the page layout without the hassle and was never confused as to what my next steps should be.**

All buttons, links, headings and other element markers were clearly described, so always behaved as expected.

Another positive for me was the **easy access to controls for toggling or changing features such as font and text size.**

Happy to see they are located too close to the top of the page.

The phone number is 0131 347 3890

On the homepage, I looked at the headings and saw "Contact us" which was bold enough for me to read.

I would **prefer the text size on this page to be bigger** but I found the contact numbers without much issue.

I found the layout of the information confusing at first, and I think it could be structured in a cleaner way where it's more aligned as the information was spaced out.

Step 3

I am using Read&Write as assistive technology. I accessed the information by clicking "About us" on the main menu. It was straightforward to perform. I can distinguish the font from the background in a perfect way. **Moreover, I love the animation that contains a photo of Edinburgh.**

The Ethical Standards Commissioner is committed to making their services easily accessible.

In designing their offices, procedures and website, they have tried to ensure that they are as open and accessible as possible.

I found this introduction to the policy via the "accessibility policy" link.

It was not difficult to locate, using the L command to identify links and lists and scrolling through using arrow keys.

Again, I have no issues to highlight with regard to the lack of accessibility.

I have only positive aspects of the page to report, including:

Good clear structure which is easy to navigate using JAWS commands,

Comprehensive explanations of concepts are delivered in language and tone that is very user-friendly,

Clearly labelled buttons, links and element markers,

And a commitment to improving accessibility.

On the "homepage", I scrolled to the bottom as I know this is where information about accessibility statements is usually found on websites (although if you didn't know this, it may be hard to find without using the search function).

I found the black text against the dark colour background difficult to read and found myself squinting due to the poor contrast.

I found the webpage for the accessibility information easy to read though, and the bold headings suited me.

I **personally prefer slightly bigger text** but I was still able to read it and the sections of information are laid out in a way that's easy to follow

Step 4

I am using Read&Write as assistive technology to the information by clicking on "Public Appointments".

After "regulating public appointments" the **language is concise and understandable** with bullet points to make an inflexion on the essential points also meaningful words are in bold, which facilitates understanding the text.

This was all very quickly achieved again, **thanks to clear labelling and clearly defined elements for navigating**.

Also noted I could have found this information further down the page under the heading relating to regulating complaints. This may have been a slightly longer route, **but it was again very encouraging to see more than one clear user path open to me**.

The information I needed was quickly located using the H command to cycle through headings.

Again, **I could follow proceedings easily and always knew which steps to take next**. No accessibility issues to report.

On the "homepage", I saw the menu heading "public appointments" which is bold enough for me to spot easily.

The dropdown menu is poor contrast and I found this hard to read without squinting but found the "regulating" section.

The **thumbnail section near the top of this webpage has poor background contrast with the text over it**.

Below, on the main webpage, is much better.

Step 5

I am using Read&Write as assistive technology.

This **information is accessible because I spent 2 seconds finding the "main menu" button**.

The text is well contrasted, therefore, I can understand the instructions clearly.

Furthermore, **I like the useful links on the right-hand side, making it easy to complain**.

The information is concise in this manner. **If I want to complain about MSPs, I have to move my mouse on the option. Magic!!!!**

If you believe the code of practice has not been followed, you can first raise a complaint with the Scottish government.

In the event that you are unhappy with their decision, you can ask the commission itself to investigate.

Also located this information on the “regulating appointments” page I was on from the last step. It was under a well-described heading

I found an explanation and a button which led me to the section where I could make a complaint.

I also noted this button was easily accessible from the “homepage” under a heading referring to complaints.

Again, my user journey could not have been smoother and I always knew what steps to take next.

No issues to flag.

On the same webpage from the task before, there was a paragraph on complaints and there was **a hyperlink but this wasn't noticeable to me at first until my mouse pointer went over it** so I would make it underlined and more bold.

I found this webpage easy to read and follow. To make a complaint, you have to register and submit a form.

Step 6

I am using Read&Write as assistive technology. I accessed the task by clicking on “complaints”.

I think that it will be better on the main webpage and also has other options in the “make a complaint” section.

It was very easy to create an account and login on it. **I love the guideline on the top which provides the user instructions step by step.**

On the right-hand side, there is a blank complaint form if I want to download and write it on my Word program.

Concerning the language it is logical and concise.

I would like to see the log-out on the top I think because it is **more visible for me rather than scrolling down.**

Finding myself on the “make a complaint” page, I was guided through the process of how to do it.

The **explanation was foolproof**, setting out the available options and signposting support services very well.

Having read the briefing on “making a complaint”, I was directed to the “log-in/register” button. Having clicked on it, I quickly found the tab for setting up a new account.

I opened this and went through the process of registering. Thanks to regular, unambiguous prompts, **a form with a simple layout and clearly labelled fields, this took just a few seconds.**

Even the recapture presented no problems, as they so often do for screen reader users.

I was then directed to my email inbox by a status message and was able to follow comprehensive instructions to set a password.

I was really impressed with the instructions and status messaging throughout, especially the prompt that tells you if your two password fields match up.

This trend continued on the complaint form. I especially the explanations of how to enter information such as dates. There were always plenty of options open to me.

The form’s structure was also simple to follow and I was able to cycle between pages quickly.

All checkboxes, drop-down menus, fields and buttons were well described too, so functioned completely as expected.

This whole experience was a positive one.

I found it relatively simple to create an account and go through the complaint form. However, for the password input of logging in, an option to show the password would be beneficial.

For the form, I found the bold answers and the big circles to select very helpful.

Step 7

I am using Read&Write as assistive technology.

I did not have any problem accessing the information. I clicked on "About us" and then "Meet the team". After that, I scrolled down until Melanie Stonach who is the Public Appointments Manager.

The public appointments manager is Melanie Stronach.

Went on a false trail to begin with, looking under “public appointments advisers”.

I thought this might make sense, given I was in the section about public appointments.

I did quickly get on the right track, however, I deduced that my next step should be to look in the “about us” submenu. I found the “meet the team” link here and it was simply a case of scrolling through headings until I reached the right member of the senior management team.

I will refer you to my previous comments about clear structure and information being presented in such a way that it was simple to understand.

I was also able to expand the tab about Melanie to read her full bio. The clickable link worked just fine.

I wasn't able to find the answer to this task.

I have the same comments as before about the menu and dropdown menu.

I found this webpage hard to read due to poor contrast in the different sections but I noticed that there are options to change the text/colours so I would opt for this (but not sure if I'm meant to do this while completing the tasks) and a widget may be easier to identify customisation, **or at least have labels beneath the customisation features**

Step 8

I am using Read&Write as assistive technology. I accessed the information by clicking on “Publication” on the main menu, then I scrolled down to “Public Appointments” and finally “Diversity Delivers”.

In the section, there is a photo related to the information. I could understand the text and instructions to download the publication.

There is a publication called “Diversity Delivers”.

And several consultations relating to it.

I located the heading labelled “Diversity Delivers”.

On the “homepage” find the full document there, as well as download options for viewing offline.

Also note that you can find diverse materials on the “publications” page itself, easily accessible from the main menu.

Again, my report of the document's contents could not be more positive.

Although it is a fairly extensive document, moving through it is not challenging.

Headings are descriptive and act as great signposts.

Bullet lists are used to great effect here too which means readers do not become overwhelmed by vast amounts of text.

Concepts are well explained, turning what could be a complex strategy into manageable chunks.

Near the bottom of the previous webpage for the previous task, **there was a poorly contrasted button labelled "promoting diversity"** which took me to a webpage with information on the published materials on this subject **but I had the same issue with poor contrast of text on the background**, but I can opt to **use the customisation features to suit my needs.**

Step 9

I am using Read&Write as assistive technology. I found the information in 5 seconds, so I **consider the accessibility 10/10 doing this task.**

The **text is easy to understand and fragmented into paragraphs that improve my comprehension of the information.**

The Commission regulates appointments to an extensive diverse list of public bodies which you can find at the following link:

<https://www.ethicalstandards.org.uk/regulated-bodies>

There were too many to list in this answer.

I could not find any more information on the types of public bodies or how they are classified so I am assuming this is the information the task calls for.

I found it simply by selecting the "regulating public appointments" link from the main menu and scrolling through the information until I found what I needed.

Again, this was achieved in just a few moments and I have **no accessibility issues to flag.**

Consistent labelling throughout and good structure with clearly defined headers made life much easier.

I went through the menu but **I couldn't find information about public bodies I may have missed the route to this due to my tunnel vision / the website's poor use of contrast at times**

Step 10

I'm using Read&Write as assistive technology. I found the information in the "About Us" section.

I accessed it by clicking on the menu. **The text is evident to me and short, with a good contrast between the text and background. I can understand it without reading twice.**

I would like to speak about the **animation on the body because it is funny and accessible.**

I found the relevant information by selecting the “about us” link in the submenu. There, I was able to read an overview of what the Commission does; cycling through the text using JAWS command and arrow keys.

From there, it was just a matter of clicking on the “our powers” button where I could do some further reading.

This was once more achieved in a very short time and at the risk of repeating myself, I have no accessibility issues to report.

I went to the “About Us” section of the menu (same comments as before apply, including about the foreground and background contrast) and I found the information.

Step 11

I am using Read&Write as assistive technology. Unfortunately, **I could not find the information. It is not clearly labelled what they do with my information.**

I found the above information in the “privacy policy”, handily located at the bottom of every page. Again, no problems with accessibility.

The layout of the policy is particularly easy to follow, making great use of headers and numbered lists for communicating information.

Also noted is the addition of a link which takes you to a page with explanations of terms used in the policy.

My user journey was always clear to me.

I went to the bottom to find the privacy policy but this text is small and has poor contrast. I managed with the webpage it took me to but the vertical section headers with black against a dark background are hard to read.

I tried to select them but no more information would appear, I tried selecting the plus icons too.

Step 12

I am using Read&Write as assistive technology.

I accessed the information by clicking on “Publication” and “Information”, and then I scrolled down to “Featured Publication”. Finally, I found the “Remote Working Agreement”.

I downloaded the PDF and **it is readable for my assistive technology by reading aloud from the pdf.**

The text is contrasted on the pdf but makes me feel dizzy because of the white background.

Thus, instead of the PDF, I've chosen the word format I can read in a dark style.

I had to search around a little to find this information, deducing first that it might be located in the "vacancies" section.

I did find it in the "employee handbook" however and was then able to quickly navigate to the policy I needed.

As with the other pages, **great use of clear headers, bullet points and numbered lists which allowed for a bit of skimming. I was able to skip past large blocks of text until I found what I wanted.**

Overall comments

In conclusion, I found the website 10/10 despite needing help finding the information on question 11. **Regarding accessibility, I can point out that the contrast is fantastic on this website.**

The tool on the top that I could configure my contrast and the font size made my dreams come true.

About the menu, most of the information appears labelled on this menu and is easy and fast to access the data.

The language is concise and straightforward to understand; therefore, it gives me a high understanding of the information.

The instructions are simple because a few diagrams tell how to make tasks-related complaints on the website.

Finally, I would like to speak about the animations with text that I liked because **they make the reading more delightful.**

My experience of navigating and interacting **with this website using a screen reader could not have been better.**

From my point of view, it is obvious that **every effort has been made to comply with WCAG and this site should be held up as a best-practice example to others.**

I was able to complete all tasks in this test in a timely manner and had a positive user experience throughout.

First looking at the site's structure and layout:

Page sequences, menus, headings, lists, form fields and textual information **were always structured so as to make navigation smooth.**

The site behaved with complete predictability so that I didn't ever lose my focus, or could not decide which logical steps to take next.

Every element was where I expected it to be located, i.e. main menus at the top of pages and documents like the privacy policy at the footer.

I would also like to point to the very handy location for the options for setting accessibility preferences.

They were extremely well sign-posted and labelled so functioned well.

All text content without exception could be followed with great ease and understood without any difficulty whatsoever.

This was thanks to a **simple cohesive layout, user-friendly language (where complex terms were used, and comprehensive explanations were provided), and a helpful approachable tone.**

Clear explanations of features on the sight **and how to use them were always available too and prompting never let me down once.**

The forms were particularly strong in these respects, telling me when passwords matched or if fields had errors.

The publications I was asked to access were equally accessible to me, in spite of them being lengthy documents. I was able to use the same page links and headings to quickly find the relevant sections, so could make use of skim reading at times.

Hyperlinks, buttons, drop-down menus and controls were labelled in exemplary fashion across every page. Their unique titles, clear descriptions and responsiveness meant they **worked as expected and made my journey much quicker.** Often, **supporting information was provided for links, telling you what you could expect to see, which is very useful.**

I was asked to access and complete forms on several occasions in this test and can report a 100% positive experience. From the registration process to the complaints form, I was able to carry out all tasks quickly and without hindrance of any sort.

The form fields were set out in such a way that I could tab between them and use arrow keys to make my selections. **Every one had clear labelling a full description of what the field was, as well as tips on how to fill it in.**

The combo boxes, checkboxes, drop-down menus and buttons all functioned well too. Status messaging throughout was equally as impressive. I cannot fault the process at all.

It is very unusual that I have nothing to flag from a website, but this is genuinely the case on this occasion. The design team should be congratulated.

I found the **menu easy to read but struggled with the drop-down boxes and with some of the contrast choices across the website**, and there were a couple of tasks I couldn't complete as I couldn't find the information.

I would use the customisation features but I would suggest making these more obvious.