Gangmasters & Labour Abuse Authority

Accessibility Report

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1. Summary

This report describes the conformance of the GLAA website with W3C's Web Content Accessibility Guidelines (WCAG).

Based on this evaluation, the GLAA website is close to meeting WCAG 2.1, Conformance Level AA. Detailed review results are available in Section 3 below. Feedback on this evaluation is welcome.

2. Background

Conformance evaluation of web accessibility requires a combination of semi-automated evaluation tools and manual evaluation. For this purpose, 10 Digital has combined results obtained from accessibility checking software as well as human assessment. The results in this report are based on evaluation conducted on the following date: 28/08/2020. The website may have changed since that time.

3. Issues

Accessibility issues identified in this report will be split into two categories based on the Web Content Accessibility Guidelines. These will be A – completely unusable for some people and AA - very difficult to use. Both levels must be met to ensure conformance.

1.1   Level A

This report describes the conformance of the GLAA website with W3C's Web Content Accessibility Guidelines (WCAG).

Based on this evaluation, the GLAA website is close to meeting WCAG 2.1, Conformance Level AA. Detailed review results are available in Section 3 below. Feedback on this evaluation is welcome.

a)   Alt attribute on images must not be file names (WCAG 2.1 A 1.1.1)

Screen readers use alt text to describe an image to visually impaired users. Alt text needs to be descriptive of an image and provide users with useful information. Images added through Umbraco use the file name as a title and by extension as alt text. In some cases, this leads to a non-descriptive alt text such as "image.jpg" or "picture". This problem is present on pages like https://www.gla.gov.uk/i-am-a/i-am-a-worker/, https://www.gla.gov.uk/i-am-a/i-supply-workers/, and https://www.gla.gov.uk/i-am-a/i-use-workers/, with 227 overall occurrences. This problem applies to images used in word and PDF documents as well.

What you can do: This can be changed through Umbraco's Media tab by clicking on an image of choice and changing its title attribute as seen in Figure 3.1.a. Due to the high amount of pages affected by this issue, best practice would be going through the available images in the Media tab and adding a meaningful description of the content in the title.

Update: This problem has been addressed by GLAA based on the previous report and most image names have been updated to be more relevant. The file name (.jpg, .png etc.) has not been removed from titles on all images, it will have to be removed to pass the WCAG requirements.
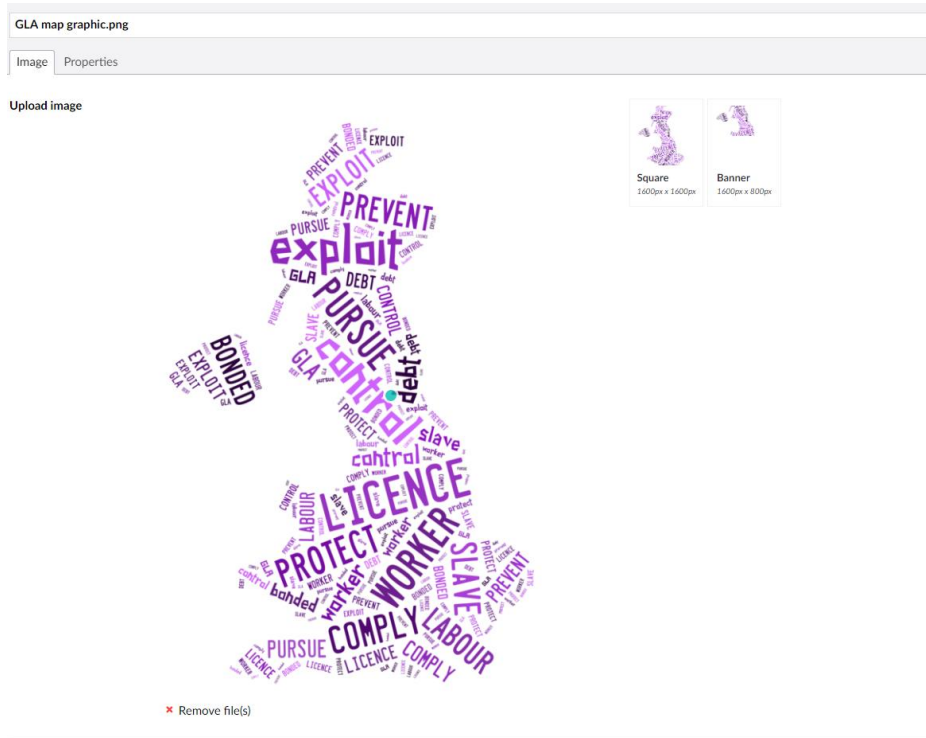
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Figure 3.1.a – Umbraco media editor

Pages affected: The changes applied by GLAA have reduced the number of incidents from 227 to 57, the remaining issues can be remedied through the Media tab for all occurrences across the website.
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b) Fieldsets do not have legend fields (WCAG 2.1 A H71)

Screen readers use a legend field to describe a specific fieldset or, as is the case for Umbraco Forms, an entire form.

What you can do: Forms generated by Umbraco forms do not include legend fields by default. These must be manually added in the green bar available in the Umbraco Forms interface. This will add a description of the form and it will be visible for all users.

Update: 10 Digital have made these fields visible to screen reader users only, GLAA needs to write a description for each Umbraco Form that accurately describes the form.
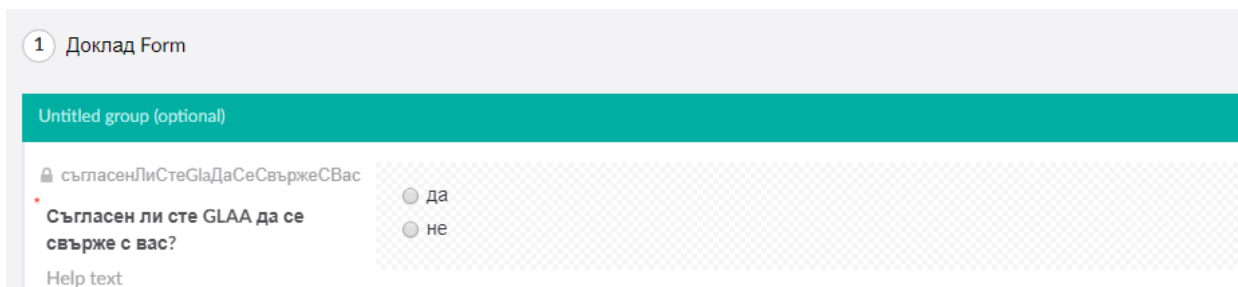
Figure 3.1.b – Umbraco Forms interface

Pages affected:

Page Name	URL
Contact Us	https://www.gla.gov.uk/contact-us/
Academic Research Requests	https://www.gla.gov.uk/home/academic-research-requests/
Speaker Request	https://www.gla.gov.uk/home/speaker-request/
Bulgarian Report Form	https://www.gla.gov.uk/report-issues/bulgarian-report-form/
English Report Form	https://www.gla.gov.uk/report-issues/english-report-form/
Latvian Report Form	https://www.gla.gov.uk/report-issues/latvian-report-form/
Lithuanian Report Form	https://www.gla.gov.uk/report-issues/lithuanian-report-form/
Polish Report Form	https://www.gla.gov.uk/report-issues/polish-report-form/
Portuguese Report Form	https://www.gla.gov.uk/report-issues/portuguese-report-form/
Romanian Report Form	https://www.gla.gov.uk/report-issues/romanian-report-form/
Slovak Report Form	https://www.gla.gov.uk/report-issues/slovak-report-form/

c) PDF documents do not have tags (WCAG 2.1 A 1.3.15)

What you can do: This can be remedied by enabling the 'Document structure tags' option in Microsoft Word, or the 'Tagged PDF' option in OpenOffice when exporting. Adobe Acrobat offers a plugin called 'Make Accessible' that can achieve the same result. Figure 3.c shows an example of the options menu available on the Microsoft Word export buttons.
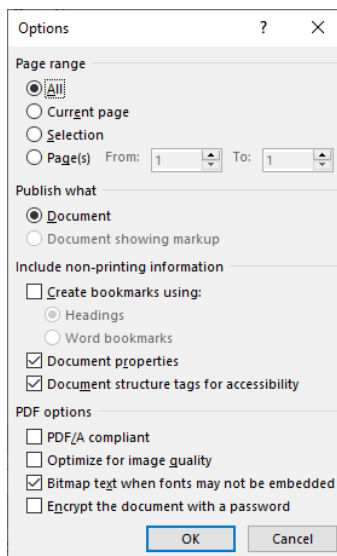

Figure 3.1.c – PDF export options for Microsoft Word

Files affected: Due to the issue extending to any PDF document without tags assigned there are 211 incidents, of which some are repeats. These can be remedied through the Umbraco Media tab for all occurrences across the website.

d) PDF documents do not have titles (WCAG 2.1 A F25)

What you can do: Any PDFs document produced in Microsoft Word can have a title added in the Document Settings menu.
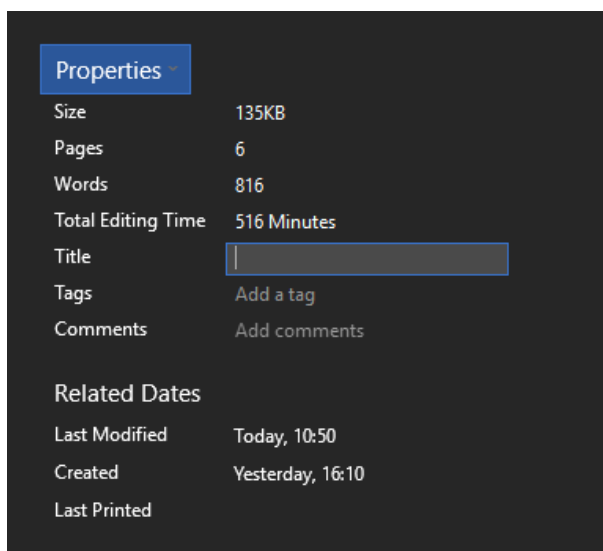

Figure 3.1.d - Document settings fields in Microsoft Word

Files affected: Due to the issue extending to any PDF document without a proper title assigned, there are 716 incidents, of which some may be duplicates of the same document. These can be remedied through the Umbraco Media tab for all occurrences across the website.

e) PDFs must be identified by the lang attribute (WCAG 2.1 A 3.1.1)

To aid screen readers in pronouncing words correctly all pages and documents require a lang attribute to indicate the content language.

What you can do: The PDF documents on the website do not have this feature currently but they can be amended using the document settings menu.
Pages affected: Due to the issue extending to any PDF document without a lang attribute assigned, there are 220 incidents, of which some may be duplicates of the same document. These can be remedied through the

f) Links should not use generic titles such as 'Read more' (WCAG 2.1 A F63)

All links for listing pages contain a generic 'Read more' description. This provides no information to users with a screen reader about where the link might take them.

What we can do: The listing description provided above the button offers a bit of context already, but we can add a helper aria field that is hidden for users without a screen reader.

Update: We have added helper aria fields for all news articles, there are two remaining links that can be edited by the GLAA in the mentioned pages. They will need to be changed from the text 'here' to be more descriptive. This practice will need to be continued for any new additions to the site to ensure WCAG compliance.
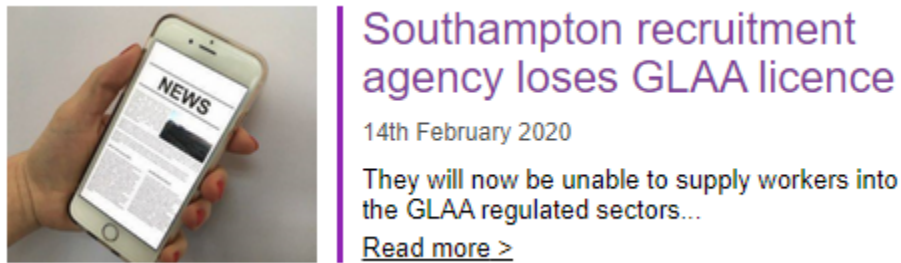

Figure 3.1.f – generic titled link

Pages affected:

Page Name	URL
Keep up to date with licence changes - Active Checks	https://www.gla.gov.uk/i-am-a/i-use-workers/keep-up-to-date-with-licence-changes-active-checks/
Consultation response welcomed by GLA	https://www.gla.gov.uk/whats-new/press-release-archive/130116-consultation-response-welcomed-by-gla/

1.2   Level AA

a)   **Phrases or paragraphs in different languages must be identified by the lang attribute (WCAG 2.1 AA 3.1.2)**

Different languages will be mispronounced by screen readers without a correctly assigned lang attribute. This attribute can be assigned to the entire page or any element nesting the paragraphs. This issue is limited to the report forms. Due to its small impact on the overall accessibility of the website this issue can be set aside for bigger accessibility concerns.
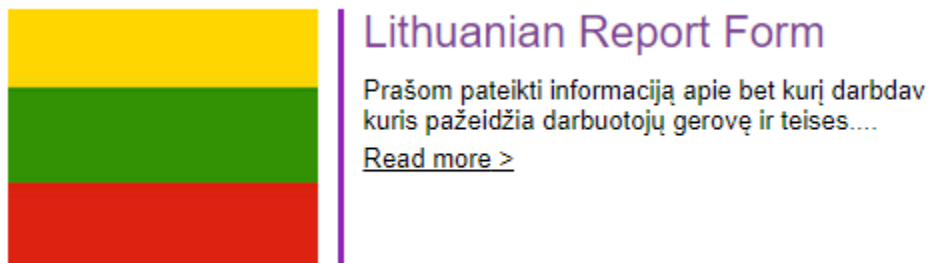

Figure 3.2.a – content written in a different language

Pages affected:

Page Name	URL
Report Issues	https://www.gla.gov.uk/report-issues/
Bulgarian Report Form	https://www.gla.gov.uk/report-issues/bulgarian-report-form/
Lithuanian Report Form	https://www.gla.gov.uk/report-issues/lithuanian-report-form/
Polish Report Form	https://www.gla.gov.uk/report-issues/polish-report-form/
Portuguese Report Form	https://www.gla.gov.uk/report-issues/portuguese-report-form/
Romanian Report Form	https://www.gla.gov.uk/report-issues/romanian-report-form/
Slovak Report Form	https://www.gla.gov.uk/report-issues/slovak-report-form/
Latvian Report Form	https://www.gla.gov.uk/report-issues/latvian-report-form/

4. Actions

The issues mentioned below have been actioned by 10 Digital at the request of GLAA and are no longer negatively impacting the website's accessibility.

Issue	Action
Links should not disable the default underline style	10 Digital has updated the website to always show underlines for links.
Frame and iframe elements must have a title attribute	10 Digital has updated all pre-existing frame and Iframe elements to have a title attribute.
Tables must have row and column headers using th elements	10 Digital has updated all pre-existing tables to have row and column headers using th elements.
Nested tables must be avoided	10 Digital has checked the currently affected pages and cleaned up the nested tables from the HTML.
Text headings should not be empty	10 Digital has removed all unnecessary empty text headings.
Search form does not have an assigned label or title	10 Digital has amended the existing Umbraco template and added the proper labels.
Scroll up button does not have alt text	10 Digital has amended the existing Umbraco template and added an alt attribute to the button.
Radio buttons with generic labels need to be enclosed in a fieldset with a legend explaining the label	Actioned by GLAA

5. Results and Recommended Actions

Accessibility features in which this site is strong include a sharp contrast between large amounts of text and background, clear page order when navigating the website using a keyboard, clear headings and labels, understandable language and logical ordering of content, incorporated screen reader.

Recommended priorities for maintaining accessibility features of site include reviewing content updates and ensuring all links are clearly named, images have appropriate names and do not contain any file extensions.

Historical documents (PDF, Word, etc.) can be left in their current state unless any updates are made after the new law comes into practice.

6. References

Page Name	URL
Web Content Accessibility Guidelines 2.1	https://www.w3.org/TR/WCAG21/
Web Content Accessibility Guidelines (WCAG) Overview	https://www.w3.org/WAI/intro/wcag
Techniques for WCAG 2.1	https://www.w3.org/WAI/WCAG21/Techniques/
Testing for Accessibility	https://www.gov.uk/service-manual/helping-people-to-use-your-service/testing-for-accessibility
Accessibility Tool Audit	https://alphagov.github.io/accessibility-tool-audit/