

Idox Public Access / Consultee Access Accessibility Response

About this document

This document comprises a series of statements produced after an accessibility audit of Idox Public Access / Consultee Access by the Idox Web Team. It is not a full accessibility statement but could be incorporated into one, either fully integrated or in its own linked document/webpage.

The document highlights any failures to meet the Web Content Accessibility Guidelines (WCAG) 2.2 (AA level) standards, and some further recommendations for improving accessibility, found in the un-skinned product – i.e. the product before customisations such as logos and branding colours have been applied.

Logos and other images such as icons, and branding colours are taken directly from your website during development of the web skin; they represent a snapshot of the website design at the time of skinning. If you wish to change these assets because you are now aware that they are in breach of the accessibility regulations, or you have already fixed these assets in your own website since the skin was developed, then you should request a skin update from your Idox Account Manager.

Scope

This document refers to Idox Public Access / Consultee Access, specifically release v3.2 to 3.6. The reCAPTCHA issues only apply from release 3.3 as this was when that feature was added.

Response

Idox Public Access / Consultee Access follows the [Web Content Accessibility Guidelines \(WCAG\) 2.2](#) (AA) standard and employs the following accessible best practices:

- Clear page titles for better orientation.
- Alternative text description for images ("alt text") and other non-text elements.
- Consistent and clear use of headings including a semantic hierarchy (where possible).
- Association of form controls with corresponding labels.
- Logical order for forms that can be navigated using a keyboard (e.g. Using the 'Tab' key to move between fields).
- Clear form error messages in proximity to corresponding erroneous form fields.
- Association of all data cells in a data table with their headers.
- Meaningful text for hyperlinks (and a title attribute, where applicable).
- Sufficient foreground and background colour contrast combinations for clear readability.
- Keyboard navigation, including for menus and calendar controls.

We are aware that there are some aspects of the product that are not fully accessible:

- **Non-unique HTML IDs:**

There are instances of non-unique HTML IDs, which is invalid mark-up, which affects how screen readers parse and announce the page content.

This fails WCAG success criterion [4.1.1 - Parsing](#)

- **Headings:**

Some page headings are not in a logical hierarchy order, which can affect how content is announced by screen reader technology and keyboard-only navigation.

This fails WCAG success criterion [2.4.6 – Headings and Labels](#)

- **Document icons alt text:**

On the Documents table, the action icons all have the same alternative text/titles, which means screen-reader users will not be able to distinguish between individual items.

This fails WCAG success criterion [1.3.1 Info and Relationships](#)

- **reCAPTCHA:**

Our third-party reCAPTCHA widget does not use sufficient colour contrast for some elements and may be difficult to use with the keyboard.

This fails WCAG success criteria [1.4.3 – Contrast \(Minimum\)](#) and [2.1.1 – Keyboard](#)

- **Map component:**

Our third-party map component uses some tables for layout; its controls do not always receive focus and are not accessible by keyboard navigation. Some functions (e.g. measuring distance and area) require a mouse or touch interface to achieve.

This fails WCAG success criteria [1.3.1 – Info and Relationships](#), [2.1.1 – Keyboard](#) and [2.5.7 – Dragging Movements](#)

- **Reflow:**

The desktop version of pages will not reflow without content scrolling both vertically and horizontally. This will make it more difficult for some users to use the content when zoomed into a page at higher values (e.g. 200%).

This fails WCAG success criteria [1.4.10 – Reflow](#)

- **Online measuring tool (OMT):**

The integrated online measuring tool (OMT v5.0) has various issues (which will need to be addressed independently of Public Access) - these include missing form labels, heading levels and alternative text for images/icons; empty elements (i.e. with no text content); and low colour contrast.

These fail WCAG success criteria [3.3.2 - Labels or Instructions](#), [2.4.4 - Link Purpose \(In Context\)](#), [1.4.3 – Contrast \(Minimum\)](#)

How we tested Idox Public Access / Consultee Access

An un-skinned version of the product (v3.6) was last tested on 09 February 2024. The Idox Web Team carried out the testing, with the help of accessibility testing software WAVE and AXE.

As there are many identical pages (i.e. case files), a representative selection of these pages was tested.

What we are doing to improve accessibility

We're using reports from accessibility software, WAVE and AXE, and following WCAG guidelines to work towards being fully compliant with WCAG 2.2 AA success criteria.

We will work to address any issues which are brought up by users, as well as reviewing the compliance as part of any future updates to Idox Public Access / Consultee Access.

Document history

| Change | Action | Notes | Date |
|---|---------|---|------------|
| General content | Edited | Changes for WCAG 2.2 | 09/02/2024 |
| Use of the map requires user input via mouse/touch for some features | Added | Added to product backlog | 09/02/2024 |
| Page content does not reflow without horizontal and vertical scrollbars at higher levels of zoom. | Added | Added to product backlog | 27/04/2023 |
| Border colour contrast increased on search inputs. | Removed | Fixed in v3.4 and v3.5 of product release | 18/04/2023 |
| Hyperlink styling uses colour alone. There needs to be a stronger indication of hyperlinks in the body of the page. | Removed | Fixed in v3.5 of product release | 01/03/2023 |
| Documents table action icons have identical alt text/titles | Added | Added to product backlog | 11/04/2022 |
| Hyperlink styling uses colour alone. There needs to be a stronger indication of hyperlinks in the body of the page. | Added | Added to product backlog | 11/04/2022 |
| Error messages contain invalid mark-up | Removed | Fixed in v3.4 of product release | 25/01/2021 |

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| Image buttons missing alt text | Removed | Fixed in v3.4 of product release | 25/01/2021 |
| Form inputs missing labels | Removed | Fixed in v3.4 of product release | 25/01/2021 |
| Content not contained in semantic landmarks | Removed | Fixed in v3.4 of product release | 25/01/2021 |
| Online measuring tool (various issues) | Added | Newly tested plug-in (OMT v5.0) | 25/01/2021 |
| Scope & How We Tested sections | Edited | New product version and last tested date | 25/01/2021 |