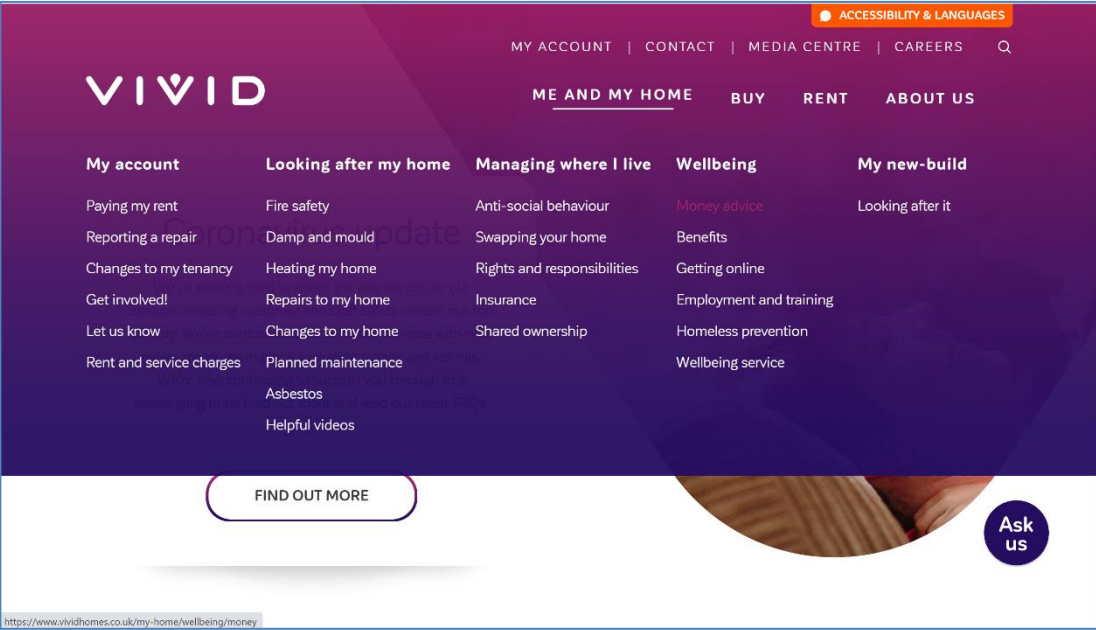



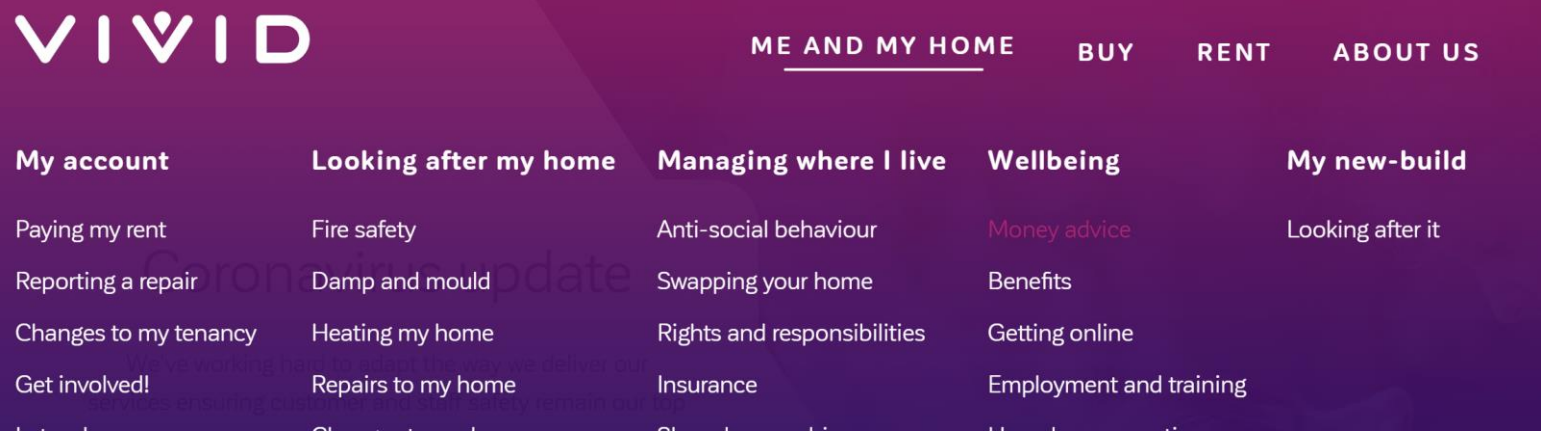
Project / Client:	Vivid Homes
Project Manager:	Dan Taylor
Auditor:	Penny Everett
Design Accessibility Audit date:	29 July 2020
Test Iteration:	1
Test Site(s):	https://www.vividhomes.co.uk

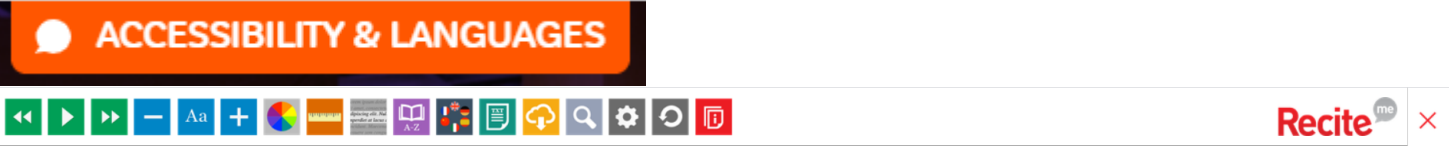

#	Defect Description	Level	Progress
	<p>Note:</p> <p>Every website MUST meet the web content accessibility guidelines at Single-A compliance and SHOULD meet the requirements of Double-A.</p> <p>Auditor has raised 16 main issues within this representative sample, in which this website infringes the current WCAG 2.1 guidance and, therefore, requires attention.</p> <p><i>Please Note: This website was very difficult to audit as there are so many accessibility issues and WCAG failures at Single-A that it was difficult for the Auditor to identify them as separate entities which need attention on an individual basis but are part of the design of the website. Additionally, there is a sub-website (different URL) which the main website is directly connected to.</i></p> <p><i>The navigation and use of a text link button to scroll further down the page with more link text buttons would make the site confusing to the cognitively impaired and blind user.</i></p> <p><i>For instance, there appears to be little keyboard navigation available on this web site. This means that Assistive Technology users (including the blind and cognitively impaired) will find the website completely inaccessible. Very ironic considering there is a Learning and Development team who appear to cover many aspects of support to help new members of staff as well as supporting customers with life skills. Plus, the Sign Language facility on the website which is admirable accessibility support made available for the hearing impaired</i></p>		

#	Defect Description	Level	Progress
	<p><i>However, it would appear that the designers of this website concentrated on the mobile version, which appears to be more user friendly, than the PC/computer version. Although it must be noted that many disabled users do not access websites via a mobile phone.</i></p>		
1	<p>Secondary Main Menu drop downs Main menu on hover fills most of the page and makes it difficult for the motor impaired to close as they have to move their pointer device towards the bottom of the page if they wish to return to the main menu header.</p>	<p>Fail WCAG 2.1 SC 1.4.13 AA</p>	<p>Resolved - 10/09/2020. Menu size reduced, with options added to stabilise the movement.</p>

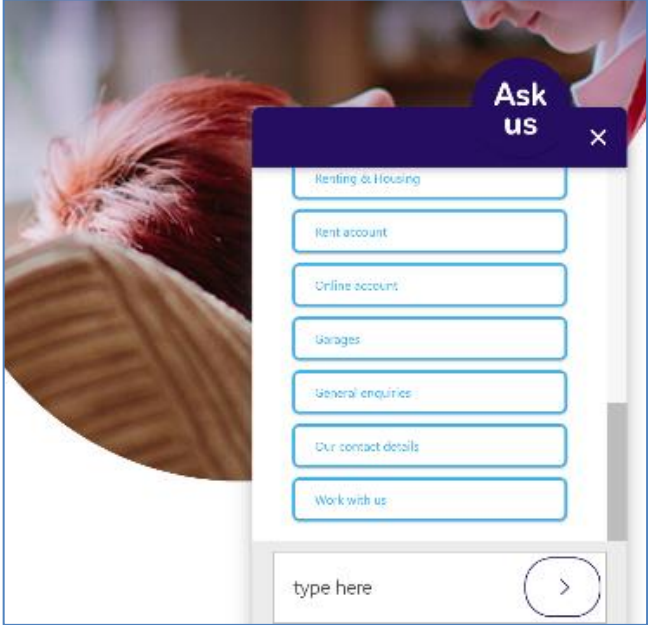
#	Defect Description	Level	Progress
	 <p>The screenshot shows the Vivid website's navigation menu. At the top, there are links for 'MY ACCOUNT', 'CONTACT', 'MEDIA CENTRE', and 'CAREERS'. Below this is the 'ME AND MY HOME' section, which is divided into five columns: 'My account', 'Looking after my home', 'Managing where I live', 'Wellbeing', and 'My new-build'. Each column contains a list of links related to that category. For example, 'My account' includes 'Paying my rent', 'Reporting a repair', 'Changes to my tenancy', 'Get involved!', 'Let us know', and 'Rent and service charges'. 'Looking after my home' includes 'Fire safety', 'Damp and mould', 'Heating my home', 'Repairs to my home', 'Changes to my home', 'Planned maintenance', 'Asbestos', and 'Helpful videos'. 'Managing where I live' includes 'Anti-social behaviour', 'Swapping your home', 'Rights and responsibilities', 'Insurance', and 'Shared ownership'. 'Wellbeing' includes 'Money advice', 'Benefits', 'Getting online', 'Employment and training', 'Homeless prevention', and 'Wellbeing service'. 'My new-build' includes 'Looking after it'. At the bottom of the menu, there is a 'FIND OUT MORE' button and an 'Ask us' button. The URL at the bottom of the screenshot is 'https://www.vividhomes.co.uk/my-home/wellbeing/money'.</p>		
2	<p>Bypass Blocks using the keyboard Home page</p> <p>The only way to access the main content of top level pages via the keyboard is by tabbing through the whole menu on the page first. It is recommended that a 'Skip to main content' link be applied at the top of the page which would rectify this.</p> <p>This affects all users who use the keyboard to navigate.</p>	Fail SC 2.4.1 A	Resolved - 10/09/2020. A 'skip to main content' function was added.
3	<p>There appears to be little or no keyboard navigation on this website apart from forms This affects both the blind screen reader user and Assistive Technology users.</p> <p>Additionally, keyboard navigators are unable to either 'Manage setting' of cookies or 'Accept' cookies when they first enter the site.</p>	Fail SC 2.4.1 A	Resolved - 10/09/2020. Keyboard navigation was added to the whole site.

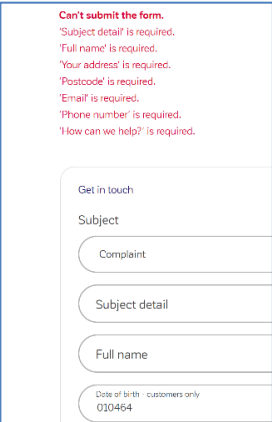
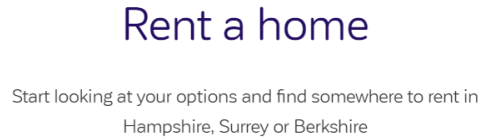

Additionally, older users and the cognitively impaired may find the drop down menu suddenly being displayed very confusing as it tends to go up and down at the slightest user movement thus appearing to be unstable.

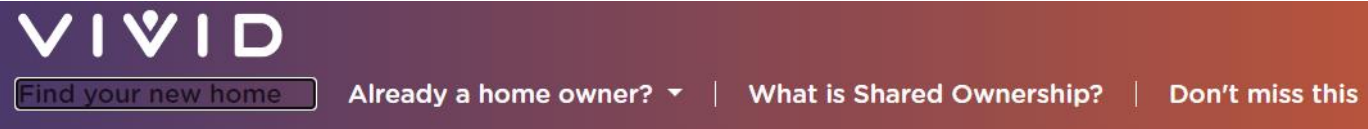

#	Defect Description	Level	Progress
			
4	<p>Main Menu contrast In normal view the contrast between the text colour on hover and the background colour makes the menu text difficult to discern.</p>  <p>As can be seen on the screengrab above, the text under “Wellbeing” is hard to read.</p>	Fail SC 1.4.3 AA	Resolved - 10/09/2020. The hover over colour was removed and hover over is indicated by a white underline instead.
5	<p>Visited Hyperlinks Visited hyperlinks are normally identified by a change in the text colour. This is not evident on any part of this website. This affects the cognitively impaired and the elderly users who may have some short-term memory loss.</p>	Usability	This point was investigated but couldn't be suitably resolved. No suitable options existed within our corporate brand colour palette. Using non-brand colours resulted in a

#	Defect Description	Level	Progress
			disorientating and off-brand view. We'll consider this point with future web developments.
6	<p>Accessibility & Languages (options) When accessing the Recite toolbar the read out loud voice synthesizer is switched on by default which some users would find very distracting.</p> <p>Additionally, this tool is not available to keyboard users in that if they do manage to open it they are unable to select the various options, or to close it if they no longer wish to have it displayed on screen.</p>  <p>Also, Auditor noted that the "Accessibility & Languages" tool messages can be overlaid on the screen by menu links.</p> 	Fail SC 2.1.1 A	<p>The default setting reflects the user's settings and performs as it should.</p> <p>The Recite toolbar is now fully keyboard accessible and instructions have been added to help explain this to users: resolved 10/09/20.</p> <p>The issue with the toolbar being overlaid by menus was resolved on 10/09/2020.</p>
7	<p>No hover or keyboard on-focus for H2 heading links https://www.vividhomes.co.uk/news</p>	Fail SC 2.4.7 AA	Resolved - 10/09/2020. The functions were incorporated within the website.


#	Defect Description	Level	Progress
	<div data-bbox="136 252 1099 663" style="border: 1px solid gray; padding: 10px;"> <p>CUSTOMER NEWS FIRE SAFETY JUL 2020</p> <h2>Top tips to keep you and your family fire safe</h2> <p>Your safety in your home is our top priority and we work closely</p> </div> <p>Sighted keyboard users do not have any hover feedback on a heading text link.</p> <p>Additionally, the sighted pointer users would benefit from the heading changing colour when on hover.</p>		
8	<p>Accordions not available to keyboard navigators https://www.vividhomes.co.uk/careers/learning-vivid and https://www.vividhomes.co.uk/careers</p> <p>Keyboard users are unable to navigate to the plus sign in order to open the accordion.</p> <div data-bbox="163 903 1261 1051" style="border: 1px solid gray; border-radius: 15px; padding: 10px; display: flex; justify-content: space-between; align-items: center;"> The Employment and training team delivers a wide range of tailored and flexible support to our customers. Let us introduce you to the team... + </div>	Fail SC 2.1.1 A	Resolved - 10/09/2020. All accordions are accessible via keyboard navigation.
9	ChatBot	Fail SC 2.1.1 A	This is an issue with the third-party software. We approached the supplier for a solution but there is no imminent fix, they will address this point in due course. Introducing an

#	Defect Description	Level	Progress
	 <p>The chatbot is not accessible via the keyboard. When accessed using the pointer it opens at the bottom of the page of the chatbot instead of at the top of the chatbot page, which then requires the user to scroll to the top to read the instructions.</p> <p>This effects all users, regardless of accessibility, but particularly the visually and cognitively impaired.</p>		<p>alternative chatbot system would currently be a disproportionate burden. We'll address this in our accessibility statement.</p> <p>The bot opens at the bottom and performs this way to make it easier for users who are using the chatbot. It performs as expected.</p>
10	<p>Contact Us Form Contact us page</p>	<p>Fail SC 3.3.2 A and SC 3.3.3 AA</p>	<p>Resolved - 10/09/2020. All the changes have been made and incomplete forms are much easier to navigate.</p>

#	Defect Description	Level	Progress
	 <p>If the form is submitted with an identifiable error, the user is landed back at the top of the page and unaware that the form has not been submitted.</p> <p>Once the Auditor located the “errors” and the fact that the form had not been submitted, it was noted that even though the highlighted fields are required there was no indication of this on the form.</p> <p>Also, the one field that insisted on a particular type of entry (d-o-b: dd/mm/yy) did not come up as an error even though the input was incorrect.</p>		
11	<p>Centred text for Intro box https://www.vividhomes.co.uk/my-options/rent</p>  <p>Users with dyslexia find centred paragraphs of text difficult to read and you are advised not to set a content style that is centred.</p>	Advisory	This advisory point was considered, but changing the alignment has a significant impact on the design and layout of the website. As such, it'll be considered in line with future web developments.
12	<p>Main menus when on pointer hover cannot be easily discerned https://yourvividhome.co.uk/</p> <p>When using the pointer for on-focus for the main menus they change to medium dark text on a dark background with a contrast ratio of 2.72:1 which fails WCAG although it is noted that it can still be discerned.</p> 	Fail SC 1.4.3 A	This point relates to a different VIVID website. The relevant team has been made aware to action by December 2020.

#	Defect Description	Level	Progress
13	<p>Main menus when on-focus via keyboard navigation https://yourvividhome.co.uk/</p> <p>Sighted keyboard users will not be able to easily discern the name of the menu currently on-focus.</p>  <p><i>Note: The drop-down menu item "Already a home owner?" is completely bypassed when using keyboard navigation.</i></p>	Fail SC 2.1.1 AA	This point relates to a different VIVID website. The relevant team has been made aware to action by December 2020.
14	<p>On-focus using tab navigation https://www.vividhomes.co.uk/my-home/looking-after/repairs-my-home</p> <p>Sighted keyboard navigators will not be able to discern what link text they have landed on. Unlike pointer users who will see red text on a white background.</p> 	Fail SC 1.4.3 A	Resolved - 10/09/2020. All buttons have a white roll-over state, so the text is visible.

#	Defect Description	Level	Progress
15	<p>The “Buy” menu link takes you to a different Vivid Homes website https://www.vividhomes.co.uk/ and https://yourvividhome.co.uk/</p> <p>Many users may be confused by the change of URL.</p> <p>Additionally, once landing on this alternative website, keyboard navigators are unable to access the various individual pull down option lists within “Start your search”.</p> <div data-bbox="136 715 947 1201" data-label="Form"> </div>	<p>Usability and Fail SC 2.1.1 A</p>	<p>Resolved - 22/09/2020. The menu issue was resolved with the addition of new pages on the corporate site, which make the user journey clearer. And the text for links that go straight through to the sales website, which can be found on pages on the corporate site, have been updated to explain the journey to users.</p> <p>This keyboard navigation point relates to a different VIVID website. The relevant team has been made aware to action by December 2020.</p>

#	Defect Description	Level	Progress
16	<p>The Buy menu link on the Home page appears to have two different links https://yourvividhome.co.uk/ Pointer users https://www.vividhomes.co.uk/my-home/account keyboard navigators</p>  <p>The screenshot shows a dark blue navigation bar with white text. The top row contains 'MY ACCOUNT CONTACT MEDIA CENTRE CAREERS'. The bottom row contains 'ME AND MY HOME BUY RENT ABOUT US', where 'BUY' is highlighted with a white background.</p>	Fail SC 2.1.1 A	Resolved - 10/09/2020. Clarified that this isn't a fault, but due to the menu structure.