

Accessibility across UK Local Authorities

Socitm and Sitemorse collaboration – *supporting BetterConnected*

Introduction

Digital accessibility regulation is challenging to manage and is negatively impacting those for whom the rules should be assisting. Public sector bodies must deal with accessibility, against a timetable.

Now with a specific timeline in relation to the public sector achieving accessibility compliance for their websites, we have summarised our Q3 / 2019 results, reporting the position across the sector.

For over 10 years Sitemorse have been in partnership with Socitm, working on numerous initiatives including BetterConnected.



In Summary.

For the Sitemorse 2019 Q3 UK Local Government INDEX we assessed over 400 authority websites for adherence to WCAG 2.1. The INDEX was compiled following some 250 million tests, checks and measures across nearly 820,000 URLs.

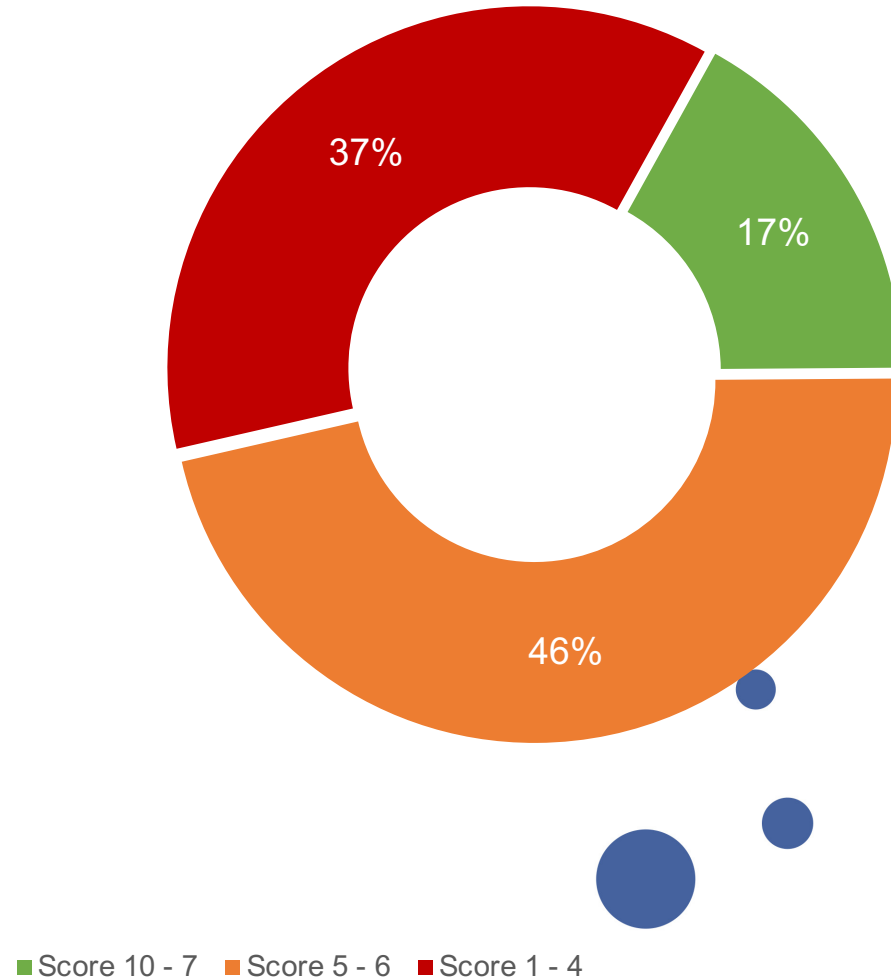
Comparing the Q3 to the Q2 results; 49 improved, 44 dropped, with the balance remaining the same.

Three Local Authorities achieved a score of 10 (out of 10) for accessibility.

It's important to note that the INDEX covers the main website of each authority. The law applies to all websites operated, directly or on behalf of the authority.

The target score is 7.7 out of 10.

- Pages passing accessibility level A: 87.11%
- Pages passing accessibility level AA: 12.2%
- Of the 3,550 PDF's 56.4% PDF's passed the accessibility tests.



It is important to note that this score is for automated tests; there are still manual tests that need to be performed however, a score of 10 demonstrates a thorough understanding of what needs to be done and it is highly likely that the manual tests will pass too.

The Top 10.

- 
- 1 **Orkney Islands Council**
<https://www.orkney.gov.uk/>
 - 1 **North Devon Council**
<https://www.northdevon.gov.uk/>
 - 1 **Harrogate Borough Council**
<https://www.harrogate.gov.uk/>
 - 4 **Broxtowe Borough Council**
<https://www.broxtowe.gov.uk/>
 - 5 **Blaby District Council**
<https://www.blaby.gov.uk/>
 - 6 **Comhairle nan Eilean Siar**
<https://www.cne-siar.gov.uk/>
 - 7 **Eden District Council**
<https://www.eden.gov.uk/>
 - 8 **Bracknell Forest Council**
<https://www.bracknell-forest.gov.uk/>
 - 9 **Cheshire East Council**
<https://www.cheshireeast.gov.uk/>
 - 10 **Richmondshire District Council**
<https://www.richmondshire.gov.uk/>

What are the Regulations?

The EU Directive on the accessibility of public sector websites and mobile apps *(Directive (EU) 2016/2102 using European standard EN 301 549 V1.1.2 (2015-04)), came into force for in the UK on 23 September 2018. The aim of the regulations is to ensure public sector websites and mobile apps can be used by as many people as possible.

The Directive lists 3 dates for compliance to be achieved:

- 22 September 2019
 - New public sector websites (*those published after 22 September 2018*)
- 22 September 2020
 - All other public sector websites
- 22 June 2021
 - Public sector mobile apps

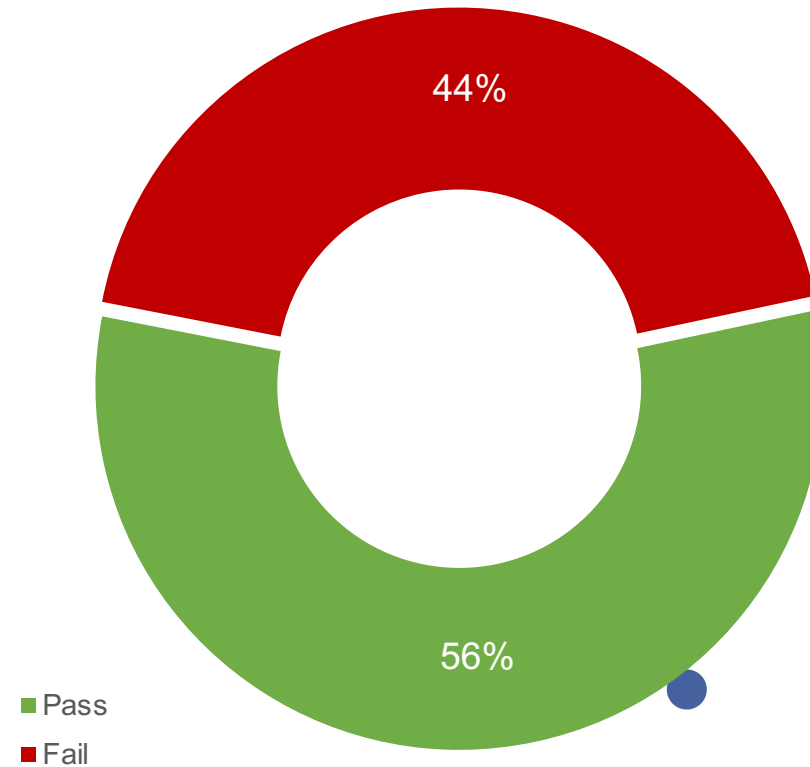
PDF documents.

Along with the compliance assessment of web pages, we also reviewed each Local Authorities Websites PDF documents.

In total there were 3,550 PDF's assessed of which 56.4% passed accessibility.

2 of the most common actions required to improve levels of compliance;

- Content Tagging
- Document Titles



Historic PDF management.

The *regulation has allowances for historic PDF documents. The full text of the regulation can be viewed online, in relation to PDF's;

Citation and commencement 1.—

(1) These Regulations may be cited as the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

(2) These Regulations come into force on 23rd September 2018.

Revocation 2.

The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018(1) are revoked.

Application 4.—

(2) These Regulations do not apply to the following content of a website or mobile application of a public sector body—

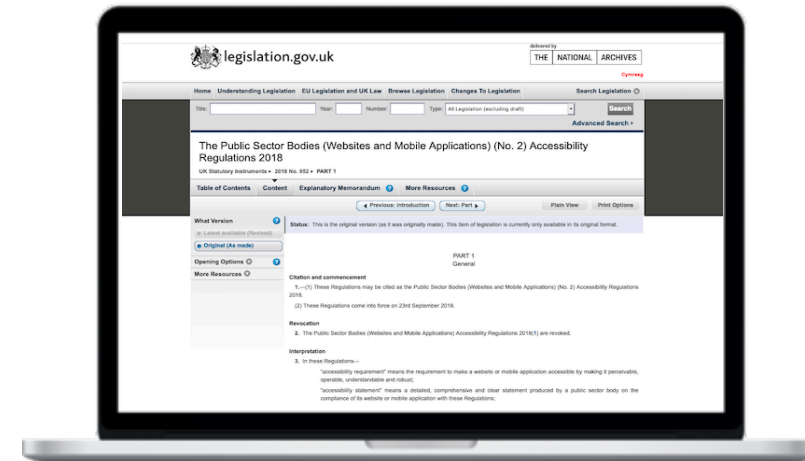
(a) office file formats published before 23rd September 2018, unless such content is needed for active administrative processes relating to the tasks performed by the public sector body;

(3) In this regulation—

- (a) “archives” means a website or mobile application which—
- (i) only contains content that is not needed for active administrative processes; and
 - (ii) is not updated or edited after 23rd September 2019;

.....

(d) “office file formats” means a document in a format that is not intended primarily for use on the web and that is included in web pages, such as Adobe Portable Document Format, Microsoft Office documents or their open-source equivalents.



“standard” has the meaning set out in Article 2(1) of **Regulation (EU) No 1025/2012 of the European Parliament and of the Council on European standardisation

**<http://www.legislation.gov.uk/eur/2012/1025/contents>

Full Results – breakdown by authority.

We completed the Q3 assessments in July 2019, with a total of 266,479,655 tests, checks and measures (*all categories*) across 819,653 URL's. Against each website, a min number of pages is required to allocate a score against, (which is 51) the majority of websites have scores calculated based on 125 pages (proportional).

Following sites we excluded;

- Armagh
- Calderdale Council
- Chorley
- Erewash Borough Council
- Leeds City Council
- Newry, Mourne and Down District Council
- Dudley Metropolitan Borough Council

The detail of individual exclusions is available on request.

Scoring (out of 10)	Percentage
10	0.7%
9	4.0%
8	7.9%
7	4.0%
6	28.7%
5	18.1%
4	3.2%
3	14.6%
2	1.0%
1	2.7%
0	15.1%

Local Authorities Scoring 10 (out of 10) for Accessibility

Harrogate Borough Council

North Devon Council

Orkney Islands Council

Scoring 9 (out of 10)

Blaby District Council

Bracknell Forest Council

Broxtowe Borough Council

Cheshire East Council

Chichester District Council

Comhairle nan Eilean Siar

Daventry District Council

Derbyshire County Council

East Renfrewshire Council

Eden District Council

North Warwickshire Council

Redbridge London Borough Council

Richmondshire District Council

Scarborough Borough Council

Thurrock Council

Wigan Council

Scoring 8 (out of 10)

Amber Valley Borough Council

Ards and North Down Borough Council

Basingstoke & Deane Borough Council

Bassetlaw District Council

Bridgend County Borough Council

Bromley

Buckinghamshire County Council

Cherwell District Council

Cornwall Council

Craven District Council

Dacorum Borough Council

Dartford Borough Council

Dumfries and Galloway Council

Fenland District Council

Hinckley & Bosworth Borough Council

London Borough of Hillingdon Council

London Borough of Richmond upon Thames Council

North Somerset Council

Norwich City Council

Oxford City Council

Perth & Kinross Council

Reigate and Banstead Borough Council

Rhondda Cynon Taf Borough Council

Rochdale Borough Council

Slough Borough Council

South Northamptonshire Council

Spelthorne Borough Council

Surrey County Council

Swindon Borough Council

Teignbridge District Council

Torfaen County Borough Council

Wrexham County Borough Council

Scoring 7 (out of 10)

Blackpool Council

Bournemouth Borough Council

Ceredigion County Council

City of London Corporation

Derby City Council

Dorset for you

Durham County Council

Government of Jersey

Kirklees Council

Neath Port Talbot County Borough Council

Oadby & Wigston Borough Council

Pendle Borough Council

Somerset West and Taunton Council

South Ayrshire Council

Worcestershire County Council

Aberdeen City Council

Local Authorities Scoring 6 (out of 10) for Accessibility

Adur & Worthing Council
Antrim & Newtownabbey Borough Council
Babergh District Council
Basildon Council
Bolton Council
Borough Council of King's Lynn & West Norfolk
Borough Council of Wellingborough
Boston Borough Council
Braintree District Council
Breckland Council
Bristol City Council
Broadland District Council
Bury Council
Canterbury City Council
Central Bedfordshire Council
Cheltenham Borough Council
Cheshire West & Chester Council
City of Lincoln Council
City of York Council
Clackmannanshire Council
Conwy County Borough Council
Coventry City Council
Croydon London Borough Council
Darlington Borough Council
Doncaster Metropolitan Borough Council
Dundee City Council
East Herts Council
East Lothian Council
East Northamptonshire Council

East Staffordshire Borough Council
East Sussex County Council
Eastbourne Borough Council
Eastleigh Borough Council
Elmbridge Borough Council
Enfield Council
Exeter City Council
Falkirk Council
Flintshire County Council
Gosport Borough Council
Gravesham Borough Council
Great Yarmouth Borough Council
Hambleton District Council
Harborough District Council
Hartlepool Borough Council
Hastings Borough Council
Havering London Borough Council
Herefordshire Council
Hertsmere Borough Council
Hull City Council
Inverclyde Council
Isle of Anglesey County Council
Kensington and Chelsea London Borough Council
Kent County Council
Kettering Borough Council
Leicestershire County Council
Lewes and Eastbourne Councils
Lichfield District Council
London Borough of Sutton Council

London Borough of Waltham Forest Council
Maldon District Council
Manchester City Council
Medway Council
Melton Borough Council
Mid Suffolk District Council
Mid Sussex District Council
Mid Ulster District Council
New Forest District Council
Newport City Council
North Ayrshire Council
North Hertfordshire District Council
North Lanarkshire Council
North Yorkshire County Council
Northampton Borough Council
Nottingham City Council
Nuneaton & Bedworth Borough Council
Plymouth City Council
Poole Borough Council
Reading Borough Council
Renfrewshire Council
Rossendale Borough Council
Rother District Council
Royal Borough of Greenwich Council
Runnymede Borough Council
Rushmoor Borough Council
Rutland County Council
Sandwell Metropolitan Borough Council
Scottish Borders Council

Sedgemoor District Council
Shepway District Council
South Holland District Council
South Kesteven District Council
South Lakeland District Council
Staffordshire Moorlands District Council
Stevenage Borough Council
Stoke-on-Trent City Council
Sunderland City Council
Tamworth Borough Council
Tandridge District Council
Thanet District Council
The City of Edinburgh Council
The Highland Council
The Moray Council
The Royal Borough of Windsor and Maidenhead Council
Tonbridge and Malling Borough Council
Torbay Council
Torridge District Council
Vale of Glamorgan Council
Wakefield Council
Warrington Borough Council
Warwickshire County Council
Watford Borough Council
Waverley Borough Council
West Lindsey District Council
West Sussex County Council
Wokingham Borough Council
Wycombe District Council

Local Authorities Scoring 5 (out of 10) for Accessibility

Allerdale Borough Council

Argyll & Bute Council

Arun District Council

Ashfield District Council

Ashford Borough Council

Aylesbury Vale District Council

Birmingham City Council

Bromsgrove District Council

Caerphilly County Borough Council

Camden London Borough Council

Castle Point Borough Council

Causeway Coast and Glens Borough Council

Chelmsford City Council

City and County of Swansea Council

City of Bradford Metropolitan District Council

Colchester Borough Council

Cumbria County Council

Denbighshire County Council

Devon County Council

Ealing London Borough Council

East Riding of Yorkshire Council

Fareham Borough Council

Fermanagh & Omagh District Council

Fife Council

Gateshead Council

Gedling Borough Council

Guildford Borough Council

Gwynedd Council

Hammersmith & Fulham Council

Haringey London Borough Council

High Peak Borough Council

Isle of Wight Council

Kingston upon Thames London Borough Council

Lambeth London Borough Council

Lancaster City Council

London Borough of Hounslow Council

Luton Borough Council

Mansfield District Council

Mid Devon District Council

Milton Keynes Council

Mole Valley District Council

Newark and Sherwood District Council

Newcastle-under-Lyme

Newham London Borough Council

Norfolk County Council

North Kesteven District Council

North Lincolnshire Council

North Norfolk District Council

North West Leicestershire District Council

Nottinghamshire County Council

Peterborough City Council

Redditch Borough Council

Rotherham Metropolitan Borough Council

Ryedale District Council

Shropshire Council

South Hams District Council

South Tyneside Council

Southend-on-Sea Borough Council

St Helens Council

Stafford Borough Council

Stockport Metropolitan Borough Council

Stroud District Council

Tameside Metropolitan Borough Council

Telford & Wrekin Council

Trafford Council

Tunbridge Wells Borough Council

Warwick District Council

Wealden District Council

West Berkshire Council

West Devon Borough Council

West Dunbartonshire Council

West Suffolk - Forest Heath and St Edmundsbury Councils

Wiltshire Council

Local Authorities Scoring 4 (out of 10) for Accessibility

Aberdeenshire Council

Barnsley Metropolitan Borough Council

Belfast City Council

Glasgow City Council

Hampshire County Council

Harlow Council

London Borough of Bexley Council

Malvern Hills District Council

Midlothian Council

Pembrokeshire County Council

Solihull Metropolitan Borough Council

South Gloucestershire Council

Wyre Council

Scoring 3 (out of 10)

Barrow-in-Furness Borough Council

Bath & North East Somerset Council

Bedford Borough Council

Brentwood Council

Burnley Borough Council

Cannock Chase Council

Chiltern District Council

Copeland

Cotswold District Council

Derry City and Strabane District Council

Dover District Council

East Devon District Council

Hackney Council

Halton Borough Council

Hart District Council

Ipswich Borough Council

Knowsley Metropolitan Borough Council

Leicester City Council

Lincolnshire

Lisburn & Castlereagh City Council

Maidstone Borough Council

Mendip District Council

Merton Council

Middlesbrough Council

Monmouthshire County Council

North Tyneside Council

Northamptonshire County Council

Northumberland County Council

Oldham Council

Oxfordshire County Council

Powys County Council

Preston City Council

Rugby Borough Council

Salford City Council

Selby District Council

Sevenoaks District Council

Shetland Islands Council

South Bucks District Council

South Derbyshire District Council

South Norfolk Council

South Oxfordshire

South Ribble Borough Council

Southampton City Council

Southwark Council

Stockton-on-Tees Borough Council

Swale Borough Council

Test Valley Borough Council

Tewkesbury Borough Council

Tower Hamlets Council

Uttlesford District Council

Vale of White Horse District Council

Walsall Council

Welwyn Hatfield Borough Council

West Lothian Council

West Oxfordshire District Council

Westminster City Council

Winchester City Council

Worcester City Council

Wychavon District Council

Local Authorities Scoring 2 (out of 10) for Accessibility

Hertfordshire
Suffolk County Council

London Borough of Barking & Dagenham

Portsmouth City Council

Scoring 1 (out of 10)

Blackburn with Darwen Borough Council
Forest of Dean District Council
Gloucestershire County Council
Horsham District Council

Huntingdonshire District Council
Redcar and Cleveland Borough Council
Sheffield City Council
South Lanarkshire Council

South Staffordshire Council
St Albans City & District Council
Wandsworth Council

Scoring 0 (out of 10)

Angus Council
Barnet London Borough Council
Blaenau Gwent County Borough Council
Bolsover District Council
Brent Council
Broxbourne Borough Council
Cambridge City Council
Cambridgeshire County Council
Carlisle City Council
Carmarthenshire County Council
Charnwood Borough Council
Chesterfield Borough Council
City of Wolverhampton Council
Corby Borough Council
Council of the Isles of Scilly
Crawley Borough Council
Derbyshire Dales District Council
East Ayrshire Council
East Cambridgeshire District Council
East Dunbartonshire Council
East Hampshire District Council

East Lindsey District Council
East Suffolk
Epping Forest District Council
Epsom & Ewell Borough Council
Essex County Council
Fylde Council
Gloucester City Council
Harrow Council
Havant Borough Council
Hyndburn Borough Council
Islington London Borough Council
Lancashire County Council
Lewisham London Borough Council
Liverpool City Council
London Mayor
Merthyr Tydfil County Borough Council
Mid & East Antrim Borough Council
Newcastle City Council
North East Derbyshire District Council
North East Lincolnshire Council
Ribble Valley Borough Council

Rochford District Council
Rushcliffe Borough Council
Sefton Council
Somerset County Council
South Cambridgeshire District Council
South Somerset District Council
Staffordshire County Council
States of Guernsey
Stirling Council
Stratford-on-Avon District Council
Surrey Heath Borough Council
Tendring District Council
The City of Cardiff Council
Three Rivers District Council
Waveney Council
West Lancashire Borough Council
Wirral Council
Woking Borough Council
Wyre Forest District Council

More information?

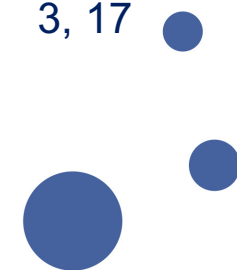
We run 3 webinars, every Tuesday:

- The INDEX – an introduction to the Sitemorse INDEX
- Pragmatic Accessibility
- Making Compliance Achievable with Sitemorse.

Webinars	Time	October	November	December
The INDEX	11:30am	15, 29	12, 26	10
	3pm	22	5, 19	3, 17
Pragmatic Accessibility	2pm	15, 29	12, 26	10
	10am	22	5, 19	3, 17
Making Compliance Achievable	3pm	15, 29	12, 26	10
	11am	22	5, 19	3, 17



To reserve your place
please email to Adam Turner
aturner@Sitemorse.com



About Socitm

We are the society for innovation, technology and modernisation.

Our vision is to be the preferred network for professionals who are shaping and delivering public services.

Our members benefit from being part of a growing community where collaboration is key. We bring people together to share experiences and best practice while learning from each other to the benefit of the public sector as a whole. Established for over 30 years, we continue to challenge convention, inspire change and power progress.

Focus

Our focus is on how digital strategy and innovation impacts positively on the lives of service users. We believe that the most positive outcomes can only be achieved through sharing excellence, collaboration and discussion.

Mission

- Help maximise the effectiveness of ICT and digital in delivering services for public benefit.
- Help members to develop professionally and to deliver their organisation's ICT and digitally-enabled transformation objectives.
- Help public service organisations and citizens get maximum value from ICT and digital services



About Sitemorse

Sitemorse is a UK-registered company and is 100% privately owned, with no external investors. The only shareholders are staff. There is no bank borrowing, overdraft or external funding. Although UK based, we have clients around the world.

We built, and own, the software and are not answerable to any venture capital firm or similar, in terms of the operation and management of the company. The founders of the business remain part and parcel of the running of the company, today – and it is probably the first company to bring automation to the digital governance market (with our first services running nearly 15 years ago and our oldest current client joining us 13 years ago).

Sitemorse owns its own Intellectual Property (IP), has no reliance on third-party licensed products or services, and all development and investment costs are fully paid. Against the Sitemorse Service Level Agreement, the company has achieved 99.82% uptime against a target of 99.7% over the last 10 years.

Sitemorse provides content QA & digital governance software, along with being the first to introduce Data Science and Machine intelligence capabilities.

Sitemorse®



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