



Government
Digital Service



Cabinet Office

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Accessibility report for <https://www.london-fire.gov.uk/>

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Overview

How accessible the website is

<https://www.london-fire.gov.uk/> was tested between 9 and 15 August 2022 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard:
<https://www.w3.org/TR/WCAG21/>

Based on our testing, this website is partially compliant with WCAG 2.1 AA.

Accessibility statement

As part of the regulations you must publish an accessibility statement.

An accessibility statement was found in the correct format, but:

- accessibility issues were found during the test that were not included in the statement
- it includes a deadline of the end of 2020 for updating information relating to the Hazard House tool, and this has not been updated
- it is out of date and needs to be reviewed

What to do next

It is a requirement of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 that public sector websites and mobile applications are accessible.

You must review and fix the issues identified in this report.

You need to update your accessibility statement to include the issues found in this report.

Enforcement

On behalf of the Minister for the Cabinet Office we provide the Equality and Human Rights Commission (EHRC) with details about public sector bodies who have been monitored. If accessibility issues remain after giving you time to fix them, the EHRC may take further action.

Public sector bodies must publish an accessibility statement and review it regularly. If the decision is taken that a public sector body has failed to publish an accessibility statement or that the accessibility statement is incorrect, the Minister for the Cabinet Office may publish the name of the body and a copy of the decision.

How we checked

Different tests were completed to check against WCAG 2.1 AA success criteria.

Testing was based on a sampling approach and limited to a fixed time period. This is not a full comprehensive audit. We expect your organisation to do a full audit to find any other accessibility issues.

Tools we used

Unless otherwise stated, the latest version of software was used.

Type	Software used
Operating system	Windows 11 Pro and iOS 15.5 on iPhone 11
Browser	Chrome on PC, Safari on iPhone
Assistive technology	NVDA screen reader
Accessibility testing software	Axe , WAVE , HTML Validator , Colour Contrast Analyser , Adobe Acrobat Pro DC

Pages we checked

A sample of pages were tested.

Page Name	URL
Home	https://www.london-fire.gov.uk/
Contact	https://www.london-fire.gov.uk/contact-us/
Privacy	https://www.london-fire.gov.uk/about-us/transparency/privacy/
Search	https://www.london-fire.gov.uk/site-search/?category=&term=heatwave&sort=1
Incidents	https://www.london-fire.gov.uk/incidents/
Careers - how to apply	https://www.london-fire.gov.uk/careers/become-a-firefighter/how-to-apply/

Page Name	URL
Home fire safety checker (HFSC) home page	https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/
HFSC: Your household questions	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Please tell us if the property is in London	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Home fire safety tour questions	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Choose your device	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Choose the type of property	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Home questions	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Bedroom check	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Your action plan - overview	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Your action plan - individual pages	https://www.london-fire.gov.uk/home-fire-safety-checker/
HFSC: Congratulations!	https://www.london-fire.gov.uk/home-fire-safety-checker/
Book a home fire safety visit	https://www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit/
Book a home fire safety visit: confirmation	https://www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit/?status=success
Accessibility statement	https://www.london-fire.gov.uk/about-us/accessibility/
The Great Fire of London	https://www.london-fire.gov.uk/museum/history-and-stories/the-great-fire-of-london/
News	https://www.london-fire.gov.uk/news/
About Us	https://www.london-fire.gov.uk/about-us/
Community	https://www.london-fire.gov.uk/community/
PDF: Our plan to keep London safe 2023-2029	https://www.london-fire.gov.uk/media/6692/lfb-cmp-2023-2029-digital.pdf

Accessibility issues we found

The issues in this report are presented by page or section, then in WCAG order.

Issues found across the site

Issue 1 – Keyboard focus gets trapped in the menu at higher zoom levels

WCAG 2.1.2 No keyboard trap

<https://www.w3.org/WAI/WCAG21/Understanding/no-keyboard-trap.html>

If users can focus on an element using a keyboard, they must be able to move away from that element using the keyboard. This ensures users are not trapped and can continue using the rest of the page. If an element has been designed to keep focus, make sure the user is told how to 'untrap' focus.

On main pages such as the Home, Contact Us and Privacy pages, when viewed at around 125% zoom or greater, the top menu (containing options such as About Us, Safety, Community...) collapses into a hamburger menu. When this happens, all submenu options appear in the keyboard focus order. This means that a user has to tab around 290 times to get to the rest of the page content, effectively creating a keyboard trap.

The screenshots show the hamburger menu and a destination URL which goes to the 'Contact our governance team' page. This is an example of a submenu option which appears in the focus order at higher zoom levels.



London Fire Brigade

Trusted to serve and protect London.

<https://www.london-fire.gov.uk/about-us/governance-london-fire-commissioner/contact-our-governance-team/>

Issue 2 – Focus is not visible in menu at higher zoom levels

WCAG 2.4.7 Focus visible

<https://www.w3.org/WAI/WCAG21/Understanding/focus-visible.html>

All interactive elements must have a visible indicator when focussed using a keyboard. This helps users to identify which parts of a web page or app they can interact with, and shows their place as they navigate.

Operating systems have a set focus style which is often carried through to browsers and apps. This default focus indicator can sometimes be difficult to see on different coloured backgrounds.

On main pages such as the Home, Contact Us and Privacy pages, when viewed at around 125% zoom or greater, the top menu (containing options such as About Us, Safety, Community...) appears as a hamburger menu. At these zoom levels, focus states within the menu are not visible.

If the menu is activated first, then the menu options can be seen but the focus state of most items is not visible. If the menu is not activated on loading the page, then keyboard focus still passes through all menu and submenu options, but neither the menu options nor their focus state are visible.

Issue 3 – Share button focus is not visible at high zoom levels

WCAG 2.4.7 Focus visible

On main pages such as the Contact Us and Privacy pages, when viewed at around 250% zoom or above, or on a small screen, the Share button (three circles joined by lines) does not receive visible focus.

Issue 4 – Hidden menu items appear to screen reader and keyboard users at higher zoom levels

WCAG 4.1.2 Name, role, value

<https://www.w3.org/WAI/WCAG21/Understanding/name-role-value.html>

Assistive technologies gather information about interactive elements and components from the code and share it with users. This means they need to be able to identify the name and function of components, set states, properties and values, and notify users of changes to these.

[ARIA attributes](#) may be used on custom components to add this information. ARIA attributes should be used correctly as errors can make accessibility worse.

On main pages such as the Home, Contact Us and Privacy pages, when viewed at around 125% zoom or greater, the menu's visibility is inconsistent with how it is presented to screen reader and keyboard users. This has several effects on the menu's accessibility:

When the page is loaded without activating the menu:

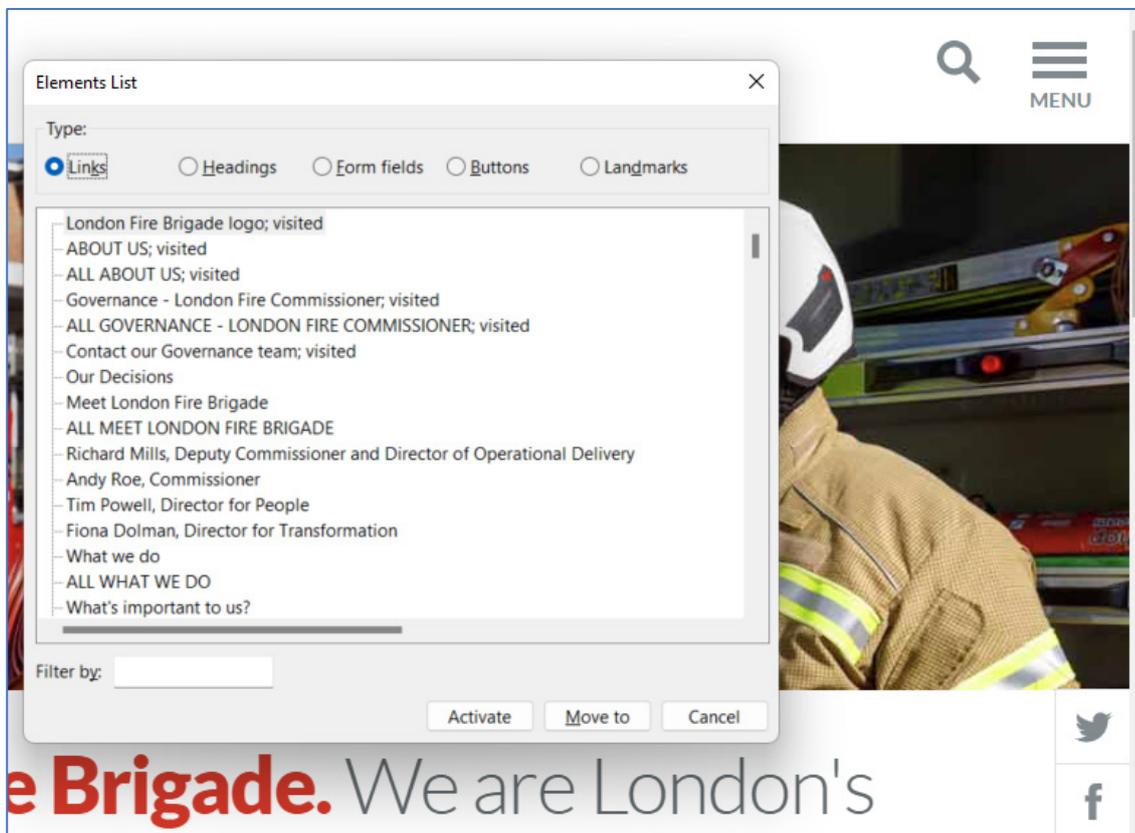
- All menu and submenu items (nearly 300 in total) still appear to screen reader users, making it hard to navigate to links beyond the menu.
- When tabbing through the page using a keyboard, the user has to tab through all menu items before reaching the rest of the page (see issue 1).
- Around 50 Back buttons appear in the NVDA list of buttons, which is confusing for screen reader users.

When the menu is opened,

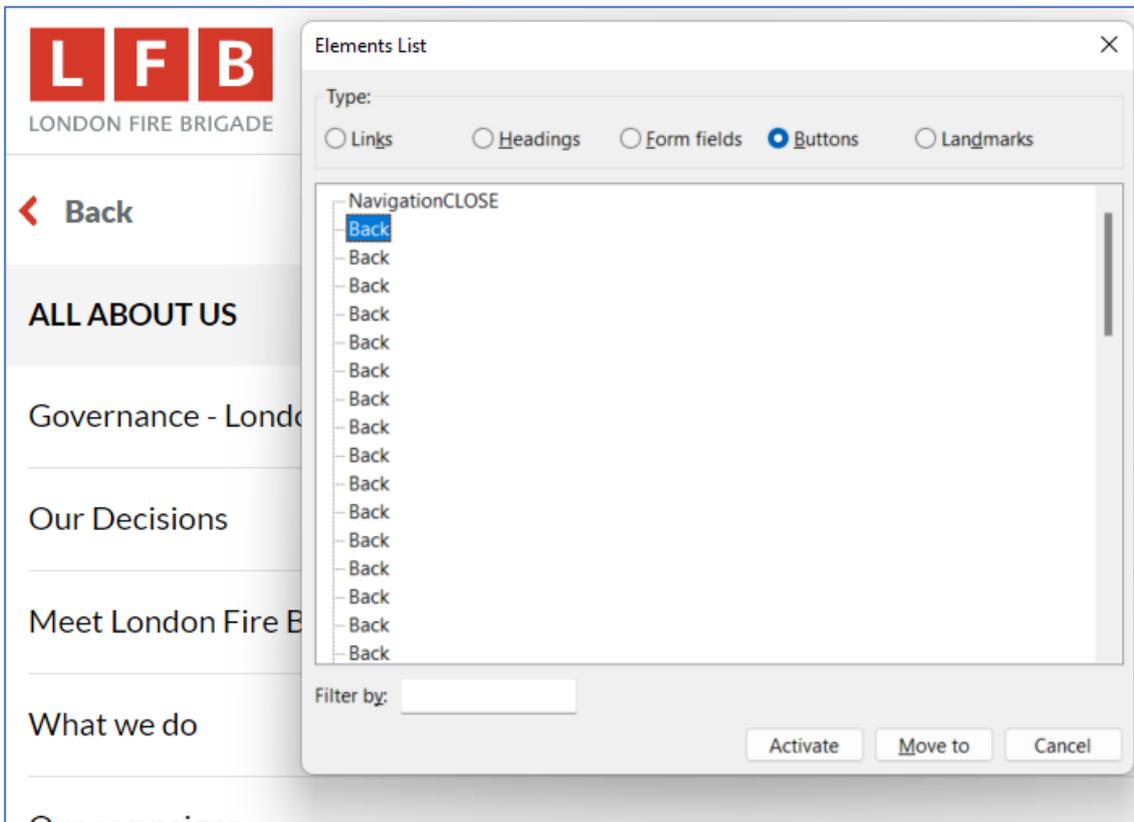
- The 50 Back buttons still appear, making it hard to navigate back through the menu.
- Keyboard focus cycles through all submenu options and not the subset of options currently visible on screen. This means that while every menu item can receive visible focus, focus visibility gets lost throughout the menu.
- When a menu option has submenus, there is no indication made to screen reader users whether a section is expanded or collapsed.

Anything hidden visually needs to be hidden programmatically, so that the overall experience is similar for all users. The state of any interactive items should also be clear to screen reader users.

The following screenshot shows the hamburger menu, closed, with menu and submenu links appearing in NVDA.



The screenshot shows a long list of Back buttons in NVDA's elements list, superimposed on one visible Back button in the menu.



Home page

Issue 5 – Borough search placeholder text has low contrast

WCAG 1.4.3 Contrast (minimum)

<https://www.w3.org/WAI/WCAG21/Understanding/contrast-minimum.html>

Poor colour contrast between text and its background makes it harder for all users to see content. The minimum contrast ratio is 4.5:1 for regular text and 3:1 for large text.

On the Home page, the placeholder text of 'Search for a borough...' has low contrast: approximately light grey #9da8ae on very light grey #f4f4f4 with contrast ratio 2.2:1.

Issue 6 – Focus state on tiles is hard to see

WCAG 2.4.7 Focus visible

On the Home page, there are several large tiles with text such as 'Have you checked your home?' and 'Our response to the latest HMIFRS report'. The keyboard focus state is

denoted by the arrow to the right of the text moving slightly to the right. However, this is very hard to see, and isn't visible at all if you miss the movement.

The focus state needs to be more clearly visible to pass this criterion.

The screenshot shows the tile on the left, which has keyboard focus, and the tile on the right, which doesn't.



Issue 7 – Heading contained within span element

WCAG 4.1.1 Parsing

<https://www.w3.org/WAI/WCAG21/Understanding/parsing.html>

Using markup languages correctly, such as HTML (HyperText Markup Language), ensures that content and functionality works reliably across all supported browsers, devices and assistive technologies.

On the Home page, the heading of 'Search your local borough' is an <h2> heading element wrapped within a element. However, headings are not allowed within elements.

Detected using the HTML Validator.

Contact Us page

Issue 8 – Contact fields have no autocomplete attributes

WCAG 1.3.5 Identify input purpose

<https://www.w3.org/WAI/WCAG21/Understanding/identify-input-purpose.html>

For form inputs which need personal information, the purpose and specific type of data required must be programmatically available in the code. This makes filling in forms easier for users of assistive technology and users with cognitive impairments.

Where technologically possible, the code must identify the data it expects if the

input is one of the types listed in [WCAG 2.1 Section 7 - Input Purposes for User Interface Components](#).

On the Contact Us page, the input fields include first name, surname and email address, which are specified as commonly-used fields in WCAG. However, there is no autocomplete attribute set for these fields.

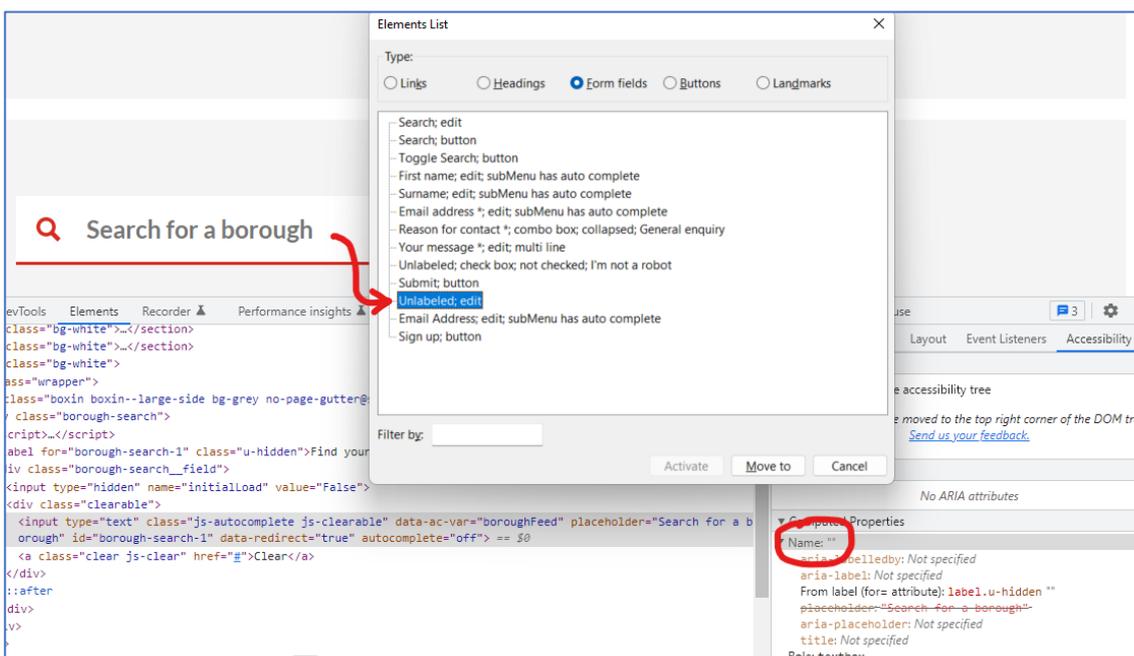
While some browsers may still auto populate information, it might be done incorrectly or inconsistently.

Issue 9 – Borough search field has no accessible name

WCAG 4.1.2 Name, role, value

On the Contact Us page, the 'Search for a borough' field does not have an accessible name. Although it has placeholder text of 'Search for a borough', this is not presented to assistive technology users.

The screenshot shows the field in NVDA's elements list showing as unlabelled, and the accessible name in Chrome's accessibility properties showing as empty ("").



Issue 10 – Submission status not presented to screen reader users

WCAG 4.1.3 Status messages

<https://www.w3.org/WAI/WCAG21/Understanding/status-messages.html>

Assistive technology users, like someone using a screen reader, need to know the status of important actions without it interrupting them.

If a status message is shown to a user, it must also be announced by assistive technology without reloading the page or changing their focus.

On the Contact Us page, when the page is submitted without completing mandatory fields (such as 'email address' or 'your message'), errors appear on screen under each field. However, nothing is announced to screen reader users when the form is submitted.

Equally, when the form is submitted successfully, the user stays on the same URL, but screen reader users are unlikely to be able to easily read the confirmation message which appears on screen.

Your details:

First name	Surname
<input type="text"/>	<input type="text"/>
Email address *	
<input type="text"/>	
 Please enter an email address	

Privacy page

Issue 11 – Tables not readable at 400% zoom

On the Privacy page, when viewed at 400% zoom, or on a narrow screen, the two tables under 'The types of information we hold' and 'Who we share personal information with' are not fully readable. The text in the right-hand column extends beyond the page width, and it is not possible to scroll horizontally to reach it.

Although whole tables are exempt from needing to reflow at 400% zoom, the content must still be reachable by scrolling, and each individual column must still be readable within the page width.

The screenshot shows a table on a small screen, with a vertical scrollbar but no horizontal scrollbar.

Category	Example of data in the category
Personal details	Titles, names, names, nicknames, addresses, postal addresses, telephone numbers, addresses, social media names, personal

Site Search page

Issue 12 – Filter icon has low contrast

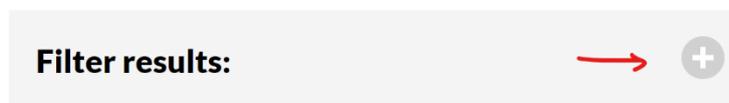
WCAG 1.4.11 Non-text contrast

<https://www.w3.org/WAI/WCAG21/Understanding/non-text-contrast.html>

Meaningful graphics and non-text components need to have good contrast against their background to help users with low vision see them.

For example, on a selected radio button both its outline and its central dot must be easy to see compared to the other areas close to them, with a contrast ratio of at least 3:1.

On the Site Search page, when viewed at 200% zoom or greater, or on a narrow screen, the plus (+) icon used to expand the 'Filter results' section is hard to see as it has low contrast. The plus sign is white #ffffff on light grey #d0d0d0 with contrast ratio 1.5:1.



Issue 13 – Search filter can't be accessed with keyboard at high zoom levels

WCAG 2.1.1 Keyboard

<https://www.w3.org/WAI/WCAG21/Understanding/keyboard.html>

Not everyone can use a mouse or touchscreen, so users must be able to access all content and functions using a keyboard.

On the Site Search page, when viewed at 200% zoom or greater, the 'Filter results' functionality is not accessible using a keyboard, as the text or plus icon cannot be reached with a keyboard.

Issue 14 – Duplicate 'search' ID

WCAG 4.1.1 Parsing

On the Site Search page, there are two search fields with an ID of 'search' - the one accessed from the header menu, and the one within the page body. IDs on a page need to be unique to pass this criterion. Detected using Axe.

Issue 15 – Search filter not detectable with assistive technology at high zoom levels

WCAG 4.1.2 Name, role, value

On the Site Search page, the clickable 'Filter results' component which appears at around 200% zoom and greater, or on a narrow screen, is not detected as an interactive component when using assistive technology. This means that assistive technology users may have difficulty accessing this functionality.

Incidents and News pages

Issue 16 – Search filter can't be accessed with keyboard at high zoom levels

WCAG 2.1.1 Keyboard

On both the Incidents and News pages, when viewed at 250% zoom or greater or on a narrow screen, the 'Filter results' functionality is not accessible using a keyboard, as the plus icon cannot be reached with a keyboard.

Issue 17 – Borough search field doesn't have accessible name

WCAG 4.1.2 Name, role, value

On both the Incidents and News pages, the 'Search for a borough' field does not have an accessible name. Although it has placeholder text of 'Search for a borough', this is not presented to assistive technology users.

Issue 18 – Search filter not detectable with assistive technology at high zoom levels

WCAG 4.1.2 Name, role, value

On both the Incidents and News pages, the clickable 'Filter results' component which appears at around 250% zoom and greater or on a narrow screen, is not detected as an interactive component when using assistive technology. This means that assistive technology users may have difficulty accessing this functionality.

Home Fire Safety Checker (HFSC) pages

Issue 19 – Progress bar doesn't have an accessible name

WCAG 1.1.1 Non-text content

Throughout the 'HFSC - Home Fire Safety Tour' questions, there is a progress bar at the top of the page with an ARIA role of progressbar. However, it does not have an accessible name.

This was detected using Axe and there is more information on this error here:

<https://dequeuniversity.com/rules/axe/4.4/aria-progressbar-name?application=AxeChrome>

Issue 20 – QR code alternative text is not descriptive

WCAG 1.1.1 Non-text content

On the 'HFSC: Choose your device' screen, the QR code is an image with alternative (alt) text, however, it is not descriptive as it is the URL of the QR code's destination. The alt text needs to describe the purpose of the image.

Issue 21 – Focus on answers is only distinguishable by colour

WCAG 1.4.1 Use of colour

<https://www.w3.org/WAI/WCAG21/Understanding/use-of-color.html>

Colour should not be the only way to display meaning to a user. Where colour is used to identify an element, share information or indicate an action, there must be another method. This helps users who cannot perceive colours well, or who may

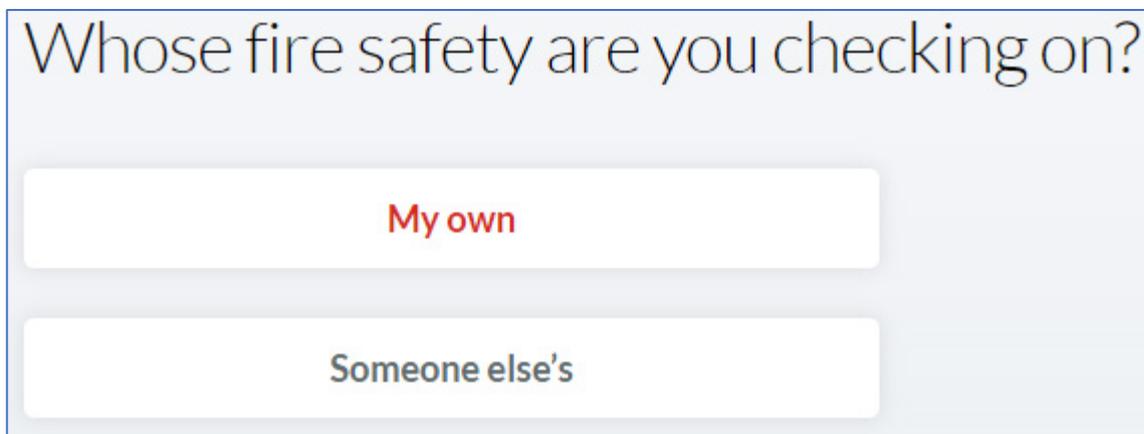
have changed colour settings to suit their needs, to get the same information in a different way.

On the Home Fire Safety Checker questions pages, when buttons receive keyboard focus, this is indicated by the text changing from grey to red. However, this is hard to see, especially for anyone with a colour vision deficiency. The contrast ratio between the focussed red text #d52b1e and unfocussed grey text #616b6e is very low: 1.09:1.

To ensure that the focus state does not rely on colour alone, either the contrast between the focussed and unfocussed text needs to be at least 3:1, or there should be another means of identifying the focussed answer, such as a border.

The same issue applies to the checkbox 'There has been a previous cooking fire at this property'.

The screenshot shows two buttons, with the top one (My own) having focus.



Issue 22 – Borough menu has no visible focus

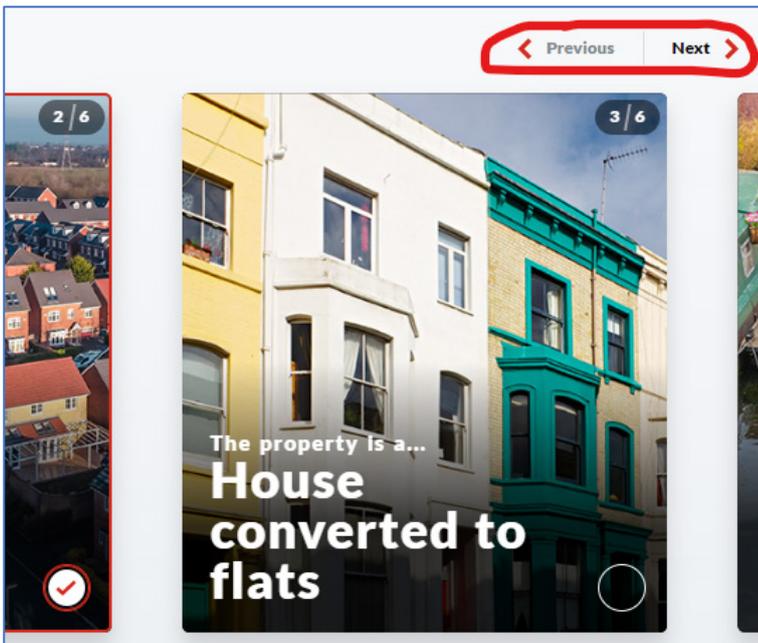
WCAG 2.4.7 Focus visible

On the 'HFSC: Please tell us if the property is in London' page, the 'Choose a borough' menu does not receive visible keyboard focus.

Issue 23 – Property type navigation has no visible focus

WCAG 2.4.7 Focus visible

On the 'HFSC - Choose the type of property' page, the Previous and Next buttons do not receive visible keyboard focus, making it hard for keyboard users to select one of the last three property options.



Issue 24 – Property type focus is not visible at high zoom levels

WCAG 2.4.7 Focus visible

On the 'HFSC - Choose the type of property' page, when viewed at 200% zoom or above, the focus on the currently focussed option is not visible to the user.

Issue 25 – Hazard checkboxes have no visible focus

WCAG 2.4.7 Focus visible

On the HFSC form, when carrying out the hazard checks for a bedroom, the checkboxes (for example, 'Overloaded plug sockets' and 'Flickering lights') do not receive visible keyboard focus.

Issue 26 – Property type carousel requires pointer drag

WCAG 2.5.1 Pointer gestures

<https://www.w3.org/WAI/WCAG21/Understanding/pointer-gestures.html>

If an app or web page needs the use of gestures, then it could exclude users with limited dexterity. An alternative should always be available for “multipoint” gestures (for example, a three-finger tap) or “path-based” gestures (for example, swiping in one direction).

On the 'HFSC - Choose the type of property' form, when viewed at 200% zoom or above, or on a small screen, the only way to select alternative carousel options is to drag the pointer left and right, as the navigation buttons underneath the options do not work.

Issue 27 – Label of borough menu is not in its accessible name

WCAG 2.5.3 Label in name

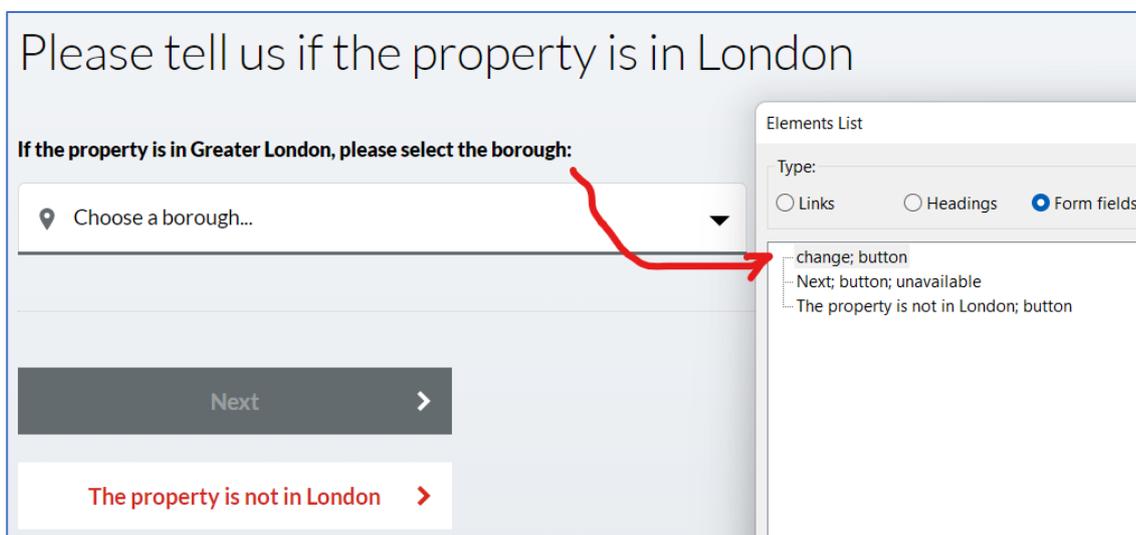
<https://www.w3.org/WAI/WCAG21/Understanding/label-in-name.html>

For each interactive component that includes a visible text label, the label or accessible name in the code must match or include the visible text.

Assistive technologies like speech input allows users to interact with a page by speaking the visible text. If the visible name is not present in the code, the speech command will not work. It also benefits sighted users of screen readers as the label they hear will match the label they see.

On the 'HFSC: Please tell us if the property is in London' page, the 'Choose a borough' menu's accessible name appears to screen reader users as 'change'. The accessible name needs to include the visible label 'If the property is in Greater London, please select the borough'.

The screenshot shows the field in the NVDA list of form elements.



Issue 28 – Property type: <div> elements contained within <label> elements

WCAG 4.1.1 Parsing

On the 'HFSC - Choose the type of property' form, the six property types include <label> elements which have <div> elements as children. However, <div> elements are not allowed as children of <label> elements.

The same issue also applies when the chosen option appears on subsequent pages.

Issue 29 – Room type: <div> elements contained within <button> elements

WCAG 4.1.1 Parsing

On the 'HFSC - Room type' page with a list of rooms, the eight options on the page include <button> elements which have <div> elements as children. However, <div> elements are not allowed as children of <button> elements.

Issue 30 – Bedroom checks: <div> elements contained within <label> elements

WCAG 4.1.1 Parsing

On the HFSC form, when carrying out the room checks for a bedroom, the nineteen hazard types include <label> elements which have <div> elements as children. However, <div> elements are not allowed as children of <label> elements.

Issue 31 – Selected property type has no accessible name

WCAG 4.1.2 Name, role, value

On the 'HFSC - Select the one that applies to this home' question, the previously selected option (such as House or Houseboat) appears as a radio button but does not have an accessible name. Although there is a <label> element as part of the image, it is not applied to the <input> element.

Issue 32 – Link copy status not read to screen reader users

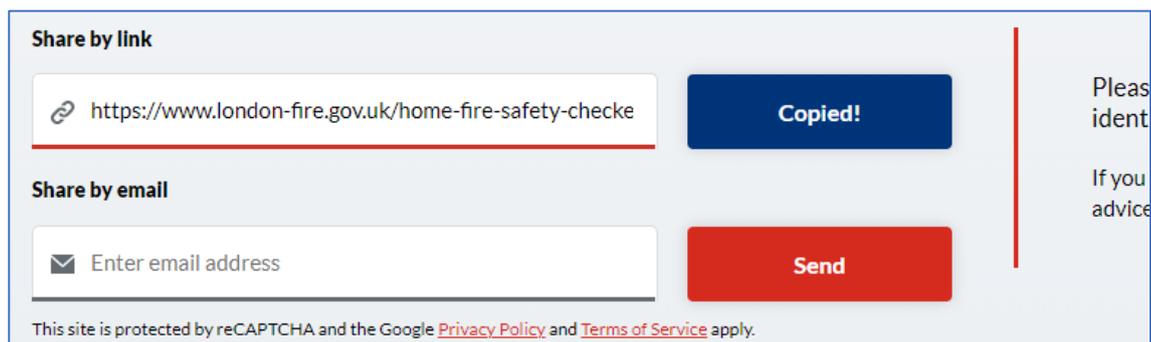
WCAG 4.1.3 Status messages

Throughout the 'HFSC - Home Fire Safety Tour' questions, there is a progress bar at the top of the page. However, as it updates, the progress is not reported to screen reader users.

Issue 33 – Link copy status not read to screen reader users

WCAG 4.1.3 Status messages

On the HFSC final (Congratulations!) page, when copying the URL, the button changes to read 'Copied!'. However, this is not announced to screen reader users.



Share by link

<https://www.london-fire.gov.uk/home-fire-safety-checke> Copied!

Share by email

Enter email address Send

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Pleas ident
If you advice

Book a home fire safety visit form

Issue 34 – Safety visit form fields have no autocomplete attributes

WCAG 1.3.5 Identify input purpose

On the 'Book a home fire safety visit' form, the input fields include title, forename, surname, postcode, phone and email, which are specified as commonly-used fields in WCAG. However, there is no autocomplete attribute set for these fields.

While some browsers may still auto populate information, it might be done incorrectly or inconsistently.

Issue 35 – Safety visit: legend contains paragraph element

WCAG 4.1.1 Parsing

On the 'Book a home fire safety visit' form, there is a <legend> element which contains a paragraph (<p>) element with text: 'I agree to LFB using this data in order to book a home fire safety visit. Read our privacy policy'.

However, <p> tags are not allowed within <legend> elements.

Accessibility statement page

Issue 36 – Accessibility link detail missing at high zoom levels

WCAG 1.4.10 Reflow

On the Accessibility Statement page, there are four links underneath the heading 'You might also be interested in'. The second link, for example, includes the additional text

'What's happening in your Borough? Find news, where your local fire station is and info about services like Fire Cadets.' However, when the page is viewed at 400% zoom or on a narrow screen, the additional text is no longer available. (This happens from 250% zoom and upwards.)

This is fine for the first link (Safety advice from London Fire Brigade) as the same information is available via the direct link. However, for the remaining three links, the same additional content is not available.

Great Fire of London page

Issue 37 – Great Fire link detail missing at high zoom levels

WCAG 1.4.10 Reflow

On the Great Fire of London page, there are three links underneath the heading 'Other stories'. The first link includes the additional text 'Never miss an exhibition or event with the London Fire Brigade Museum updates newsletter. Sign up here... ' However, when the page is viewed at 400% zoom or on a narrow screen, the additional text for this link is no longer available. (This happens from 250% zoom and upwards.)

The second and third links pass this criterion as the same text is available via the links.

About Us page

Issue 38 – Focus on About Us tiles is hard to see

WCAG 2.4.7 Focus visible

On the About Us page, there are several large tiles with text such as 'Information we publish' and 'Services and facilities'. The keyboard focus state is denoted by the arrow to the right of the text moving slightly to the right. However, this is very hard to see, and isn't visible at all if you miss the movement.

The focus state needs to be more clearly visible to pass this criterion.

Community page

Issue 39 – Twitter button has low contrast

WCAG 1.4.3 Contrast (minimum)

On the Community page, the 'Follow @LondonFire' Twitter button text has low contrast: white #ffffff on light blue #1da1f2 with contrast ratio 2.8:1.

PDF: Our plan to keep London safe 2023-2029

Issue 40 – PDF images do not have alternate text

WCAG 1.1.1 Non-text content

The 'Our plan to keep London safe' PDF has several images, however they do not have any alt text.

Issue 41 – PDF is not tagged

WCAG 1.3.1 Info and relationships

<https://www.w3.org/WAI/WCAG21/Understanding/info-and-relationships.html>

Information and relationships between content and elements that are made clear by visual formatting or audio cues should also be clear programmatically.

Assistive technologies such as screen readers rely on correct semantic use of elements to accurately interpret information for users. For example, text which visually looks like a heading because of bold styling should be marked up correctly inside heading tags in the code.

The 'Our plan to keep London safe' PDF is not marked up using tags. This means that people who use assistive technology are likely to face issues identifying and navigating components such as lists, headings and tables.

Issue 42 – PDF has low contrast text

WCAG 1.4.3 Contrast (minimum)

The 'Our plan to keep London safe' PDF has several instances of low contrast text, including:

- Page 1: 'to keep London safe': white #ffffff on light blue #44c6e6 with contrast ratio 2:1.
- Page 2: all text including 'Welcome to Your London Fire Brigade': white #ffffff on orange #f7901e with contrast ratio 2.3:1
- Pages 4 and 6: all text including 'Introducing our plan': white #ffffff on beige #c5ba91 with contrast ratio 1.9:1
- Page 9: text in the speech bubbles under 'Protecting the London we love', for example, white text #ffffff on light blue #45c6e5 with contrast ratio 2:1
- Additional low contrast with either white text on light-coloured backgrounds, or light text on white backgrounds, throughout the rest of the document.



Introducing our plan

London Fire Commissioner

Contact and more information

This test was conducted by the Government Digital Service on behalf of the Minister of the Cabinet Office as part of their role to monitor the accessibility of public sector websites and mobile applications in the United Kingdom.

As the monitoring body we cannot offer specific advice on approaches or general accessibility queries other than questions directly related to the items in this report.

Any questions about this report can be sent to: accessibility-monitoring@digital.cabinet-office.gov.uk

Information and guidance

Links to further guidance:

- Accessibility requirements for public sector websites and apps - <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>
- The monitoring process - <https://www.gov.uk/guidance/public-sector-website-and-mobile-application-accessibility-monitoring>
- Guidance and tools for digital accessibility - <https://www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility>
- Help with accessibility auditing and publishing an accessibility statement - <https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement>
- Public Sector Bodies Accessibility Regulations - <https://www.legislation.gov.uk/ukxi/2018/952/contents>
- Sample accessibility statement - <https://www.gov.uk/government/publications/sample-accessibility-statement>
- Model accessibility statement - <https://www.gov.uk/guidance/model-accessibility-statement>

- The enforcement process - <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#how-the-accessibility-regulations-will-be-monitored-and-enforced>