Issues for 5599 - Desktop & Mobile 2.1 Web Audit AA of 20 pages

Report generated on 02 April 2024

Table of contents

ADR_18910-26 Focus does not return to triggering element MEDIUM
ADR_18910-30 Focus order includes off-screen interactive elements MEDIUM
ADR_18910-55 Background elements receive focus MEDIUM
ADR_18910-56 Focus not set onto modal dialog MEDIUM
ADR_18910-94 Focus order includes off-screen interactive elements MEDIUM
ADR_18910-79 Interactive elements have no visible focus indicator MEDIUM
ADR_18910-18 Accessible name does not include visual name MEDIUM
ADR_18910-100 Accessible name does not include visual name MEDIUM
ADR_18910-104 Accessible name does not match visual name MEDIUM
ADR_18910-10 Error messages that appear on submission have no programmatic call-to-action MEDIUM
ADR_18910-61 Error messages that appear on blur or submission have no programmatic call-to-action MEDIUM
ADR_18910-65 Interactive elements do not have a permanent label MEDIUM
ADR_18910-87 Required formats are not identified MEDIUM
ADR_18910-74 There are multiple parsing errors MEDIUM
ADR_18910-7 Interactive element has the wrong role MEDIUM
ADR_18910-15 Expandable element is not programmatically identified MEDIUM
ADR_18910-17 Interactive elements with overridden name MEDIUM
ADR_18910-19 Link with inappropriate name MEDIUM
ADR_18910-35 Interactive element has no role - Functional image MEDIUM
ADR_18910-39 Current page is not programmatically identified MEDIUM
ADR_18910-41 Sort state is not programmatically determined MEDIUM
ADR_18910-42 Pressed element is not programmatically identified MEDIUM
ADR_18910-50 Missing or malformed ARIA on tabbed interface MEDIUM
ADR_18910-63 Interactive elements with inappropriate name MEDIUM
ADR_18910-69 Interactive elements with inappropriate name MEDIUM
ADR_18910-71 Missing or malformed ARIA on collapsible combobox MEDIUM
ADR_18910-73 Interactive element has no role MEDIUM
ADR_18910-86 Pressed element is not programmatically identified MEDIUM
ADR_18910-98 Interactive element has no role MEDIUM
ADR_18910-43 Search results not programmatically identified MEDIUM
ADR_18910-14 Multiple links with the same destination LOW
ADR_18910-40 Decorative icon not hidden from assistive technology LOW
ADR_18910-8 Unordered list not marked up semantically LOW
ADR_18910-12 Description list not semantically declared LOW
ADR_18910-72 Asterisk indicating required fields is not explained LOW
ADR_18910-33 Elements have invalid nesting LOW
ADR_18910-4 Interactive elements rely on placeholder for accessible name LOW
ADR_18910-54 Anchor tag with no href has no role LOW
ADR_18910-58 iFrame has no title LOW

Executive Summary

This report details the conformance of the project 5599 - Desktop & Mobile 2.1 Web Audit AA of 20 pages. A summary of pages evaluated, and the dates the review was carried out on, can be found in the separate audit summary file, **adr_18910_summary.pdf**.

Based on this evaluation, the project currently **does not meet** the target conformance standard.

This report has found that there are:

- **3 high priority** issues (all resolved)
- **63 medium priority** issues (**35** still need resolving)
- **8 low priority** issues (**6** still need resolving)
- **4 additional** issues (**2** still need resolving)

In this version of the report, there are:

- **27 issues** (and 1 additional issue) marked as OPEN
- **14 issues** (and 1 additional issue) marked as PARTIALLY FIXED
- **33 issues** (and 2 additional issues) marked as RESOLVED

The review summary section gives an overview of the issues found, whilst detailed recommendations for these issues are covered in the review breakdown.

The additional issue review summary section gives an overview of the additional issues found, whilst detailed recommendations for these issues are covered in the additional issue breakdown. They are not strictly required by the target conformance standard, but project accessibility and usability would benefit if they were addressed.

Issues by Priority

These are issues which fail the target conformance standard. They require resolving for the project to be conformant with the standard.

High priority (0 issues still open)

> **Can't use: some users are excluded from using part of the product.**
>
> Specific user group(s) are excluded from using part of the product. For example, widgets cannot be opened with keyboard or critical visual information is not communicated by screen readers.

Issue	Success criteria Users affected	Status
ADR_18910-20 Interactive elements do not receive keyboard focus	2.1.1: Keyboard [2.0 A] ✋	RESOLVED
ADR_18910-53 Anchor tags with no href do not receive keyboard focus	2.1.1: Keyboard [2.0 A] ✋	RESOLVED
ADR_18910-3 Keyboard focus on element causes new window to open	3.2.1: On Focus [2.0 A] ✋	RESOLVED

Medium priority (35 issues still open)

> **Causing problems: some users will experience problems using the product.**
>
> Specific user group(s) will experience problems but they are not prevented from using the product.
>
> Nonetheless, they may find accessing and operating content frustrating, confusing, or otherwise challenging. For example, expanding and collapsing elements do not communicate this behaviour to screen reader users.

Issue	Success criteria Users affected	Status
ADR_18910-16 Decorative images have redundant text alternative	1.1.1: Non-text content [2.0 A] 👁	OPEN
ADR_18910-32 Informative image has inappropriate text alternative	1.1.1: Non-text content [2.0 A] 👁	RESOLVED
ADR_18910-45 Decorative images have redundant text alternatives	1.1.1: Non-text content [2.0 A] 👁	RESOLVED
ADR_18910-51 Static images have inappropriate text alternative	1.1.1: Non-text content [2.0 A] 👁	RESOLVED
ADR_18910-97 Functional image has inappropriate text alternative	1.1.1: Non-text content [2.0 A] 👁	RESOLVED
ADR_18910-103 Informative static map image has no text alternative	1.1.1: Non-text content [2.0 A] 👁	OPEN
ADR_18910-1 Heading not marked up semantically	1.3.1: Info and Relationships [2.0 A] 👁	PARTIALLY FIXED
ADR_18910-9 Error message not associated with input fields	1.3.1: Info and Relationships [2.0 A] 👁	OPEN

Issue	Success criteria Users affected	Status
ADR_18910-13 Description list is malformed	1.3.1: Info and Relationships [2.0 A] 👁	PARTIALLY FIXED
ADR_18910-28 Heading structure is inconsistent with the visual structure	1.3.1: Info and Relationships [2.0 A] 👁	OPEN
ADR_18910-29 Text uses heading semantics inappropriately	1.3.1: Info and Relationships [2.0 A] 👁	RESOLVED
ADR_18910-38 Ordered list not marked up semantically	1.3.1: Info and Relationships [2.0 A] 👁	OPEN
ADR_18910-68 Checkbox group not associated with legend	1.3.1: Info and Relationships [2.0 A] 👁	RESOLVED
ADR_18910-92 Radio group not associated with legend	1.3.1: Info and Relationships [2.0 A] 👁	OPEN
ADR_18910-88 Meaningful visual structure is not represented by reading order (asterisk)	1.3.2: Meaningful Sequence [2.0 A] 👁	OPEN
ADR_18910-67 Autocomplete attribute has not been used	1.3.5: Identify Input Purpose [2.1 AA] ✋ A	PARTIALLY FIXED
ADR_18910-21 Colour relied upon to communicate focus state	1.4.1: Use of Color [2.0 A] 👁	RESOLVED
ADR_18910-83 Colour relied upon to communicate progress bar information	1.4.1: Use of Color [2.0 A] 👁	RESOLVED
ADR_18910-96 Colour relied upon to communicate information	1.4.1: Use of Color [2.0 A] 👁	RESOLVED
ADR_18910-22 Regular link text does not have sufficient contrast on hover	1.4.3: Contrast (Minimum) [2.0 AA] 👁	OPEN
ADR_18910-49 Regular link text does not have sufficient contrast	1.4.3: Contrast (Minimum) [2.0 AA] 👁	PARTIALLY FIXED
ADR_18910-70 Regular text does not have sufficient contrast on focus or hover	1.4.3: Contrast (Minimum) [2.0 AA] 👁	RESOLVED
ADR_18910-75 Regular text does not have sufficient contrast	1.4.3: Contrast (Minimum) [2.0 AA] 👁	PARTIALLY FIXED
ADR_18910-76 Regular button text does not have sufficient contrast	1.4.3: Contrast (Minimum) [2.0 AA] 👁	PARTIALLY FIXED
ADR_18910-31 Image contains embedded text	1.4.5: Images of Text [2.0 AA] 👁	OPEN
ADR_18910-27 Reflow causes loss of content	1.4.10: Reflow [2.1 AA] 👁	OPEN
ADR_18910-48 Reflow causes loss of functionality	1.4.10: Reflow [2.1 AA] 👁	OPEN
ADR_18910-91 Reflow requires users to scroll in multiple directions (no exceptions)	1.4.10: Reflow [2.1 AA] 👁	OPEN

Issue	Success criteria Users affected	Status
ADR_18910-66 Functional non-text content fails contrast	1.4.11: Non-text Contrast [2.1 AA] 👁	RESOLVED
ADR_18910-78 Custom interactive element boundary has insufficient contrast	1.4.11: Non-text Contrast [2.1 AA] 👁	RESOLVED
ADR_18910-2 Text spacing causes content or functionality to be lost	1.4.12: Text Spacing [2.1 AA] A	OPEN
ADR_18910-6 Non-interactive elements receive keyboard focus	2.4.3: Focus Order [2.0 A] ✋	PARTIALLY FIXED
ADR_18910-11 Focus navigates onto the same component multiple times	2.4.3: Focus Order [2.0 A] ✋	OPEN
ADR_18910-26 Focus does not return to triggering element	2.4.3: Focus Order [2.0 A] ✋	RESOLVED
ADR_18910-30 Focus order includes off-screen interactive elements	2.4.3: Focus Order [2.0 A] ✋	RESOLVED
ADR_18910-55 Background elements receive focus	2.4.3: Focus Order [2.0 A] ✋	RESOLVED
ADR_18910-56 Focus not set onto modal dialog	2.4.3: Focus Order [2.0 A] ✋	RESOLVED
ADR_18910-94 Focus order includes off-screen interactive elements	2.4.3: Focus Order [2.0 A] ✋	OPEN
ADR_18910-79 Interactive elements have no visible focus indicator	2.4.7: Focus Visible [2.0 AA] 👁 ✋	RESOLVED
ADR_18910-18 Accessible name does not include visual name	2.5.3: Label in Name [2.1 A] 👁	PARTIALLY FIXED
ADR_18910-100 Accessible name does not include visual name	2.5.3: Label in Name [2.1 A] 👁	OPEN
ADR_18910-104 Accessible name does not match visual name	2.5.3: Label in Name [2.1 A] 👁	OPEN
ADR_18910-10 Error messages that appear on submission have no programmatic call-to-action	3.3.1: Error Identification [2.0 A] 👁	OPEN
ADR_18910-61 Error messages that appear on blur or submission have no programmatic call-to-action	3.3.1: Error Identification [2.0 A] 👁	OPEN
ADR_18910-65 Interactive elements do not have a permanent label	3.3.2: Labels or Instructions [2.0 A] 👁 A	RESOLVED
ADR_18910-87 Required formats are not identified	3.3.2: Labels or Instructions [2.0 A] A	OPEN
ADR_18910-74 There are multiple parsing errors	4.1.1: Parsing [2.0 A] 👁	OPEN
ADR_18910-7 Interactive element has the wrong role	4.1.2: Name, Role, Value [2.0 A] 👁	OPEN

Issue	Success criteria Users affected	Status
ADR_18910-15 Expandable element is not programmatically identified	4.1.2: Name, Role, Value [2.0 A] 👁	PARTIALLY FIXED
ADR_18910-17 Interactive elements with overridden name	4.1.2: Name, Role, Value [2.0 A] 👁	PARTIALLY FIXED
ADR_18910-19 Link with inappropriate name	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-35 Interactive element has no role - Functional image	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-39 Current page is not programmatically identified	4.1.2: Name, Role, Value [2.0 A] 👁	OPEN
ADR_18910-41 Sort state is not programmatically determined	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-42 Pressed element is not programmatically identified	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-50 Missing or malformed ARIA on tabbed interface	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-63 Interactive elements with inappropriate name	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-69 Interactive elements with inappropriate name	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-71 Missing or malformed ARIA on collapsible combobox	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-73 Interactive element has no role	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-86 Pressed element is not programmatically identified	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED
ADR_18910-98 Interactive element has no role	4.1.2: Name, Role, Value [2.0 A] 👁	OPEN
ADR_18910-43 Search results not programmatically identified	4.1.3: Status Messages [2.1 AA] 👁	PARTIALLY FIXED

Low priority (6 issues still open)

> **Minor and cosmetic issues: something is wrong, but it won't affect users too much.**
>
> Specific user group(s) will experience minor problems. They are not excluded from the product and won't face major obstacles. Nonetheless, these issues will make interaction bothersome and the product seem unpolished. For example, a small number of cosmetic images with redundant alt text.
>
> Note that our priorities are context-sensitive. For example, if a page is swamped with occurrences of the same low priority issue, it may be bumped to medium priority.

Issue	Success criteria Users affected	Status
ADR_18910-40 Decorative icon not hidden from assistive technology	1.1.1: Non-text content [2.0 A] 👁	RESOLVED
ADR_18910-8 Unordered list not marked up semantically	1.3.1: Info and Relationships [2.0 A] 👁	OPEN
ADR_18910-12 Description list not semantically declared	1.3.1: Info and Relationships [2.0 A] 👁	PARTIALLY FIXED
ADR_18910-72 Asterisk indicating required fields is not explained	3.3.2: Labels or Instructions [2.0 A] A	OPEN
ADR_18910-33 Elements have invalid nesting	4.1.1: Parsing [2.0 A] 👁	OPEN
ADR_18910-4 Interactive elements rely on placeholder for accessible name	4.1.2: Name, Role, Value [2.0 A] 👁	PARTIALLY FIXED
ADR_18910-54 Anchor tag with no href has no role	4.1.2: Name, Role, Value [2.0 A] 👁	PARTIALLY FIXED
ADR_18910-58 iFrame has no title	4.1.2: Name, Role, Value [2.0 A] 👁	RESOLVED

Breakdown of issues

ADR_18910-20 **HIGH PRIORITY** **RESOLVED**

Interactive elements do not receive keyboard focus

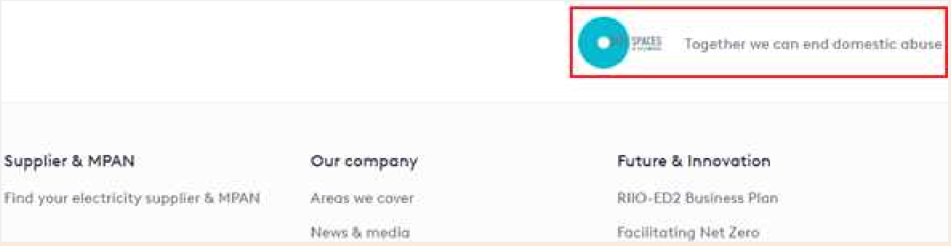
Success Criteria	2.1.1: Keyboard [2.0 A]
Devices	Desktop
Pages Affected	01
Users Affected	Motor
Component	Image

Recheck comment 13/03/24

This issue is fixed, with comments.

On page 1, the “Safe Spaces - Together we can end domestic abuse” element can now be focussed and activated with a keyboard as it is contained in a `<button>` element.

Note, that the `aria-label="Open Safe Space Widget"` attribute overrides the internal text “Together we can end domestic abuse” is raised in issue ADR_18910 - 100.



Together we can end domestic abuse

Supplier & MPAN

Find your electricity supplier & MPAN

Our company

Areas we cover

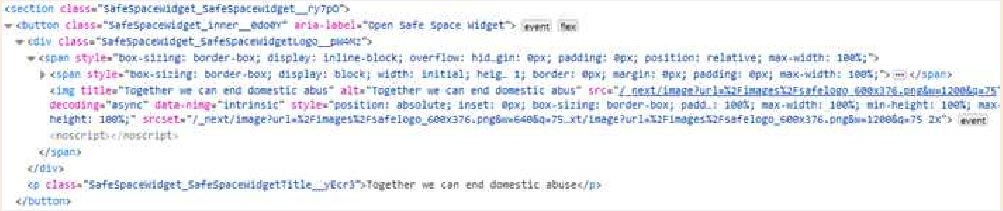
News & media

Future & Innovation

RIIO-ED2 Business Plan

Facilitating Net Zero

Page 1: desktop, the “Safe Spaces…” button



```
<section class="SafeSpaceWidget_SafeSpaceWidget__ry7pO">
▼<button class="SafeSpaceWidget_inner__0do0Y" aria-label="Open Safe Space Widget"> event flex
 ▼<div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz">
  ▼<span style="box-sizing: border-box; display: inline-block; overflow: hid_gin: 0px; padding: 0px; position: relative; max-width: 100%;">
   ▶<span style="box-sizing: border-box; display: block; width: initial; heig_ 1; border: 0px; margin: 0px; padding: 0px; max-width: 100%;"> ⋯ </span>
    <img title="Together we can end domestic abus" alt="Together we can end domestic abus" src="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75"
    decoding="async" data-nimg="intrinsic" style="position: absolute; inset: 0px; box-sizing: border-box; padd_: 100%; max-width: 100%; min-height: 100%; max-
    height: 100%;" srcset="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=640&q=75_xt/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75 2x"> event
    <noscript></noscript>
   </span>
  </div>
  <p class="SafeSpaceWidget_SafeSpaceWidgetTitle__yEcr3">Together we can end domestic abuse</p>
 </button>
```

Page 1: DOM, “Safe Spaces…” uses a native button

What happened

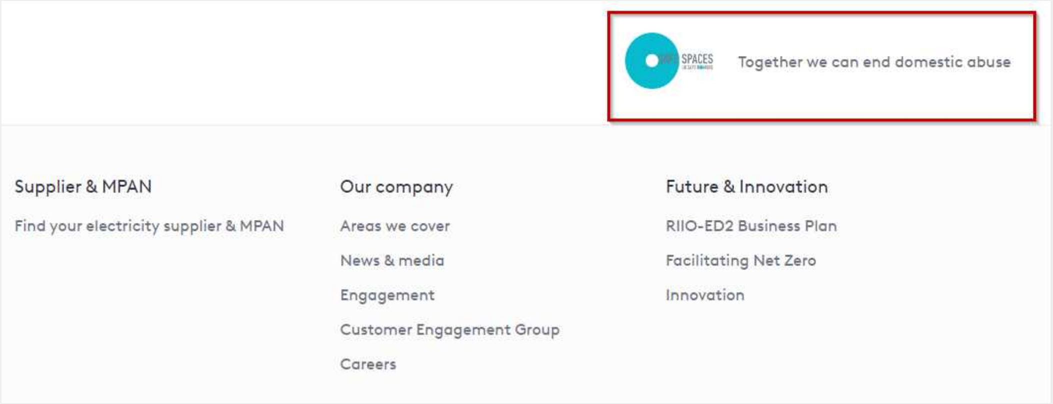
Interactive elements must be entirely compatible with a keyboard.

Users should never need to use a mouse. Otherwise, screen reader, keyboard, and switch users, may be unable to control the interactive elements. There are interactive elements that do not receive focus when tabbing through the page. As a result, they cannot be operated with a keyboard.

Where it happened

This can be seen on page 1, with the “Safe Spaces - Together we can…” functional image. This interactive functional image does not receive appropriate keyboard focus and as such cannot be activated with a keyboard.

Note, both the Functional “Safe Spaces” and “Together we can…” adjacent text can be activated.



SPACES

Together we can end domestic abuse

Supplier & MPAN

Find your electricity supplier & MPAN

Our company

Areas we cover

News & media

Engagement

Customer Engagement Group

Careers

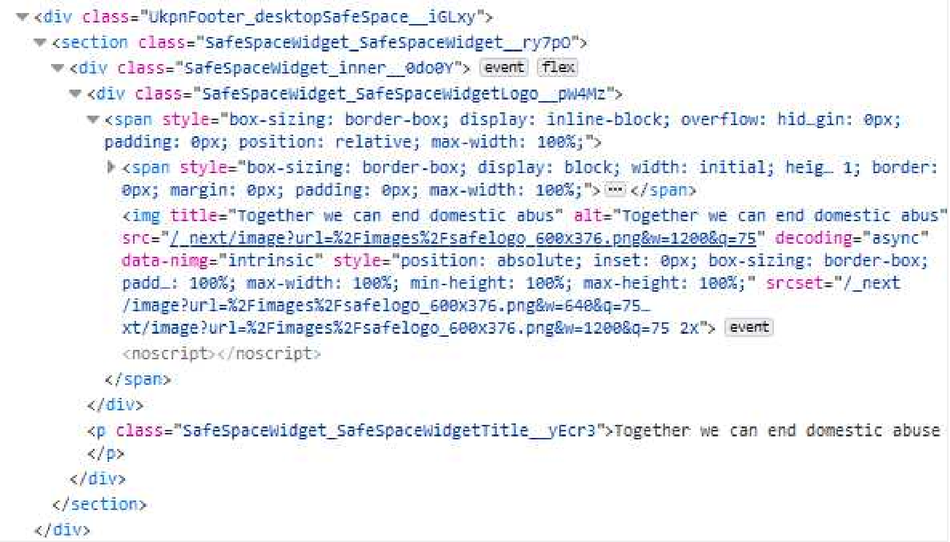
Future & Innovation

RIIO-ED2 Business Plan

Facilitating Net Zero

Innovation

Page 1: Desktop, "Safe Spaces - Together we can…" functional image



```
<div class="UkpnFooter_desktopSafeSpace__iGLxy">
  <section class="SafeSpaceWidget_SafeSpaceWidget__ry7pO">
    <div class="SafeSpaceWidget_inner__0do0Y"> event flex
      <div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz">
        <span style="box-sizing: border-box; display: inline-block; overflow: hid_gin: 0px;
        padding: 0px; position: relative; max-width: 100%;">
          <span style="box-sizing: border-box; display: block; width: initial; heig_ 1; border:
          0px; margin: 0px; padding: 0px; max-width: 100%;"> ⋯ </span>
          <img title="Together we can end domestic abus" alt="Together we can end domestic abus"
          src="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75" decoding="async"
          data-nimg="intrinsic" style="position: absolute; inset: 0px; box-sizing: border-box;
          padd_: 100%; max-width: 100%; min-height: 100%; max-height: 100%;" srcset="/_next
          /image?url=%2Fimages%2Fsafelogo_600x376.png&w=640&q=75_
          xt/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75 2x"> event
          <noscript></noscript>
        </span>
      </div>
      <p class="SafeSpaceWidget_SafeSpaceWidgetTitle__yEcr3">Together we can end domestic abuse
      </p>
    </div>
  </section>
</div>
```

Page 1: DOM, Functional image does not receive keyboard focus

Steps to reproduce

1. Observe the interactive elements.
2. Attempt to navigate onto them with a keyboard using Tab.
3. Observe that the elements do not receive keyboard focus.
4. Observe that there is not an alternative way to access the same information or functionality.

Recommendation

Make sure that interactive elements can be navigated onto with a keyboard. They should receive focus when tabbing through the page. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` which can be tabbed onto by default.

To add custom components into the focus order, use `tabindex="0"`. Make sure that this is used on the container with the interactive role.

In this case, also make sure that the focus goes to a single location. For example:

```
<a href="#"><img src="Logo.png" alt="Safe Spaces Logo">Together we can end domestic abuse –
Opens in new site</a>
```

Make sure that when the component has been added to the focus order that it responds to keyboard commands. For example, make sure that it can be tabbed onto and activated with Return or Space. Alternatively, make sure that it can be adjusted with arrow keys, typed into, or whatever is appropriate for the component.

If you cannot make the component compatible with a keyboard, provide an alternative that gives users access to the same functionality. For example, a date-entry input field can be provided as an alternative to a date picker component.

For more information, see Google Developer - Using Tabindex, MDN - Keyboard Accessibility, Keyboard-navigable JavaScript widgets, and WAI ARIA - Developing a Keyboard Interface. For practical examples, see WAI ARIA Practices and Inclusive Components.

Return to priority table

ADR_18910-53 **HIGH PRIORITY** **RESOLVED**

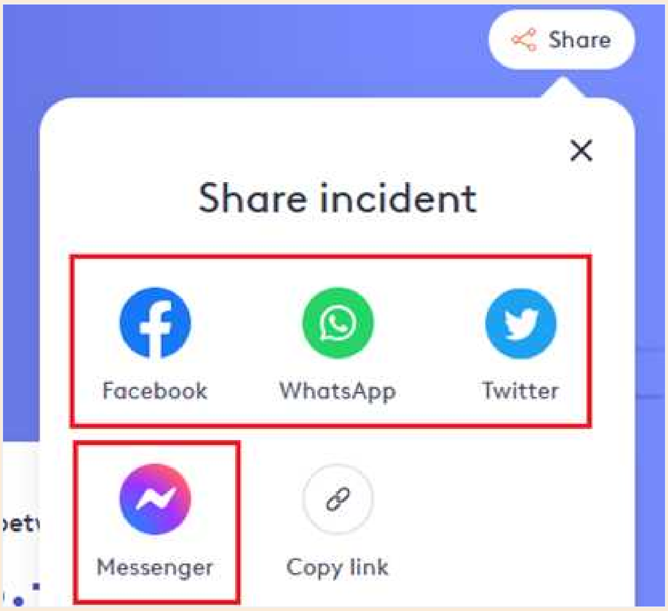
Anchor tags with no href do not receive keyboard focus

Success Criteria	2.1.1: Keyboard [2.0 A]
Devices	Desktop
Pages Affected	17
Users Affected	Motor
Component	Link

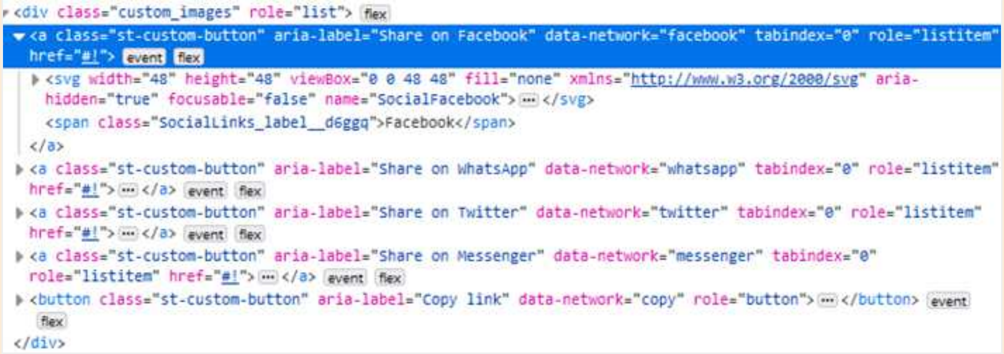
Recheck comment 13/03/24

This issue is fixed.

On page 17, the `<a>` anchor elements in the "Share incident" component are keyboard focusable as they now have `href="#!"` attributes.



Page 17: desktop, links in the "Share incident" component



```
<div class="custom_images" role="list"> flex
  <a class="st-custom-button" aria-label="Share on Facebook" data-network="facebook" tabindex="0" role="listitem"
  href="#!"> event flex
    <svg width="48" height="48" viewBox="0 0 48 48" fill="none" xmlns="http://www.w3.org/2000/svg" aria-
    hidden="true" focusable="false" name="SocialFacebook"> ⋯ </svg>
    <span class="SocialLinks_label__d6ggq">Facebook</span>
  </a>
  <a class="st-custom-button" aria-label="Share on WhatsApp" data-network="whatsapp" tabindex="0" role="listitem"
  href="#!"> ⋯ </a> event flex
  <a class="st-custom-button" aria-label="Share on Twitter" data-network="twitter" tabindex="0" role="listitem"
  href="#!"> ⋯ </a> event flex
  <a class="st-custom-button" aria-label="Share on Messenger" data-network="messenger" tabindex="0"
  role="listitem" href="#!"> ⋯ </a> event flex
  <button class="st-custom-button" aria-label="Copy link" data-network="copy" role="button"> ⋯ </button> event
   flex
</div>
```

Page 17: DOM, the anchor elements are focusable

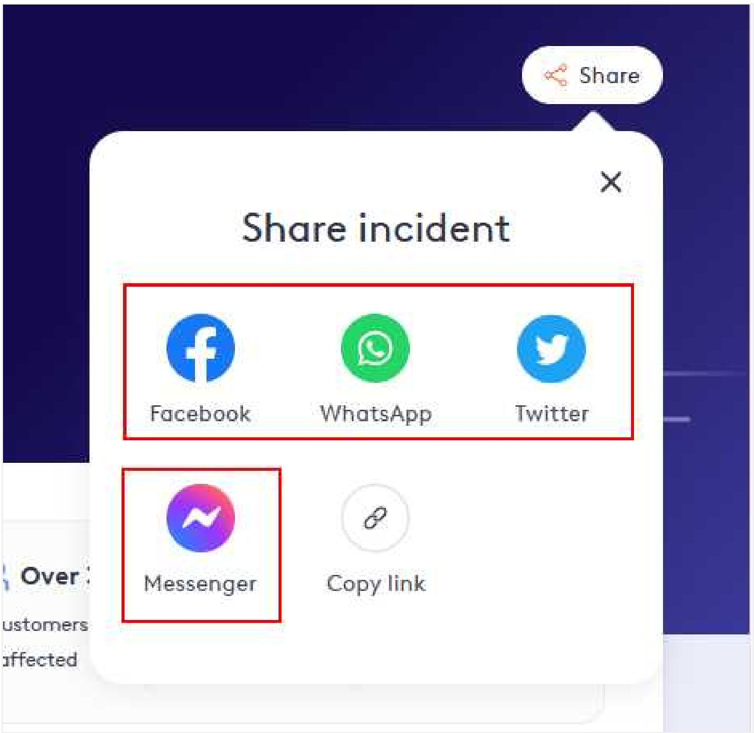
What happened

Interactive elements must be entirely compatible with a keyboard.

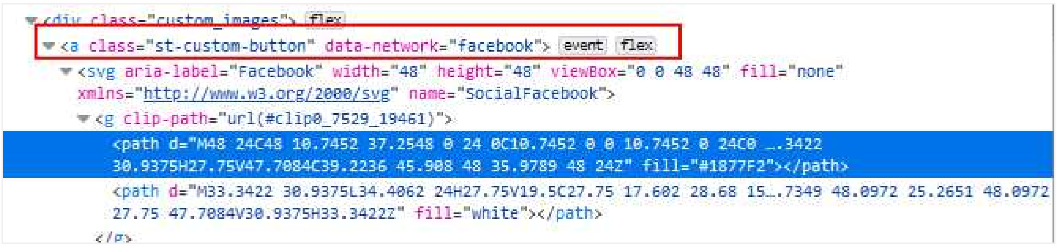
Users should never need to use a mouse. Otherwise, screen reader, keyboard, and switch users, may be unable to control the interactive element. There are anchor tags without `href` attributes that that do not receive focus when tabbing through the page. As a result, they cannot be operated with a keyboard.

Where it happened

This can be seen on page 17 in the modal opened by the "Share" button in the top right-hand of the page. The links "Facebook", "WhatsApp", Twitter", and "Messager", do not receive keyboard focus when tabbing through the page, and therefore cannot be operated with a keyboard. Keyboard focus goes from the "X" close button to the "Copy link" button.



Page 17: desktop, links



```
▼<div class="custom_images"> flex
  ▼<a class="st-custom-button" data-network="facebook"> event flex
    ▼<svg aria-label="Facebook" width="48" height="48" viewBox="0 0 48 48" fill="none"
     xmlns="http://www.w3.org/2000/svg" name="SocialFacebook">
      ▼<g clip-path="url(#clip0_7529_19461)">
          <path d="M48 24C48 10.7452 37.2548 0 24 0C10.7452 0 0 10.7452 0 24C0 ….3422
          30.9375H27.75V47.7084C39.2236 45.908 48 35.9789 48 24Z" fill="#1877F2"></path>
          <path d="M33.3422 30.9375L34.4062 24H27.75V19.5C27.75 17.602 28.68 15….7349 48.0972 25.2651 48.0972
          27.75 47.7084V30.9375H33.3422Z" fill="white"></path>
        </g>
```

Page 17: DOM, markup for the "Facebook" link

Steps to reproduce

1. Observe the anchor tags.
2. Attempt to navigate onto it with a keyboard using Tab.
3. Observe that the links does not receive keyboard focus.
4. Inspect the links and review the DOM.
5. Observe that the links do not have a `href` attribute.

Recommendation

Make sure that interactive elements can be navigated onto with a keyboard. In this case, make sure that anchor tags have `href` attributes that point to their destination. When anchor tags do not have a `href` attributes, browsers do not define them as keyboard operable links. For example:

```
<a href="https://www.facebook.com">Facebook Homepage</a>
```

If this is not possible, you can manually add the link role with `role="link"` and add them to the focus order with `tabindex="0"`. You will also need to use event listeners to make sure that the custom link responds to Space and Return, such as `keydown`. For example:

```
<a role="link" tabindex="0">Facebook Homepage</a>
```

That said, you may wish to convert the element into a button. If the element performs an action, rather than loading a new page or linking elsewhere on the current page, it is more semantically correct to have these as buttons. This is not a strict WCAG requirement, but it will improve the usability of the components. For example:

```
<button>Action</button>
<span tabindex="0" role="button">Action</span>
```

For more information, see MDN - Keyboard Accessibility, Google Developer - Using Tabindex, Yale - Web Accessibility - Links, University of Washington - Using Meaningful Link Text, and A11y Project - Valid and Accessible Links.

Return to priority table

ADR_18910-3 HIGH PRIORITY RESOLVED

Keyboard focus on element causes new window to open

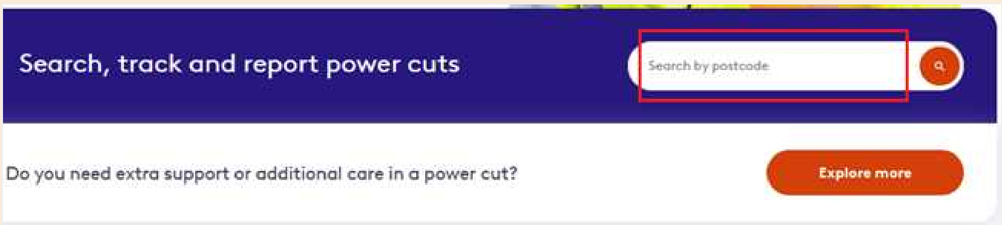
Success Criteria	3.2.1: On Focus [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 10, 11, 17, 19, 20
Users Affected	Motor
Component	Link

Recheck comment 14/03/24

This issue is fixed, with comments.

On pages 2, 3, 10, 11, 17, 19 and 20, navigating onto the “Search by postcode” input field using the Tab key does not result in the “Search by postcode” modal dialog being automatically opened. Instead, activating the submit (magnifier icon) button opens the dialog.

Note that clicking on the “Search by postcode” input field using a mouse still results in the modal dialog being automatically opened.


Search, track and report power cuts
Search by postcode
Do you need extra support or additional care in a power cut?
Explore more

Page 2: desktop, keyboard focus on the “Search by postcode” field does not result in a modal opening

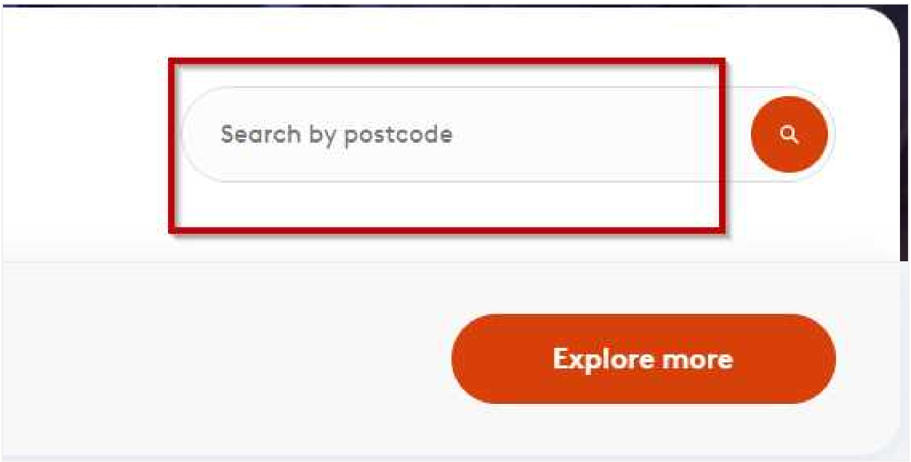
What happened

When an interactive element receives keyboard focus, it must not automatically trigger any unexpected behaviour.

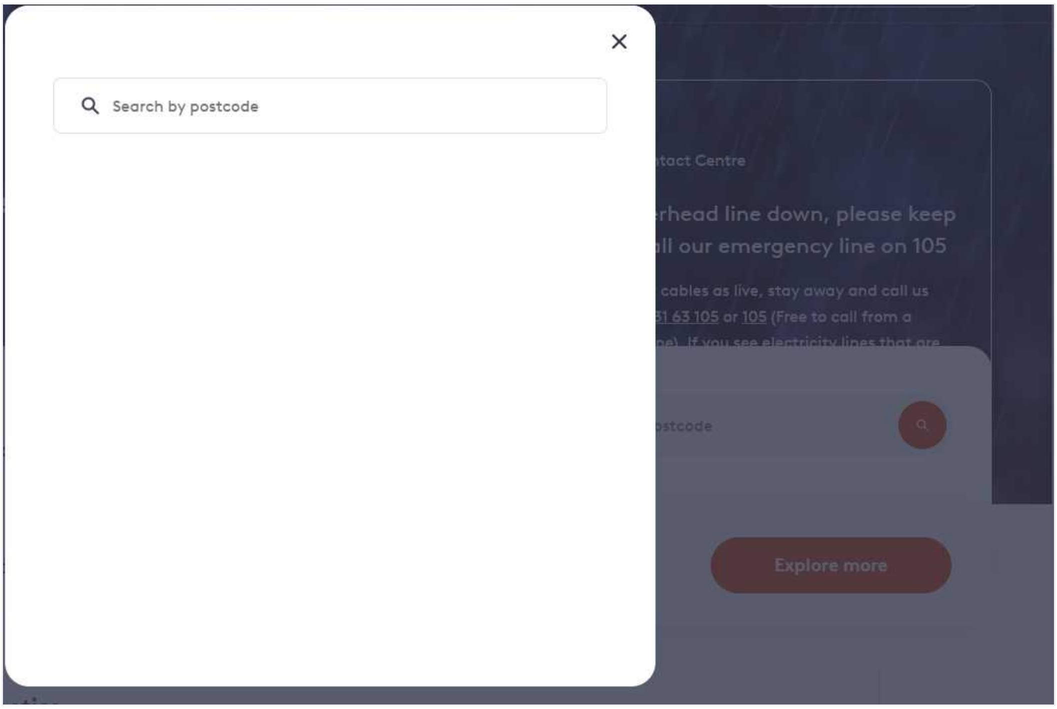
There are elements that open a new window when they receive keyboard focus. This may particularly disadvantage keyboard users who often navigate by tabbing through the interactive elements. The automatically activating elements may make the page difficult to understand and interact with.

Where it happened

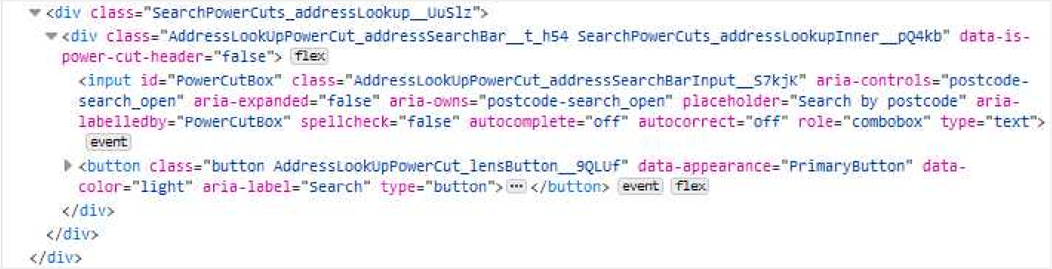
This can be seen on pages 2, 3, 10, 11, 17, 19 and 20, with the “Search by postcode” input field. When the user moves keyboard focus onto this element, the “Search by postcode” dialog automatically opens without any further user action or warning.



Page 19: desktop, "Search by postcode" input field



Page 6: desktop, "Search by postcode" dialog



```
▼<div class="SearchPowerCuts_addressLookup__UuSlz">
  ▼<div class="AddressLookUpPowerCut_addressSearchBar__t_h54 SearchPowerCuts_addressLookupInner__pQ4kb" data-is-
   power-cut-header="false"> flex
     <input id="PowerCutBox" class="AddressLookUpPowerCut_addressSearchBarInput__S7kjK" aria-controls="postcode-
     search_open" aria-expanded="false" aria-owns="postcode-search_open" placeholder="Search by postcode" aria-
     labelledby="PowerCutBox" spellcheck="false" autocomplete="off" autocorrect="off" role="combobox" type="text">
      event
   ▶<button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-appearance="PrimaryButton" data-
     color="light" aria-label="Search" type="button"> ⋯ </button> event  flex
   </div>
  </div>
</div>
```

Page 6: DOM, "Search by postcode" input field

Steps to reproduce

1. Using just your keyboard, tab through the above.
2. Observe the new window that is triggered when the elements receive keyboard focus.

Recommendation

Navigating and controlling webpages with a keyboard should be logical and predictable. Make sure that elements do not automatically activated when they receive keyboard focus. Avoid trigging functionality using the `focus` event.

Before triggering functionality, wait until the user manually activities the functionality. Use events such as `click` and `keydown`. Activation should generally be done with Space or Return. This is the standard behaviour associated with `click` events on standard elements, such as `<button>` elements.

When working with custom components, expected keyboard commands are provided by the WAI ARIA Practices. For more information, see Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard, and Keyboard Navigable JavaScript widgets.

Return to priority table

ADR_18910-16 **MEDIUM PRIORITY** **OPEN**

Decorative images have redundant text alternative

Success Criteria	1.1.1: Non-text content [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01, 02, 03, 04, 05, 10, 11, 12, 15, 17, 18
Users Affected	Vision
Component	Image

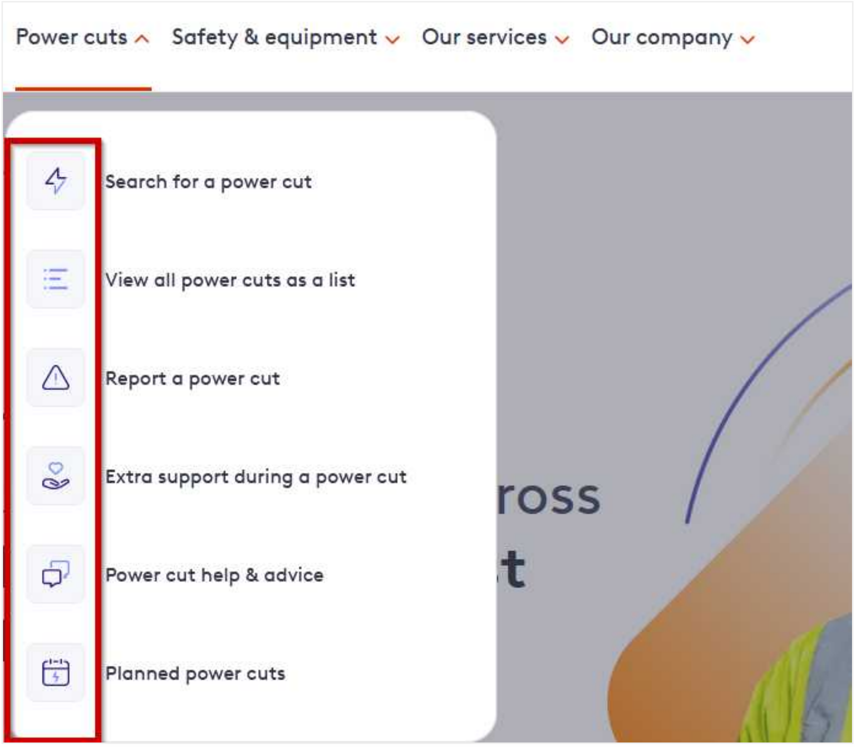
What happened

Non-text content must have appropriate alternatives. This is required for the content to be understood by all users. Images, icons and so on may otherwise be miscommunicated by assistive technology. There are decorative images with redundant text alternatives.

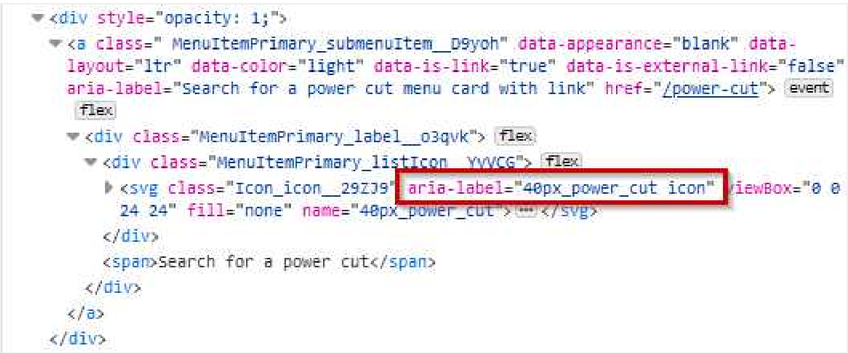
We have classed the images as decorative as they do not communicate any unique or meaningful information.

Where it happened

This can be found on page 1, with the chevron and decorative icons as part of the expandable header menu elements. These decorative icons have been given a redundant text alternative.

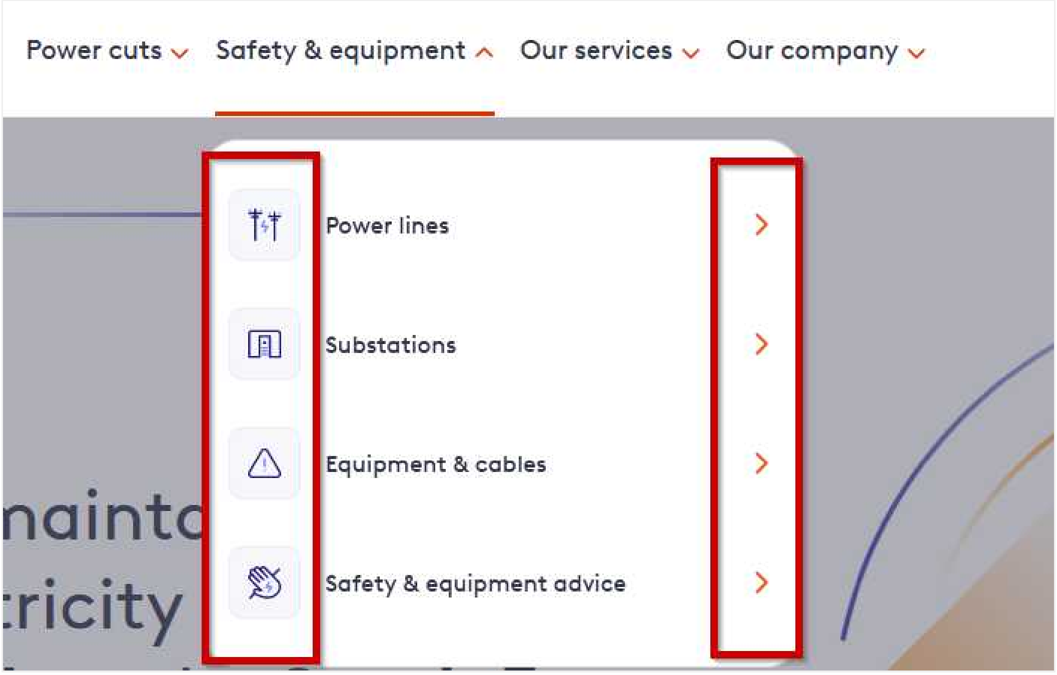


Page 1: Desktop, Decorative icons as part of the "Power cuts" expandable button

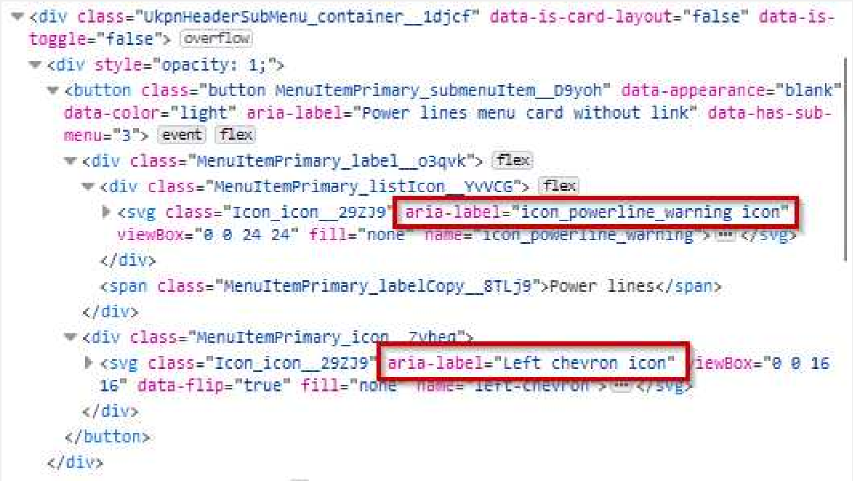


```
▼<div style="opacity: 1;">
  ▼<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-
   layout="ltr" data-color="light" data-is-link="true" data-is-external-link="false"
   aria-label="Search for a power cut menu card with link" href="/power-cut"> event
    flex
    ▼<div class="MenuItemPrimary_label__o3qvk"> flex
      ▼<div class="MenuItemPrimary_listIcon__YVVCG"> flex
        ▶<svg class="Icon_icon__29ZJ9" aria-label="40px_power_cut icon" viewBox="0 0
         24 24" fill="none" name="40px_power_cut"> ⋯ </svg>
        </div>
        <span>Search for a power cut</span>
      </div>
    </a>
  </div>
```

Page 1: DOM, Decorative icons have redundant text alternative

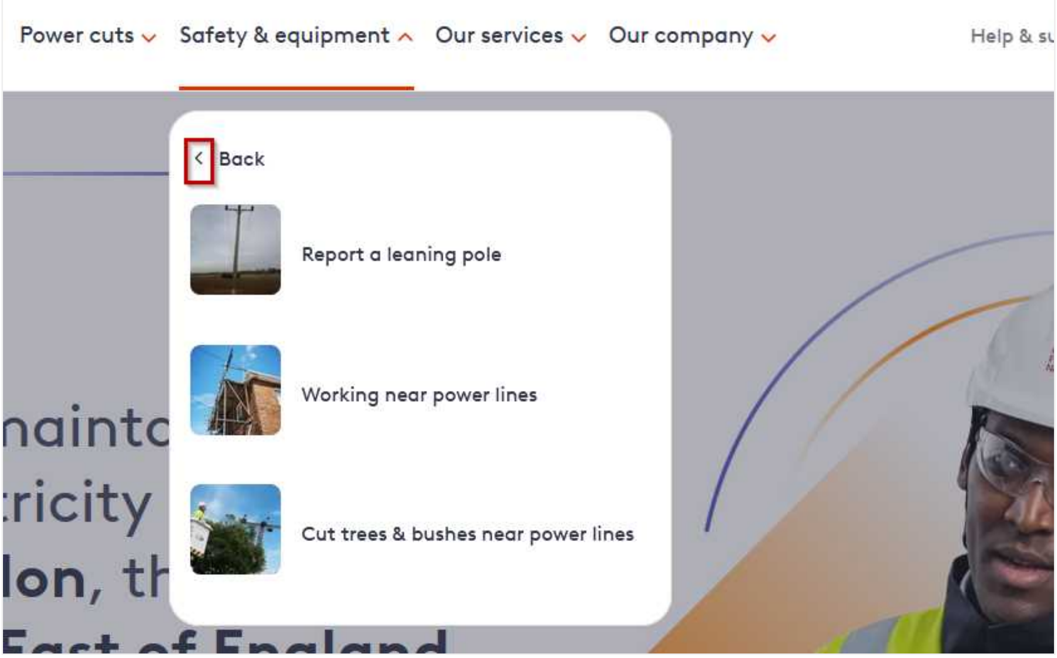


Page 1: Desktop, Decorative and chevron icons as part of the "Safety & equipment" expandable button

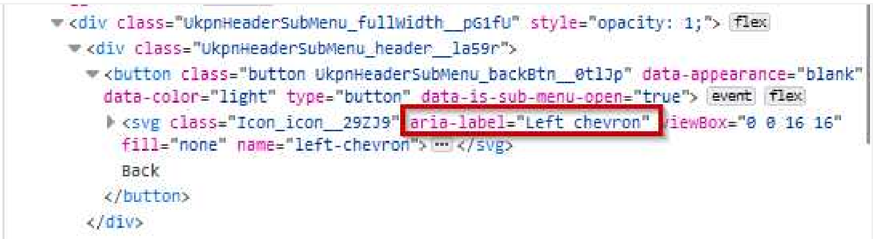


```
▼<div class="UkpnHeaderSubMenu_container__1djcf" data-is-card-layout="false" data-is-
 toggle="false"> overflow
  ▼<div style="opacity: 1;">
    ▼<button class="button MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank"
     data-color="light" aria-label="Power lines menu card without link" data-has-sub-
     menu="3"> event  flex
      ▼<div class="MenuItemPrimary_label__o3qvk"> flex
        ▼<div class="MenuItemPrimary_listIcon__YVVCG"> flex
          ▶<svg class="Icon_icon__29ZJ9" aria-label="icon_powerline_warning icon"
           viewBox="0 0 24 24" fill="none" name="icon_powerline_warning"> ⋯ </svg>
          </div>
          <span class="MenuItemPrimary_labelCopy__8TLj9">Power lines</span>
        </div>
      ▼<div class="MenuItemPrimary_icon__7vheq">
        ▶<svg class="Icon_icon__29ZJ9" aria-label="Left chevron icon" viewBox="0 0 16
         16" data-flip="true" fill="none" name="left-chevron"> ⋯ </svg>
        </div>
      </button>
    </div>
```

Page 1: DOM, Decorative icons and chevron icons have redundant text alternative

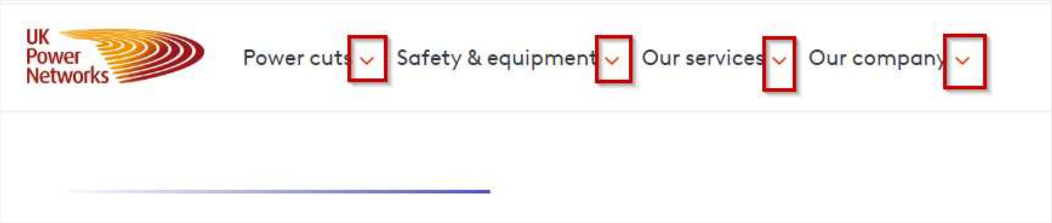


Page 1: Desktop, Chevron back icon

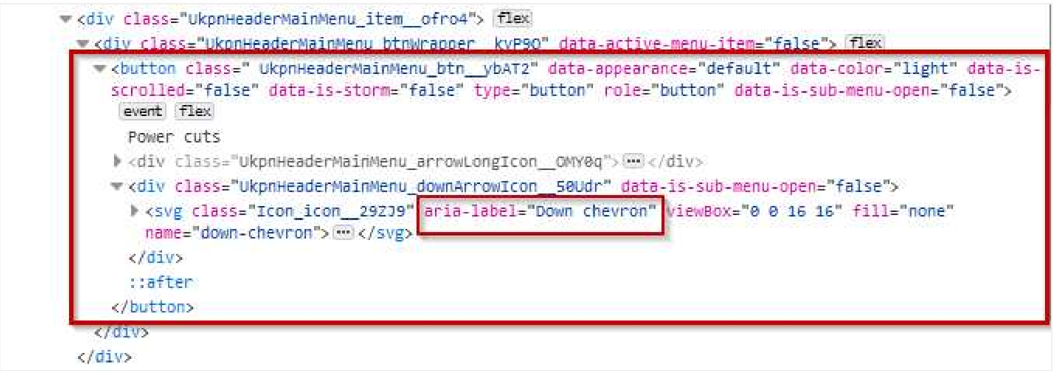


```
▼<div class="UkpnHeaderSubMenu_fullWidth__pG1fU" style="opacity: 1;"> flex
  ▼<div class="UkpnHeaderSubMenu_header__la59r">
    ▼<button class="button UkpnHeaderSubMenu_backBtn__0tlJp" data-appearance="blank"
     data-color="light" type="button" data-is-sub-menu-open="true"> event flex
      ▶<svg class="Icon_icon__29ZJ9" aria-label="Left chevron" viewBox="0 0 16 16"
       fill="none" name="left-chevron"> ··· </svg>
       Back
     </button>
   </div>
```

Page 1: DOM, Decorative chevron “back” icon has redundant text alternative



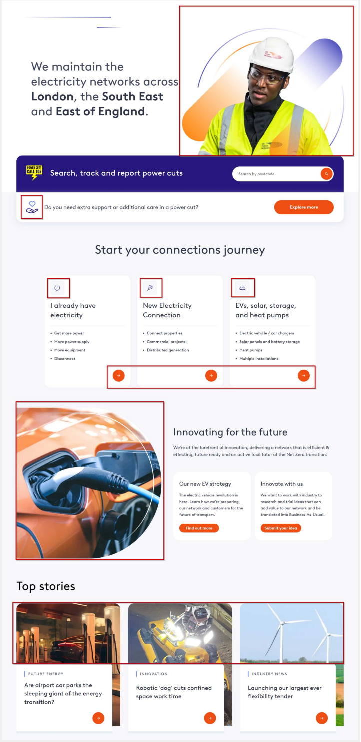
Page 1: Desktop, Chevron down icons as part of the expandable header menu elements



```
▼<div class="UkpnHeaderMainMenu_item__ofro4"> flex
  ▼<div class="UkpnHeaderMainMenu_btnWrapper__kVP9O" data-active-menu-item="false"> flex
    ▼<button class=" UkpnHeaderMainMenu_btn__ybAT2" data-appearance="default" data-color="light" data-is-
     scrolled="false" data-is-storm="false" type="button" role="button" data-is-sub-menu-open="false">
      event flex
       Power cuts
      ▶<div class="UkpnHeaderMainMenu_arrowLongIcon__OMY0q"> ··· </div>
      ▼<div class="UkpnHeaderMainMenu_downArrowIcon__50Udr" data-is-sub-menu-open="false">
        ▶<svg class="Icon_icon__29ZJ9" aria-label="Down chevron" viewBox="0 0 16 16" fill="none"
         name="down-chevron"> ··· </svg>
       </div>
       ::after
     </button>
   </div>
</div>
```

Page 1: DOM, Decorative chevron icons have redundant text alternative

This can also be found on page 2, with the “Extra support”, “I already have electricity service icon”, “New Electricity Connection service icon”, and so on decorative icons and “Interim Homepage Image”, “Electric Car Being Charged” and so on decorative background images. These decorative icons and images have been given a redundant text alternative.



We maintain the electricity networks across **London**, the **South East** and **East of England**.

Search, track and report power cuts

Search by postcode

Do you need extra support or additional care in a power cut?

Explore more

Start your connections journey

I already have electricity

- Get more power
- Move power supply
- Move equipment
- Disconnect

New Electricity Connection

- Connect properties
- Commercial projects
- Distributed generation

EVs, solar, storage, and heat pumps

- Electric vehicle / car chargers
- Solar panels and battery storage
- Heat pumps
- Multiple installations

Innovating for the future

We're at the forefront of innovation, delivering a network that is efficient & effecting, future ready and an active facilitator of the Net Zero transition.

Our new EV strategy

The electric vehicle revolution is here. Learn how we're preparing our network and customers for the future of transport.

Find out more

Innovate with us

We want to work with industry to research and trial ideas that can add value to our network and be translated into Business-As-Usual.

Submit your idea

Top stories

FUTURE ENERGY

Are airport car parks the sleeping giant of the energy transition?

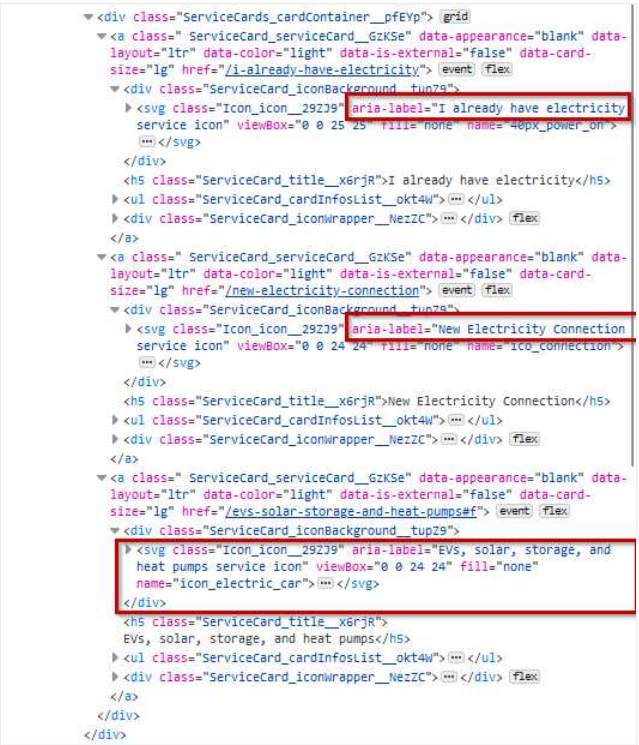
INNOVATION

Robotic 'dog' cuts confined space work time

INDUSTRY NEWS

Launching our largest ever flexibility tender

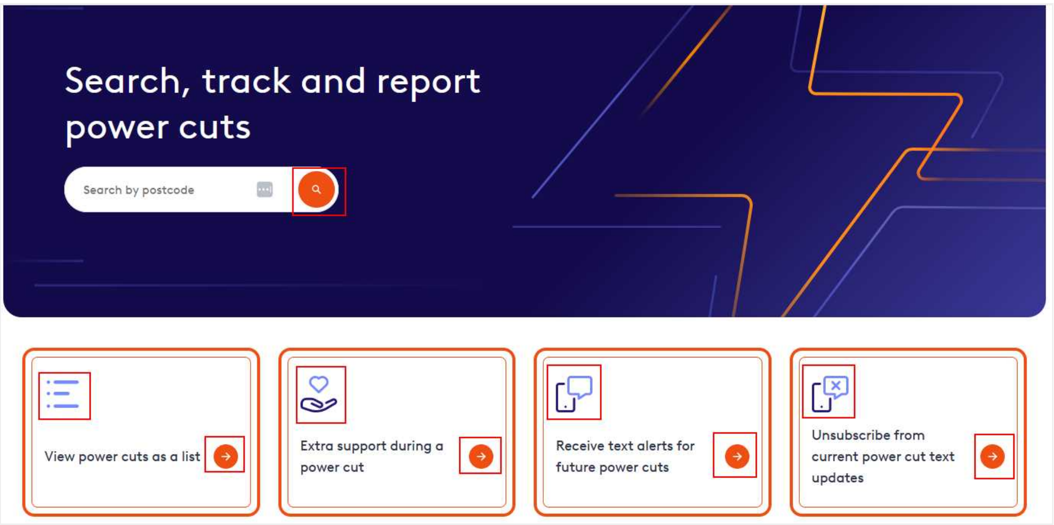
Page 2: Desktop, Decorative icons and images



```
▼<div class="ServiceCards_cardContainer__pfEYp"> grid
  ▼<a class=" ServiceCard_serviceCard__GzKSe" data-appearance="blank" data-
   layout="ltr" data-color="light" data-is-external="false" data-card-
   size="lg" href="/i-already-have-electricity"> event  flex
    ▼<div class="ServiceCard_iconBackground__tupZ9">
      ▶<svg class="Icon_icon__29ZJ9" aria-label="I already have electricity
       service icon" viewBox="0 0 25 25" fill="none" name="40px_power_on">
       ⋯</svg>
     </div>
     <h5 class="ServiceCard_title__x6rjR">I already have electricity</h5>
    ▶<ul class="ServiceCard_cardInfosList__okt4W">⋯</ul>
    ▶<div class="ServiceCard_iconWrapper__NezZC">⋯</div> flex
   </a>
  ▼<a class=" ServiceCard_serviceCard__GzKSe" data-appearance="blank" data-
   layout="ltr" data-color="light" data-is-external="false" data-card-
   size="lg" href="/new-electricity-connection"> event  flex
    ▼<div class="ServiceCard_iconBackground__tupZ9">
      ▶<svg class="Icon_icon__29ZJ9" aria-label="New Electricity Connection
       service icon" viewBox="0 0 24 24" fill="none" name="ico_connection">
       ⋯</svg>
     </div>
     <h5 class="ServiceCard_title__x6rjR">New Electricity Connection</h5>
    ▶<ul class="ServiceCard_cardInfosList__okt4W">⋯</ul>
    ▶<div class="ServiceCard_iconWrapper__NezZC">⋯</div> flex
   </a>
  ▼<a class=" ServiceCard_serviceCard__GzKSe" data-appearance="blank" data-
   layout="ltr" data-color="light" data-is-external="false" data-card-
   size="lg" href="/evs-solar-storage-and-heat-pumps#f"> event  flex
    ▼<div class="ServiceCard_iconBackground__tupZ9">
      ▶<svg class="Icon_icon__29ZJ9" aria-label="EVs, solar, storage, and
       heat pumps service icon" viewBox="0 0 24 24" fill="none"
       name="icon_electric_car">⋯</svg>
     </div>
     <h5 class="ServiceCard_title__x6rjR">
     EVs, solar, storage, and heat pumps</h5>
    ▶<ul class="ServiceCard_cardInfosList__okt4W">⋯</ul>
    ▶<div class="ServiceCard_iconWrapper__NezZC">⋯</div> flex
   </a>
  </div>
</div>
```

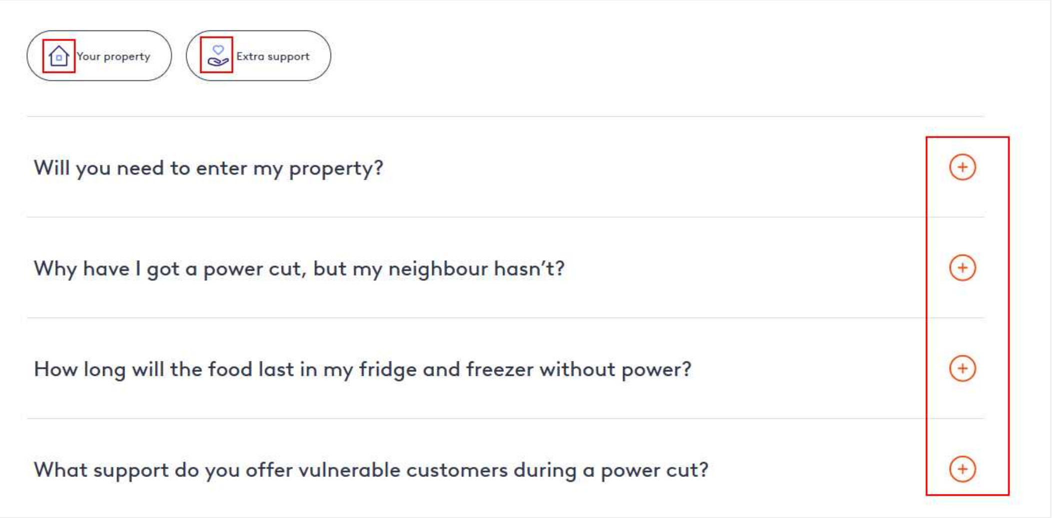
Page 2: DOM, Decorative icons have redundant text alternative

This can also be found on page 3, with the "Search" icon, "List", "Extra support", and so on decorative icons. These decorative icons have been given a redundant text alternative.



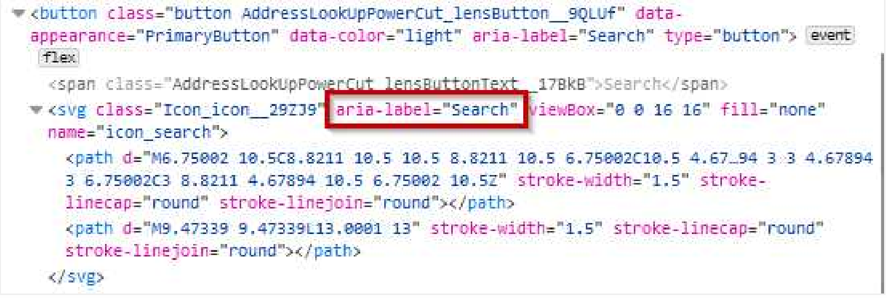
Search, track and report power cuts
Search by postcode
View power cuts as a list
Extra support during a power cut
Receive text alerts for future power cuts
Unsubscribe from current power cut text updates

Page 3: Desktop, Decorative icons



Your property
Extra support
Will you need to enter my property?
Why have I got a power cut, but my neighbour hasn't?
How long will the food last in my fridge and freezer without power?
What support do you offer vulnerable customers during a power cut?

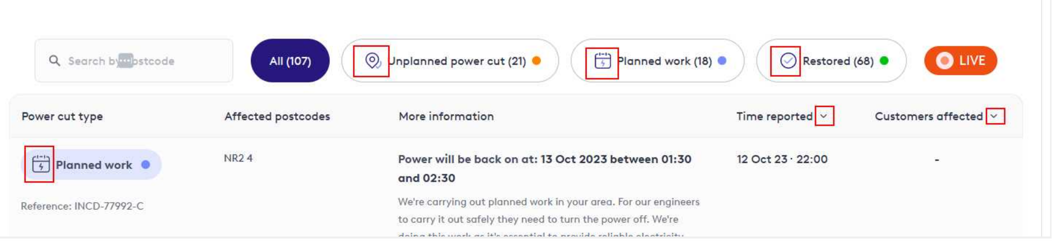
Pages 3: DOM, Decorative icons have redundant text alternative



```
▼<button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-
 appearance="PrimaryButton" data-color="light" aria-label="Search" type="button"> event
  flex
   <span class="AddressLookUpPowerCut_lensButtonText__17BkB">Search</span>
 ▼<svg class="Icon_icon__29ZJ9" aria-label="Search" viewBox="0 0 16 16" fill="none"
   name="icon_search">
     <path d="M6.75002 10.5C8.8211 10.5 10.5 8.8211 10.5 6.75002C10.5 4.67…94 3 3 4.67894
     3 6.75002C3 8.8211 4.67894 10.5 6.75002 10.5Z" stroke-width="1.5" stroke-
     linecap="round" stroke-linejoin="round"></path>
     <path d="M9.47339 9.47339L13.0001 13" stroke-width="1.5" stroke-linecap="round"
     stroke-linejoin="round"></path>
   </svg>
```

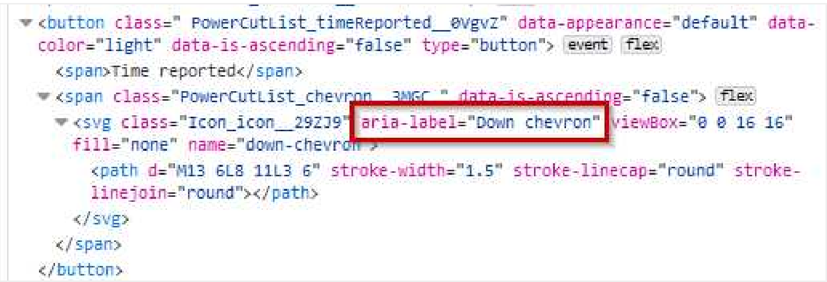
Page 3: DOM, Decorative "Search" icon has redundant text alternative

This can also be found on page 4, with the "Location pin", "Power cut", and so on decorative icons. These decorative icons have been given a redundant text alternative.



Power cut type	Affected postcodes	More information	Time reported	Customers affected
Planned work Reference: INCD-77992-C	NR2 4	**Power will be back on at: 13 Oct 2023 between 01:30 and 02:30** We're carrying out planned work in your area. For our engineers to carry it out safely they need to turn the power off. We're	12 Oct 23 · 22:00	-

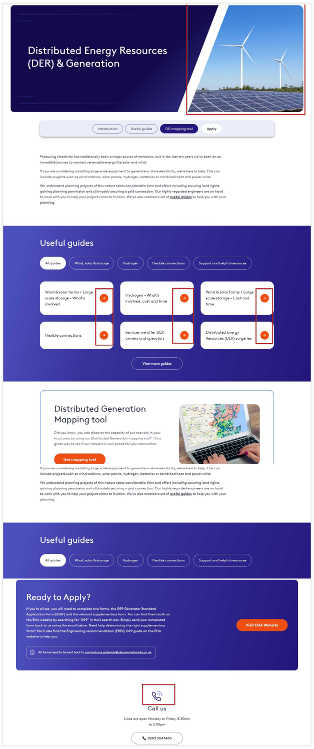
Page 4: Desktop, Decorative icons



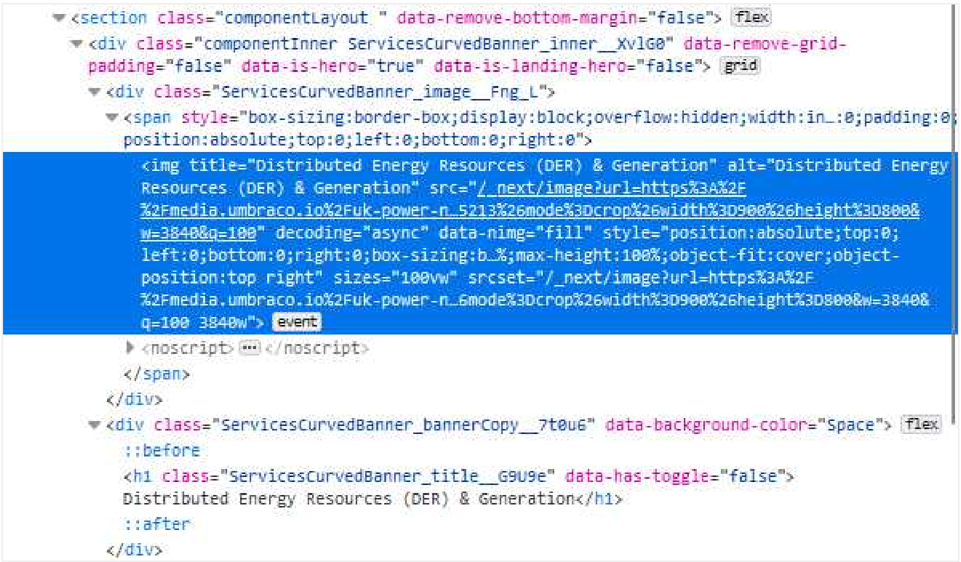
```
▼<button class=" PowerCutList_timeReported__0VgvZ" data-appearance="default" data-
color="light" data-is-ascending="false" type="button"> event flex
   <span>Time reported</span>
  ▼<span class="PowerCutList_chevron__3MGC " data-is-ascending="false"> flex
    ▼<svg class="Icon_icon__29ZJ9" aria-label="Down chevron" viewBox="0 0 16 16"
     fill="none" name="down-chevron">
       <path d="M13 6L8 11L3 6" stroke-width="1.5" stroke-linecap="round" stroke-
       linejoin="round"></path>
     </svg>
   </span>
 </button>
```

Pages 4: DOM, Decorative icons have redundant text alternative

This can also be found on page 5, with the “Right arrow”, “Connection” and so on decorative icons and “Distributed Energy Resources (DER) & Generation” decorative background image. These decorative icons and images have been given a redundant text alternative.

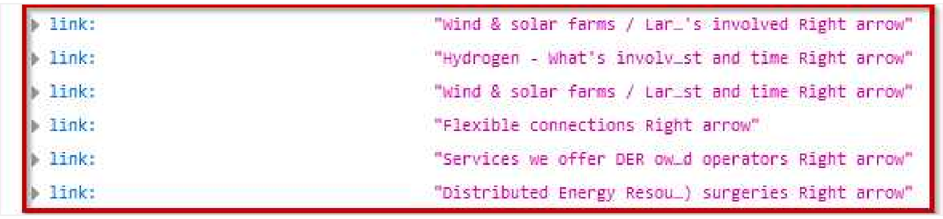

Distributed Energy Resources (DER) & Generation
Useful guides
Distributed Generation Mapping tool
Useful guides
Ready to Apply?
Call us

Page 5: Desktop, Decorative icons and images



```
 ▼<section class="componentLayout " data-remove-bottom-margin="false"> flex
  ▼<div class="componentInner ServicesCurvedBanner_inner__XvlG0" data-remove-grid-
   padding="false" data-is-hero="true" data-is-landing-hero="false"> grid
    ▼<div class="ServicesCurvedBanner_image__Fng_L">
      ▼<span style="box-sizing:border-box;display:block;overflow:hidden;width:in…:0;padding:0;
       position:absolute;top:0;left:0;bottom:0;right:0">
         <img title="Distributed Energy Resources (DER) & Generation" alt="Distributed Energy
         Resources (DER) & Generation" src="/_next/image?url=https%3A%2F
         %2Fmedia.umbraco.io%2Fuk-power-n…5213%26mode%3Dcrop%26width%3D900%26height%3D800&
         w=3840&q=100" decoding="async" data-nimg="fill" style="position:absolute;top:0;
         left:0;bottom:0;right:0;box-sizing:b…%;max-height:100%;object-fit:cover;object-
         position:top right" sizes="100vw" srcset="/_next/image?url=https%3A%2F
         %2Fmedia.umbraco.io%2Fuk-power-n…6mode%3Dcrop%26width%3D900%26height%3D800&w=3840&
         q=100 3840w"> event
       ▶<noscript> ··· </noscript>
       </span>
     </div>
    ▼<div class="ServicesCurvedBanner_bannerCopy__7t0u6" data-background-color="Space"> flex
       ::before
       <h1 class="ServicesCurvedBanner_title__G9U9e" data-has-toggle="false">
       Distributed Energy Resources (DER) & Generation</h1>
       ::after
     </div>
```

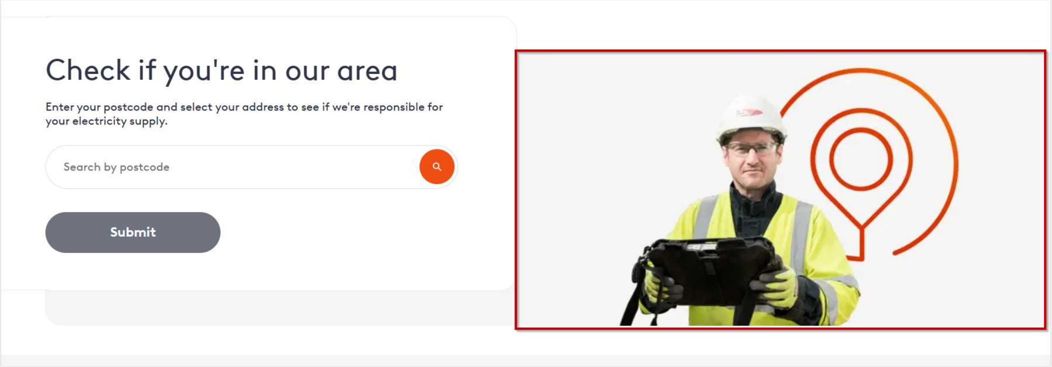
Page 5: DOM, Decorative background image has redundant text alternative



```
▶ link:          "Wind & solar farms / Lar…'s involved Right arrow"
▶ link:          "Hydrogen - What's involv…st and time Right arrow"
▶ link:          "Wind & solar farms / Lar…st and time Right arrow"
▶ link:          "Flexible connections Right arrow"
▶ link:          "Services we offer DER ow…d operators Right arrow"
▶ link:          "Distributed Energy Resou…) surgeries Right arrow"
```

Page 5: DOM, "Right arrow" decorative icon appended to links have redundant text alternative

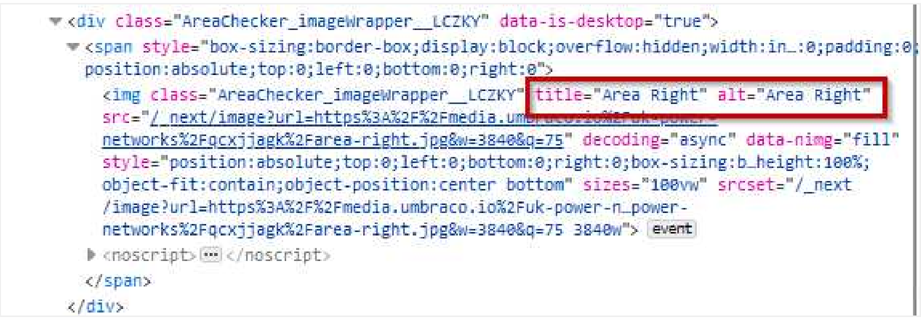
This can also be found on page 10, with the "Area Right" decorative background images. This decorative image has been given a redundant text alternative.



Check if you're in our area

Enter your postcode and select your address to see if we're responsible for your electricity supply.

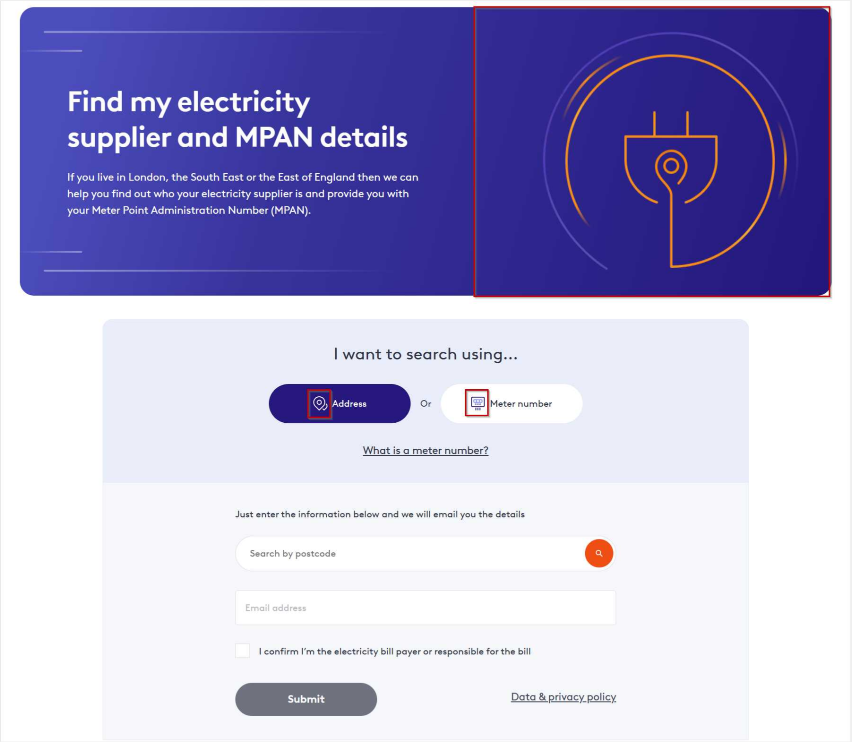
Page 10: Desktop, Decorative images



```
▼<div class="AreaChecker_imageWrapper__LCZKY" data-is-desktop="true">
  ▼<span style="box-sizing:border-box;display:block;overflow:hidden;width:in…:0;padding:0;
   position:absolute;top:0;left:0;bottom:0;right:0">
     <img class="AreaChecker_imageWrapper__LCZKY" title="Area Right" alt="Area Right"
     src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
     networks%2Fqcxjjagk%2Farea-right.jpg&w=3840&q=75" decoding="async" data-nimg="fill"
     style="position:absolute;top:0;left:0;bottom:0;right:0;box-sizing:b…height:100%;
     object-fit:contain;object-position:center bottom" sizes="100vw" srcset="/_next
     /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…power-
     networks%2Fqcxjjagk%2Farea-right.jpg&w=3840&q=75 3840w"> event
   ▶<noscript>…</noscript>
   </span>
 </div>
```

Page 10: DOM, Decorative images have redundant text alternative

This can also be found on page 11, with the "Location pin" and "Meter" decorative icons and the "Supplier Mpan Header Graphic" decorative background image. These decorative icons and images have been given a redundant text alternative.



Find my electricity supplier and MPAN details

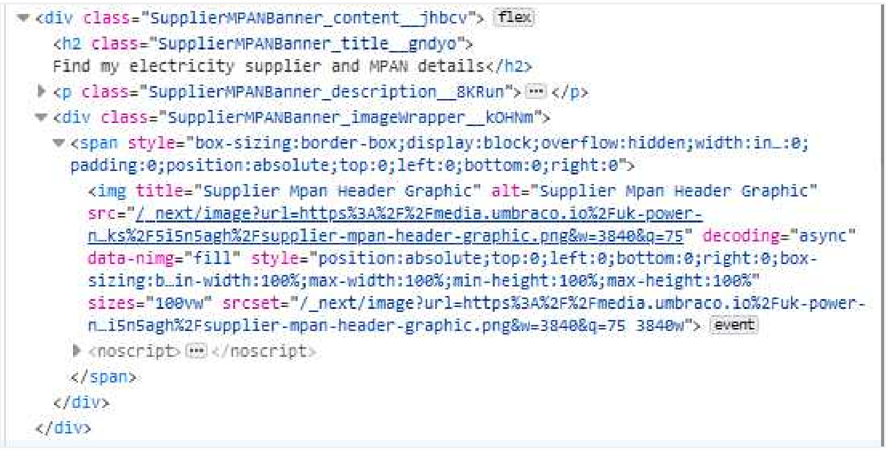
If you live in London, the South East or the East of England then we can help you find out who your electricity supplier is and provide you with your Meter Point Administration Number (MPAN).

I want to search using...

Just enter the information below and we will email you the details

□ I confirm I'm the electricity bill payer or responsible for the bill

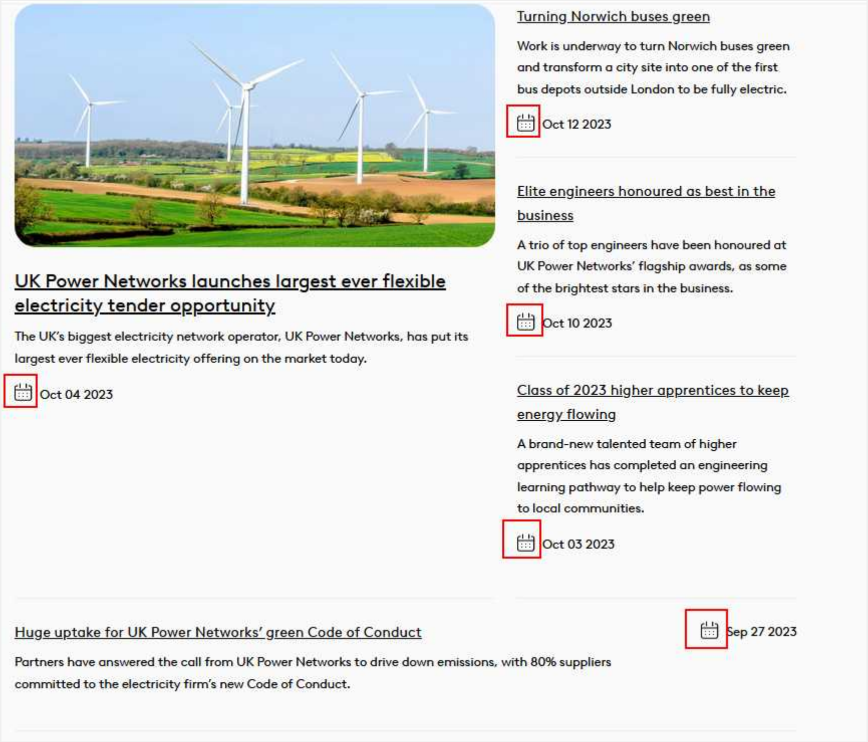
Page 11: Desktop, Decorative icons and images



```
▼<div class="SupplierMPANBanner_content__jhbcv"> flex
   <h2 class="SupplierMPANBanner_title__gndyo">
   Find my electricity supplier and MPAN details</h2>
 ▶<p class="SupplierMPANBanner_description__8KRun"> ··· </p>
 ▼<div class="SupplierMPANBanner_imageWrapper__kOHNm">
   ▼<span style="box-sizing:border-box;display:block;overflow:hidden;width:in…:0;
     padding:0;position:absolute;top:0;left:0;bottom:0;right:0">
       <img title="Supplier Mpan Header Graphic" alt="Supplier Mpan Header Graphic"
       src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
       n…ks%2F5i5n5agh%2Fsupplier-mpan-header-graphic.png&w=3840&q=75" decoding="async"
       data-nimg="fill" style="position:absolute;top:0;left:0;bottom:0;right:0;box-
       sizing:b…in-width:100%;max-width:100%;min-height:100%;max-height:100%"
       sizes="100vw" srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
       n…i5n5agh%2Fsupplier-mpan-header-graphic.png&w=3840&q=75 3840w"> event
     ▶<noscript> ··· </noscript>
     </span>
   </div>
</div>
```

Page 11: DOM, Decorative icons have redundant text alternative

This can also be found on page 12, with the calendar icons adjacent to the dates under "Latest news". The icons are decorative but have the redundant accessible name of "Calendar".



UK Power Networks launches largest ever flexible electricity tender opportunity

The UK's biggest electricity network operator, UK Power Networks, has put its largest ever flexible electricity offering on the market today.

Oct 04 2023

Turning Norwich buses green

Work is underway to turn Norwich buses green and transform a city site into one of the first bus depots outside London to be fully electric.

Oct 12 2023

Elite engineers honoured as best in the business

A trio of top engineers have been honoured at UK Power Networks' flagship awards, as some of the brightest stars in the business.

Oct 10 2023

Class of 2023 higher apprentices to keep energy flowing

A brand-new talented team of higher apprentices has completed an engineering learning pathway to help keep power flowing to local communities.

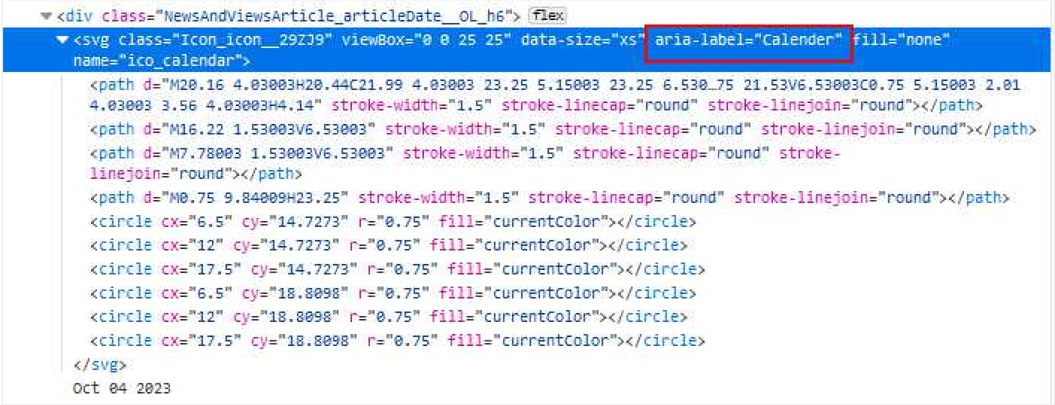
Oct 03 2023

Huge uptake for UK Power Networks' green Code of Conduct

Partners have answered the call from UK Power Networks to drive down emissions, with 80% suppliers committed to the electricity firm's new Code of Conduct.

Sep 27 2023

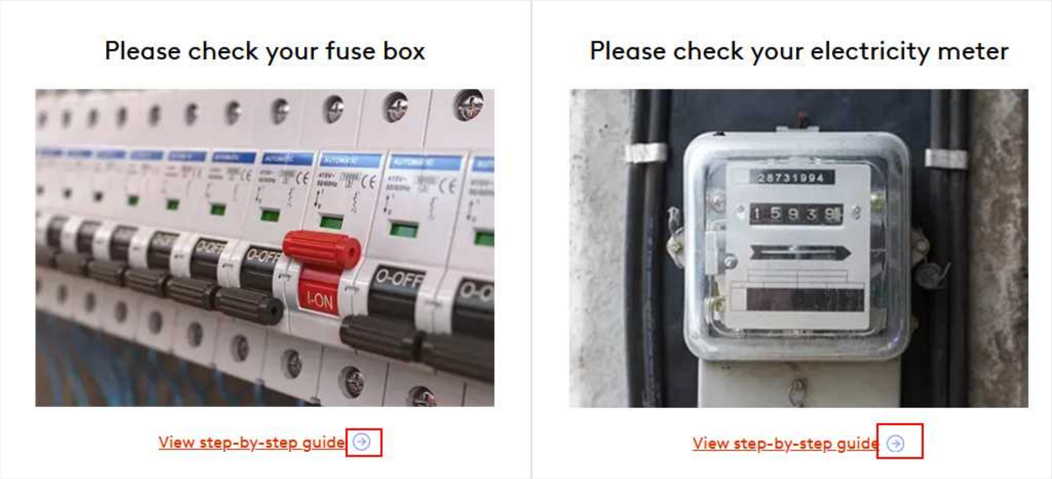
Page 12: desktop, decorative calendar icons



```
▼<div class="NewsAndViewsArticle_articleDate__OL_h6"> flex
  ▼<svg class="Icon_icon__29ZJ9" viewBox="0 0 25 25" data-size="xs" aria-label="Calender" fill="none"
    name="ico_calendar">
      <path d="M20.16 4.03003H20.44C21.99 4.03003 23.25 5.15003 23.25 6.530_75 21.53V6.53003C0.75 5.15003 2.01
      4.03003 3.56 4.03003H4.14" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
      <path d="M16.22 1.53003V6.53003" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
      <path d="M7.78003 1.53003V6.53003" stroke-width="1.5" stroke-linecap="round" stroke-
      linejoin="round"></path>
      <path d="M0.75 9.84009H23.25" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
      <circle cx="6.5" cy="14.7273" r="0.75" fill="currentColor"></circle>
      <circle cx="12" cy="14.7273" r="0.75" fill="currentColor"></circle>
      <circle cx="17.5" cy="14.7273" r="0.75" fill="currentColor"></circle>
      <circle cx="6.5" cy="18.8098" r="0.75" fill="currentColor"></circle>
      <circle cx="12" cy="18.8098" r="0.75" fill="currentColor"></circle>
      <circle cx="17.5" cy="18.8098" r="0.75" fill="currentColor"></circle>
    </svg>
    Oct 04 2023
```

Page 12: DOM, markup for a calendar icon

This can also be found on page 15, with the arrows adjacent to the links “View step-by-step guide”. The icons have the redundant accessible name of “Right arrow in a circle”.



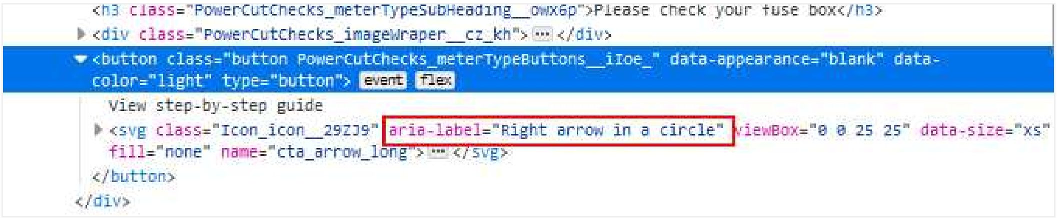
Please check your fuse box

View step-by-step guide

Please check your electricity meter

View step-by-step guide

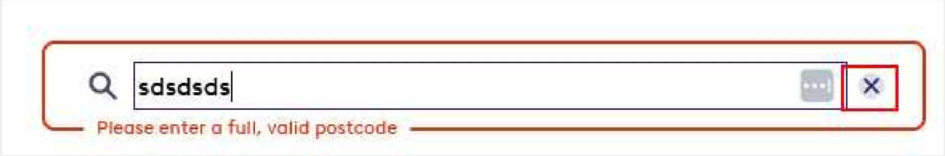
Page 15: desktop, decorative image



```
<h3 class="PowerCutChecks_meterTypeSubHeading__owx6p">Please check your fuse box</h3>
▶<div class="PowerCutChecks_imageWraper__cz_kh">⋯</div>
▼<button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-
 color="light" type="button"> event  flex
   View step-by-step guide
  ▶<svg class="Icon_icon__29ZJ9" aria-label="Right arrow in a circle" viewBox="0 0 25 25" data-size="xs"
   fill="none" name="cta_arrow_long">⋯</svg>
 </button>
</div>
```

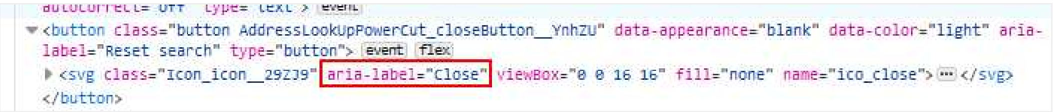
Page 15: DOM, markup for the decorative image

This can also be found on page 17, in the “Search by postcode” modal, with the “X” clear button. The icon on the button has the redundant accessible name of “Close”.



Please enter a full, valid postcode

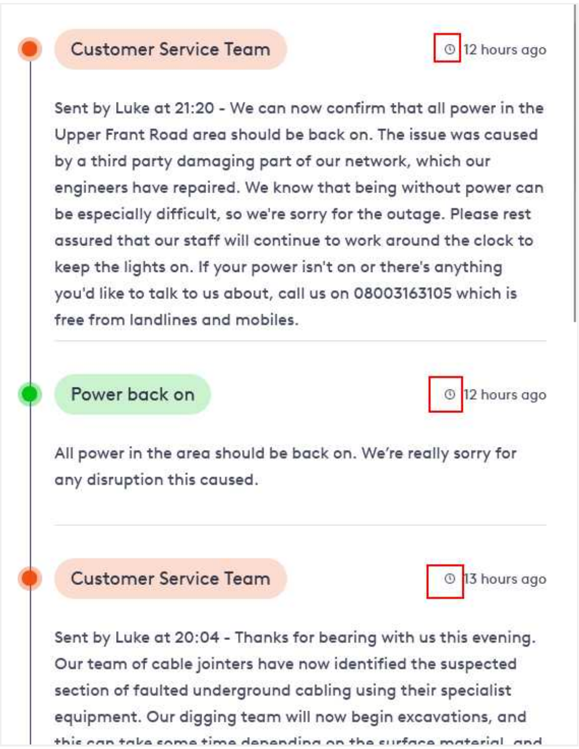
Page 17: desktop, icon on the button



```
autocorrect="off" type="text"> event
▼<button class="button AddressLookUpPowerCut_closeButton__YnhZU" data-appearance="blank" data-color="light" aria-
 label="Reset search" type="button"> event  flex
  ▶<svg class="Icon_icon__29ZJ9" aria-label="Close" viewBox="0 0 16 16" fill="none" name="ico_close">⋯</svg>
 </button>
```

Page 17: DOM, markup for the icon on the button

This can also be found on page 18, with the clock icons adjacent to the time indication. The icons are decorative but have the redundant accessible name of “Time”.



12 hours ago

Sent by Luke at 21:20 - We can now confirm that all power in the Upper Frant Road area should be back on. The issue was caused by a third party damaging part of our network, which our engineers have repaired. We know that being without power can be especially difficult, so we're sorry for the outage. Please rest assured that our staff will continue to work around the clock to keep the lights on. If your power isn't on or there's anything you'd like to talk to us about, call us on 08003163105 which is free from landlines and mobiles.

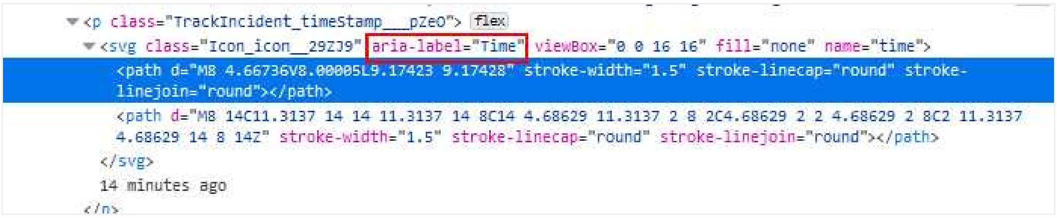
12 hours ago

All power in the area should be back on. We're really sorry for any disruption this caused.

13 hours ago

Sent by Luke at 20:04 - Thanks for bearing with us this evening. Our team of cable jointers have now identified the suspected section of faulted underground cabling using their specialist equipment. Our digging team will now begin excavations, and this can take some time depending on the surface material, and

Page 18, desktop, decorative clock icons



```
▼<p class="TrackIncident_timeStamp___pZeO"> flex
  ▼<svg class="Icon_icon__29ZJ9" aria-label="Time" viewBox="0 0 16 16" fill="none" name="time">
      <path d="M8 4.66736V8.00005L9.17423 9.17428" stroke-width="1.5" stroke-linecap="round" stroke-
      linejoin="round"></path>
      <path d="M8 14C11.3137 14 14 11.3137 14 8C14 4.68629 11.3137 2 8 2C4.68629 2 2 4.68629 2 8C2 11.3137
      4.68629 14 8 14Z" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
    </svg>
    14 minutes ago
  </p>
```

Page 18: DOM< markup for a clock icon

Steps to reproduce

1. Inspect the decorative images.
2. Confirm that they have redundant text alternatives.

Recommendation

Images marked up with an `<img>` tag must have an alt attribute. Use the attribute to provide an appropriate text alternative. Decorative images that do not convey meaning or unique information need an empty alt attribute. For example:

```
<img src=" decoration.png" alt="">
```

Inline SVG images can use `aria-hidden` and `focusable="false"` for the same purpose. For example:

```
<svg aria-hidden="true" focusable="false"> ... </svg>
```

For more information, see Web Accessibility Tutorials - Decorative Images, Alt Attribute Decision Tree, and CSS Tricks - Accessible SVGs.

Return to priority table

ADR_18910-32 **MEDIUM PRIORITY** **RESOLVED**

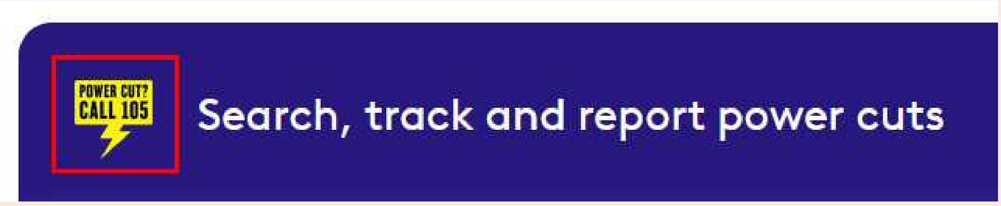
Informative image has inappropriate text alternative

Success Criteria	1.1.1: Non-text content [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02
Users Affected	Vision
Component	Image

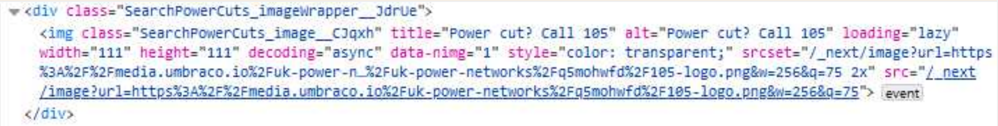
Recheck comment 15/03/24

This issue is fixed.

On page 2, the “Power cut? Call 105” informative image, which indicates important information highlighting the emergency number during a power cut, now has an appropriate text alternative as “Power cut? Call 105”.



Page 2: desktop, informative image has appropriate text alternative



```
▾<div class="SearchPowerCuts_imageWrapper__JdrUe">
   <img class="SearchPowerCuts_image__CJqxh" title="Power cut? Call 105" alt="Power cut? Call 105" loading="lazy"
   width="111" height="111" decoding="async" data-nimg="1" style="color: transparent;" srcset="/_next/image?url=https
   %3A%2F%2Fmedia.umbraco.io%2Fuk-power-n_%2Fuk-power-networks%2Fq5mohwfd%2F105-logo.png&w=256&q=75 2x" src="/_next
   /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fq5mohwfd%2F105-logo.png&w=256&q=75"> event
 </div>
```

Page 2: DOM, informative image has appropriate text alternative

What happened

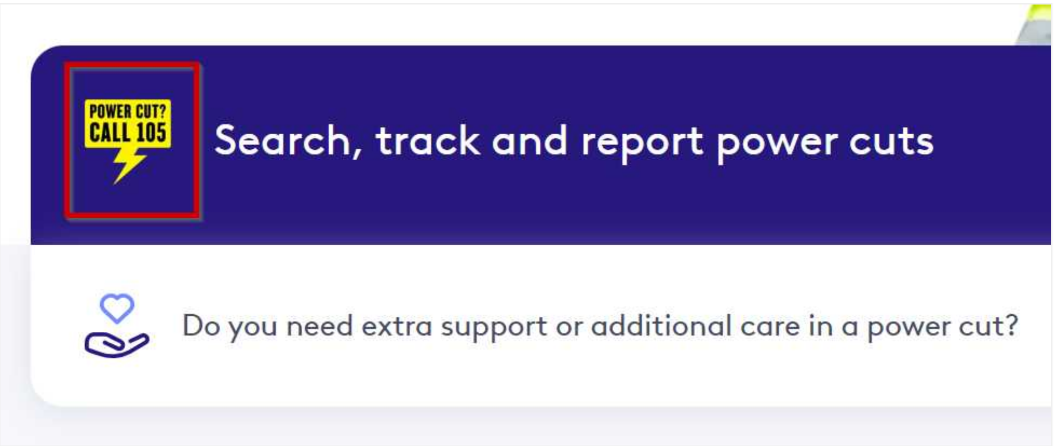
Non-text content must have appropriate alternatives. This is required for the content to be understood by all users. Images, icons and so on may otherwise be miscommunicated by assistive technology. There are informative images with inappropriate text alternatives.

We have classed the images as informative as they communicate unique or meaningful information.

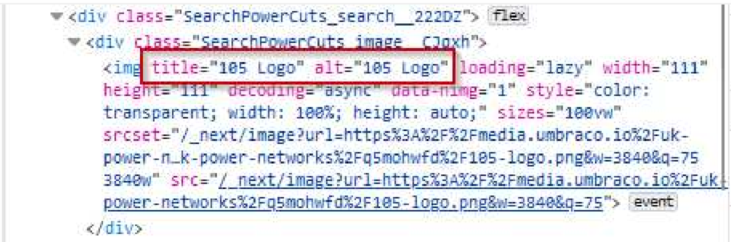
Where it happened

This can be found on page 2, with the “Power cut? call 105” informative image. The image indicates important information highlighting the emergency number during the power cut. However, this information is not available via the text alternative, as this image has been given an inappropriate text alternative of “105 logo”.

Note, that the text being embedded within the image has been raised separately under ADR_18910 -31.


POWER CUT?
CALL 105
Search, track and report power cuts
Do you need extra support or additional care in a power cut?

Page 2: Desktop, “Power cut? call 105” informative image



```
▼<div class="SearchPowerCuts_search__222DZ"> flex
  ▼<div class="SearchPowerCuts_image__CJoxh">
     <img title="105 Logo" alt="105 Logo" loading="lazy" width="111"
     height="111" decoding="async" data-nimg="1" style="color:
     transparent; width: 100%; height: auto;" sizes="100vw"
     srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-
     power-n_k-power-networks%2Fq5mohwfd%2F105-logo.png&w=3840&q=75
     3840w" src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-
     power-networks%2Fq5mohwfd%2F105-logo.png&w=3840&q=75"> event
   </div>
```

Page 2: DOM, “Power cut? call 105” informative image has an inappropriate text alternative

Steps to reproduce

1. Inspect the informative images.
2. Confirm that the images have inappropriate text alternatives.

Recommendation

Images marked up with an `<img>` tag must have an alt attribute. Use the attribute to provide an appropriate text alternative. Informative images that convey meaningful or unique information need a descriptive alt attribute. For example:

```
<img src="powercut.png" alt="Power cut? - Call 105">
```

Inline SVG images can use `<title>`, `<desc>`, and `aria-labelledby` for the same purpose. For example:

```
<svg aria-labelledby="uniqueTitleID uniqueDescID">
  <title id="uniqueTitleID">The title of the SVG</title>
  <desc id="uniqueDescID">A longer, more complete description for complex graphics.</desc>
  ...
</svg>
```

For more information, see Web Accessibility Tutorials - Informative Images, Alt Attribute Decision Tree, and CSS Tricks - Accessible SVGs.

Return to priority table

ADR_18910-45 **MEDIUM PRIORITY** **RESOLVED**

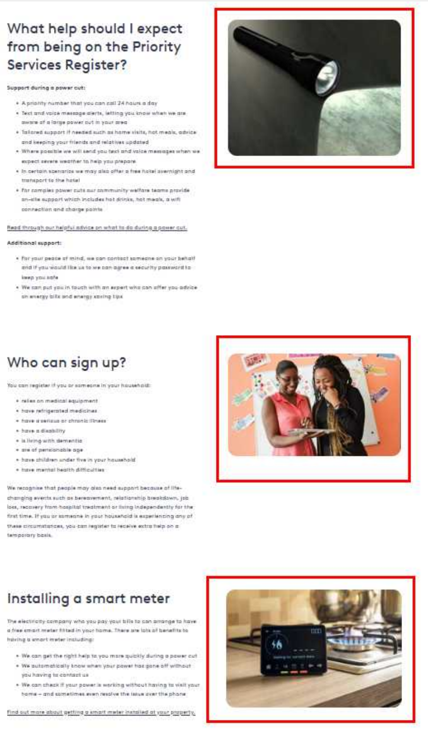
Decorative images have redundant text alternatives

Success Criteria	1.1.1: Non-text content [2.0 A]
Devices	Desktop
Pages Affected	07
Users Affected	Vision
Component	Image

Recheck comment 14/03/24

This issue is fixed.

On page 7, on desktop, the images adjacent to “What help should I expect…”, “Who can sign up?”, and “Installing a smart meter” no longer have redundant text alternatives.



What help should I expect from being on the Priority Services Register?

Support during a power cut:

- A priority number that you can call 24 hours a day
- Text and voice message alerts, letting you know when we are aware of a large power cut in your area
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- Where possible we will send you text and voice messages when we expect severe weather to help you prepare
- In certain scenarios we may also offer a free hotel overnight and transport to the hotel
- For complex power cuts our community welfare teams provide on-site support which includes hot drinks, hot meals, a wifi connection and charge points

Read through our helpful advice on what to do during a power cut.

Additional support:

- For your peace of mind, we can contact someone on your behalf and if you would like us to we can agree a security password to keep you safe
- We can put you in touch with an expert who can offer you advice on energy bills and energy saving tips

Who can sign up?

You can register if you or someone in your household:

- relies on medical equipment
- have refrigerated medicines
- have a serious or chronic illness
- have a disability
- is living with dementia
- are of pensionable age
- have children under five in your household
- have mental health difficulties

We recognise that people may also need support because of life-changing events such as bereavement, relationship breakdown, job loss, recovery from hospital treatment or living independently for the first time. If you or someone in your household is experiencing any of these circumstances, you can register to receive extra help on a temporary basis.

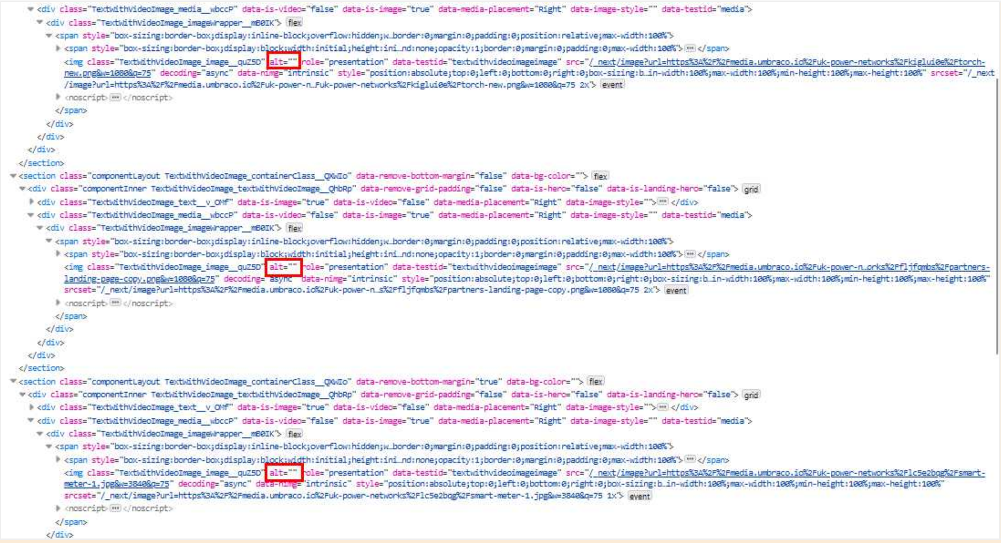
Installing a smart meter

The electricity company who you pay your bills to can arrange to have a free smart meter fitted in your home. There are lots of benefits to having a smart meter including:

- We can get the right help to you more quickly during a power cut
- We automatically know when your power has gone off without you having to contact us
- We can check if your power is working without having to visit your home – and sometimes even resolve the issue over the phone

Find out more about getting a smart meter installed at your property.

Page 7: desktop, decorative images no longer have redundant text alternatives



```
    ▼ <div class="TextWithVideoImage_media__wbccP" data-is-video="false" data-is-image="true" data-media-placement="Right" data-image-style="" data-testid="media">
      ▼ <div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
        ▼ <span style="box-sizing:border-box;display:inline-block;overflow:hidden;w…border:0;margin:0;padding:0;position:relative;max-width:100%">
          ▶ <span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;margin:0;padding:0;max-width:100%"> ⋯ </span>
            <img class="TextWithVideoImage_image__quZ5D" alt="" role="presentation" data-testid="textwithvideoimageimage" src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fkiglui0e%2Ftorch-
            new.png&w=1080&q=75" decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;bottom:0;right:0;box-sizing:b…in-width:100%;max-width:100%;min-height:100%;max-height:100%" srcset="/_next
            /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…Fuk-power-networks%2Fkiglui0e%2Ftorch-new.png&w=1080&q=75 2x"> event
          ▶ <noscript> ⋯ </noscript>
          </span>
        </div>
      </div>
    </div>
  </section>
▼ <section class="componentLayout TextWithVideoImage_containerClass__QXWIo" data-remove-bottom-margin="false" data-bg-color=""> flex
  ▼ <div class="componentInner TextWithVideoImage_textWithVideoImage__QhbRp" data-remove-grid-padding="false" data-is-hero="false" data-is-landing-hero="false"> grid
    ▶ <div class="TextWithVideoImage_text__v_OMf" data-is-image="true" data-is-video="false" data-media-placement="Right" data-image-style=""> ⋯ </div>
    ▼ <div class="TextWithVideoImage_media__wbccP" data-is-video="false" data-is-image="true" data-media-placement="Right" data-image-style="" data-testid="media">
      ▼ <div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
        ▼ <span style="box-sizing:border-box;display:inline-block;overflow:hidden;w…border:0;margin:0;padding:0;position:relative;max-width:100%">
          ▶ <span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;margin:0;padding:0;max-width:100%"> ⋯ </span>
            <img class="TextWithVideoImage_image__quZ5D" alt="" role="presentation" data-testid="textwithvideoimageimage" src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…orks%2Ffljfqmbs%2Fpartners-
            landing-page-copy.png&w=1080&q=75" decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;bottom:0;right:0;box-sizing:b…in-width:100%;max-width:100%;min-height:100%;max-height:100%"
            srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…s%2Ffljfqmbs%2Fpartners-landing-page-copy.png&w=1080&q=75 2x"> event
          ▶ <noscript> ⋯ </noscript>
          </span>
        </div>
      </div>
    </div>
  </section>
▼ <section class="componentLayout TextWithVideoImage_containerClass__QXWIo" data-remove-bottom-margin="true" data-bg-color=""> flex
  ▼ <div class="componentInner TextWithVideoImage_textWithVideoImage__QhbRp" data-remove-grid-padding="false" data-is-hero="false" data-is-landing-hero="false"> grid
    ▶ <div class="TextWithVideoImage_text__v_OMf" data-is-image="true" data-is-video="false" data-media-placement="Right" data-image-style=""> ⋯ </div>
    ▼ <div class="TextWithVideoImage_media__wbccP" data-is-video="false" data-is-image="true" data-media-placement="Right" data-image-style="" data-testid="media">
      ▼ <div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
        ▼ <span style="box-sizing:border-box;display:inline-block;overflow:hidden;w…border:0;margin:0;padding:0;position:relative;max-width:100%">
          ▶ <span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;margin:0;padding:0;max-width:100%"> ⋯ </span>
            <img class="TextWithVideoImage_image__quZ5D" alt="" role="presentation" data-testid="textwithvideoimageimage" src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Flc5e2bqg%2Fsmart-
            meter-1.jpg&w=3840&q=75" decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;bottom:0;right:0;box-sizing:b…in-width:100%;max-width:100%;min-height:100%;max-height:100%"
            srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Flc5e2bqg%2Fsmart-meter-1.jpg&w=3840&q=75 1x"> event
          ▶ <noscript> ⋯ </noscript>
          </span>
        </div>
```

Page 7: DOM, decorative images no longer have redundant text alternatives

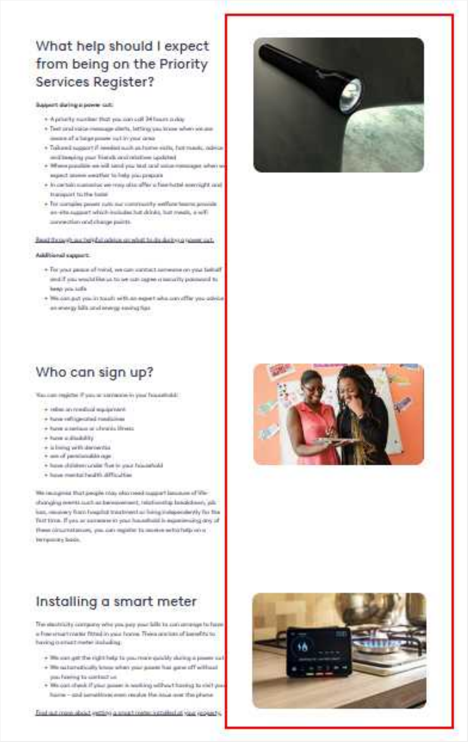
What happened

Non-text content must have appropriate alternatives. This is required for the content to be understood by all users. Images, icons and so on may otherwise be miscommunicated by assistive technology. There are decorative images with redundant text alternatives.

We have classed the images as decorative as they do not communicate any unique or meaningful information.

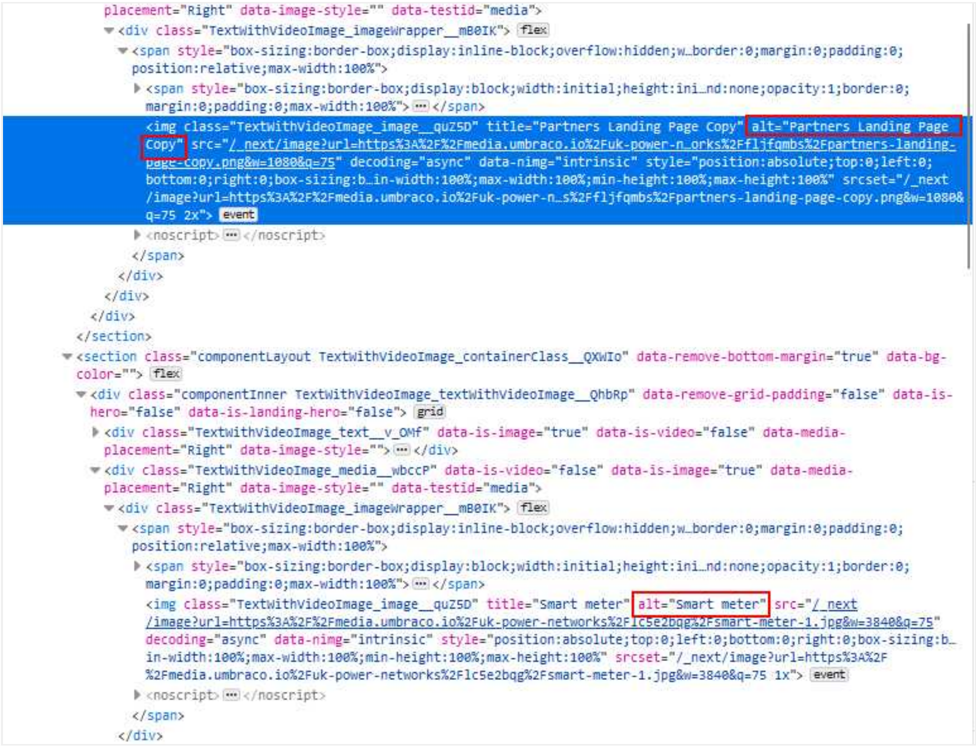
Where it happened

This can be found on page 7, on desktop with the images adjacent to “What help should I expect…”, “Who can sign up?”, and “Installing a smart meter”. These images do not convey any meaningful information but have the text alternatives “Partners Landing Page Copy” and “Smart meter”.



What help should I expect from being on the Priority Services Register?
Who can sign up?
Installing a smart meter

Page 7, desktop, decorative images



```
          placement="Right" data-image-style="" data-testid="media">
          ▼<div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
            ▼<span style="box-sizing:border-box;display:inline-block;overflow:hidden;w…border:0;margin:0;padding:0;
            position:relative;max-width:100%">
              ▶<span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;
              margin:0;padding:0;max-width:100%"> ⋯ </span>
              <img class="TextWithVideoImage_image__quZ5D" title="Partners Landing Page Copy" alt="Partners Landing Page
              Copy" src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…orks%2Ffljfqmbs%2Fpartners-landing-
              page-copy.png&w=1080&q=75" decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;
              bottom:0;right:0;box-sizing:b…in-width:100%;max-width:100%;min-height:100%;max-height:100%" srcset="/_next
              /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…s%2Ffljfqmbs%2Fpartners-landing-page-copy.png&w=1080&
              q=75 2x"> event
              ▶<noscript> ⋯ </noscript>
            </span>
          </div>
        </div>
      </div>
    </section>
  ▼<section class="componentLayout TextWithVideoImage_containerClass__QXWIo" data-remove-bottom-margin="true" data-bg-
    color=""> flex
    ▼<div class="componentInner TextWithVideoImage_textWithVideoImage__QhbRp" data-remove-grid-padding="false" data-is-
      hero="false" data-is-landing-hero="false"> grid
      ▶<div class="TextWithVideoImage_text__v_OMf" data-is-image="true" data-is-video="false" data-media-
        placement="Right" data-image-style=""> ⋯ </div>
      ▼<div class="TextWithVideoImage_media__wbccP" data-is-video="false" data-is-image="true" data-media-
        placement="Right" data-image-style="" data-testid="media">
        ▼<div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
          ▼<span style="box-sizing:border-box;display:inline-block;overflow:hidden;w…border:0;margin:0;padding:0;
          position:relative;max-width:100%">
            ▶<span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;
            margin:0;padding:0;max-width:100%"> ⋯ </span>
            <img class="TextWithVideoImage_image__quZ5D" title="Smart meter" alt="Smart meter" src="/_next
            /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Flc5e2bqg%2Fsmart-meter-1.jpg&w=3840&q=75"
            decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;bottom:0;right:0;box-sizing:b…
            in-width:100%;max-width:100%;min-height:100%;max-height:100%" srcset="/_next/image?url=https%3A%2F
            %2Fmedia.umbraco.io%2Fuk-power-networks%2Flc5e2bqg%2Fsmart-meter-1.jpg&w=3840&q=75 1x"> event
            ▶<noscript> ⋯ </noscript>
          </span>
        </div>
```

Page 7, DOM, markup showing accessible names of images

Steps to reproduce

1. Inspect the decorative images.
2. Confirm that they have redundant text alternatives.

Recommendation

Images marked up with an `<img>` tag must have an alt attribute. Use the attribute to provide an appropriate text alternative. Decorative images that do not convey meaning or unique information need an empty alt attribute. For example:

```
<img src=" decoration.png" alt="">
```

Inline SVG images can use `aria-hidden` and `focusable="false"` for the same purpose. For example:

```
<svg aria-hidden="true" focusable="false"> ... </svg>
```

For more information, see Web Accessibility Tutorials - Decorative Images, Alt Attribute Decision Tree, and CSS Tricks - Accessible SVGs.

Return to priority table

ADR_18910-51 MEDIUM PRIORITY RESOLVED

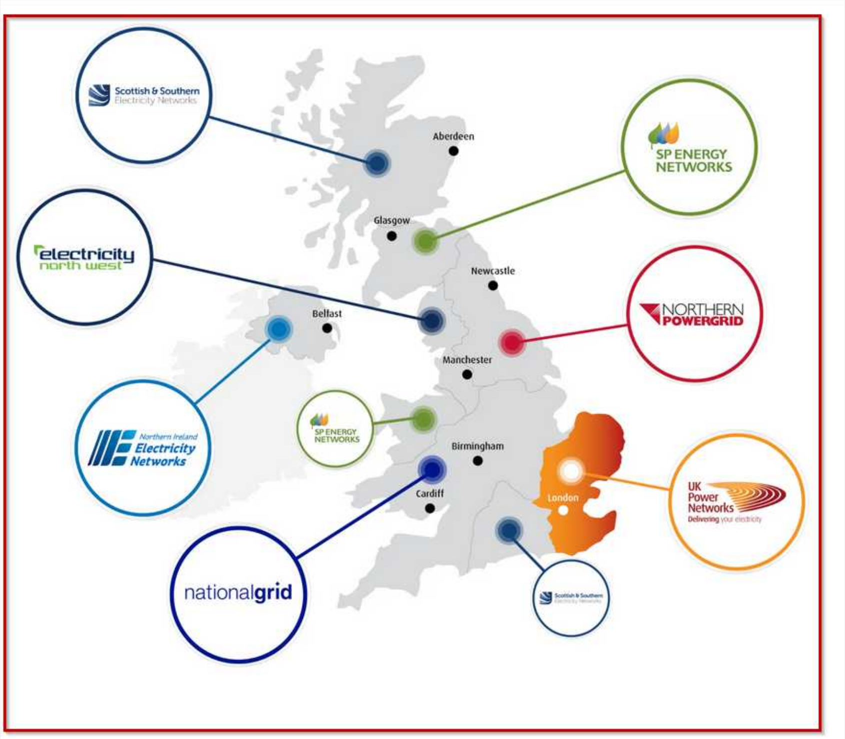
Static images have inappropriate text alternative

Success Criteria	1.1.1: Non-text content [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	10
Users Affected	Vision
Component	Graph or Chart

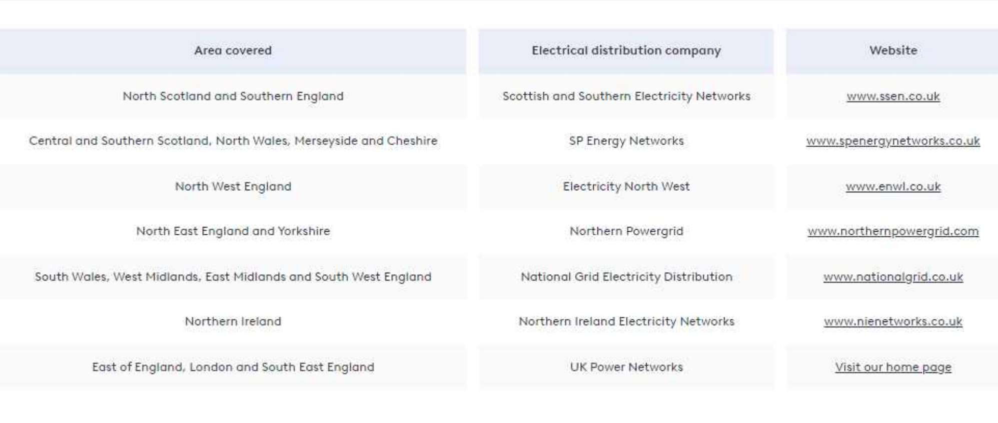
Recheck comment 14/03/24

This issue is fixed with comments.

On page 10, the informative static map image no longer has inappropriate text alternative. However, this image now no longer has alternative text at all. This informative image still needs alternative text to explain that the information can be viewed in the associated table, signposting where this table is. This has been raised in issue ADR_18910_103.

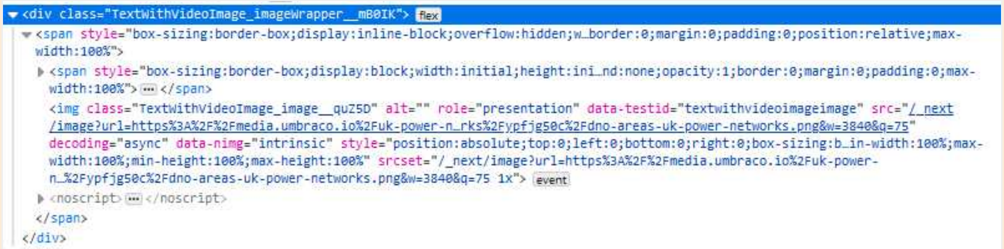

Scottish & Southern Electricity Networks
Aberdeen
SP ENERGY NETWORKS
Glasgow
electricity north west
Newcastle
NORTHERN POWERGRID
Belfast
Manchester
Northern Ireland Electricity Networks
SP ENERGY NETWORKS
Birmingham
Cardiff
London
UK Power Networks Delivering your electricity
nationalgrid
Scottish & Southern Electricity Networks

Page 10: desktop, static map image indicating the electric supply coverage by different companies



Area covered	Electrical distribution company	Website
North Scotland and Southern England	Scottish and Southern Electricity Networks	www.ssen.co.uk
Central and Southern Scotland, North Wales, Merseyside and Cheshire	SP Energy Networks	www.spenergynetworks.co.uk
North West England	Electricity North West	www.enwl.co.uk
North East England and Yorkshire	Northern Powergrid	www.northernpowergrid.com
South Wales, West Midlands, East Midlands and South West England	National Grid Electricity Distribution	www.nationalgrid.co.uk
Northern Ireland	Northern Ireland Electricity Networks	www.nienetworks.co.uk
East of England, London and South East England	UK Power Networks	Visit our home page

Page 10: desktop, static images text interpreted in the form of a table



```
▼<div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
  ▼<span style="box-sizing:border-box;display:inline-block;overflow:hidden;w…border:0;margin:0;padding:0;position:relative;max-
  width:100%">
    ▶<span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;margin:0;padding:0;max-
    width:100%"> ⋯ </span>
    <img class="TextWithVideoImage_image__quZ5D" alt="" role="presentation" data-testid="textwithvideoimageimage" src="/_next
    /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…rks%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&w=3840&q=75"
    decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;bottom:0;right:0;box-sizing:b…in-width:100%;max-
    width:100%;min-height:100%;max-height:100%" srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
    n…%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&w=3840&q=75 1x"> event
    ▶<noscript> ⋯ </noscript>
  </span>
</div>
```

Page 10: DOM, static images no longer has text alternative

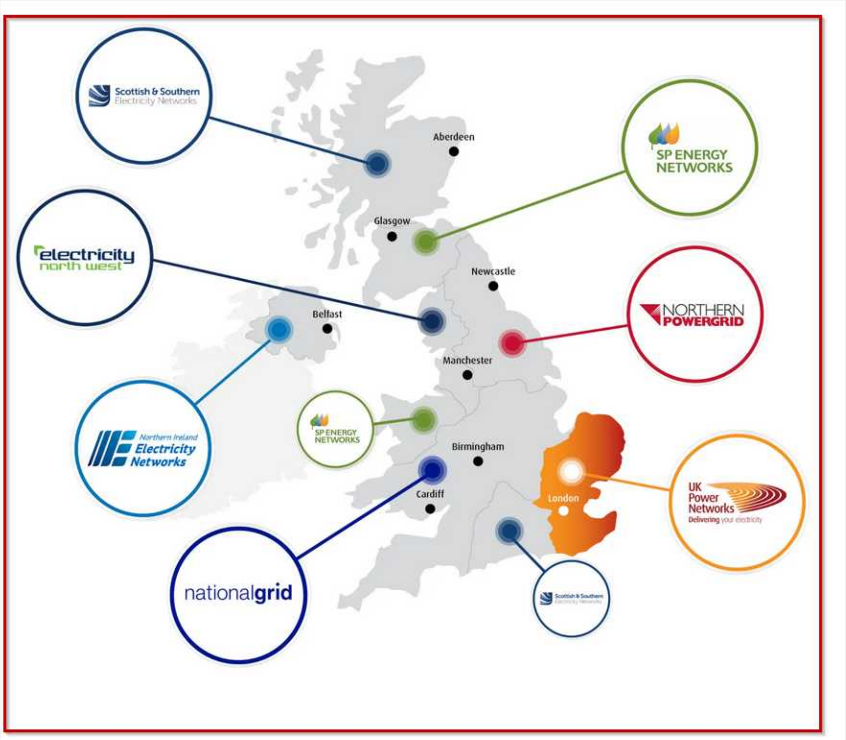
What happened

Non-text content must have appropriate alternatives. This is required for the content to be understood by all users. Images, icons and so on may otherwise be miscommunicated by assistive technology. There are informative static graphs with inappropriate text alternatives.

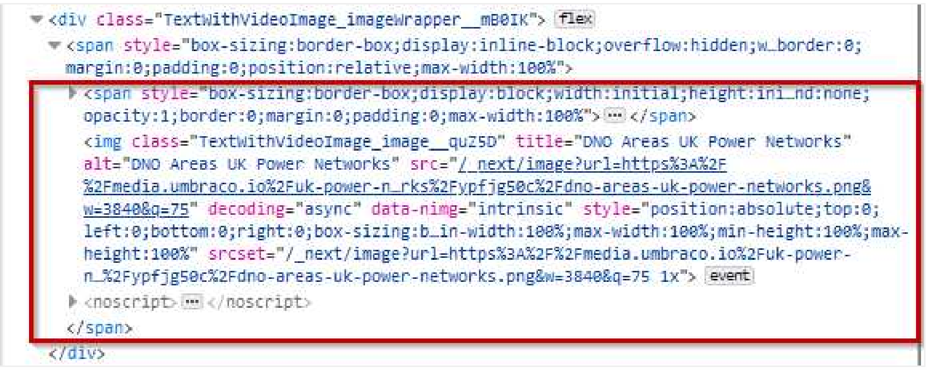
We have classed the images as informative as they communicate unique or meaningful information.

Where it happened

This can be seen on page 10, with the static map image indicating the electric supply coverage by different companies. However, the information presented through the static map image is not fully conveyed through the text alternative, “DNO Areas UK Power Networks”.


Scottish & Southern Electricity Networks
Aberdeen
SP ENERGY NETWORKS
Glasgow
electricity north west
Newcastle
NORTHERN POWERGRID
Belfast
Manchester
Northern Ireland Electricity Networks
SP ENERGY NETWORKS
Birmingham
Cardiff
London
UK Power Networks Delivering your electricity
nationalgrid
Scottish & Southern Electricity Networks

Page 10: desktop, electric supply coverage map



```
<div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
  <span style="box-sizing:border-box;display:inline-block;overflow:hidden;w_border:0;
  margin:0;padding:0;position:relative;max-width:100%">
    <span style="box-sizing:border-box;display:block;width:initial;height:ini_nd:none;
    opacity:1;border:0;margin:0;padding:0;max-width:100%"> ··· </span>
    <img class="TextWithVideoImage_image__quZ5D" title="DNO Areas UK Power Networks"
    alt="DNO Areas UK Power Networks" src="/_next/image?url=https%3A%2F
    %2Fmedia.umbraco.io%2Fuk-power-n_rks%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&
    w=3840&q=75" decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;
    left:0;bottom:0;right:0;box-sizing:b_in-width:100%;max-width:100%;min-height:100%;max-
    height:100%" srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
    n_%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&w=3840&q=75 1x"> event
    <noscript> ··· </noscript>
  </span>
</div>
```

Page 10: DOM, electric supply coverage map has inappropriate text alternative

Steps to reproduce

1. Inspect the static graph
2. Confirm that the images have inappropriate text alternatives.

Recommendation

Images marked up with an `<img>` tag must have an alt attribute. Use the attribute to provide an appropriate text alternative. Static graphs and charts that convey meaningful or unique information need a descriptive alt attribute.

That said, an `alt` attribute is not appropriate for communicating complex structured information. An alt attribute is a single string. When using images to present data, provide a text alternative to the image and signpost the alternative. For example:

```
<img src="P&L2021.png" alt="Chart showing different distribution network operator, see below
table for data">
<table>
  <caption>DNO Areas</caption>
  <tr>
    <th>East England, London, and South East England</th>
    <th>Yorkshire</th>
    ...
  </tr>
  <tr>
    <td>UK Power Networks</td>
    <td>Northern Powergrid</td>
    ...
  </tr>
</table>
```

Inline SVG images can use `<title>`, `<desc>`, and `aria-labelledby` for the same purpose. For example:

```
<svg aria-labelledby="uniqueTitleID uniqueDescID">
  <title id="uniqueTitleID">The title of the SVG</title>
  <desc id="uniqueDescID">A longer, more complete description for complex graphics.</desc>
  ...
</svg>
```

Note that you do not need to have the alternative permanently on-screen. For example, it can be expanded and collapsed with a disclosure element. Another option is providing a link to the data, such as a link to a table on a new page or a download option with an `.xls` file.

As well, if you have an alternative, you can instead programmatically hide the image. With `<img>` elements, this is done with a null `alt` attribute value. Inline SVG images can use `aria-hidden` and `focusable="false"` for the same purpose. For example:

```
<img src="DNO.png" alt="">
<svg aria-hidden="true" focusable="false"> ... </svg>
```

This can be done as alternative ways to access charts and graphs allow them to be considered decorative. It is preferable to implement an `alt` attribute that signposts that alternative. However, marking them as decorative can technically pass WCAG. That said, you cannot have no `alt` attribute whatsoever.

For more information, see Web Accessibility Tutorials - Informative Images, Complex Images, Alt Attribute Decision Tree, CSS Tricks - Accessible SVGs, WAI ARIA Practices - Disclosure for Image Description and BBC Mobile Accessibility Guidelines - Links to Alternative Formats.

Return to priority table

ADR_18910-97 **MEDIUM PRIORITY** **RESOLVED**

Functional image has inappropriate text alternative

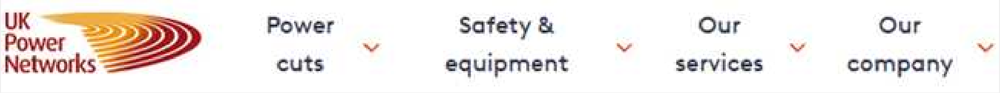
Success Criteria	1.1.1: Non-text content [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01
Users Affected	Vision
Component	Image

Recheck comment 11/03/24

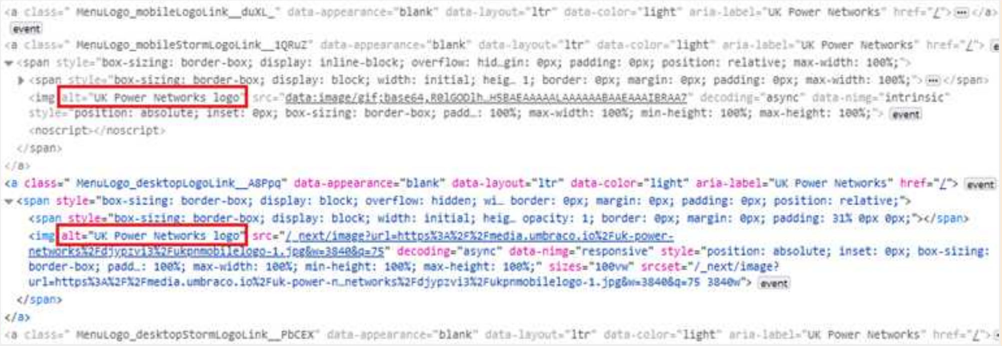
This issue is fixed.

On page 1, the functional logo in the header has an appropriate text alternative of “UK Power Networks logo” provided by an `alt` attribute.

Note that versions of the logo link for mobile, desktop, storm and normal service (testing environments during testing) all correctly had the same text alternative (the unused versions are hidden).



Page 1: desktop, the functional logo in the header



```
<a class=" MenuLogo_mobileLogoLink__duXL_" data-appearance="blank" data-layout="ltr" data-color="light" aria-label="UK Power Networks" href="/"> ··· </a>
 event
<a class=" MenuLogo_mobileStormLogoLink__1QRuZ" data-appearance="blank" data-layout="ltr" data-color="light" aria-label="UK Power Networks" href="/"> e
▾ <span style="box-sizing: border-box; display: inline-block; overflow: hid…gin: 0px; padding: 0px; position: relative; max-width: 100%;">
  ▸ <span style="box-sizing: border-box; display: block; width: initial; heig… 1; border: 0px; margin: 0px; padding: 0px; max-width: 100%;"> ··· </span>
    <img alt="UK Power Networks logo" src="data:image/gif;base64,R0lGODlh…H5BAEAAAAALAAAAAABAAEAAAIBRAA7" decoding="async" data-nimg="intrinsic"
    style="position: absolute; inset: 0px; box-sizing: border-box; padd…: 100%; max-width: 100%; min-height: 100%; max-height: 100%;"> event
    <noscript></noscript>
  </span>
</a>
<a class=" MenuLogo_desktopLogoLink__A8Ppq" data-appearance="blank" data-layout="ltr" data-color="light" aria-label="UK Power Networks" href="/"> event
▾ <span style="box-sizing: border-box; display: block; overflow: hidden; wi… border: 0px; margin: 0px; padding: 0px; position: relative;">
    <span style="box-sizing: border-box; display: block; width: initial; heig… opacity: 1; border: 0px; margin: 0px; padding: 31% 0px 0px;"></span>
    <img alt="UK Power Networks logo" src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
    networks%2Fdjypzvi3%2Fukpnmobilelogo-1.jpg&w=3840&q=75" decoding="async" data-nimg="responsive" style="position: absolute; inset: 0px; box-sizing:
    border-box; padd…: 100%; max-width: 100%; min-height: 100%; max-height: 100%;" sizes="100vw" srcset="/_next/image?
    url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…networks%2Fdjypzvi3%2Fukpnmobilelogo-1.jpg&w=3840&q=75 3840w"> event
  </span>
</a>
<a class=" MenuLogo_desktopStormLogoLink__PbCEX" data-appearance="blank" data-layout="ltr" data-color="light" aria-label="UK Power Networks" href="/"> 
```

Page 1: DOM, the functional logo has a text alternative of “UK Power Networks”

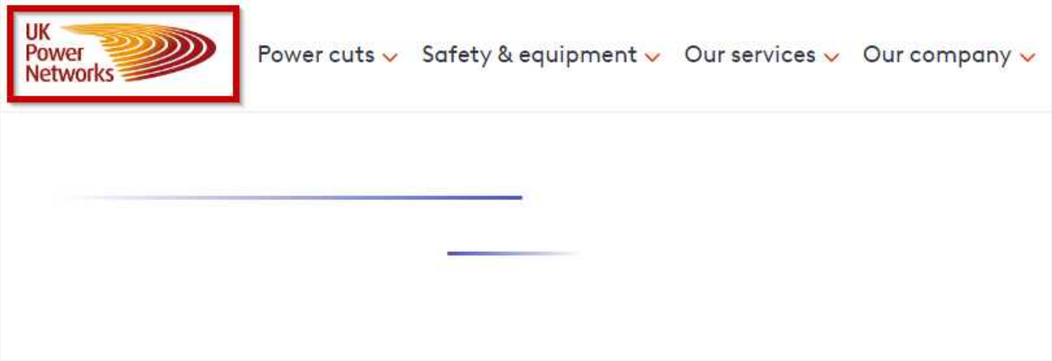
What happened

Non-text content must have appropriate alternatives. This is required for the content to be understood by all users. Images, icons and so on may otherwise be miscommunicated by assistive technology. There are functional images with inappropriate text alternatives.

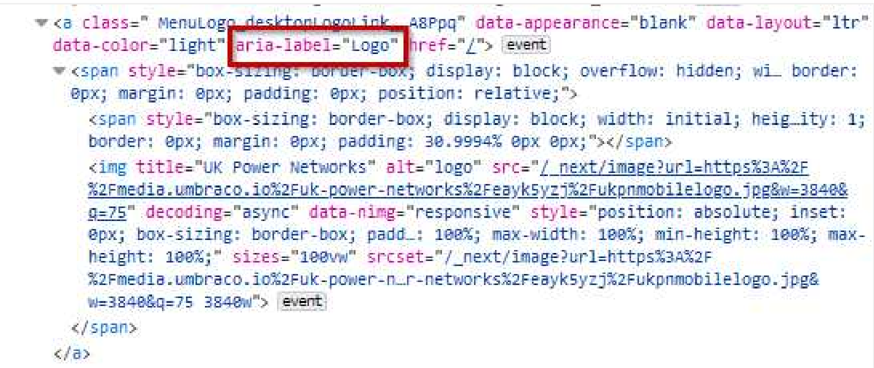
We have classed the images as functional because they have functionality associated with them.

Where it happened

This can be found on page 1, with the interactive logo image. The textual alternative for this functional image is “Logo”, which is inappropriate.



Page 1: Desktop, Logo interactive image



```
▾ <a class=" MenuLogo_desktopLogoLink__A8Ppq" data-appearance="blank" data-layout="ltr"
  data-color="light" aria-label="Logo" href="/"> event
  ▾ <span style="box-sizing: border-box; display: block; overflow: hidden; wi… border:
    0px; margin: 0px; padding: 0px; position: relative;">
      <span style="box-sizing: border-box; display: block; width: initial; heig…ity: 1;
      border: 0px; margin: 0px; padding: 30.9994% 0px 0px;"></span>
      <img title="UK Power Networks" alt="logo" src="/_next/image?url=https%3A%2F
      %2Fmedia.umbraco.io%2Fuk-power-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&w=3840&
      q=75" decoding="async" data-nimg="responsive" style="position: absolute; inset:
      0px; box-sizing: border-box; padd…: 100%; max-width: 100%; min-height: 100%; max-
      height: 100%;" sizes="100vw" srcset="/_next/image?url=https%3A%2F
      %2Fmedia.umbraco.io%2Fuk-power-n…r-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&
      w=3840&q=75 3840w"> event
    </span>
  </a>
```

Page 1: DOM, Logo image link has bad alternative

Steps to reproduce

1. Inspect the functional images.
2. Confirm that the images have inappropriate text alternatives.

Recommendation

Images marked up with an `<img>` tag must have an alt attribute. Use the attribute to provide an appropriate text alternative. Functional images need to communicate the action or outcome of the functionality, such as the destination with image links. For example:

```
<a href="#"><img src="Logo.png" alt="UK Power Networks"></a>
```

Inline SVG images can use `<title>`, `<desc>`, and `aria-labelledby` for the same purpose. For example:

```
<svg aria-labelledby="uniqueTitleID uniqueDescID">
  <title id="uniqueTitleID">The title of the SVG</title>
  <desc id="uniqueDescID">A longer, more complete description for complex graphics.</desc>
  ...
</svg>
```

For more information, see Web Accessibility Tutorials - Functional Images, Alt Attribute Decision Tree, and CSS Tricks - Accessible SVGs.

Return to priority table

ADR_18910-103 **MEDIUM PRIORITY** **OPEN**

Informative static map image has no text alternative

Success Criteria	1.1.1: Non-text content [2.0 A]
Devices	Desktop
Pages Affected	10
Users Affected	Vision
Component	Image

> **Recheck comment 19/03/24**
>
> This issue was raised in a recheck dated 15/03/2024.
>
> The issue was not previously raised due to changes to the website. Originally, ADR_18910_51 was raised to explain that static images have inappropriate text alternative
>
> This issue has now been fixed. However, the static image now no longer has an alt text.

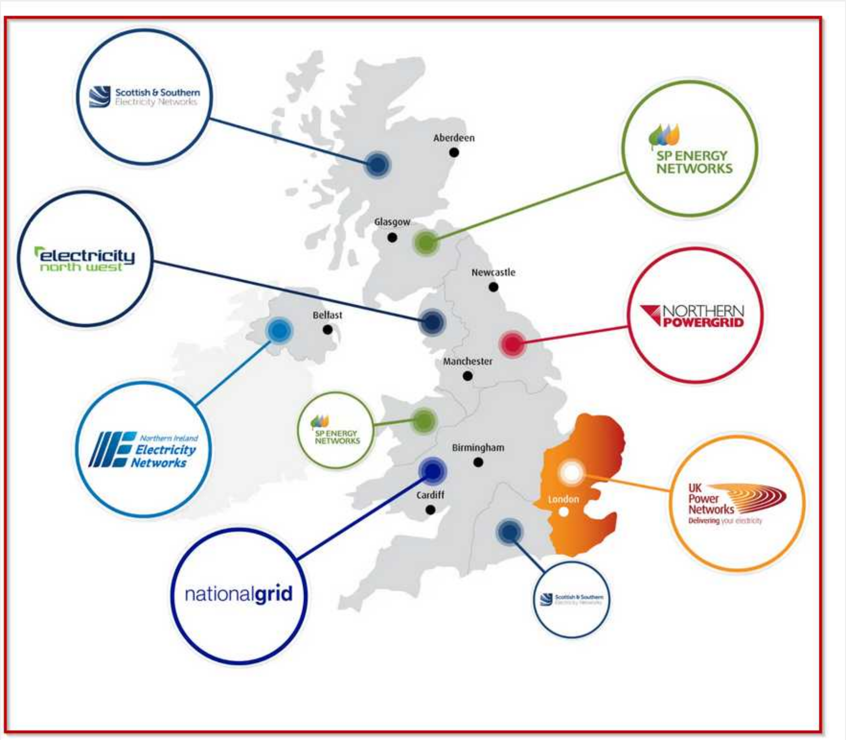
What happened

Non-text content must have appropriate alternatives. This is required for the content to be understood by all users. Images, icons and so on may otherwise be miscommunicated by assistive technology. There are informative images without appropriate text alternatives.

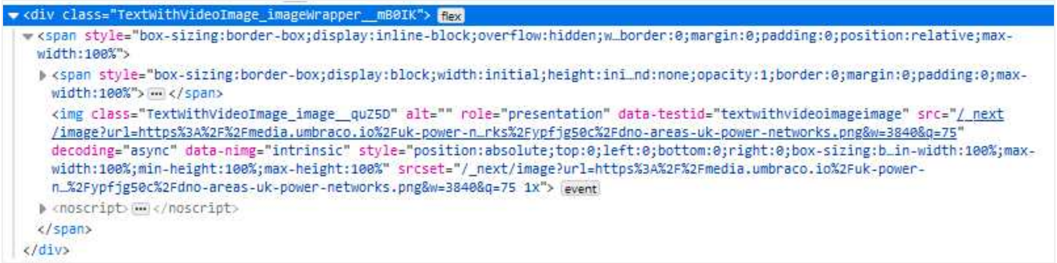
We have classed the images as informative as they communicate unique or meaningful information.

Where it happened

This can be found on page 10 on desktop, with the informative static map image. This information presented by the static map image, indicating the electric supply coverage by different companies, is now available as text on the page as a table. This image does not have an alternative text to explain that the information can be viewed in the associated table, signposting where this table is.


Scottish & Southern Electricity Networks
Aberdeen
SP ENERGY NETWORKS
Glasgow
electricity north west
Newcastle
NORTHERN POWERGRID
Belfast
Manchester
Northern Ireland Electricity Networks
SP ENERGY NETWORKS
Birmingham
London
UK Power Networks Delivering your electricity
Cardiff
nationalgrid
Scottish & Southern Electricity Networks

Page 10, desktop, informative static map image has no text alternative



```
<div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
  <span style="box-sizing:border-box;display:inline-block;overflow:hidden;w…border:0;margin:0;padding:0;position:relative;max-
  width:100%">
    <span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;margin:0;padding:0;max-
    width:100%"> … </span>
    <img class="TextWithVideoImage_image__quZ5D" alt="" role="presentation" data-testid="textwithvideoimageimage" src="/_next
    /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…rks%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&w=3840&q=75"
    decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;bottom:0;right:0;box-sizing:b…in-width:100%;max-
    width:100%;min-height:100%;max-height:100%" srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
    n…%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&w=3840&q=75 1x"> event
    <noscript> … </noscript>
  </span>
</div>
```

Page 10, DOM, informative static map image has no text alternative

Steps to reproduce

1. Inspect the informative images.
2. Confirm that they do not have appropriate text alternatives.

Recommendation

Informative images that convey meaningful or unique information need a descriptive text alternative.

Images marked up with an `<img>` tag must have an `alt` attribute. Use the attribute to provide an appropriate text alternative. For example:

```
<img src="gallery1.png" alt="Chart showing different distribution network operator, see
below table for data">
```

Inline SVG images can use `<title>`, `<desc>`, and `aria-labelledby` for the same purpose. For example:

```
<svg aria-labelledby="uniqueTitleID uniqueDescID">
  <title id="uniqueTitleID">The title of the SVG</title>
  <desc id="uniqueDescID">A longer, more complete description for complex graphics.</desc>
  ...
</svg>
```

For information on `<svg>` elements and icon fonts, visit CSS Tricks - Accessible SVGs and 24 Accessibility - SVG, Icon Fonts, and Accessibility: A Case Study.

For more information, see Web Accessibility Tutorials - Informative Images, and Alt Attribute Decision Tree.

Return to priority table

ADR_18910-1 MEDIUM PRIORITY PARTIALLY FIXED

Heading not marked up semantically

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01, 02, 05, 06, 07, 09, 13, 18, 19, 20
Users Affected	Vision
Component	Heading

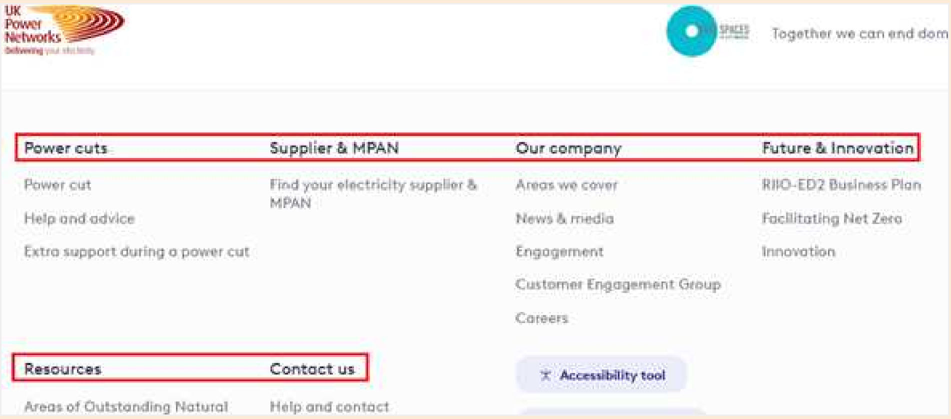
Recheck comment 22/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instances on pages 1, 2, 5, 6, 7, 19 and 20 but not the instances on pages 9, 13, and 18.

Recheck comment 14/03/24

This issue is partially fixed.

Fixed, with comments: on page 1 in the page footer headings including “Power cuts”, “Supplier & MPAN” and so on use heading markup. However, they use level 6 headings as opposed the more appropriate level 2 headings.



Power cuts
Power cut
Help and advice
Extra support during a power cut

Supplier & MPAN
Find your electricity supplier & MPAN

Our company
Areas we cover
News & media
Engagement
Customer Engagement Group
Careers

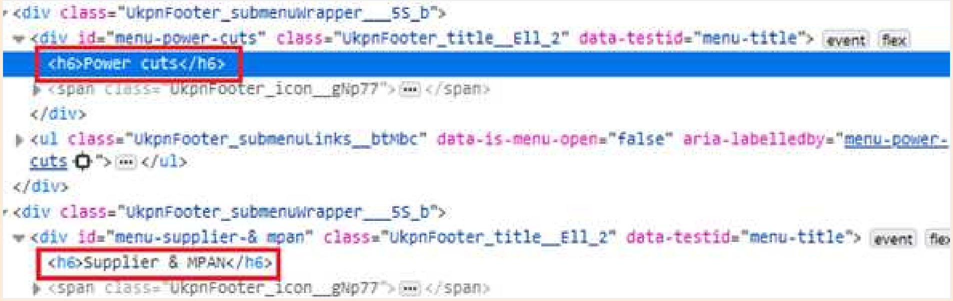
Future & Innovation
RIIO-ED2 Business Plan
Facilitating Net Zero
Innovation

Resources
Areas of Outstanding Natural

Contact us
Help and contact

Accessibility tool

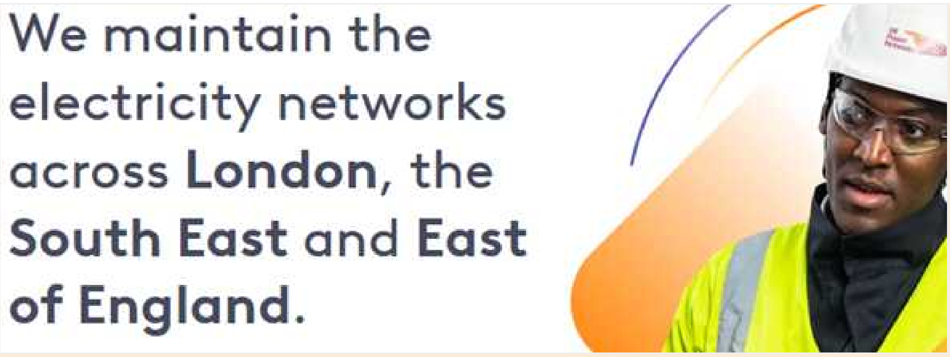
Page 1: desktop, headings in the footer



```
<div class="UkpnFooter_submenuWrapper___5S_b">
  <div id="menu-power-cuts" class="UkpnFooter_title__E11_2" data-testid="menu-title"> event  flex
    <h6>Power cuts</h6>
    <span class="UkpnFooter_icon__gNp77"> ••• </span>
  </div>
  <ul class="UkpnFooter_submenuLinks__btMbc" data-is-menu-open="false" aria-labelledby="menu-power-
  cuts"> ••• </ul>
</div>
<div class="UkpnFooter_submenuWrapper___5S_b">
  <div id="menu-supplier-& mpan" class="UkpnFooter_title__E11_2" data-testid="menu-title"> event  fle
    <h6>Supplier & MPAN</h6>
    <span class="UkpnFooter_icon__gNp77"> ••• </span>
```

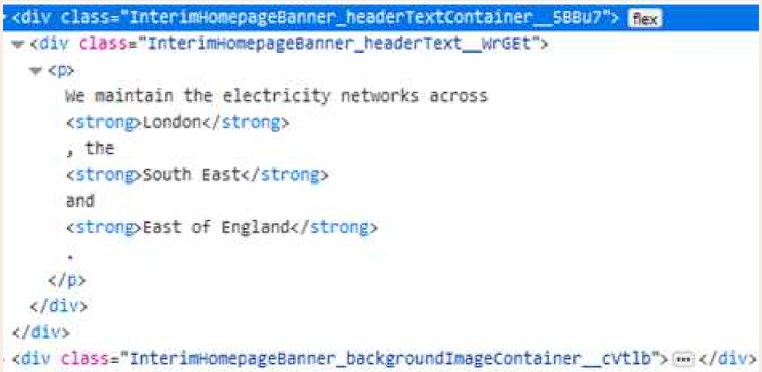
Page 1: DOM, level 6 headings in the footer

Not Fixed: on page 2, the text “We maintain the electricity networks across…” is still not marked up as a heading.



We maintain the electricity networks across **London**, the **South East** and **East of England.**

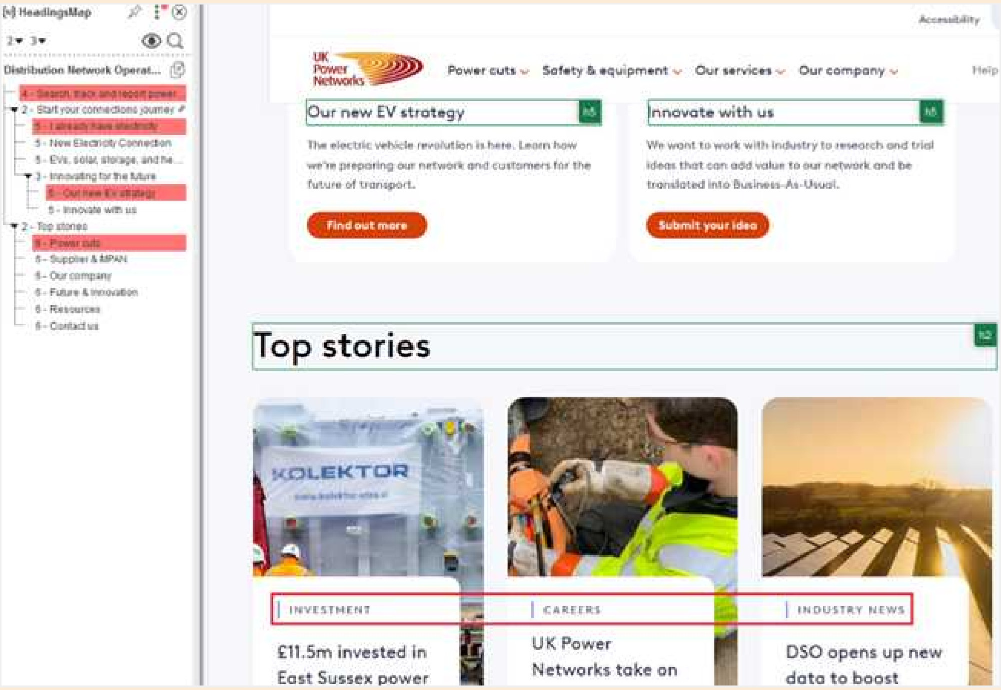
Page 2: desktop, the "We maintain…" heading



```
<div class="InterimHomepageBanner_headerTextContainer__5BBu7"> flex
  <div class="InterimHomepageBanner_headerText__WrGEt">
    <p>
      We maintain the electricity networks across
      <strong>London</strong>
      , the
      <strong>South East</strong>
      and
      <strong>East of England</strong>
      .
    </p>
  </div>
</div>
<div class="InterimHomepageBanner_backgroundImageContainer__cVtlb"> … </div>
```

Page 2: DOM, "We maintain…" not marked up as a heading

Partially Fixed: on page 2, the texts "Our new EV strategy" and "Innovate with us" are now marked up as headings. However they use level 5 headings as opposed to the more appropriate level 4 headings. The texts "INVESTMENT", "CAREERS" and "INDUSTRY NEWS" are still not marked up as headings.



HeadingsMap

Distribution Network Operat…

- 4 - Search, track and report power
- 2 - Start your connections journey
  - 5 - I already have electricity
  - 3 - New Electricity Connection
  - 3 - EVs, solar, storage, and he…
  - 3 - Innovating for the future
    - 5 - Our new EV strategy
    - 5 - Innovate with us
- 2 - Top stories
  - 6 - Power cuts
  - 6 - Supplier & MPAN
  - 6 - Our company
  - 6 - Future & Innovation
  - 6 - Resources
  - 6 - Contact us

Our new EV strategy h5

The electric vehicle revolution is here. Learn how we're preparing our network and customers for the future of transport.

Find out more

Innovate with us h5

We want to work with industry to research and trial ideas that can add value to our network and be translated into Business-As-Usual.

Submit your idea

Top stories h2

INVESTMENT

£11.5m invested in East Sussex power

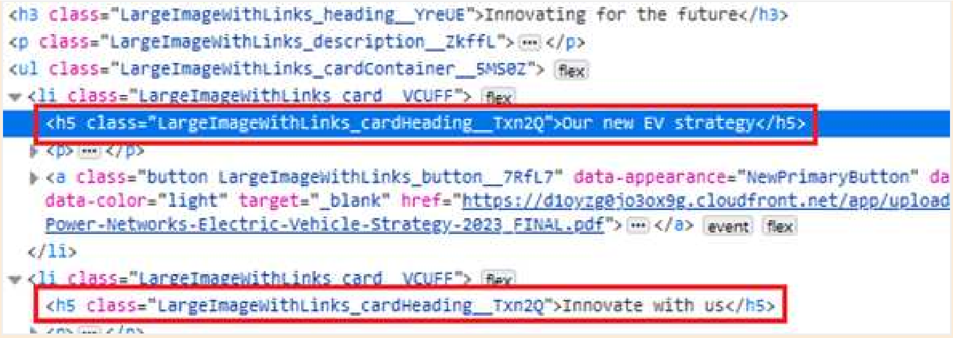
CAREERS

UK Power Networks take on

INDUSTRY NEWS

DSO opens up new data to boost

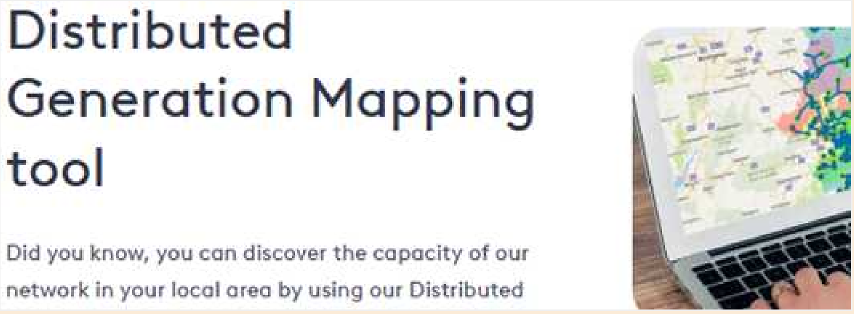
Page 2: desktop, headings in the body



```
<h3 class="LargeImageWithLinks_heading__YreUE">Innovating for the future</h3>
<p class="LargeImageWithLinks_description__ZkffL"> ••• </p>
<ul class="LargeImageWithLinks_cardContainer__5MS0Z"> flex
▼<li class="LargeImageWithLinks_card__VCUFF"> flex
   <h5 class="LargeImageWithLinks_cardHeading__Txn2Q">Our new EV strategy</h5>
 ▶<p> ••• </p>
 ▶<a class="button LargeImageWithLinks_button__7RfL7" data-appearance="NewPrimaryButton" da
   data-color="light" target="_blank" href="https://d1oyzg0jo3ox9g.cloudfront.net/app/upload
   Power-Networks-Electric-Vehicle-Strategy-2023_FINAL.pdf"> ••• </a> event flex
 </li>
▼<li class="LargeImageWithLinks_card__VCUFF"> flex
   <h5 class="LargeImageWithLinks_cardHeading__Txn2Q">Innovate with us</h5>
```

Page 2: DOM, “Our new EV strategy” and “Innovate with us” marked up as headings

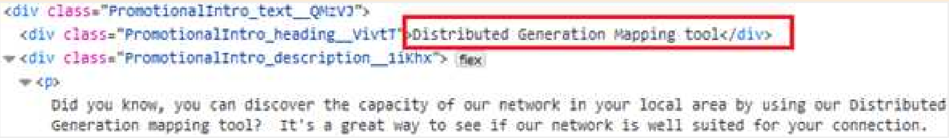
Not Fixed: on page 5, the text “Distributed Generation Mapping tool” is not marked up as a heading.



Distributed Generation Mapping tool

Did you know, you can discover the capacity of our network in your local area by using our Distributed

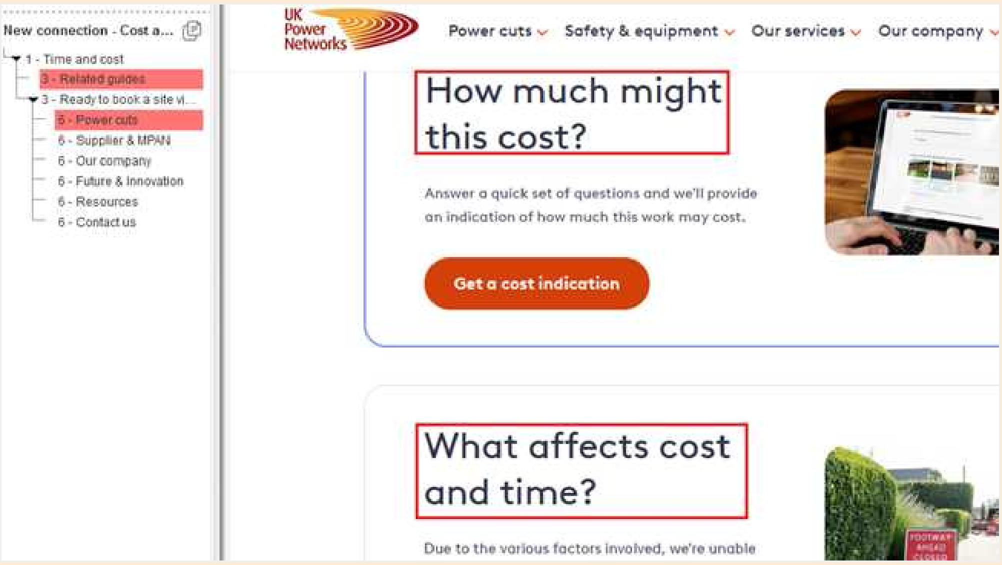
Page 5: desktop, “Distributed Generation…” text



```
<div class="PromotionalIntro_text__QMzVJ">
  <div class="PromotionalIntro_heading__VivtT">Distributed Generation Mapping tool</div>
▼<div class="PromotionalIntro_description__1iKhx"> flex
  ▼<p>
     Did you know, you can discover the capacity of our network in your local area by using our Distributed
     Generation mapping tool?  It's a great way to see if our network is well suited for your connection.
```

Page 5: DOM, “Distributed Generation…” not marked up as a heading

Not Fixed: on page 6, the texts “How much might this cost?” and “What affects cost and time?” are not marked up as a heading.



New connection - Cost a...
- 1 - Time and cost
  - 3 - Related guides
  - 3 - Ready to book a site vi...
    - 5 - Power cuts
    - 6 - Supplier & MPAN
    - 6 - Our company
    - 6 - Future & Innovation
    - 6 - Resources
    - 6 - Contact us

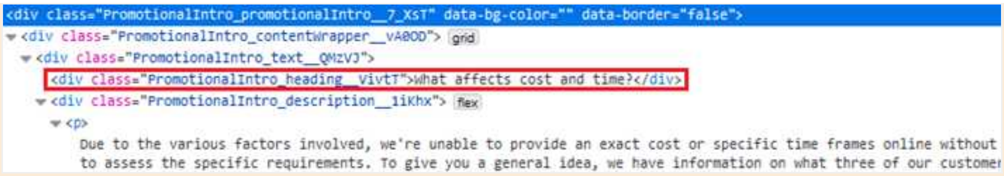
How much might this cost?

Answer a quick set of questions and we'll provide an indication of how much this work may cost.

What affects cost and time?

Due to the various factors involved, we're unable

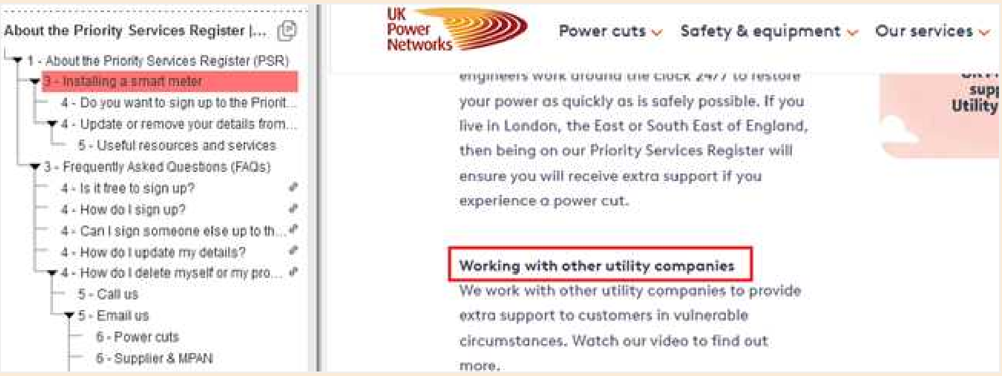
Page 6: desktop, texts including “How much might…?”



```
<div class="PromotionalIntro_promotionalIntro__7_XsT" data-bg-color="" data-border="false">
▼ <div class="PromotionalIntro_contentWrapper__vA0OD"> grid
  ▼ <div class="PromotionalIntro_text__QMzVJ">
      <div class="PromotionalIntro_heading__VivtT">What affects cost and time?</div>
    ▼ <div class="PromotionalIntro_description__1iKhx"> flex
      ▼ <p>
          Due to the various factors involved, we're unable to provide an exact cost or specific time frames online without
          to assess the specific requirements. To give you a general idea, we have information on what three of our customer
```

Page 6: DOM, “What affects cost…?” not marked up as a heading

Not Fixed: on page 7, texts including “Working with other utility companies”, “What help should I expect…?” and so on are not marked up as a heading.



About the Priority Services Register |...

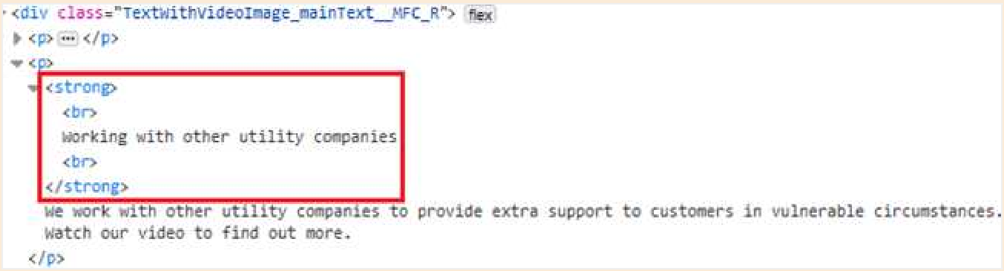
- 1 - About the Priority Services Register (PSR)
  - 3 - Installing a smart meter
    - 4 - Do you want to sign up to the Priorit...
    - 4 - Update or remove your details from...
      - 5 - Useful resources and services
  - 3 - Frequently Asked Questions (FAQs)
    - 4 - Is it free to sign up?
    - 4 - How do I sign up?
    - 4 - Can I sign someone else up to th...
    - 4 - How do I update my details?
    - 4 - How do I delete myself or my pro...
      - 5 - Call us
      - 5 - Email us
        - 6 - Power cuts
        - 6 - Supplier & MPAN

engineers work around the clock 24/7 to restore your power as quickly as is safely possible. If you live in London, the East or South East of England, then being on our Priority Services Register will ensure you will receive extra support if you experience a power cut.

Working with other utility companies

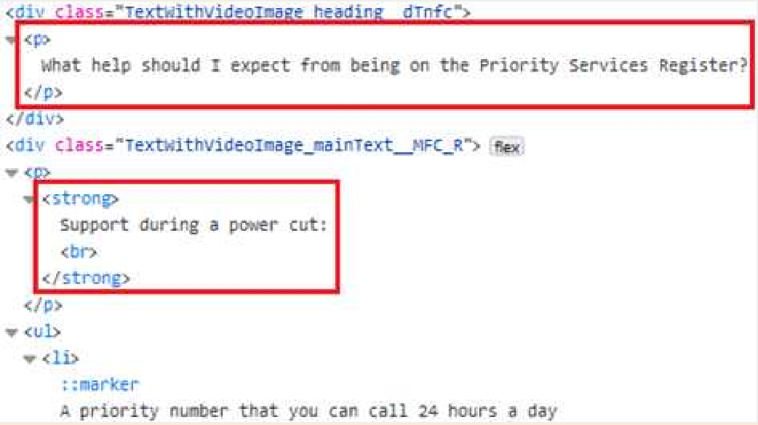
We work with other utility companies to provide extra support to customers in vulnerable circumstances. Watch our video to find out more.

Page 7: desktop, “Working with other utility companies” text



```
<div class="TextWithVideoImage_mainText__MFC_R"> flex
 ▶ <p> ••• </p>
 ▼ <p>
   ▼ <strong>
       <br>
       Working with other utility companies
       <br>
     </strong>
     We work with other utility companies to provide extra support to customers in vulnerable circumstances.
     Watch our video to find out more.
   </p>
```

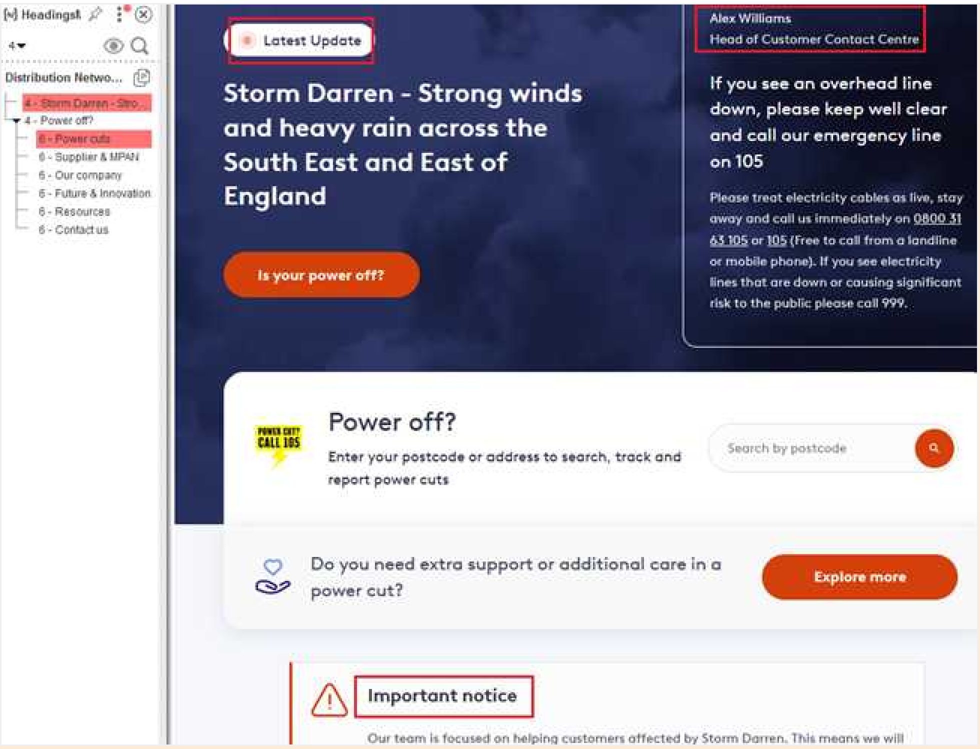
Page 7: DOM, “Working with other…” not marked up as a heading



```
<div class="TextWithVideoImage_heading__dTnfc">
▼ <p>
    What help should I expect from being on the Priority Services Register?
  </p>
</div>
<div class="TextWithVideoImage_mainText__MFC_R"> flex
▼ <p>
  ▼ <strong>
      Support during a power cut:
      <br>
    </strong>
  </p>
▼ <ul>
  ▼ <li>
      ::marker
      A priority number that you can call 24 hours a day
```

Page 7: DOM, “What help should…?” not marked up as a heading

Not Fixed: on page 19, texts including “Latest Update”, “Alex Williams…” and “Important notice” are still not marked up as headings.



Headings

4

Distribution Netwo...

- 4 - Storm Darren - Stro...
- 4 - Power off?
  - 6 - Power cuts
  - 6 - Supplier & MPAN
  - 6 - Our company
  - 6 - Future & Innovation
  - 6 - Resources
  - 6 - Contact us

Latest Update

Storm Darren - Strong winds and heavy rain across the South East and East of England

Is your power off?

Alex Williams
Head of Customer Contact Centre

If you see an overhead line down, please keep well clear and call our emergency line on 105

Please treat electricity cables as live, stay away and call us immediately on 0800 31 63 105 or 105 (Free to call from a landline or mobile phone). If you see electricity lines that are down or causing significant risk to the public please call 999.

POWER CUT? CALL 105

Power off?

Enter your postcode or address to search, track and report power cuts

Search by postcode

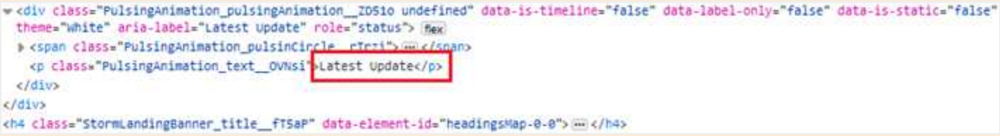
Do you need extra support or additional care in a power cut?

Explore more

Important notice

Our team is focused on helping customers affected by Storm Darren. This means we will

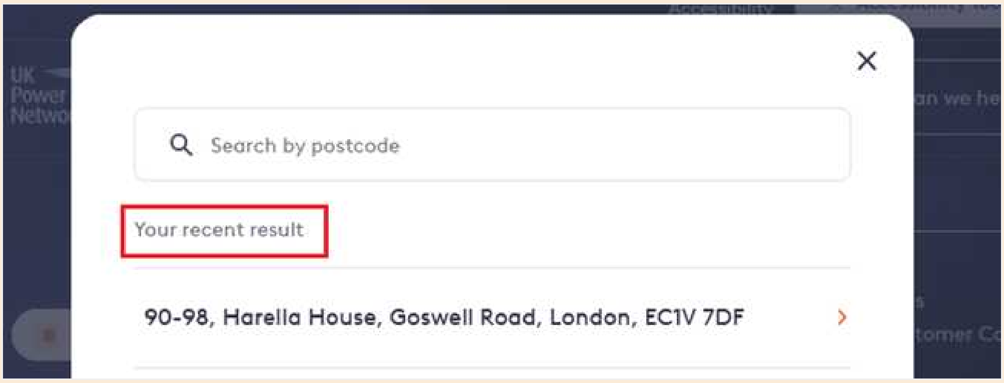
Page 19: desktop, texts including “Latest update”



```
▾ <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="false" data-is-static="false"
  theme="white" aria-label="Latest Update" role="status"> flex
  ▸ <span class="PulsingAnimation_pulsinCircle__cTrzi"> ⋯ </span>
    <p class="PulsingAnimation_text__OVNsi">Latest Update</p>
  </div>
</div>
<h4 class="StormLandingBanner_title__fT5aP" data-element-id="headingsMap-0-0"> ⋯ </h4>
```

Page 19: DOM, texts including “Latest update”

Not Fixed: on page 19, “Your recent result” in the postcode search modal dialog is not marked up as a heading.



Search by postcode

Your recent result

90-98, Harella House, Goswell Road, London, EC1V 7DF

Page 19: desktop, “Your recent result” text

Page 19: DOM, “Your recent result” not marked up as a heading

Not Fixed: on page 19, “Can’t find your address?” in the postcode search modal dialog is not marked up as a heading.

Page 19: desktop, “Can’t find your address?” text

Page 19: DOM, “Can’t find your address?” not marked up as a heading

Partially Fixed: on page 20, texts including “Latest update”, “Alex Williams…” and “Basil Scarsella…” are not marked up as headings. Region headings including “East of England” and some card headings for example, “Preparing for extreme weather” are now marked up a level 6 headings.

Page 20: desktop, “Latest update” not marked up as a heading

Page 20: desktop, “Preparing for extreme…” is marked up as a heading

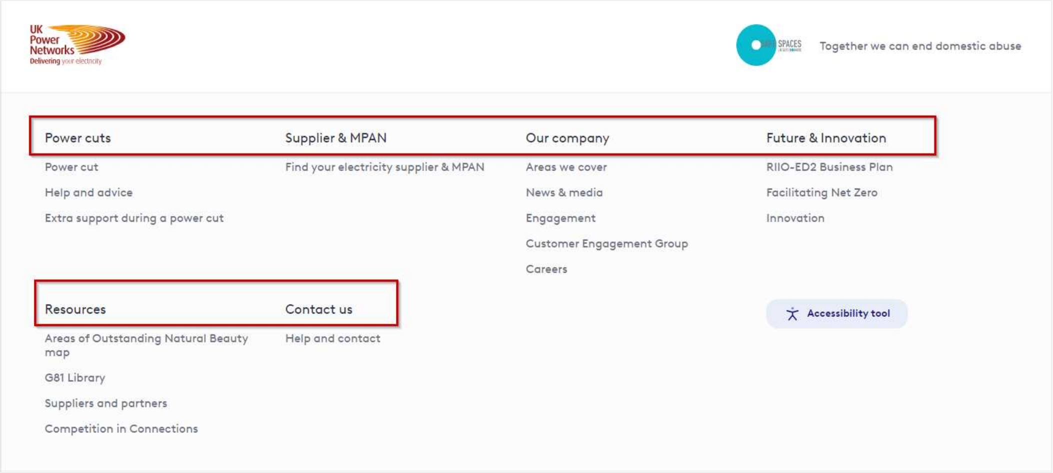
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

There are elements that title or categorise other content. These elements have not been marked up as headings.

Where it happened

This can be seen on page 1, where the footer links headers, e.g. “Power cuts”, “Supplier & MPAN”, etc. are not semantically declared as such.



UK Power Networks Delivering your electricity

SPACES Together we can end domestic abuse

Power cuts
- Power cut
- Help and advice
- Extra support during a power cut

Supplier & MPAN
- Find your electricity supplier & MPAN

Our company
- Areas we cover
- News & media
- Engagement
- Customer Engagement Group
- Careers

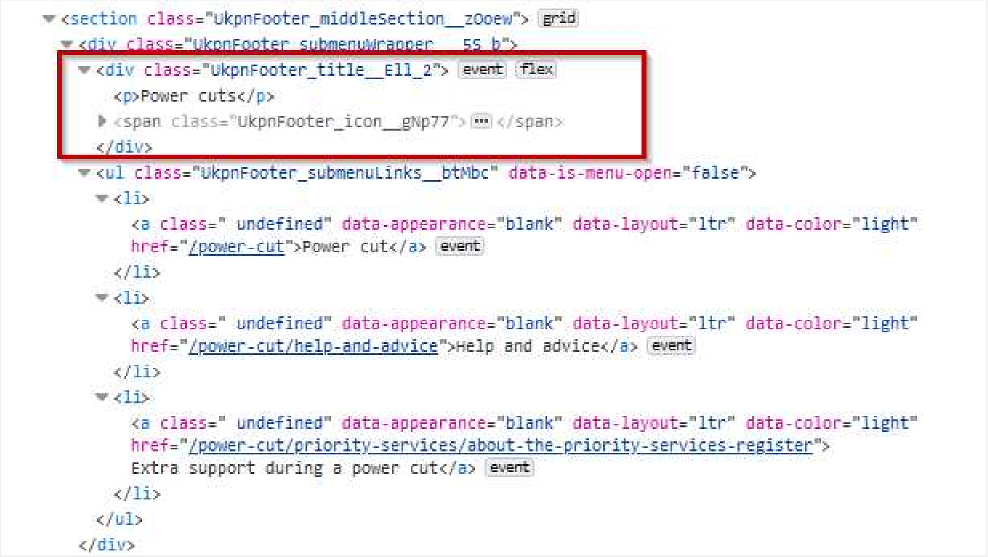
Future & Innovation
- RIIO-ED2 Business Plan
- Facilitating Net Zero
- Innovation

Resources
- Areas of Outstanding Natural Beauty map
- G81 Library
- Suppliers and partners
- Competition in Connections

Contact us
- Help and contact

Accessibility tool

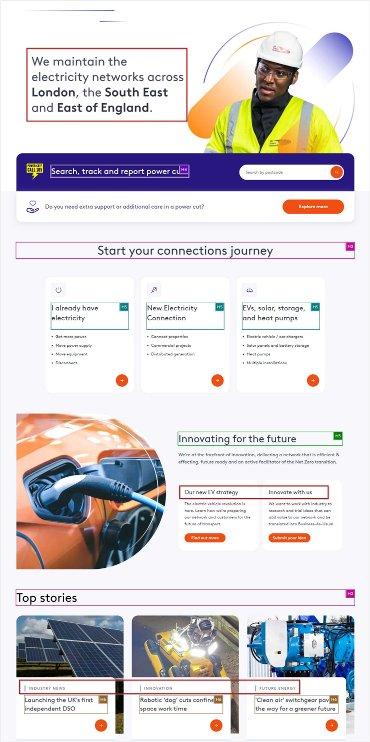
Page 1: desktop, Footer links header



```
▼<section class="UkpnFooter_middleSection__zOoew"> grid
  ▼<div class="UkpnFooter_submenuWrapper__5S_b">
    ▼<div class="UkpnFooter_title__Ell_2"> event flex
       <p>Power cuts</p>
      ▶<span class="UkpnFooter_icon__gNp77"> ⋯ </span>
     </div>
    ▼<ul class="UkpnFooter_submenuLinks__btMbc" data-is-menu-open="false">
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut">Power cut</a> event
       </li>
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut/help-and-advice">Help and advice</a> event
       </li>
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut/priority-services/about-the-priority-services-register">
         Extra support during a power cut</a> event
       </li>
     </ul>
   </div>
```

Page 1: DOM, Footer links header not semantically declared as such

This can be also seen on page 2, with the “We maintain the…”, “Our new EV strategy”, and so on headings. This visual heading is not semantically marked up as such.



We maintain the electricity networks across **London**, the **South East** and **East of England**.

Search, track and report power cu

Search by postcode

Do you need extra support or additional care in a power cut?

Explore more

Start your connections journey

I already have electricity

- Get more power
- Move power supply
- Move equipment
- Disconnect

New Electricity Connection

- Connect properties
- Commercial projects
- Distributed generation

EVs, solar, storage, and heat pumps

- Electric vehicle / car chargers
- Solar panels and battery storage
- Heat pumps
- Multiple installations

Innovating for the future

We're at the forefront of innovation, delivering a network that is efficient & effecting, future ready and an active facilitator of the Net Zero transition.

Our new EV strategy

The electric vehicle revolution is here. Learn how we're preparing our network and customers for the future of transport.

Find out more

Innovate with us

We want to work with industry to research and trial ideas that can add value to our network and be translated into Business-As-Usual.

Submit your idea

Top stories

INDUSTRY NEWS

Launching the UK's first independent DSO

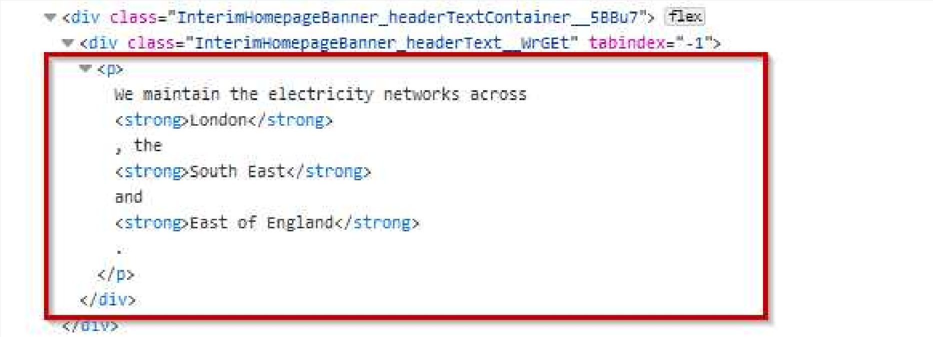
INNOVATION

Robotic 'dog' cuts confine space work time

FUTURE ENERGY

'Clean air' switchgear pav the way for a greener future

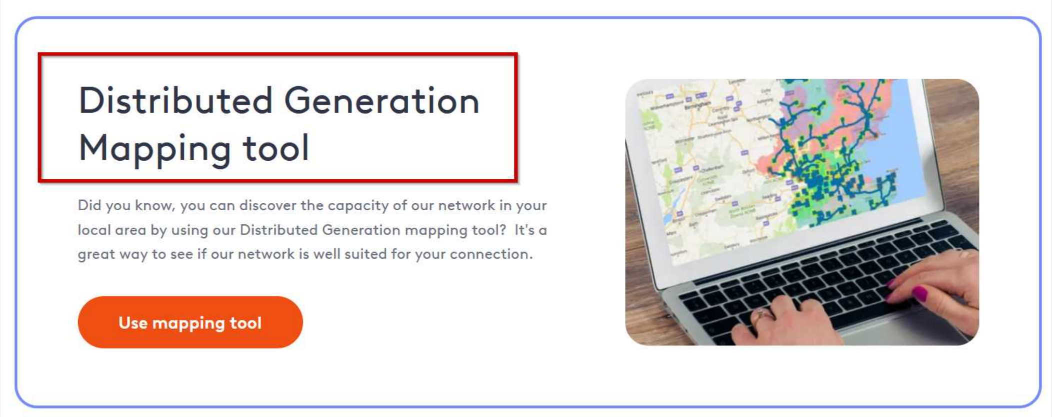
Page 2: desktop, Headings not semantically declared as such



```
▼<div class="InterimHomepageBanner_headerTextContainer__5BBu7"> flex
  ▼<div class="InterimHomepageBanner_headerText__WrGEt" tabindex="-1">
    ▼<p>
       We maintain the electricity networks across
       <strong>London</strong>
       , the
       <strong>South East</strong>
       and
       <strong>East of England</strong>
       .
     </p>
   </div>
 </div>
```

Page 2: DOM, "We maintain the…" heading not semantically declared as such

This can be also seen on page 5. The text "Distributed Generation Mapping tool" is visually a heading for other text, however it is not semantically marked up as such.

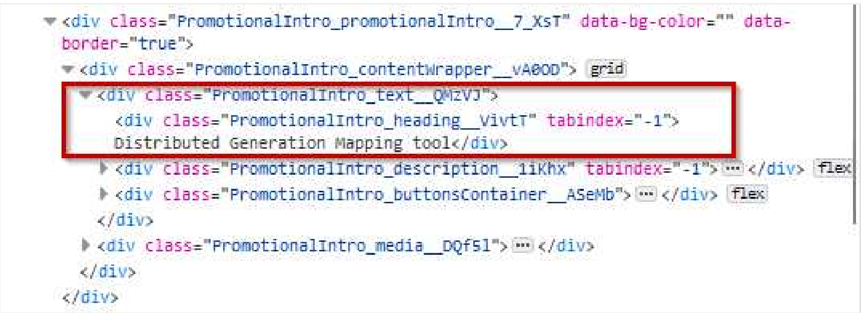


Distributed Generation Mapping tool

Did you know, you can discover the capacity of our network in your local area by using our Distributed Generation mapping tool? It's a great way to see if our network is well suited for your connection.

Use mapping tool

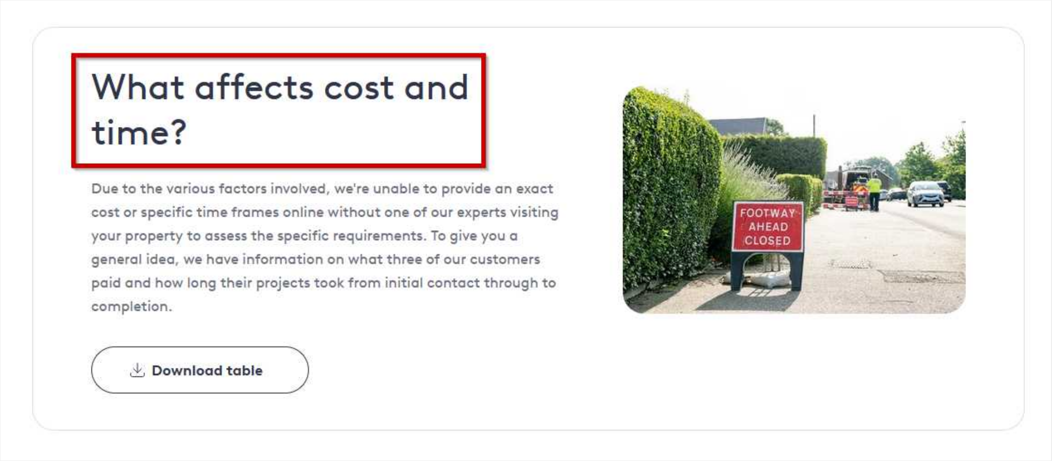
Page 5: desktop, "Distributed Generation Mapping tool" heading



```
▾<div class="PromotionalIntro_promotionalIntro__7_XsT" data-bg-color="" data-
 border="true">
  ▾<div class="PromotionalIntro_contentWrapper__vA0OD"> grid
    ▾<div class="PromotionalIntro_text__QMzVJ">
       <div class="PromotionalIntro_heading__VivtT" tabindex="-1">
       Distributed Generation Mapping tool</div>
     ▸<div class="PromotionalIntro_description__1iKhx" tabindex="-1"> ⋯ </div> flex
     ▸<div class="PromotionalIntro_buttonsContainer__ASeMb"> ⋯ </div> flex
     </div>
   ▸<div class="PromotionalIntro_media__DQf5l"> ⋯ </div>
   </div>
 </div>
```

Page 5: DOM, "Distributed Generation Mapping tool" heading not semantically declared as such

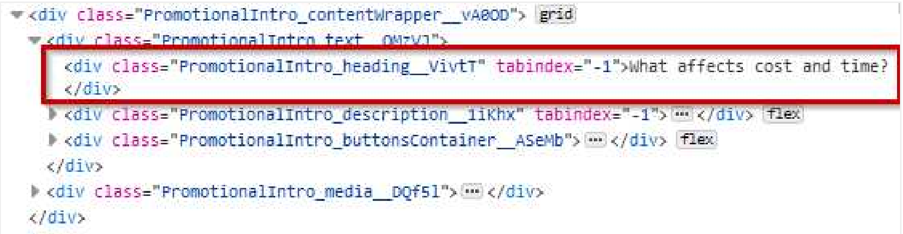
This can be also seen on page 6. The text "What affects cost and time?" is visually a heading for other text, however it is not semantically marked up as such.



What affects cost and time?

Due to the various factors involved, we're unable to provide an exact cost or specific time frames online without one of our experts visiting your property to assess the specific requirements. To give you a general idea, we have information on what three of our customers paid and how long their projects took from initial contact through to completion.

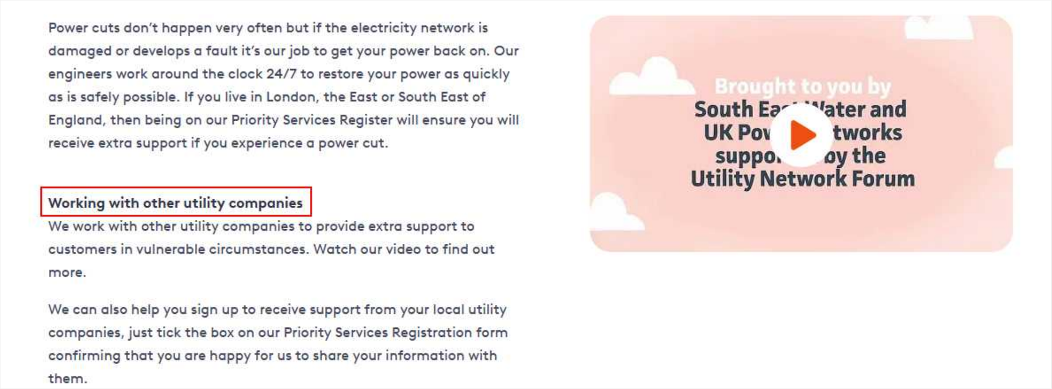
Page 6: desktop, "What affects cost and time?" heading



```
▾<div class="PromotionalIntro_contentWrapper__vA0OD"> grid
  ▾<div class="PromotionalIntro_text__QMzVJ">
     <div class="PromotionalIntro_heading__VivtT" tabindex="-1">What affects cost and time?
     </div>
   ▸<div class="PromotionalIntro_description__1iKhx" tabindex="-1"> ⋯ </div> flex
   ▸<div class="PromotionalIntro_buttonsContainer__ASeMb"> ⋯ </div> flex
   </div>
 ▸<div class="PromotionalIntro_media__DQf5l"> ⋯ </div>
 </div>
```

Page 6: DOM, "What affects cost and time?" heading not semantically declared as such

This can also be seen on page 7. The text "Working with other utility companies" is visually a heading for other text, however it is not semantically marked up as such.



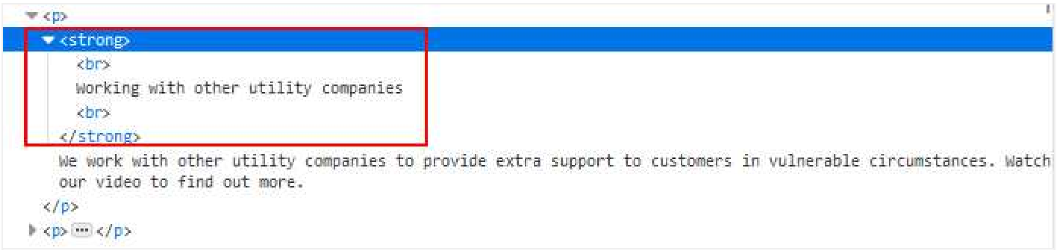
Power cuts don't happen very often but if the electricity network is damaged or develops a fault it's our job to get your power back on. Our engineers work around the clock 24/7 to restore your power as quickly as is safely possible. If you live in London, the East or South East of England, then being on our Priority Services Register will ensure you will receive extra support if you experience a power cut.

Working with other utility companies

We work with other utility companies to provide extra support to customers in vulnerable circumstances. Watch our video to find out more.

We can also help you sign up to receive support from your local utility companies, just tick the box on our Priority Services Registration form confirming that you are happy for us to share your information with them.

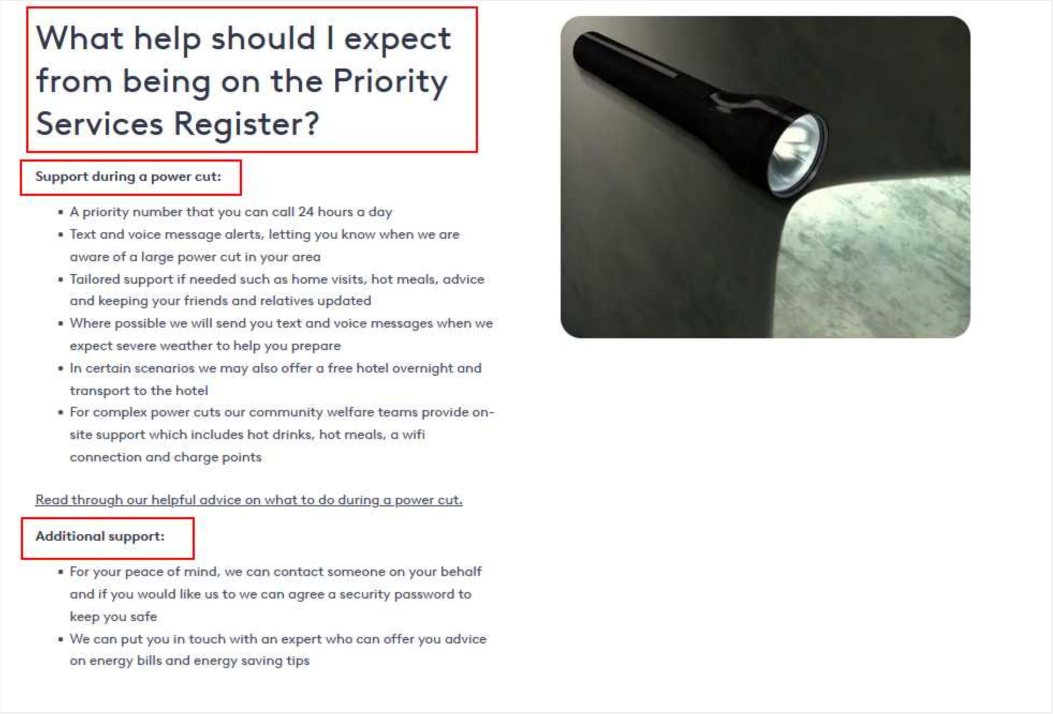
Page 7: desktop, "Working with other utility companies" heading



```
▼ <p>
  ▼ <strong>
      <br>
      Working with other utility companies
      <br>
    </strong>
    We work with other utility companies to provide extra support to customers in vulnerable circumstances. Watch
    our video to find out more.
  </p>
▶ <p> ⋯ </p>
```

Page 7: DOM, markup for "Working with other utility companies" heading

This can also be seen on page 7, with the visual headings "What help should I expeect…", "Support during a power cut", and "Additional support". These are not semantically marked up as headings.



What help should I expect from being on the Priority Services Register?

Support during a power cut:

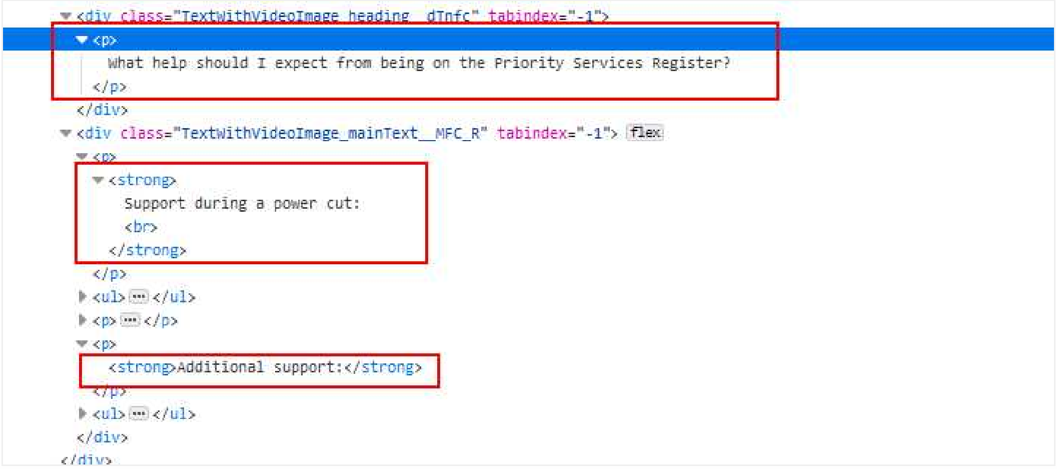
- A priority number that you can call 24 hours a day
- Text and voice message alerts, letting you know when we are aware of a large power cut in your area
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- Where possible we will send you text and voice messages when we expect severe weather to help you prepare
- In certain scenarios we may also offer a free hotel overnight and transport to the hotel
- For complex power cuts our community welfare teams provide on-site support which includes hot drinks, hot meals, a wifi connection and charge points

Read through our helpful advice on what to do during a power cut.

Additional support:

- For your peace of mind, we can contact someone on your behalf and if you would like us to we can agree a security password to keep you safe
- We can put you in touch with an expert who can offer you advice on energy bills and energy saving tips

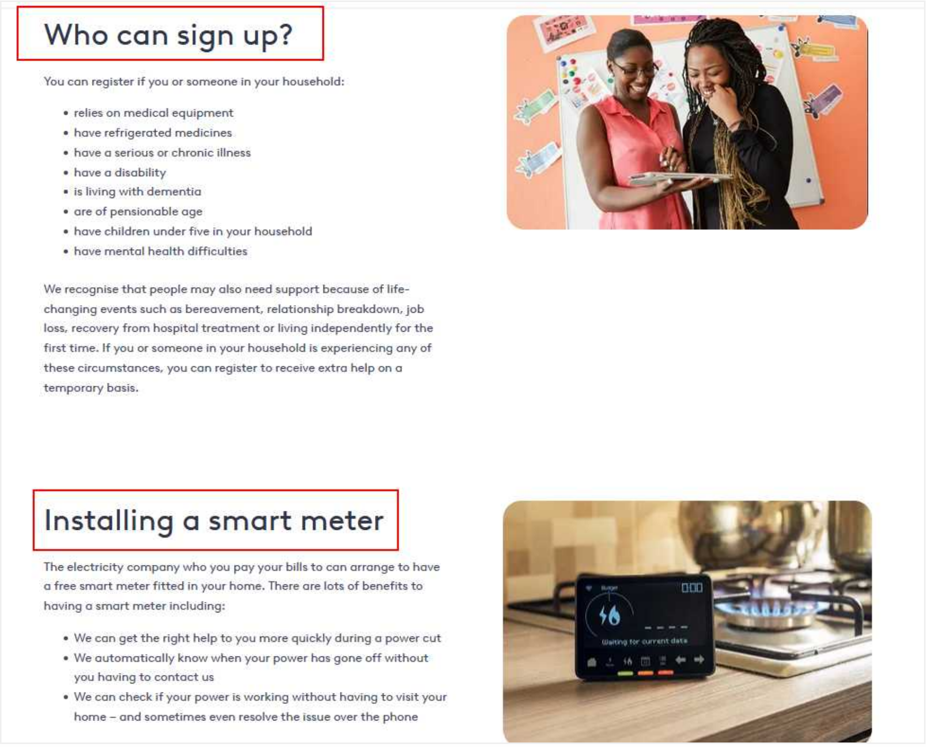
Page 7: desktop, headings



```
▼ <div class="TextWithVideoImage_heading__dTnfc" tabindex="-1">
  ▼ <p>
      What help should I expect from being on the Priority Services Register?
    </p>
  </div>
▼ <div class="TextWithVideoImage_mainText__MFC_R" tabindex="-1"> flex
  ▼ <p>
    ▼ <strong>
        Support during a power cut:
        <br>
      </strong>
    </p>
  ▶ <ul> ⋯ </ul>
  ▶ <p> ⋯ </p>
  ▼ <p>
      <strong>Additional support:</strong>
    </p>
  ▶ <ul> ⋯ </ul>
  </div>
</div>
```

Page 7: DOM showing markup for visual headings

This can also be seen on page 7, with the visual heading "Who can sign up?". This is not semantically marked up as a heading. However, the similarly visual heading "Installing a smart meter" is marked up as a level 3 heading.



Who can sign up?

You can register if you or someone in your household:

- relies on medical equipment
- have refrigerated medicines
- have a serious or chronic illness
- have a disability
- is living with dementia
- are of pensionable age
- have children under five in your household
- have mental health difficulties

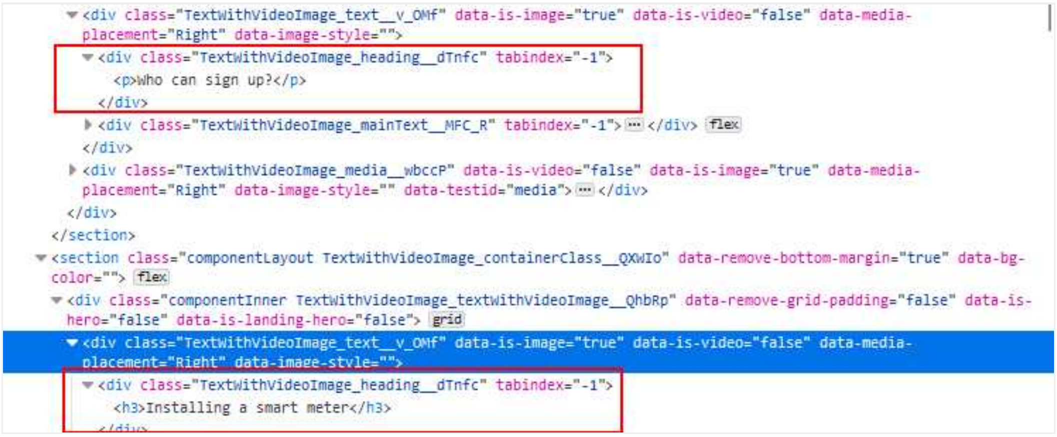
We recognise that people may also need support because of life-changing events such as bereavement, relationship breakdown, job loss, recovery from hospital treatment or living independently for the first time. If you or someone in your household is experiencing any of these circumstances, you can register to receive extra help on a temporary basis.

Installing a smart meter

The electricity company who you pay your bills to can arrange to have a free smart meter fitted in your home. There are lots of benefits to having a smart meter including:

- We can get the right help to you more quickly during a power cut
- We automatically know when your power has gone off without you having to contact us
- We can check if your power is working without having to visit your home – and sometimes even resolve the issue over the phone

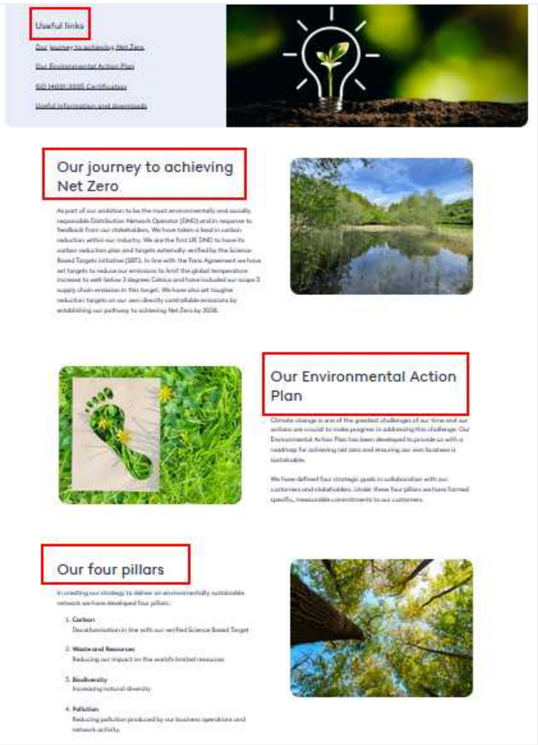
Page 7: desktop, "Who can sign up?" heading and "Installing a smart meter" headings



```
▼<div class="TextWithVideoImage_text__v_OMf" data-is-image="true" data-is-video="false" data-media-
placement="Right" data-image-style="">
  ▼<div class="TextWithVideoImage_heading__dTnfc" tabindex="-1">
     <p>Who can sign up?</p>
   </div>
  ▶<div class="TextWithVideoImage_mainText__MFC_R" tabindex="-1"> ⋯ </div> flex
  </div>
 ▶<div class="TextWithVideoImage_media__wbccP" data-is-video="false" data-is-image="true" data-media-
  placement="Right" data-image-style="" data-testid="media"> ⋯ </div>
 </div>
</section>
▼<section class="componentLayout TextWithVideoImage_containerClass__QXWIo" data-remove-bottom-margin="true" data-bg-
color=""> flex
 ▼<div class="componentInner TextWithVideoImage_textWithVideoImage__QhbRp" data-remove-grid-padding="false" data-is-
  hero="false" data-is-landing-hero="false"> grid
  ▼<div class="TextWithVideoImage_text__v_OMf" data-is-image="true" data-is-video="false" data-media-
   placement="Right" data-image-style="">
    ▼<div class="TextWithVideoImage_heading__dTnfc" tabindex="-1">
       <h3>Installing a smart meter</h3>
```

Page 7: DOM, markup showing headings

This can also be seen on page 9, with the visual headings "Useful links", "Our journey to achieving Net Zero", "Our Environmental Action Plan", and "Our four pillars" are not semantically marked up as headings.



Useful links

Our journey to achieving Net Zero

Our Environmental Action Plan

ISO 14001:2015 Certification

Useful information and downloads

Our journey to achieving Net Zero

As part of our ambition to be the most environmentally and socially responsible Distribution Network Operator (DNO) and in response to feedback from our stakeholders, we have taken a lead in carbon reduction within our industry. We are the first UK DNO to have its carbon reduction plan and targets externally verified by the Science Based Targets initiative (SBTi). In line with the Paris Agreement we have set targets to reduce our emissions to limit the global temperature increase to well-below 2 degrees Celsius and have included our scope 3 supply chain emission in this target. We have also set tougher reduction targets on our own directly controllable emissions by establishing our pathway to achieving Net Zero by 2028.

Our Environmental Action Plan

Climate change is one of the greatest challenges of our time and our actions are crucial to make progress in addressing this challenge. Our Environmental Action Plan has been developed to provide us with a roadmap for achieving net zero and ensuring our own business is sustainable.

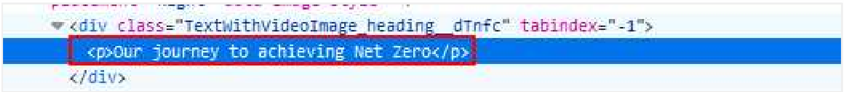
We have defined four strategic goals in collaboration with our customers and stakeholders. Under these four pillars we have formed specific, measurable commitments to our customers.

Our four pillars

In creating our strategy to deliver an environmentally sustainable network we have developed four pillars:

1. **Carbon**
   Decarbonisation in line with our verified Science Based Target
2. **Waste and Resources**
   Reducing our impact on the world's limited resources
3. **Biodiversity**
   Increasing natural diversity
4. **Pollution**
   Reducing pollution produced by our business operations and network activity.

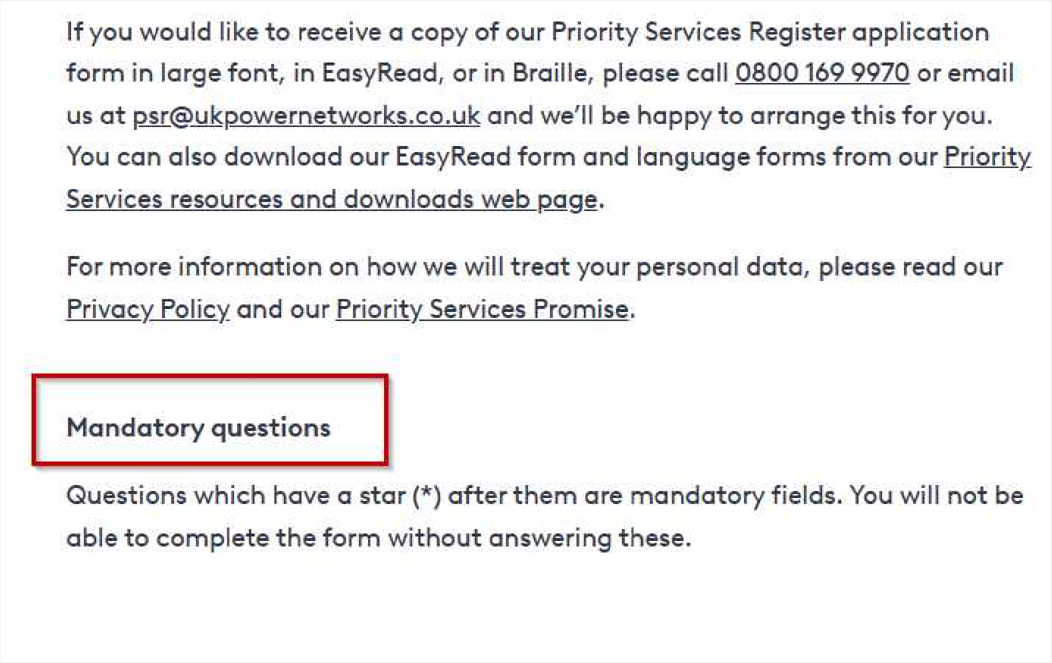
Page 9: desktop, headings



```
▼<div class="TextWithVideoImage_heading__dTnfc" tabindex="-1">
   <p>Our journey to achieving Net Zero</p>
 </div>
```

Page 9: DOM, markup for the “Our journey to achieving Net Zero” heading

This can be also seen on page 13. The text “Mandatory questions” is visually a heading for other text, however it is not semantically marked up as such.



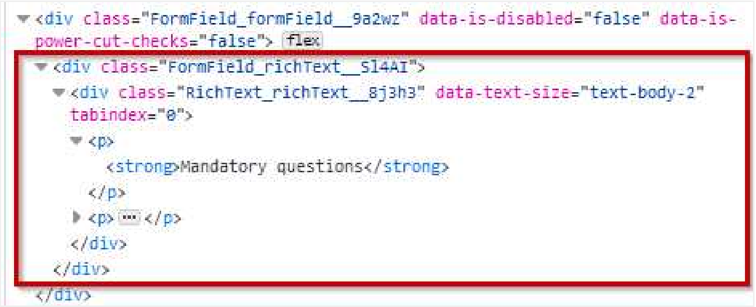
If you would like to receive a copy of our Priority Services Register application form in large font, in EasyRead, or in Braille, please call 0800 169 9970 or email us at psr@ukpowernetworks.co.uk and we'll be happy to arrange this for you. You can also download our EasyRead form and language forms from our Priority Services resources and downloads web page.

For more information on how we will treat your personal data, please read our Privacy Policy and our Priority Services Promise.

Mandatory questions

Questions which have a star (*) after them are mandatory fields. You will not be able to complete the form without answering these.

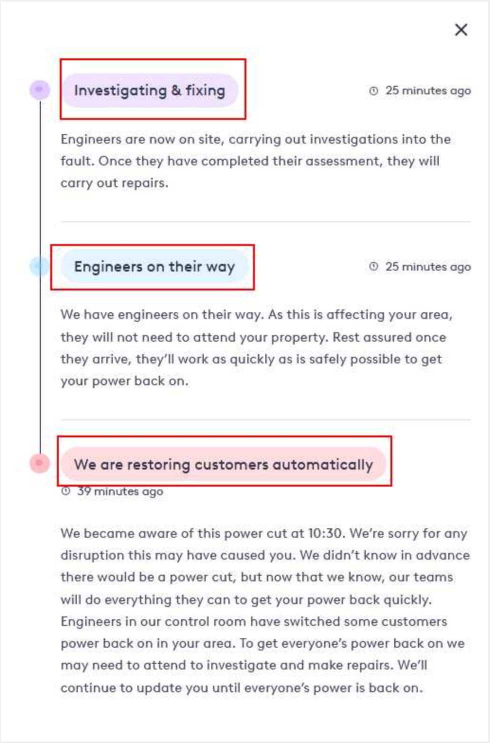
Page 13: desktop, “Mandatory questions” heading



```
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-
 power-cut-checks="false"> flex
  ▼<div class="FormField_richText__Sl4AI">
    ▼<div class="RichText_richText__8j3h3" data-text-size="text-body-2"
     tabindex="0">
      ▼<p>
          <strong>Mandatory questions</strong>
        </p>
      ▶<p> … </p>
      </div>
    </div>
  </div>
```

Page 13: DOM, "Mandatory questions" heading not semantically declared as such

This can also be seen on page 18, with the "Investigating & fixing", "Engineers on their way", and "We are restoring customers automatically" headings. These text visually act as a heading for the page, however they are not semantically marked up as such.



Investigating & fixing

25 minutes ago

Engineers are now on site, carrying out investigations into the fault. Once they have completed their assessment, they will carry out repairs.

Engineers on their way

25 minutes ago

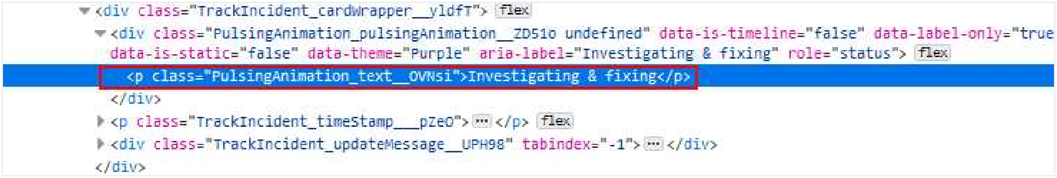
We have engineers on their way. As this is affecting your area, they will not need to attend your property. Rest assured once they arrive, they'll work as quickly as is safely possible to get your power back on.

We are restoring customers automatically

39 minutes ago

We became aware of this power cut at 10:30. We're sorry for any disruption this may have caused you. We didn't know in advance there would be a power cut, but now that we know, our teams will do everything they can to get your power back quickly. Engineers in our control room have switched some customers power back on in your area. To get everyone's power back on we may need to attend to investigate and make repairs. We'll continue to update you until everyone's power is back on.

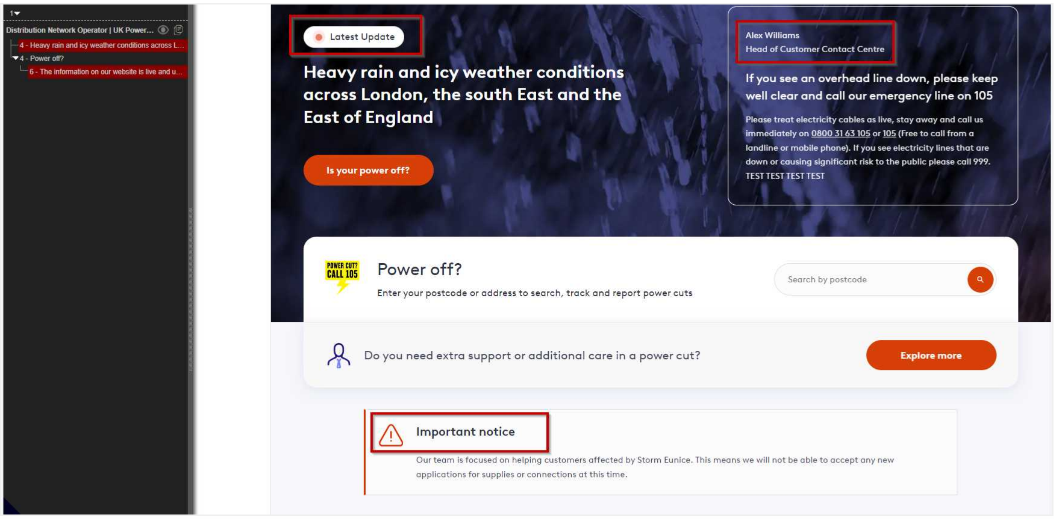
Page 18: desktop, headings



```
▼<div class="TrackIncident_cardWrapper__yldfT"> flex
  ▼<div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="true
   data-is-static="false" data-theme="Purple" aria-label="Investigating & fixing" role="status"> flex
      <p class="PulsingAnimation_text__OVNsi">Investigating & fixing</p>
    </div>
  ▶<p class="TrackIncident_timeStamp__pZeO"> … </p> flex
  ▶<div class="TrackIncident_updateMessage__UPH98" tabindex="-1"> … </div>
  </div>
```

Page 18: DOM, markup for the "Investigating & fixing" heading

This can be also seen on page 19, with the "Latest update", "Alex Williams - Head of Customer Contact Centre", and "Important notice" heading texts. These text visually act as a heading for the page, however they are not semantically marked up as such.



1

Distribution Network Operator | UK Power...

4 - Heavy rain and icy weather conditions across L...

4 - Power off?

6 - The information on our website is live and u...

Latest Update

Heavy rain and icy weather conditions across London, the south East and the East of England

Is your power off?

Alex Williams
Head of Customer Contact Centre

If you see an overhead line down, please keep well clear and call our emergency line on 105

Please treat electricity cables as live, stay away and call us immediately on 0800 31 63 105 or 105 (Free to call from a landline or mobile phone). If you see electricity lines that are down or causing significant risk to the public please call 999. TEST TEST TEST TEST

POWER CUT? CALL 105

Power off?

Enter your postcode or address to search, track and report power cuts

Search by postcode

Do you need extra support or additional care in a power cut?

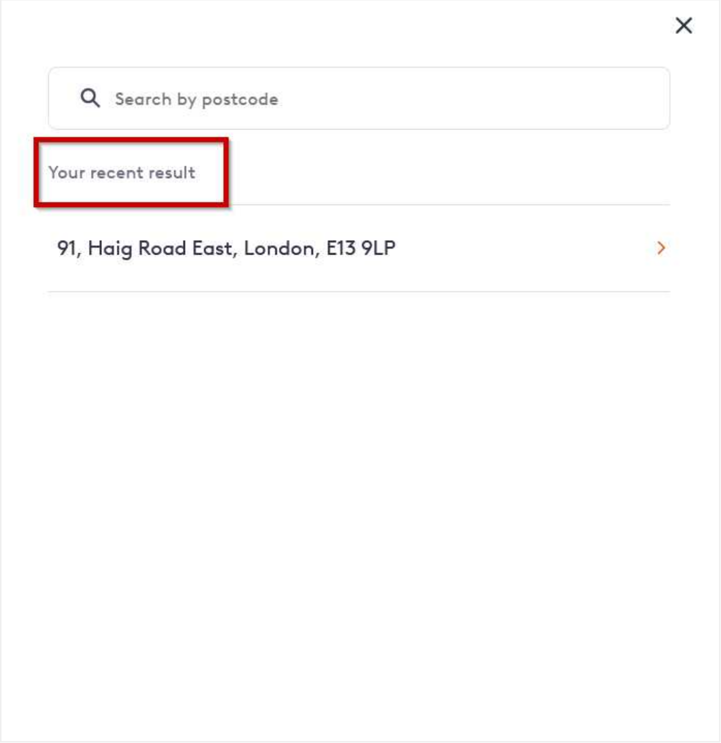
Explore more

Important notice

Our team is focused on helping customers affected by Storm Eunice. This means we will not be able to accept any new applications for supplies or connections at this time.

Page 19: desktop, HeadingsMap, Headings not marked up semantically as such

This can be also seen on page 19. The text "Your recent result" is visually a heading for other text, however it is not semantically marked up as such.

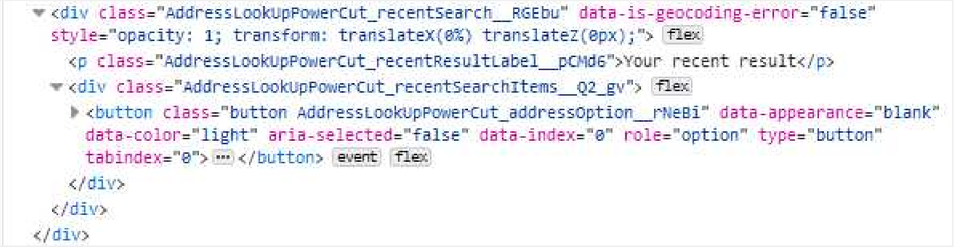


Search by postcode

Your recent result

91, Haig Road East, London, E13 9LP

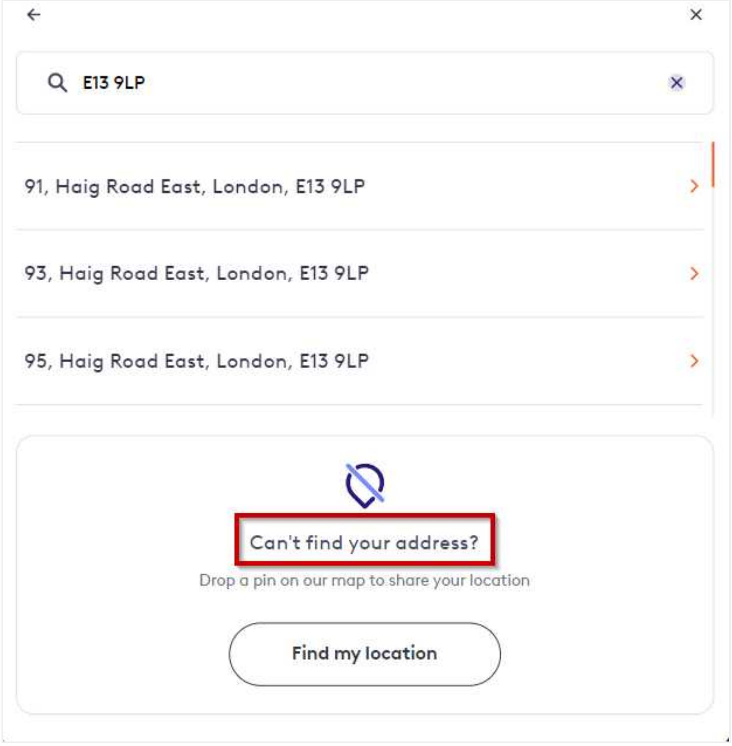
Page 19: desktop, "Your recent result" heading



```
▼<div class="AddressLookUpPowerCut_recentSearch__RGEbu" data-is-geocoding-error="false"
 style="opacity: 1; transform: translateX(0%) translateZ(0px);"> flex
   <p class="AddressLookUpPowerCut_recentResultLabel__pCMd6">Your recent result</p>
  ▼<div class="AddressLookUpPowerCut_recentSearchItems__Q2_gv"> flex
    ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
     data-color="light" aria-selected="false" data-index="0" role="option" type="button"
     tabindex="0"> ⋯ </button> event flex
   </div>
 </div>
</div>
```

Page 19: DOM, "Your recent result" heading not semantically declared as such

This can be also seen on page 19. The text "Can't find your address?" is visually a heading for other text, however it is not semantically marked up as such.



E13 9LP

91, Haig Road East, London, E13 9LP

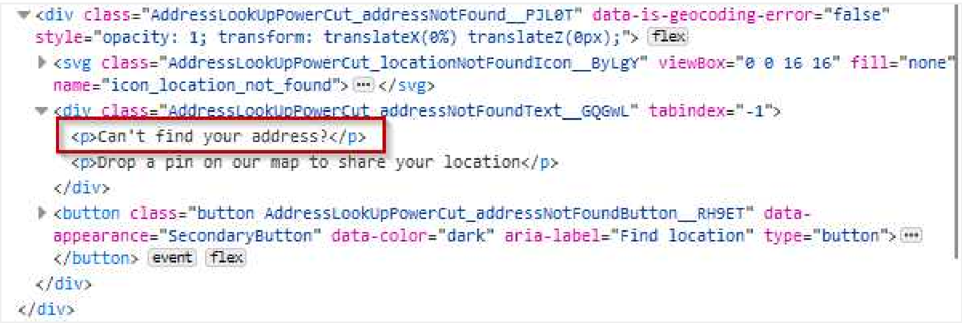
93, Haig Road East, London, E13 9LP

95, Haig Road East, London, E13 9LP

Can't find your address?

Drop a pin on our map to share your location

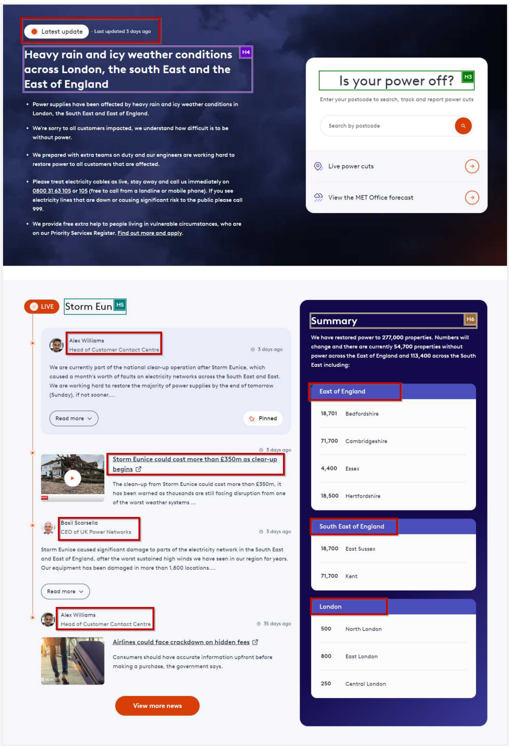
Page 19: desktop, "Can't find your address?" heading



```
▼<div class="AddressLookUpPowerCut_addressNotFound__PJL0T" data-is-geocoding-error="false"
 style="opacity: 1; transform: translateX(0%) translateZ(0px);"> flex
  ▶<svg class="AddressLookUpPowerCut_locationNotFoundIcon__ByLgY" viewBox="0 0 16 16" fill="none"
   name="icon_location_not_found"> ··· </svg>
  ▼<div class="AddressLookUpPowerCut_addressNotFoundText__GQGwL" tabindex="-1">
     <p>Can't find your address?</p>
     <p>Drop a pin on our map to share your location</p>
   </div>
  ▶<button class="button AddressLookUpPowerCut_addressNotFoundButton__RH9ET" data-
   appearance="SecondaryButton" data-color="dark" aria-label="Find location" type="button"> ···
   </button> event flex
 </div>
</div>
```

Page 19: DOM, "Can't find your address?" heading not semantically declared as such

This can be also seen on page 20. The texts "Latest update", "East of England", and so on are visually a heading for other text, however they are not semantically marked up as such.



Latest update · Last updated 3 days ago

Heavy rain and icy weather conditions across London, the south East and the East of England

- Power supplies have been affected by heavy rain and icy weather conditions in London, the South East and East of England.
- We're sorry to all customers impacted, we understand how difficult is to be without power.
- We prepared with extra teams on duty and our engineers are working hard to restore power to all customers that are affected.
- Please treat electricity cables as live, stay away and call us immediately on 0800 31 63 105 or 105 (free to call from a landline or mobile phone). If you see electricity lines that are down or causing significant risk to the public please call 999.
- We provide free extra help to people living in vulnerable circumstances, who are on our Priority Services Register. Find out more and apply.

Is your power off?

Enter your postcode to search, track and report power cuts

Search by postcode

Live power cuts

View the MET Office forecast

Storm Eun

Alex Williams
Head of Customer Contact Centre
3 days ago

We are currently part of the national clear-up operation after Storm Eunice, which caused a month's worth of faults on electricity networks across the South East and East. We are working hard to restore the majority of power supplies by the end of tomorrow (Sunday), if not sooner....

3 days ago

Storm Eunice could cost more than £350m as clear-up begins

The clean-up from Storm Eunice could cost more than £350m, it has been warned as thousands are still facing disruption from one of the worst weather systems ...

Basil Scarsella
CEO of UK Power Networks
3 days ago

Storm Eunice caused significant damage to parts of the electricity network in the South East and East of England, after the worst sustained high winds we have seen in our region for years. Our equipment has been damaged in more than 1,800 locations....

Alex Williams
Head of Customer Contact Centre
35 days ago

Airlines could face crackdown on hidden fees

Consumers should have accurate information upfront before making a purchase, the government says.

Summary

We have restored power to 277,000 properties. Numbers will change and there are currently 54,700 properties without power across the East of England and 113,400 across the South East including:

East of England	
18,701	Bedfordshire
71,700	Cambridgeshire
4,400	Essex
18,500	Hertfordshire

South East of England	
18,700	East Sussex
71,700	Kent

London	
500	North London
800	East London
250	Central London

Page 20: Desktop, "Latest update", "East of England", and so on headings

Steps to reproduce

1. Visually note the headings.
2. Inspect the elements in the DOM.
3. Note that the headings have not been marked up, such as `<h1>`, `<h2>`, and so on.

Recommendation

When elements title or categorise other content, use headings with appropriate heading levels. Make sure that the heading levels used correctly communicate the structure of the page, such as the parent and child relationship between the headings. For example:

```
<h1>Latest Update</h1>
   <h2>Heavy rain and icy weather conditions across London, the south East and the East of England</h2>
   <h2>Alex Williams – Head of Customer Contact Centre</h2>
   <h2>Important notice</h2>
```

For more information, see WAI Tutorials - Headings.

Return to priority table

ADR_18910-9 **MEDIUM PRIORITY** **OPEN**

Error message not associated with input fields

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 10, 11, 13, 14, 15, 16, 17, 19, 20
Users Affected	Vision
Component	Input Field

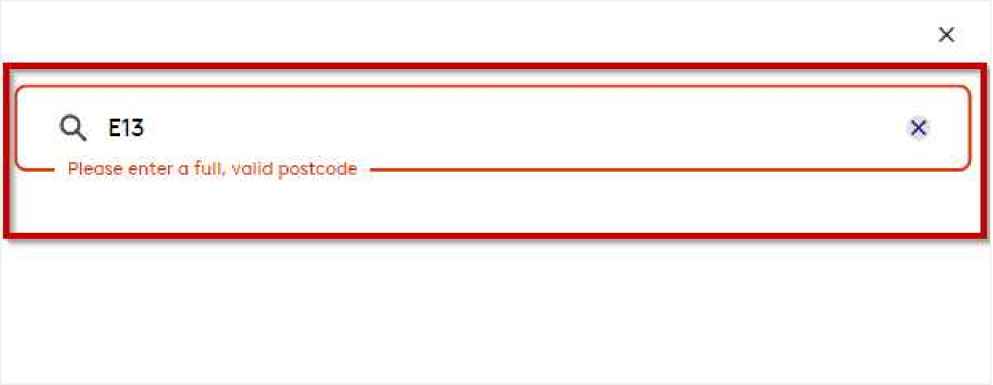
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

There are form fields that are not associated with error messages that are visually pinned to the fields. The state of the form fields may be unclear to users.

Where it happened

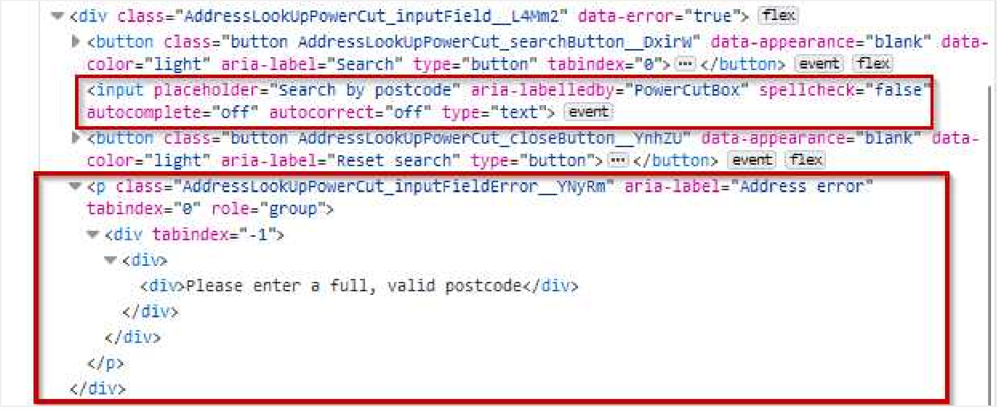
This can be seen on pages 2, 3, 10, 11, 17, 19, and 20 with the inline “Please enter a full, valid postcode” error message pinned to the “Search by postcode” input field. The error message and the input field are not programmatically associated.



E13

Please enter a full, valid postcode

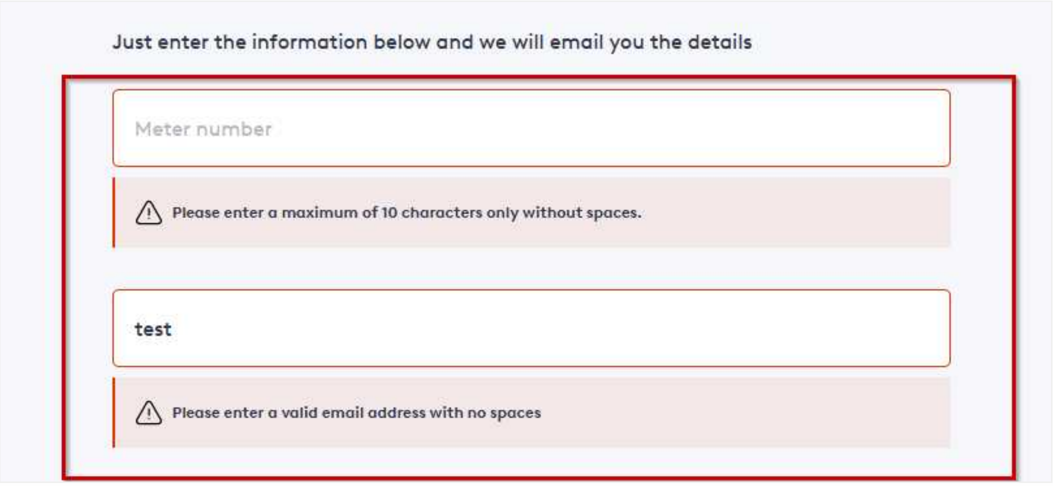
Page 2: desktop, “Search by postcode” input field with error message



```
▼<div class="AddressLookUpPowerCut_inputField__L4Mm2" data-error="true"> flex
  ▶<button class="button AddressLookUpPowerCut_searchButton__DxirW" data-appearance="blank" data-
   color="light" aria-label="Search" type="button" tabindex="0"> ⋯ </button> event flex
   <input placeholder="Search by postcode" aria-labelledby="PowerCutBox" spellcheck="false"
   autocomplete="off" autocorrect="off" type="text"> event
  ▶<button class="button AddressLookUpPowerCut_closeButton__YnhZU" data-appearance="blank" data-
   color="light" aria-label="Reset search" type="button"> ⋯ </button> event flex
  ▼<p class="AddressLookUpPowerCut_inputFieldError__YNyRm" aria-label="Address error"
   tabindex="0" role="group">
    ▼<div tabindex="-1">
      ▼<div>
         <div>Please enter a full, valid postcode</div>
       </div>
     </div>
   </p>
 </div>
```

Page 2: DOM, “Search by postcode” input field and error message not programmtically associated

This can be also seen on page 11, with the inline error messages for the “Meter number” and “Email address” input fields. The error messages and the respective input fields are not programmatically associated.



Just enter the information below and we will email you the details

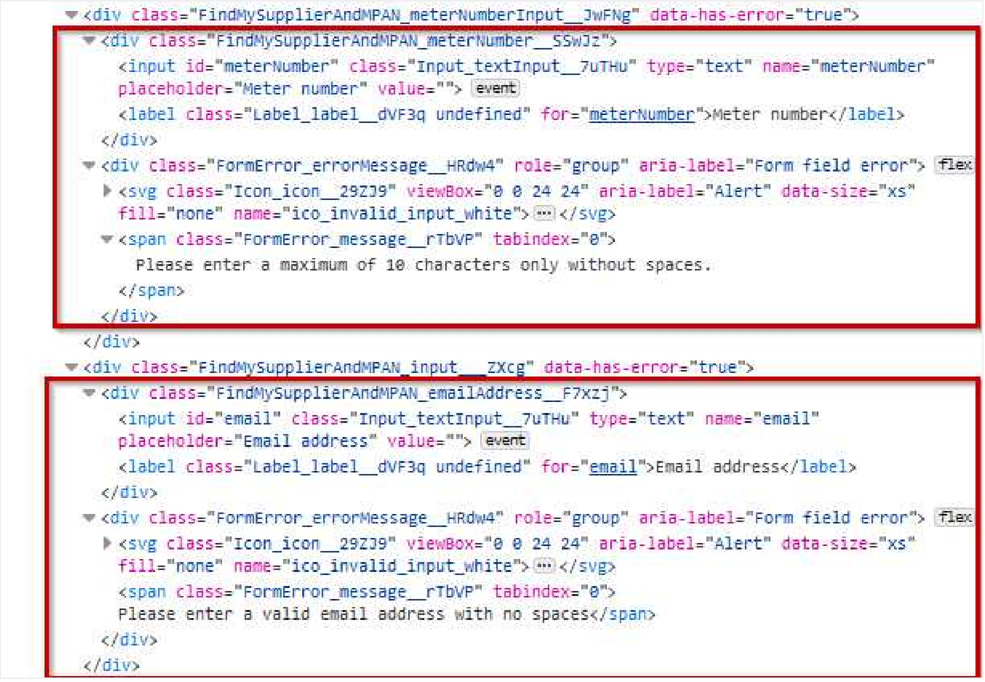
Meter number

⚠ Please enter a maximum of 10 characters only without spaces.

test

⚠ Please enter a valid email address with no spaces

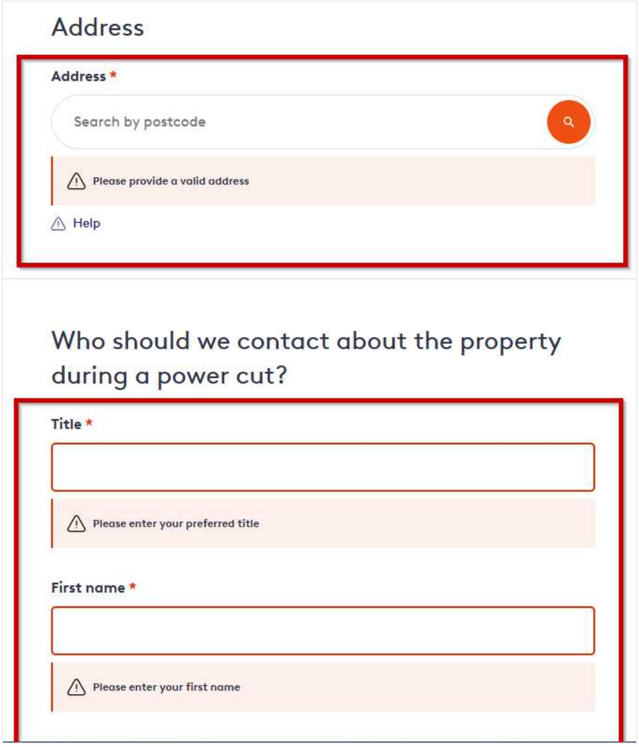
Page 11: desktop, “Meter number” and “Email address” input fields with error message



```
▼<div class="FindMySupplierAndMPAN_meterNumberInput__JwFNg" data-has-error="true">
  ▼<div class="FindMySupplierAndMPAN_meterNumber__SSwJz">
     <input id="meterNumber" class="Input_textInput__7uTHu" type="text" name="meterNumber"
     placeholder="Meter number" value=""> event
     <label class="Label_label__dVF3q undefined" for="meterNumber">Meter number</label>
   </div>
  ▼<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs"
     fill="none" name="ico_invalid_input_white"> ⋯ </svg>
    ▼<span class="FormError_message__rTbVP" tabindex="0">
       Please enter a maximum of 10 characters only without spaces.
     </span>
   </div>
 </div>
▼<div class="FindMySupplierAndMPAN_input___ZXcg" data-has-error="true">
  ▼<div class="FindMySupplierAndMPAN_emailAddress__F7xzj">
     <input id="email" class="Input_textInput__7uTHu" type="text" name="email"
     placeholder="Email address" value=""> event
     <label class="Label_label__dVF3q undefined" for="email">Email address</label>
   </div>
  ▼<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs"
     fill="none" name="ico_invalid_input_white"> ⋯ </svg>
     <span class="FormError_message__rTbVP" tabindex="0">
     Please enter a valid email address with no spaces</span>
   </div>
 </div>
```

Page 11: DOM, “Meter number” and “Email address” input fields and error messages not programmtically associated

This can be also seen on page 13, with the inline error messages for the “Title”, “First name”, “Last name”, and so on first person input fields. The error messages and the respective input fields are not programmatically associated.



Address

Address *

Please provide a valid address

Who should we contact about the property during a power cut?

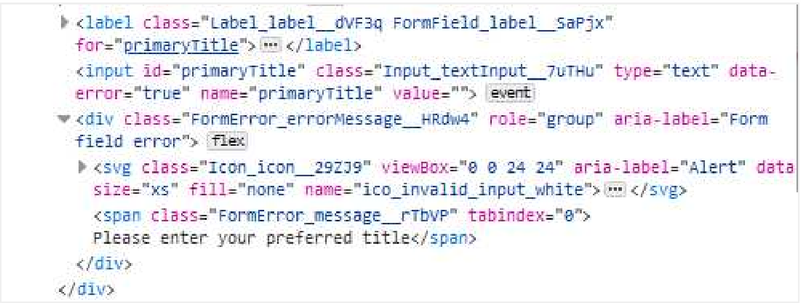
Title *

Please enter your preferred title

First name *

Please enter your first name

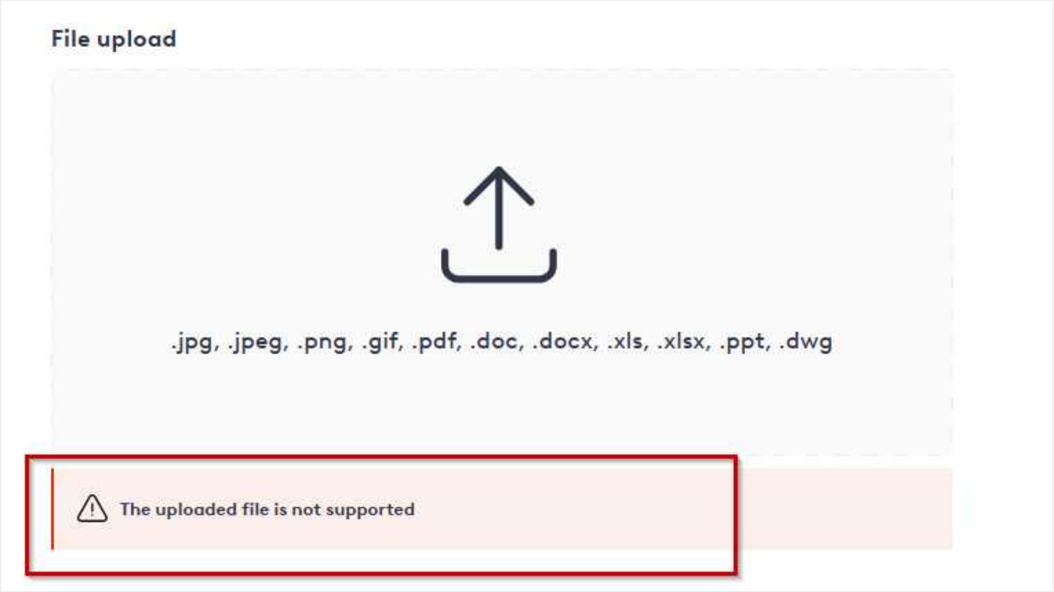
Page 13: desktop, Input fields with error messages



```
▸ <label class="Label_label__dVF3q FormField_label__SaPjx"
  for="primaryTitle"> ··· </label>
  <input id="primaryTitle" class="Input_textInput__7uTHu" type="text" data-
  error="true" name="primaryTitle" value=""> event
▾ <div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form
  field error"> flex
  ▸ <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data
    size="xs" fill="none" name="ico_invalid_input_white"> ··· </svg>
    <span class="FormError_message__rTbVP" tabindex="0">
    Please enter your preferred title</span>
  </div>
</div>
```

Page 13: DOM, “Title” input field is not associated with its error message

This can also be seen on page 14, with the inline error message for the “File upload” input field. The error message and the respective input field is not programmatically associated.

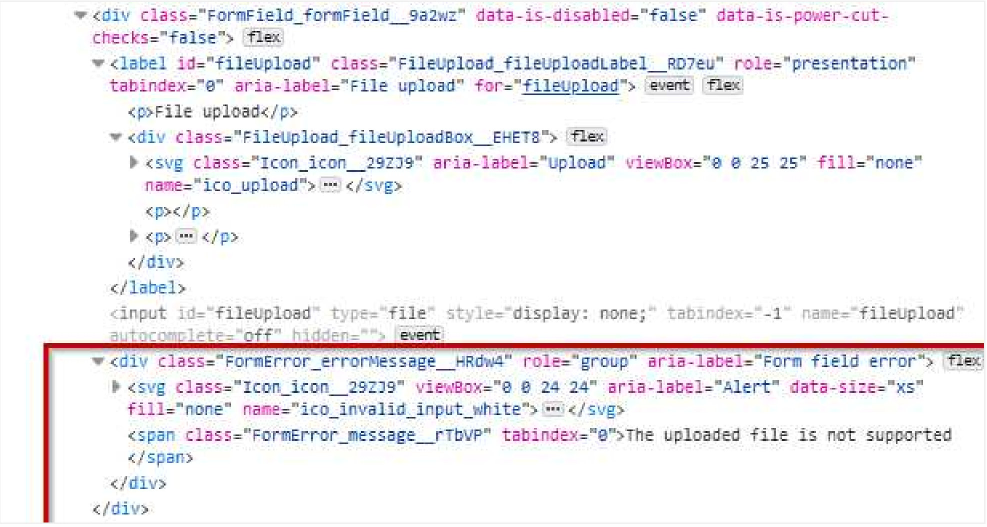


File upload

.jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .dwg

The uploaded file is not supported

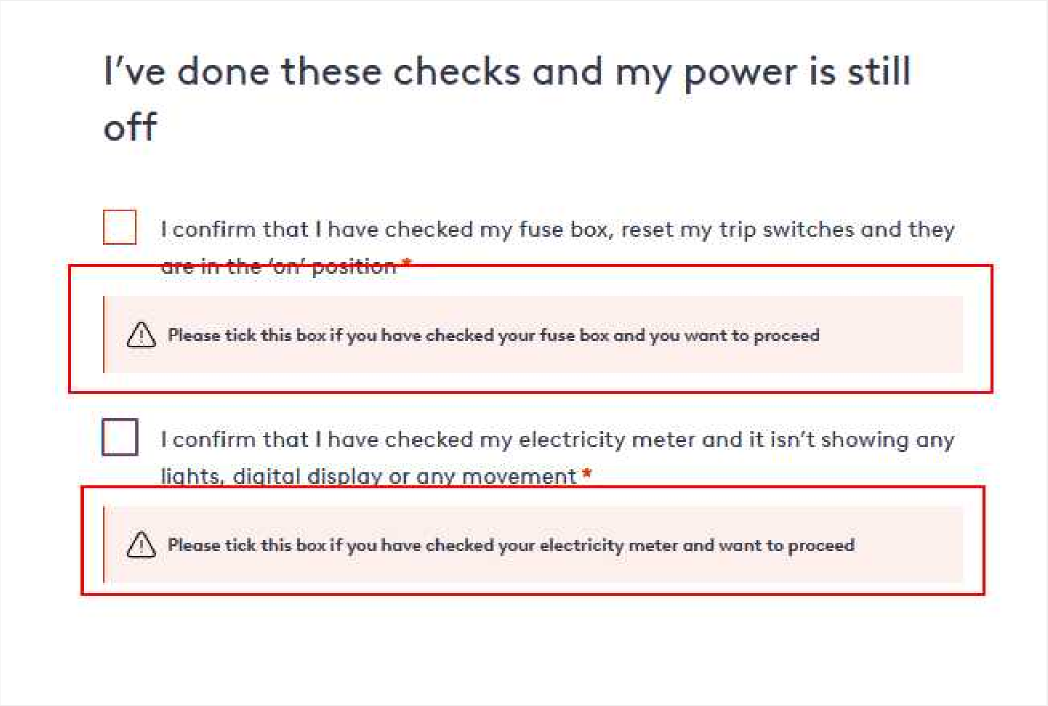
Page 14: desktop, “File upload” input field with error message



```
<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
checks="false"> flex
  <label id="fileUpload" class="FileUpload_fileUploadLabel__RD7eu" role="presentation"
  tabindex="0" aria-label="File upload" for="fileUpload"> event flex
    <p>File upload</p>
    <div class="FileUpload_fileUploadBox__EHET8"> flex
      <svg class="Icon_icon__29ZJ9" aria-label="Upload" viewBox="0 0 25 25" fill="none"
      name="ico_upload"> … </svg>
      <p></p>
      <p> … </p>
    </div>
  </label>
  <input id="fileUpload" type="file" style="display: none;" tabindex="-1" name="fileUpload"
  autocomplete="off" hidden=""> event
  <div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs"
    fill="none" name="ico_invalid_input_white"> … </svg>
    <span class="FormError_message__rTbVP" tabindex="0">The uploaded file is not supported
    </span>
  </div>
</div>
```

Page 14: DOM, "File upload" input field is not associated with its error message

This can be also seen on page 15, with the error messages for the checkboxes under the "I've done these checks and my power is still off" heading. The error messages and the respective input fields are not programmatically associated.



I've done these checks and my power is still off

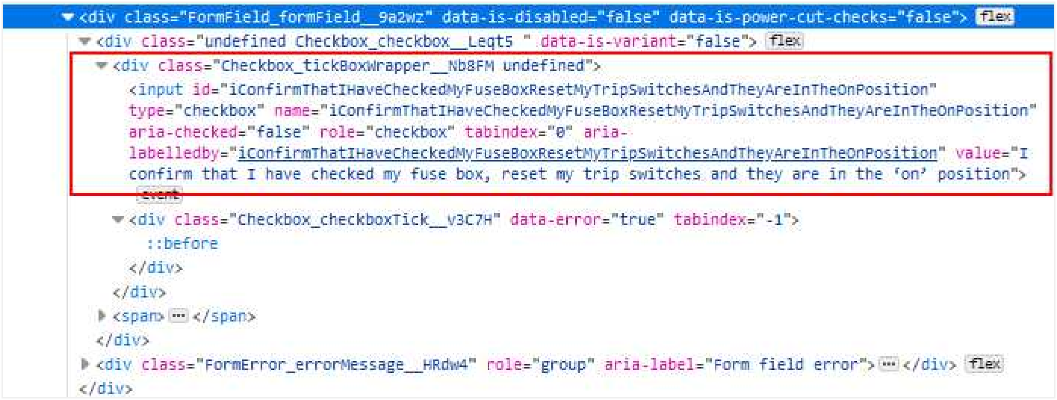
□ I confirm that I have checked my fuse box, reset my trip switches and they are in the 'on' position *

⚠ Please tick this box if you have checked your fuse box and you want to proceed

□ I confirm that I have checked my electricity meter and it isn't showing any lights, digital display or any movement *

⚠ Please tick this box if you have checked your electricity meter and want to proceed

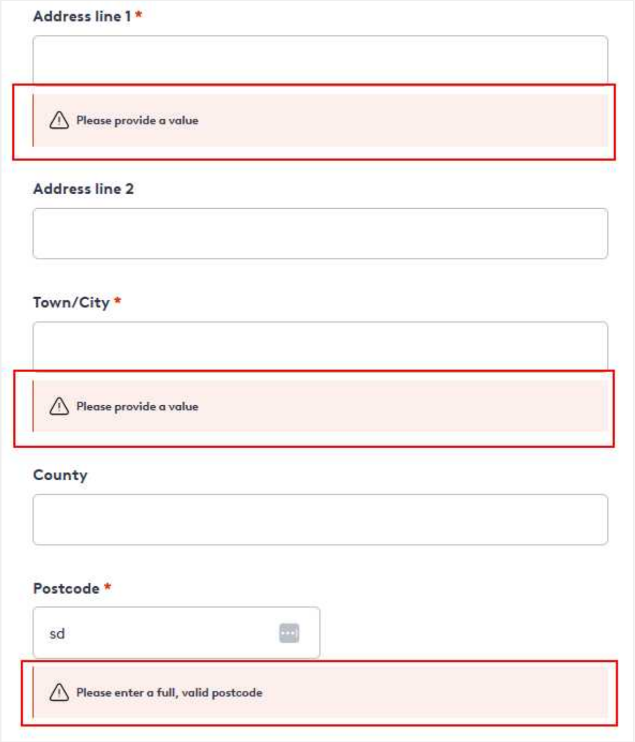
Page 15: desktop, checkboxes and error messages



```
<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  <div class="undefined Checkbox_checkbox__Leqt5 " data-is-variant="false"> flex
    <div class="Checkbox_tickBoxWrapper__Nb8FM undefined">
      <input id="iConfirmThatIHaveCheckedMyFuseBoxResetMyTripSwitchesAndTheyAreInTheOnPosition"
      type="checkbox" name="iConfirmThatIHaveCheckedMyFuseBoxResetMyTripSwitchesAndTheyAreInTheOnPosition"
      aria-checked="false" role="checkbox" tabindex="0" aria-
      labelledby="iConfirmThatIHaveCheckedMyFuseBoxResetMyTripSwitchesAndTheyAreInTheOnPosition" value="I
      confirm that I have checked my fuse box, reset my trip switches and they are in the 'on' position">
       event
      <div class="Checkbox_checkboxTick__v3C7H" data-error="true" tabindex="-1">
        ::before
      </div>
    </div>
    <span> … </span>
  </div>
  <div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> … </div> flex
</div>
```

Page 15: DOM, checkboxes and error messages not programmatically associated

This can be also seen on page 16, with the error messages for the mandatory input fields. The error messages and the respective input fields are not programmatically associated.



Address line 1 *

Please provide a value

Address line 2

Town/City *

Please provide a value

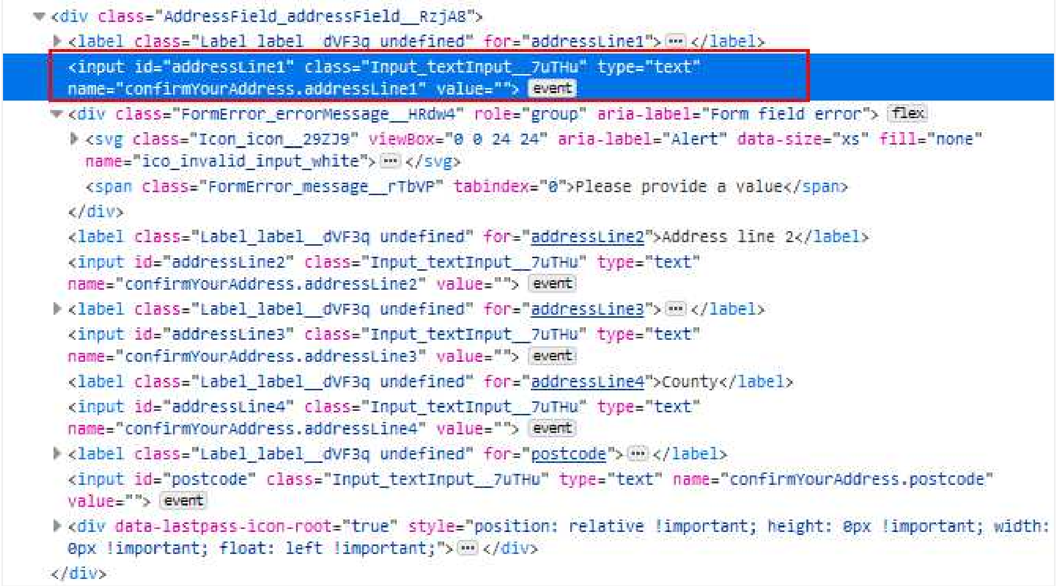
County

Postcode *

sd

Please enter a full, valid postcode

Page 16: desktop, input fields and error messages



```
<div class="AddressField_addressField__RzjA8">
  <label class="Label_label__dVF3q undefined" for="addressLine1"> ··· </label>
  <input id="addressLine1" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine1" value=""> event
  <div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs" fill="none"
    name="ico_invalid_input_white"> ··· </svg>
    <span class="FormError_message__rTbVP" tabindex="0">Please provide a value</span>
  </div>
  <label class="Label_label__dVF3q undefined" for="addressLine2">Address line 2</label>
  <input id="addressLine2" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine2" value=""> event
  <label class="Label_label__dVF3q undefined" for="addressLine3"> ··· </label>
  <input id="addressLine3" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine3" value=""> event
  <label class="Label_label__dVF3q undefined" for="addressLine4">County</label>
  <input id="addressLine4" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine4" value=""> event
  <label class="Label_label__dVF3q undefined" for="postcode"> ··· </label>
  <input id="postcode" class="Input_textInput__7uTHu" type="text" name="confirmYourAddress.postcode"
  value=""> event
  <div data-lastpass-icon-root="true" style="position: relative !important; height: 0px !important; width:
  0px !important; float: left !important;"> ··· </div>
</div>
```

Page 16: DOM, input fields and error messages not programmatically associated

Steps to reproduce

1. Observe the visual errors for the form fields.
2. Inspect the form fields and review the DOM.
3. Observe that the visual errors are not associated with the form fields.
4. Observe that there is not an alternative labelling method that serves the same purpose.

Recommendation

Any relationship presented through visual cues must also use the appropriate semantics. Make sure that form fields are associated with their visual errors. This can be done with `aria-describedby`. Make sure that the `aria-describedby` value and `id` match correctly. For example:

```
<label for="postcode">Search by postcode</label>
<input type="text" id="postcode" aria-describedby="badPostcodeError">
<p id="badPostcodeError">Please enter a full, valid postcode</p>
```

For more information, see WAI Tutorials - User Notifications.

Return to priority table

ADR_18910-13 **MEDIUM PRIORITY** **PARTIALLY FIXED**

Description list is malformed

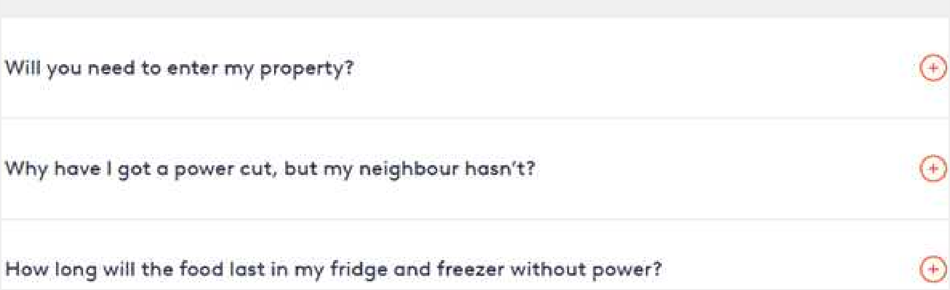
Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	03
Users Affected	Vision
Component	List

Recheck comment 13/03/24

This issue is partially fixed.

On page 3, the accordions starting “Will you need to enter my property?” are now marked up using a well-formed description list using `<dl>`, `<dt>` and `<dd>` elements.

However, the implicit role of each `<dt>` element is still inappropriately overridden using `role="heading"`. Remove `role="heading"` and refer to the updated code sample in the Recommendation to complete the fix.

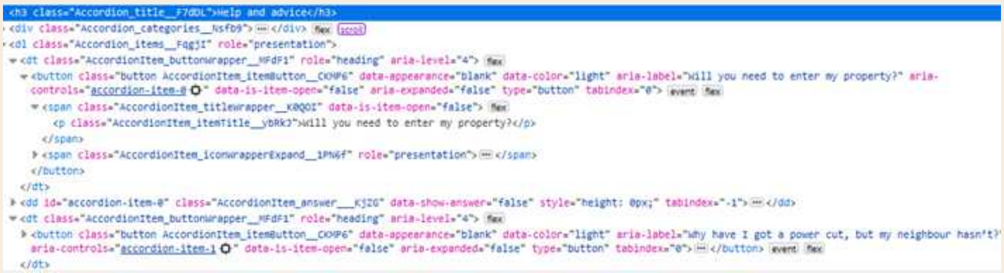


Will you need to enter my property? ⊕

Why have I got a power cut, but my neighbour hasn’t? ⊕

How long will the food last in my fridge and freezer without power? ⊕

Page 3: desktop, accordions starting “Will you need to enter my property?”



```
<h3 class="Accordion_title__F7dDL">Help and advice</h3>
<div class="Accordion_categories__NsfD9"> ⋯ </div> flex scroll
<dl class="Accordion_items__FqgjI" role="presentation">
 ▾<dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="4"> flex
   ▾<button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-color="light" aria-label="Will you need to enter my property?" aria-
    controls="accordion-item-0 ⚙" data-is-item-open="false" aria-expanded="false" type="button" tabindex="0"> event flex
     ▾<span class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="false"> flex
        <p class="AccordionItem_itemTitle__ybRk3">Will you need to enter my property?</p>
      </span>
     ▸<span class="AccordionItem_iconWrapperExpand__1PN6f" role="presentation"> ⋯ </span>
    </button>
  </dt>
 ▸<dd id="accordion-item-0" class="AccordionItem_answer___KJZG" data-show-answer="false" style="height: 0px;" tabindex="-1"> ⋯ </dd>
 ▾<dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="4"> flex
   ▸<button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-color="light" aria-label="Why have I got a power cut, but my neighbour hasn't?"
    aria-controls="accordion-item-1 ⚙" data-is-item-open="false" aria-expanded="false" type="button" tabindex="0"> ⋯ </button> event flex
  </dt>
```

Page 3: DOM, the accordion uses a well-formed description list

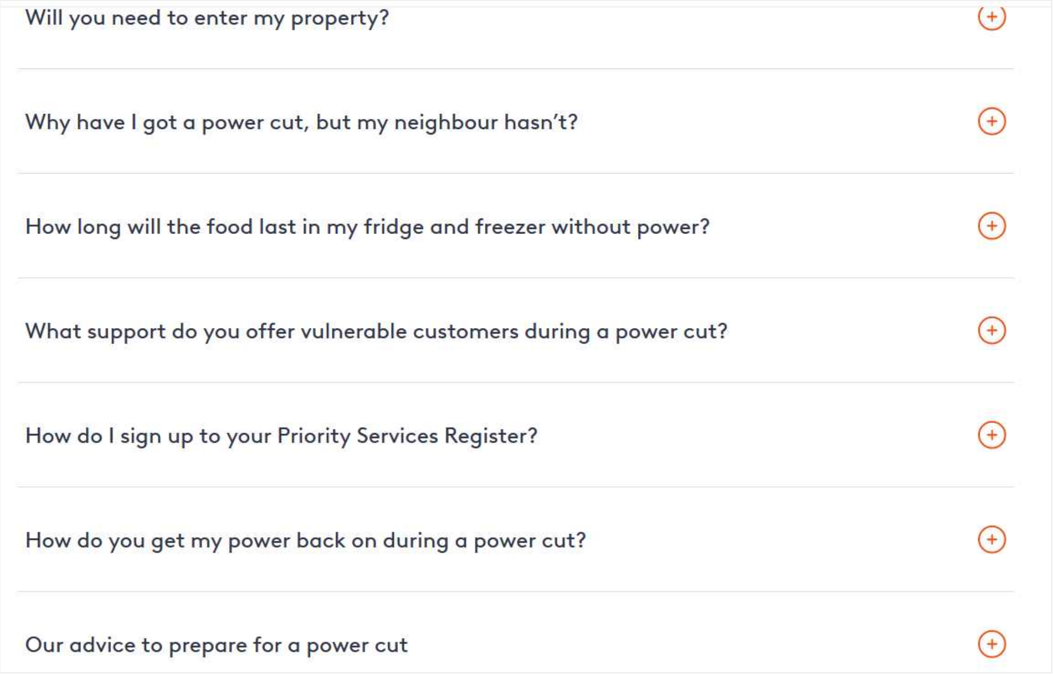
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

There are elements that are visually communicated as being key and value pairs. However, the list semantics used are malformed.

Where it happened

This can be seen on page 3, where the accordions are marked up as a description list instead of an unordered list.



Will you need to enter my property? (+)

Why have I got a power cut, but my neighbour hasn’t? (+)

How long will the food last in my fridge and freezer without power? (+)

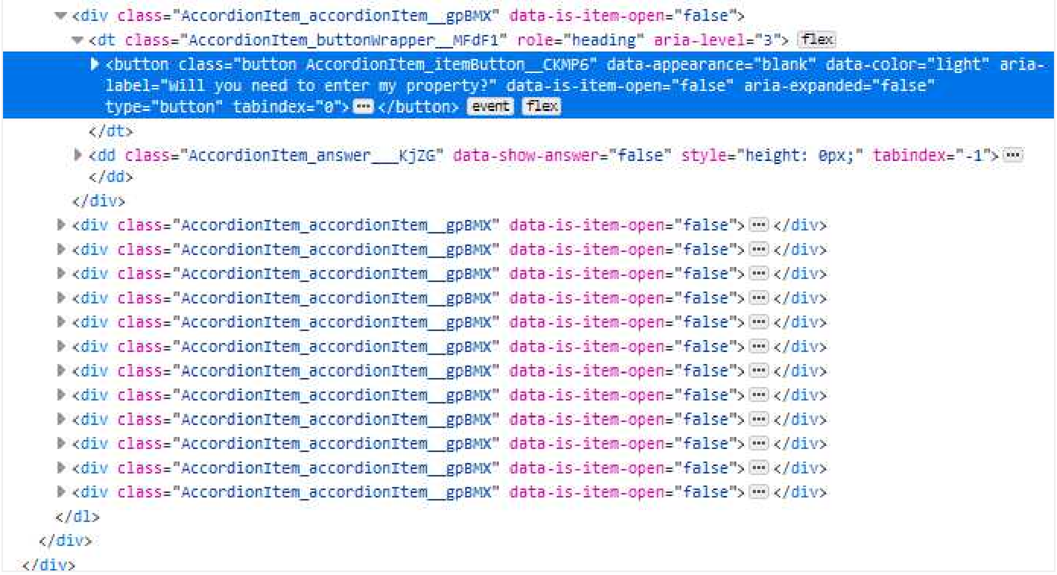
What support do you offer vulnerable customers during a power cut? (+)

How do I sign up to your Priority Services Register? (+)

How do you get my power back on during a power cut? (+)

Our advice to prepare for a power cut (+)

Page 3: Desktop, Description list is malformed



```
▼<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">
  ▼<dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="3"> flex
    ▶<button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-color="light" aria-
     label="Will you need to enter my property?" data-is-item-open="false" aria-expanded="false"
     type="button" tabindex="0">⋯</button> event flex
    </dt>
  ▶<dd class="AccordionItem_answer___KjZG" data-show-answer="false" style="height: 0px;" tabindex="-1">⋯
    </dd>
  </div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
▶<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">⋯</div>
</dl>
</div>
</div>
```

Page 3: DOM, Description list is malfromed

Steps to reproduce

1. Observe description list items.
2. Inspect the elements in the DOM.
3. Observe that the description list semantics are malformed.

Recommendation

Mark up the description list using `<dl>`, `<dt>`, and `<dd>`. Make sure that each set of list items is contained in a single `<dl>`, contain each individual term within `<dt>` tags and each description within `<dd>` tags. Only use separate `<dd>` tags when the list items are contained logically and visually in separate, distinct lists.

In this case remove the description list semantics from the accordions.

Alternatively, if description list markup is preferred, then ensure that a `<button>` is correctly nested within a `<h3>` heading within the `<dt>` element. For example:

```
<dl>
  <dt>
    <h3>
      <button aria-expanded="false">...</button>
    </h3>
  </dt>
  <dd> ... </dd>
  ...
</dl>
```

For more information, see WAI Tutorials - Description Lists.

Return to priority table

ADR_18910-28 **MEDIUM PRIORITY** **OPEN**

Heading structure is inconsistent with the visual structure

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop
Pages Affected	03, 09, 11, 12, 15
Users Affected	Vision
Component	Heading

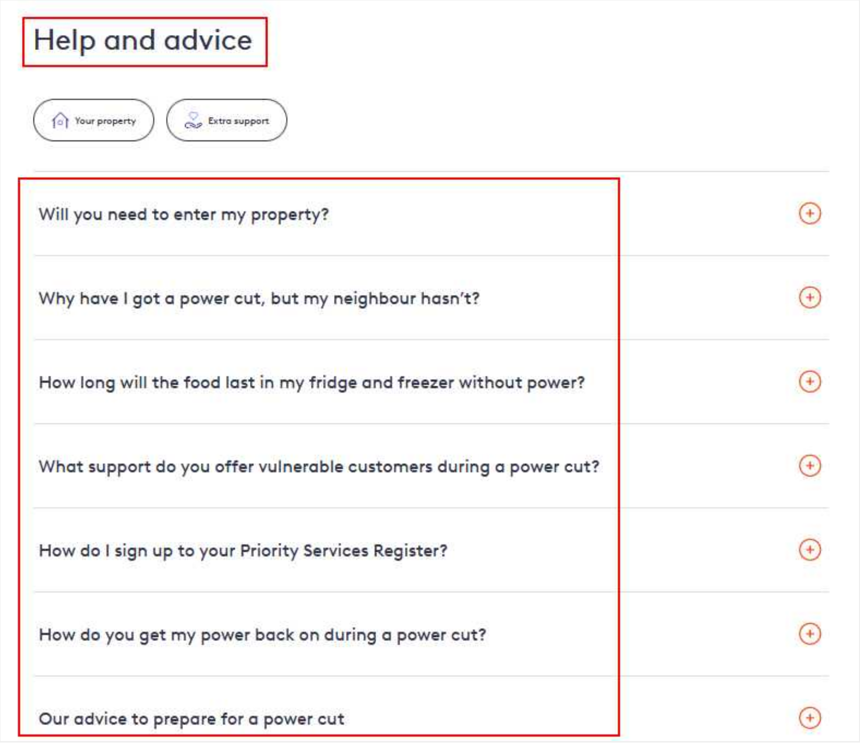
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

There are headings that have a visual parent-child relationship. However, this structure is not correctly expressed by the heading levels.

Where it happened

This can be seen on page 3, with the “Help and advice” heading, and the headings on the accordion buttons, such as “Will you need to enter my property?”. The “Help and advice” heading is visually a parent of the “Will you need to enter my property?” accordion button heading and other accordion button headings, however, both are marked up as level 3 headings.



Help and advice

Will you need to enter my property?

Why have I got a power cut, but my neighbour hasn’t?

How long will the food last in my fridge and freezer without power?

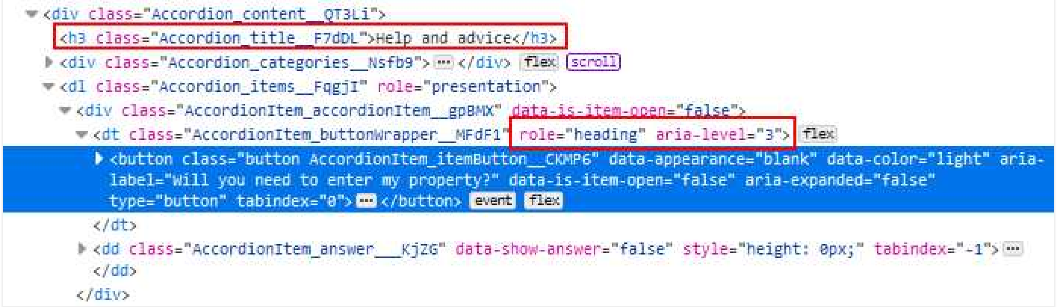
What support do you offer vulnerable customers during a power cut?

How do I sign up to your Priority Services Register?

How do you get my power back on during a power cut?

Our advice to prepare for a power cut

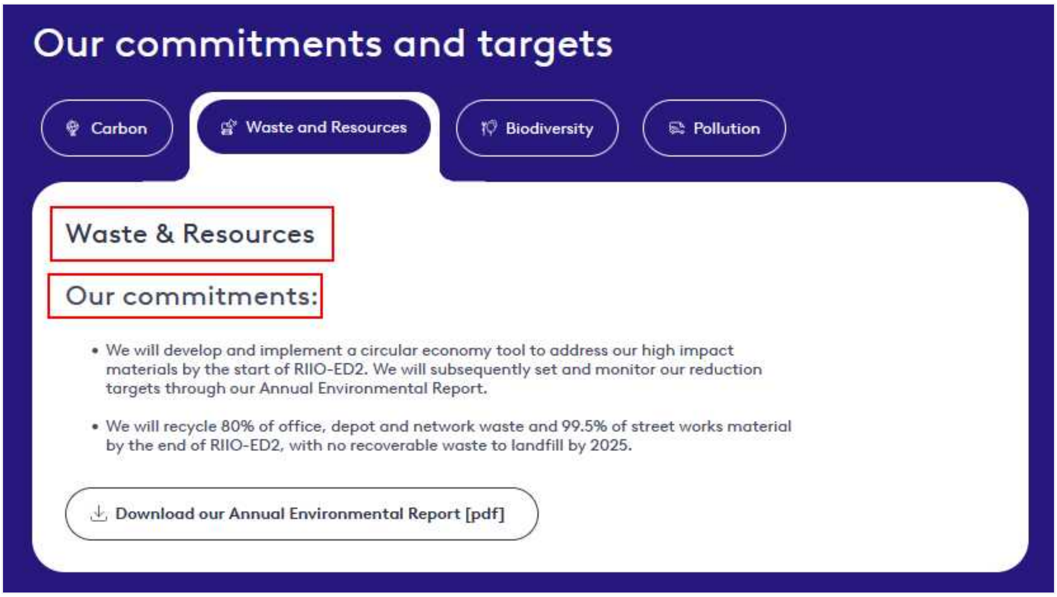
Page 3: desktop, level 3 headings



```
▼<div class="Accordion_content__QT3Li">
  <h3 class="Accordion_title__F7dDL">Help and advice</h3>
 ▶<div class="Accordion_categories__Nsfb9"> ··· </div> flex scroll
 ▼<dl class="Accordion_items__FqgjI" role="presentation">
  ▼<div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">
   ▼<dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="3"> flex
     ▶<button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-color="light" aria-
      label="Will you need to enter my property?" data-is-item-open="false" aria-expanded="false"
      type="button" tabindex="0"> ··· </button> event flex
    </dt>
   ▶<dd class="AccordionItem_answer__KjZG" data-show-answer="false" style="height: 0px;" tabindex="-1"> ···
    </dd>
   </div>
```

Page 3: DOM, level 3 heading markup

This can also be seen on page 9, with the headings within the “Our commitments and targets” tabs. The headings in the “Waste and Resources” tab are “Waste & Resources” and “Our commitments:”. Both headings are marked up as level 5 headings, but this is inconsistent with the visual structure of “Waste & Resources” being the parent heading of “Our commitments:”.

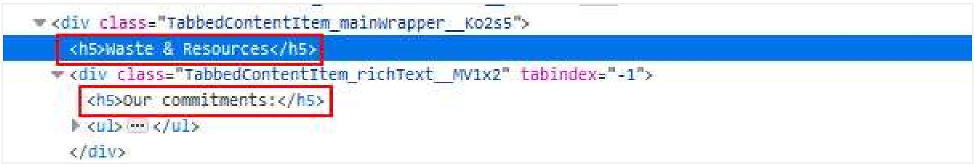


Waste & Resources

Our commitments:

- We will develop and implement a circular economy tool to address our high impact materials by the start of RIIO-ED2. We will subsequently set and monitor our reduction targets through our Annual Environmental Report.
- We will recycle 80% of office, depot and network waste and 99.5% of street works material by the end of RIIO-ED2, with no recoverable waste to landfill by 2025.

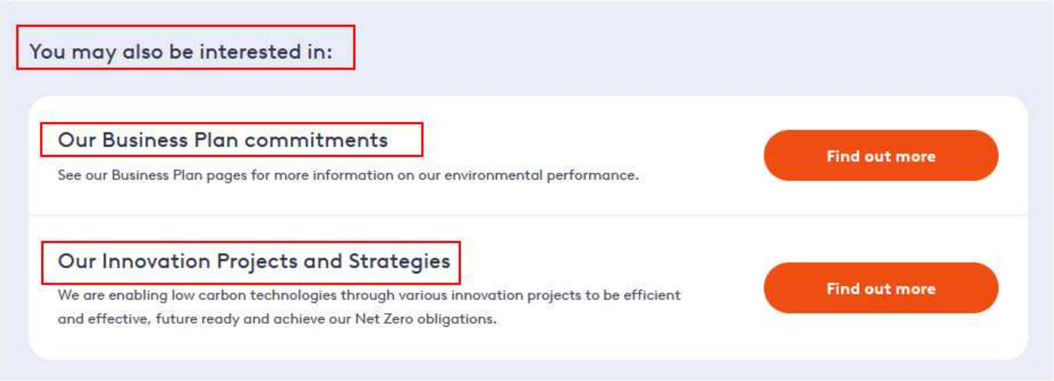
Page 9: desktop, level 5 headings



```
▼<div class="TabbedContentItem_mainWrapper__Ko2s5">
   <h5>Waste & Resources</h5>
  ▼<div class="TabbedContentItem_richText__MV1x2" tabindex="-1">
     <h5>Our commitments:</h5>
    ▶<ul> ··· </ul>
   </div>
```

Page 9: DOM, level 5 heading markup

This can also be seen on page 9, with the headings “You may also be interested in:”, “Our Business Plan commitments”, and “Our Innovation Projects and Strategies” at the bottom of the page. These headings are marked up as level 6 headings, but visually, “You may also be interested in:” is the parent heading of “Our Business Plan commitments”, and “Our Innovation Projects and Strategies”.



You may also be interested in:

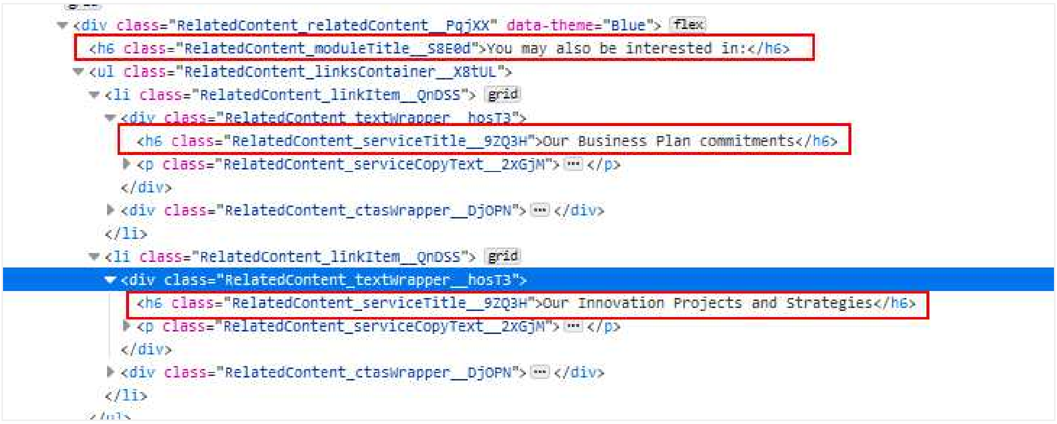
Our Business Plan commitments

See our Business Plan pages for more information on our environmental performance.

Our Innovation Projects and Strategies

We are enabling low carbon technologies through various innovation projects to be efficient and effective, future ready and achieve our Net Zero obligations.

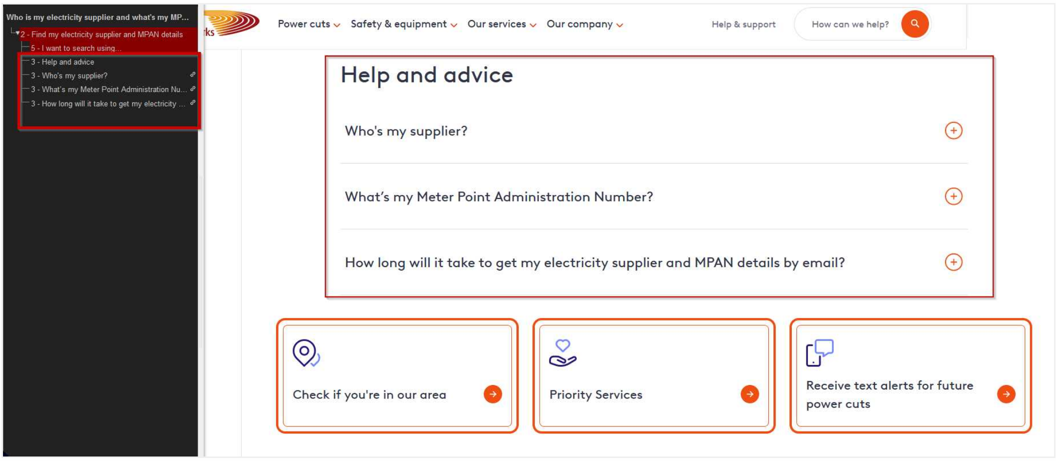
Page 9: desktop, level 6 headings



```
▼<div class="RelatedContent_relatedContent__PqjXX" data-theme="Blue"> flex
   <h6 class="RelatedContent_moduleTitle__S8E0d">You may also be interested in:</h6>
  ▼<ul class="RelatedContent_linksContainer__X8tUL">
    ▼<li class="RelatedContent_linkItem__QnDSS"> grid
      ▼<div class="RelatedContent_textWrapper__hosT3">
          <h6 class="RelatedContent_serviceTitle__9ZQ3H">Our Business Plan commitments</h6>
        ▶<p class="RelatedContent_serviceCopyText__2xGjM"> ··· </p>
        </div>
      ▶<div class="RelatedContent_ctasWrapper__DjOPN"> ··· </div>
      </li>
    ▼<li class="RelatedContent_linkItem__QnDSS"> grid
      ▼<div class="RelatedContent_textWrapper__hosT3">
          <h6 class="RelatedContent_serviceTitle__9ZQ3H">Our Innovation Projects and Strategies</h6>
        ▶<p class="RelatedContent_serviceCopyText__2xGjM"> ··· </p>
        </div>
      ▶<div class="RelatedContent_ctasWrapper__DjOPN"> ··· </div>
      </li>
```

Page 9: DOM, level 6 heading markup

This can also be seen on page 11, with the headings “Help and advice”, “Who’s my supplier?”, “What’s my Meter Point Administration Number?”, and “How long will it take to get my…” at the bottom of the page. All these headings are marked up as level 3 headings, but visually, “Help and advice” is the parent heading of “Who’s my supplier?”, “What’s my Meter Point Administration Number?”, and “How long will it take to get my…”.



Who is my electricity supplier and what's my MP...
- 2 - Find my electricity supplier and MPAN details
  - 5 - I want to search using...
  - 3 - Help and advice
  - 3 - Who's my supplier?
  - 3 - What's my Meter Point Administration Nu...
  - 3 - How long will it take to get my electricity ...

Help and advice

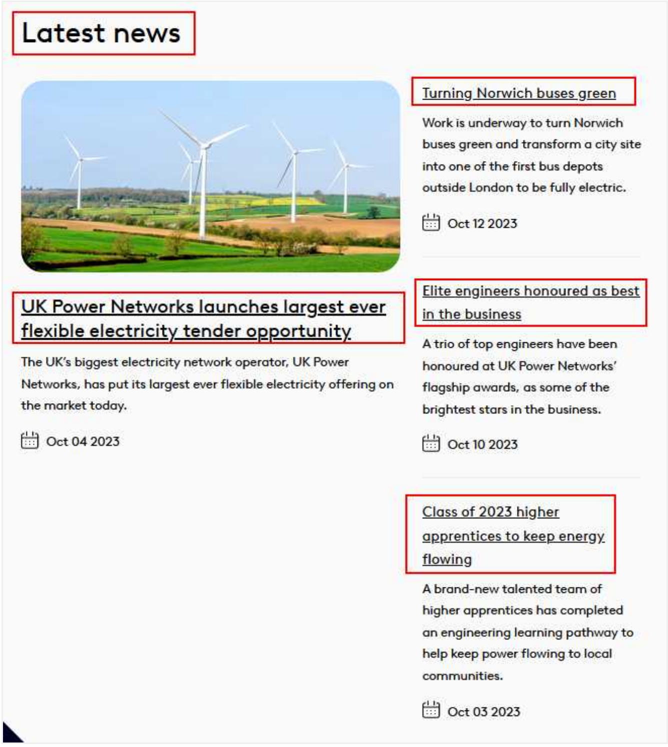
Who's my supplier?

What's my Meter Point Administration Number?

How long will it take to get my electricity supplier and MPAN details by email?

Page 11: Desktop, Parent and Child headings share the same heading level semantically

This can also be seen on page 12, with the headings “Latest news” and the headings of the links below, for example, “UK Power Networks launches…”. These headings are marked up as level 2 headings, but visually, “Latest news” is the parent heading of “UK Power Networks launches…”, and similar headings.



Latest news

UK Power Networks launches largest ever flexible electricity tender opportunity

The UK's biggest electricity network operator, UK Power Networks, has put its largest ever flexible electricity offering on the market today.

Oct 04 2023

Turning Norwich buses green

Work is underway to turn Norwich buses green and transform a city site into one of the first bus depots outside London to be fully electric.

Oct 12 2023

Elite engineers honoured as best in the business

A trio of top engineers have been honoured at UK Power Networks' flagship awards, as some of the brightest stars in the business.

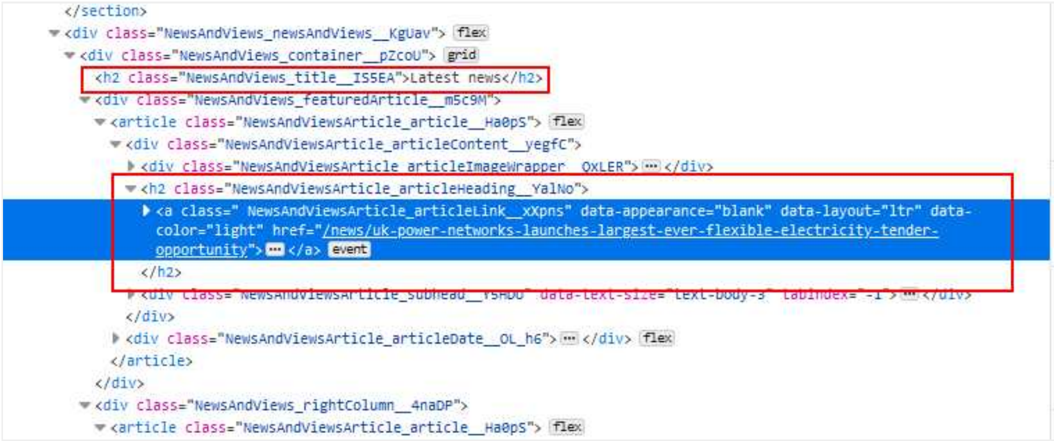
Oct 10 2023

Class of 2023 higher apprentices to keep energy flowing

A brand-new talented team of higher apprentices has completed an engineering learning pathway to help keep power flowing to local communities.

Oct 03 2023

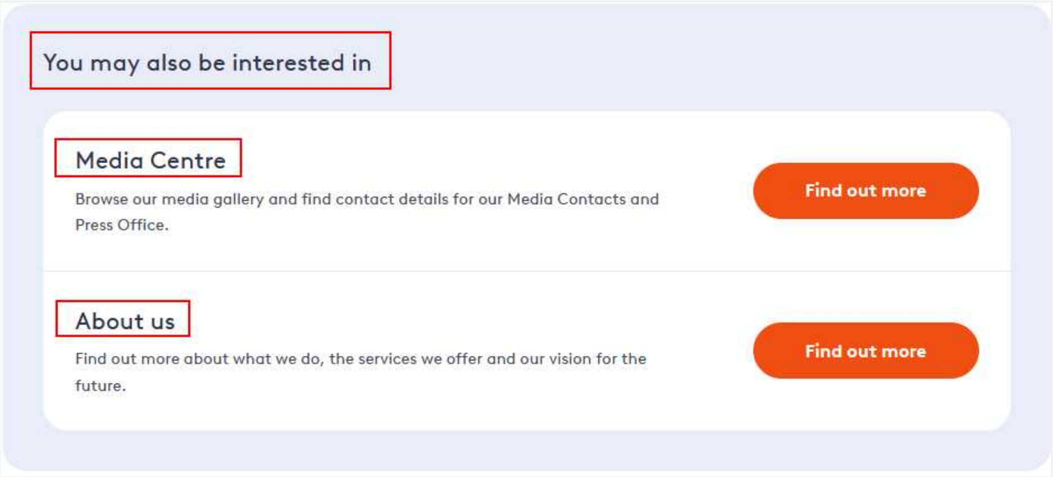
Page 12: desktop, level 2 headings



```
    </section>
  ▼<div class="NewsAndViews_newsAndViews__KgUav"> flex
    ▼<div class="NewsAndViews_container__pZcoU"> grid
       <h2 class="NewsAndViews_title__IS5EA">Latest news</h2>
      ▼<div class="NewsAndViews_featuredArticle__m5c9M">
        ▼<article class="NewsAndViewsArticle_article__Ha0pS"> flex
          ▼<div class="NewsAndViewsArticle_articleContent__yegfC">
            ▶<div class="NewsAndViewsArticle_articleImageWrapper__OXLER"> ⋯ </div>
            ▼<h2 class="NewsAndViewsArticle_articleHeading__YalNo">
              ▶<a class=" NewsAndViewsArticle_articleLink__xXpns" data-appearance="blank" data-layout="ltr" data-
               color="light" href="/news/uk-power-networks-launches-largest-ever-flexible-electricity-tender-
               opportunity"> ⋯ </a> event
             </h2>
            ▶<div class="NewsAndViewsArticle_subhead__Y5HDU" data-text-size="text-body-3" tabindex="-1"> ⋯ </div>
           </div>
          ▶<div class="NewsAndViewsArticle_articleDate__OL_h6"> ⋯ </div> flex
         </article>
       </div>
      ▼<div class="NewsAndViews_rightColumn__4naDP">
        ▼<article class="NewsAndViewsArticle_article__Ha0pS"> flex
```

Page 12: DOM, level 2 heading markup

This can also be seen on page 12, with the headings "You may also be interested in:", "Media Centre", and "About us" at the bottom of the page. These headings are marked up as level 6 headings, but visually, "You may also be interested in:" is the parent heading of "Media Centre", and "About us".



You may also be interested in

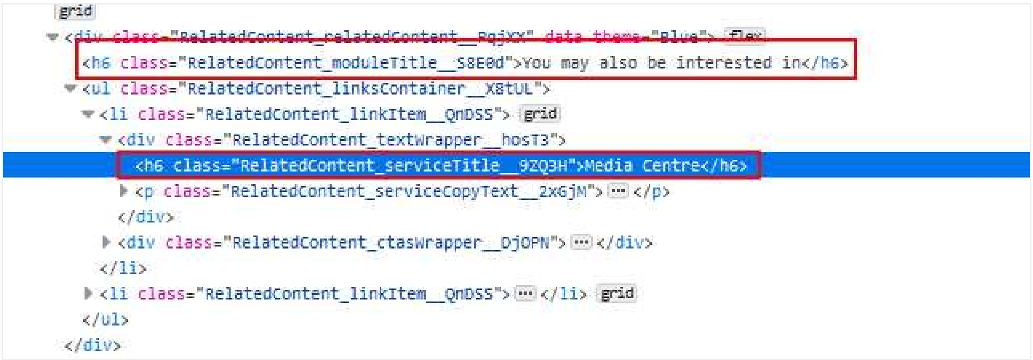
Media Centre

Browse our media gallery and find contact details for our Media Contacts and Press Office.

About us

Find out more about what we do, the services we offer and our vision for the future.

Page 12: desktop, level 6 headings

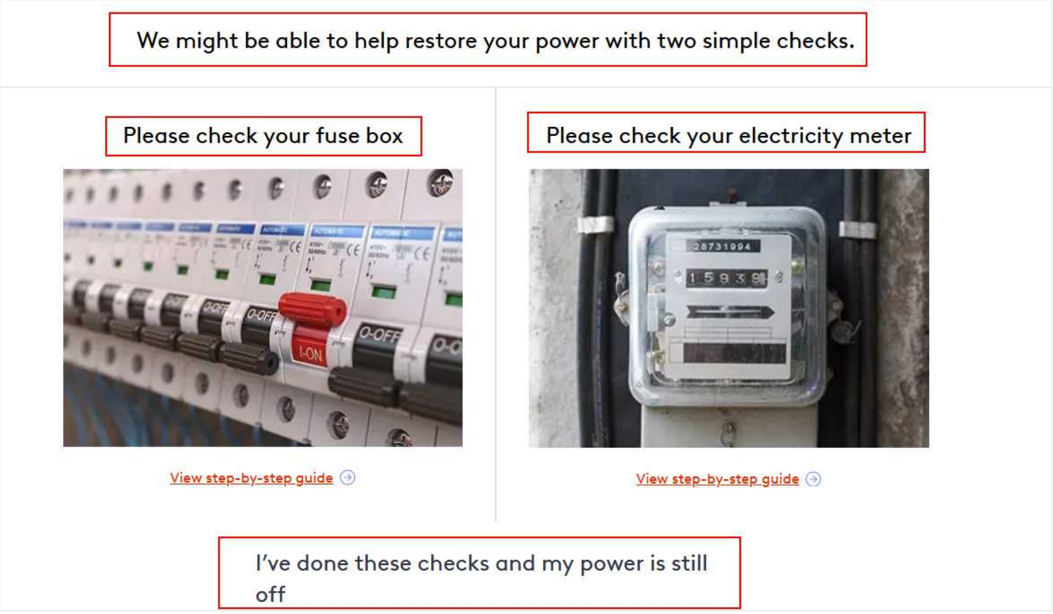


```
  grid
▼ <div class="RelatedContent_relatedContent__PqjXX" data-theme="Blue"> flex
    <h6 class="RelatedContent_moduleTitle__S8E0d">You may also be interested in</h6>
  ▼ <ul class="RelatedContent_linksContainer__X8tUL">
    ▼ <li class="RelatedContent_linkItem__QnDSS"> grid
      ▼ <div class="RelatedContent_textWrapper__hosT3">
          <h6 class="RelatedContent_serviceTitle__9ZQ3H">Media Centre</h6>
        ▶ <p class="RelatedContent_serviceCopyText__2xGjM"> ··· </p>
        </div>
      ▶ <div class="RelatedContent_ctasWrapper__DjOPN"> ··· </div>
      </li>
    ▶ <li class="RelatedContent_linkItem__QnDSS"> ··· </li> grid
    </ul>
  </div>
```

Page 12: DOM, level 6 heading markup

This can also be seen on page 15, with the headings “We might be able to help…”, “Please check your fuse box”, and “Please check your electricity meter”. “We might be able to help…” is marked up as a level 5 heading, “Please check your fuse box” and “Please check your electricity meter” are visually children of the level 5 heading, but are marked up as level 3 headings.

In addition, “Please check your electricity meter” is marked up as a level 3 heading and “I’ve done these checks and my power is still off” is marked up as a level 4 heading. However, these headings are visually siblings headings.



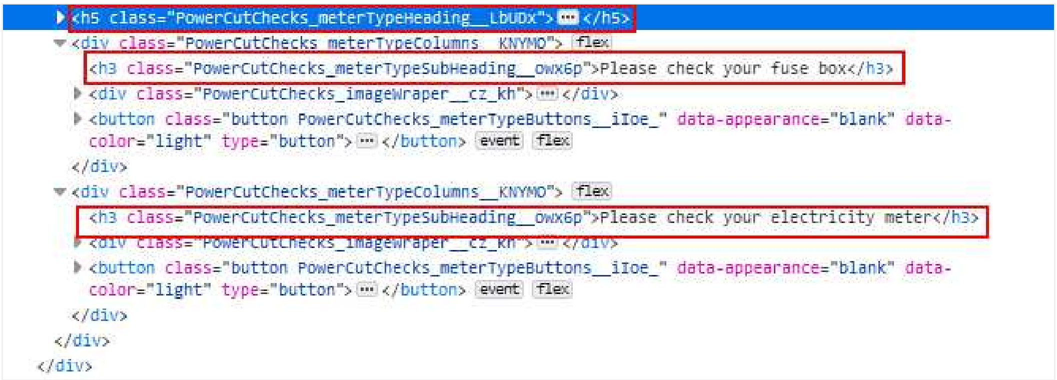
We might be able to help restore your power with two simple checks.

Please check your fuse box

Please check your electricity meter

I’ve done these checks and my power is still off

Page 15: desktop, level 3 and 4 headings



```
<h5 class="PowerCutChecks_meterTypeHeading__LbUDx">…</h5>
  <div class="PowerCutChecks_meterTypeColumns__KNYMO"> flex
    <h3 class="PowerCutChecks_meterTypeSubHeading__owx6p">Please check your fuse box</h3>
    <div class="PowerCutChecks_imageWraper__cz_kh">…</div>
    <button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-
    color="light" type="button">…</button> event flex
  </div>
  <div class="PowerCutChecks_meterTypeColumns__KNYMO"> flex
    <h3 class="PowerCutChecks_meterTypeSubHeading__owx6p">Please check your electricity meter</h3>
    <div class="PowerCutChecks_imageWraper__cz_kh">…</div>
    <button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-
    color="light" type="button">…</button> event flex
  </div>
 </div>
</div>
```

Page 15: DOM, level 3 and 4 heading markup

Steps to reproduce

1. Navigate to the above pages.
2. Observe that the headings have a visual parent-child relationship.
3. Inspect the headings and note their levels
4. Observe that the heading levels do not correctly express the visual structure.

Recommendation

When elements title or categorise other content, use headings with appropriate heading levels. Make sure that the heading levels used correctly communicate the structure of the page, such as the parent and child relationship between the headings. For example:

```
<h3>Help and advice</h3>
<h4>Will you need to enter my property</h4>
```

For more information, see WAI Tutorials - Headings.

Return to priority table

ADR_18910-29 **MEDIUM PRIORITY** **RESOLVED**

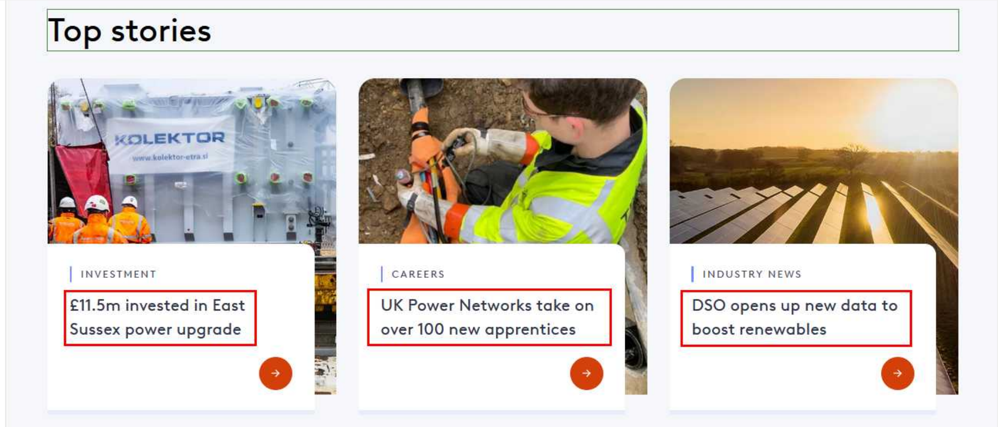
Text uses heading semantics inappropriately

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 09
Users Affected	Vision
Component	Heading

Recheck comment 15/03/24

This issue is fixed.

Fixed: on page 2, the “Launching the UK’s…”, “Robotic ‘dog’ cuts…”, and so on text are no longer inappropriately marked up as a heading.



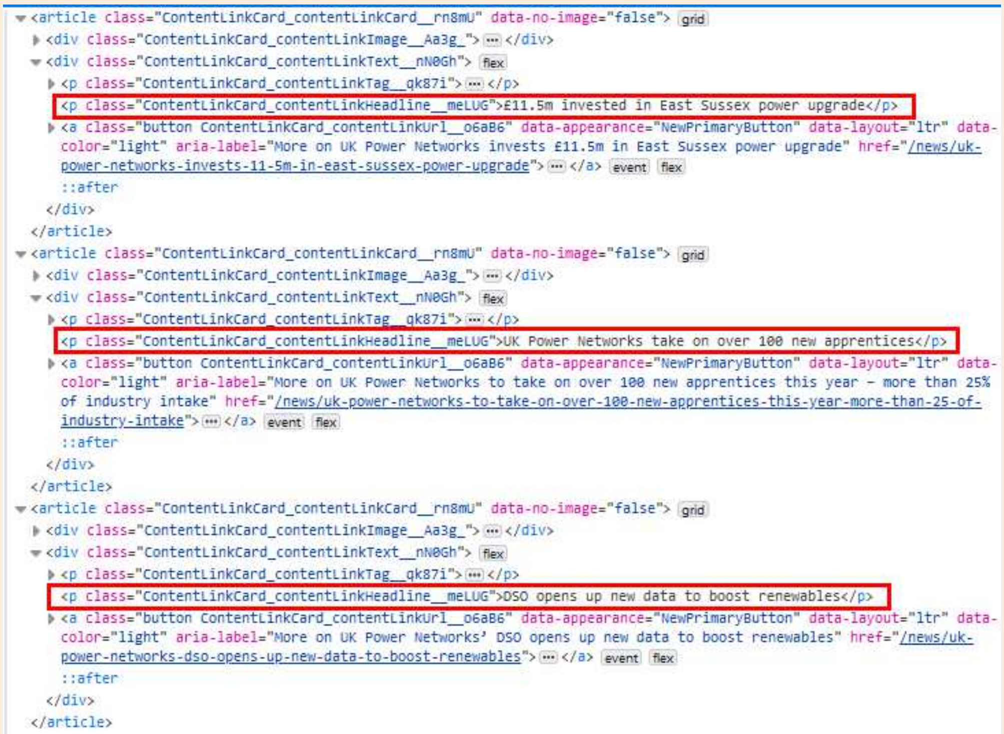
Top stories

£11.5m invested in East Sussex power upgrade

UK Power Networks take on over 100 new apprentices

DSO opens up new data to boost renewables

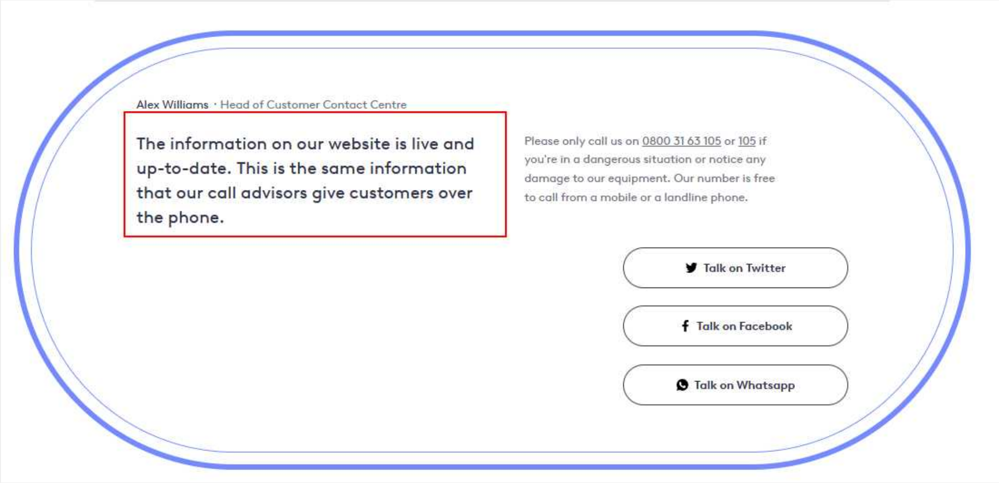
Page 2: desktop, text no longer uses heading semantics inappropriately



```
<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> grid
  <div class="ContentLinkCard_contentLinkImage__Aa3g_"> ••• </div>
  <div class="ContentLinkCard_contentLinkText__nN0Gh"> flex
    <p class="ContentLinkCard_contentLinkTag__qk87i"> ••• </p>
    <p class="ContentLinkCard_contentLinkHeadline__meLUG">£11.5m invested in East Sussex power upgrade</p>
    <a class="button ContentLinkCard_contentLinkUrl__o6aB6" data-appearance="NewPrimaryButton" data-layout="ltr" data-
    color="light" aria-label="More on UK Power Networks invests £11.5m in East Sussex power upgrade" href="/news/uk-
    power-networks-invests-11-5m-in-east-sussex-power-upgrade"> ••• </a> event flex
    ::after
  </div>
</article>
<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> grid
  <div class="ContentLinkCard_contentLinkImage__Aa3g_"> ••• </div>
  <div class="ContentLinkCard_contentLinkText__nN0Gh"> flex
    <p class="ContentLinkCard_contentLinkTag__qk87i"> ••• </p>
    <p class="ContentLinkCard_contentLinkHeadline__meLUG">UK Power Networks take on over 100 new apprentices</p>
    <a class="button ContentLinkCard_contentLinkUrl__o6aB6" data-appearance="NewPrimaryButton" data-layout="ltr" data-
    color="light" aria-label="More on UK Power Networks to take on over 100 new apprentices this year – more than 25%
    of industry intake" href="/news/uk-power-networks-to-take-on-over-100-new-apprentices-this-year-more-than-25-of-
    industry-intake"> ••• </a> event flex
    ::after
  </div>
</article>
<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> grid
  <div class="ContentLinkCard_contentLinkImage__Aa3g_"> ••• </div>
  <div class="ContentLinkCard_contentLinkText__nN0Gh"> flex
    <p class="ContentLinkCard_contentLinkTag__qk87i"> ••• </p>
    <p class="ContentLinkCard_contentLinkHeadline__meLUG">DSO opens up new data to boost renewables</p>
    <a class="button ContentLinkCard_contentLinkUrl__o6aB6" data-appearance="NewPrimaryButton" data-layout="ltr" data-
    color="light" aria-label="More on UK Power Networks’ DSO opens up new data to boost renewables" href="/news/uk-
    power-networks-dso-opens-up-new-data-to-boost-renewables"> ••• </a> event flex
    ::after
  </div>
</article>
```

Page 2: DOM, text no longer uses heading semantics inappropriately

Fixed: on page 3, the text beginning “The information on our website is live…” is no longer inappropriately marked up as a heading.

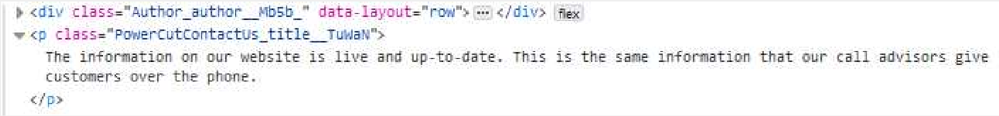


Alex Williams · Head of Customer Contact Centre

The information on our website is live and up-to-date. This is the same information that our call advisors give customers over the phone.

Please only call us on 0800 31 63 105 or 105 if you're in a dangerous situation or notice any damage to our equipment. Our number is free to call from a mobile or a landline phone.

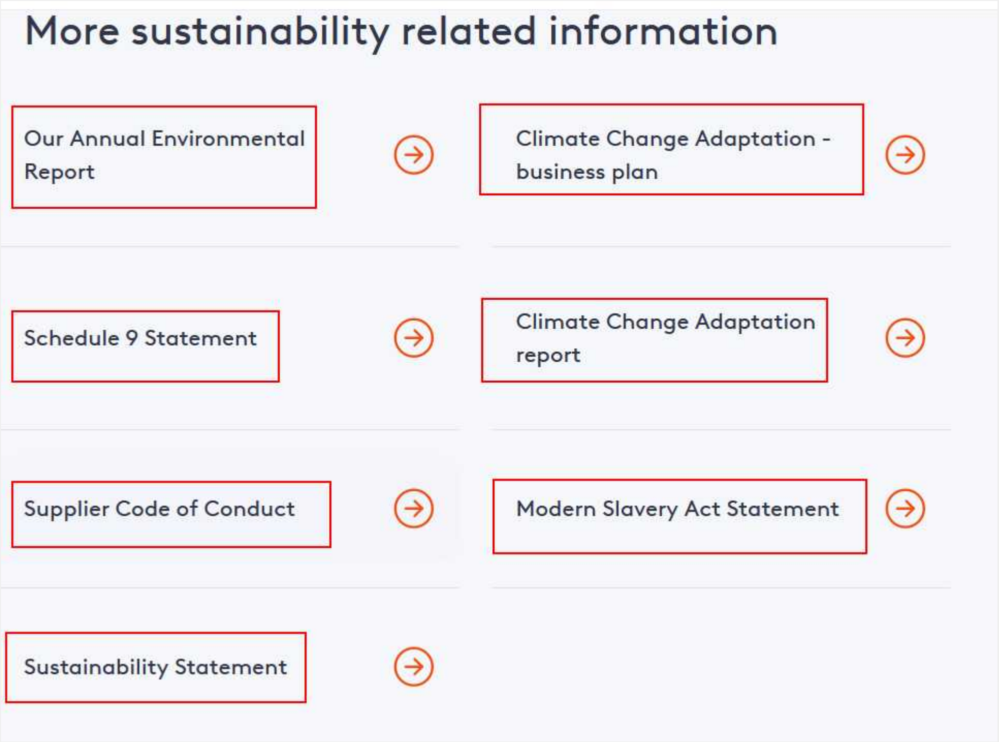
Page 3: desktop, text no longer uses heading semantics inappropriately



```
▸ <div class="Author_author__Mb5b_" data-layout="row"> ⋯ </div> flex
▾ <p class="PowerCutContactUs_title__TuWaN">
    The information on our website is live and up-to-date. This is the same information that our call advisors give
    customers over the phone.
  </p>
```

Page 3: DOM, text no longer uses heading semantics inappropriately

Fixed: on page 9, the buttons under the heading “More sustainability related information” are no longer inappropriately marked up as a heading.



More sustainability related information

Our Annual Environmental Report

Climate Change Adaptation - business plan

Schedule 9 Statement

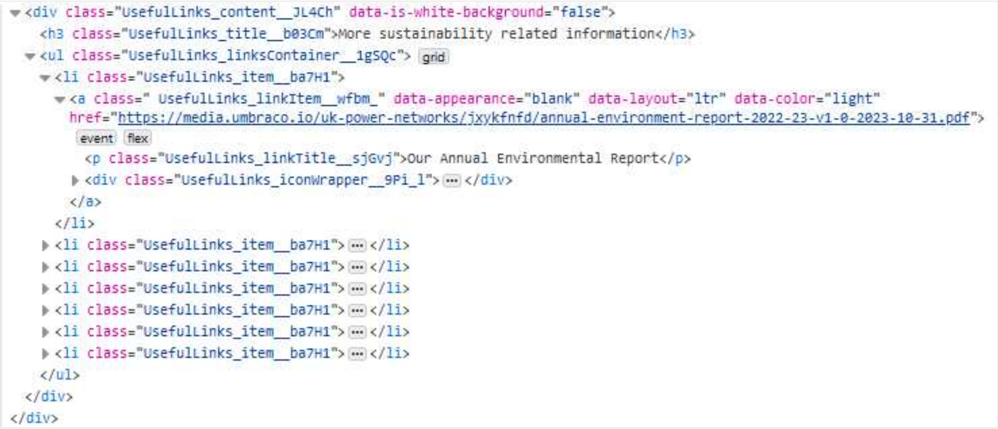
Climate Change Adaptation report

Supplier Code of Conduct

Modern Slavery Act Statement

Sustainability Statement

Page 9: desktop, text no longer uses heading semantics inappropriately



```
▼<div class="UsefulLinks_content__JL4Ch" data-is-white-background="false">
   <h3 class="UsefulLinks_title__b03Cm">More sustainability related information</h3>
  ▼<ul class="UsefulLinks_linksContainer__1gSQc"> grid
    ▼<li class="UsefulLinks_item__ba7H1">
      ▼<a class=" UsefulLinks_linkItem__wfbm_" data-appearance="blank" data-layout="ltr" data-color="light"
        href="https://media.umbraco.io/uk-power-networks/jxykfnfd/annual-environment-report-2022-23-v1-0-2023-10-31.pdf">
         event  flex
         <p class="UsefulLinks_linkTitle__sjGvj">Our Annual Environmental Report</p>
       ▶<div class="UsefulLinks_iconWrapper__9Pi_l"> ··· </div>
       </a>
     </li>
    ▶<li class="UsefulLinks_item__ba7H1"> ··· </li>
    ▶<li class="UsefulLinks_item__ba7H1"> ··· </li>
    ▶<li class="UsefulLinks_item__ba7H1"> ··· </li>
    ▶<li class="UsefulLinks_item__ba7H1"> ··· </li>
    ▶<li class="UsefulLinks_item__ba7H1"> ··· </li>
    ▶<li class="UsefulLinks_item__ba7H1"> ··· </li>
   </ul>
 </div>
</div>
```

Page 9: DOM, text no longer uses heading semantics inappropriately

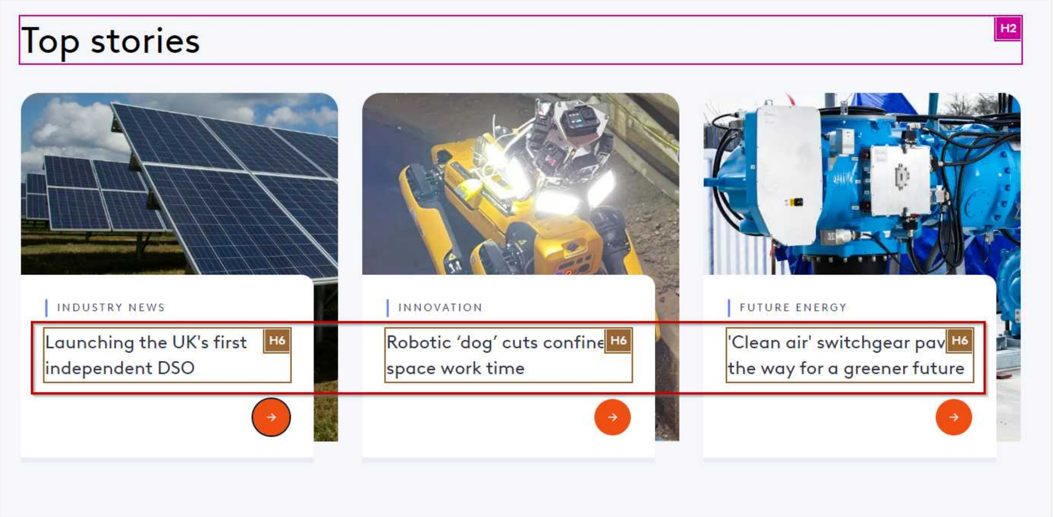
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Similarly, content must not use structural semantics inappropriately. Content may otherwise seem unstructured or disorganised.

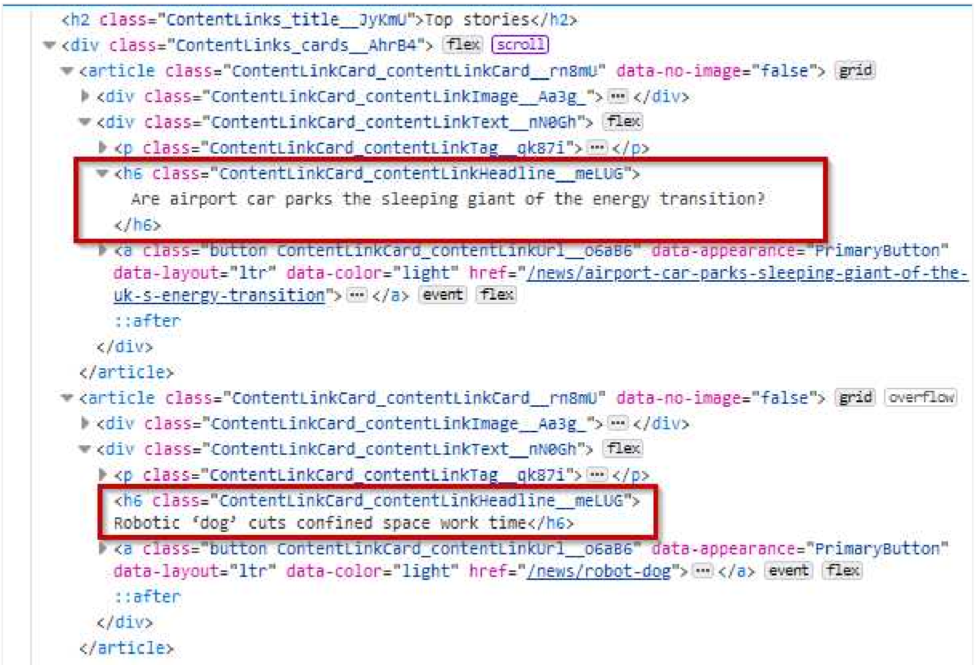
There are elements contained in heading tags that do not title or categorise other content.

Where it happened

This can be seen on page 2, with the “Launching the UK’s…”, “Robotic ‘dog’ cuts…”, and so on text. These textual elements are inappropriately marked up as a heading level 6 when they do not categorise other content.


Top stories
H2
INDUSTRY NEWS
Launching the UK's first independent DSO
H6
INNOVATION
Robotic ‘dog’ cuts confine
space work time
H6
FUTURE ENERGY
'Clean air' switchgear pav
the way for a greener future
H6

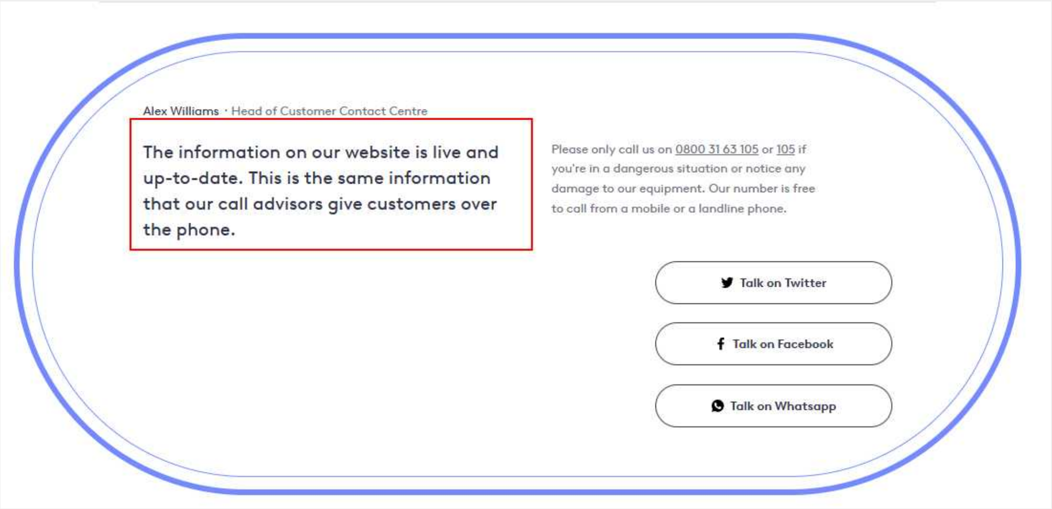
Page 2: desktop, non-heading text marked up semantically as a heading



```
    <h2 class="ContentLinks_title__JyKmU">Top stories</h2>
  ▼<div class="ContentLinks_cards__AhrB4"> flex scroll
    ▼<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> grid
      ▶<div class="ContentLinkCard_contentLinkImage__Aa3g_"> ⋯ </div>
      ▼<div class="ContentLinkCard_contentLinkText__nN0Gh"> flex
        ▶<p class="ContentLinkCard_contentLinkTag__qk87i"> ⋯ </p>
        ▼<h6 class="ContentLinkCard_contentLinkHeadline__meLUG">
            Are airport car parks the sleeping giant of the energy transition?
          </h6>
        ▶<a class="button ContentLinkCard_contentLinkUrl__o6aB6" data-appearance="PrimaryButton"
          data-layout="ltr" data-color="light" href="/news/airport-car-parks-sleeping-giant-of-the-
          uk-s-energy-transition"> ⋯ </a> event flex
          ::after
        </div>
      </article>
    ▼<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> grid overflow
      ▶<div class="ContentLinkCard_contentLinkImage__Aa3g_"> ⋯ </div>
      ▼<div class="ContentLinkCard_contentLinkText__nN0Gh"> flex
        ▶<p class="ContentLinkCard_contentLinkTag__qk87i"> ⋯ </p>
          <h6 class="ContentLinkCard_contentLinkHeadline__meLUG">
          Robotic ‘dog’ cuts confined space work time</h6>
        ▶<a class="button ContentLinkCard_contentLinkUrl__o6aB6" data-appearance="PrimaryButton"
          data-layout="ltr" data-color="light" href="/news/robot-dog"> ⋯ </a> event flex
          ::after
        </div>
      </article>
```

Page 2: DOM, heading markup

This can also be seen on page 3, with the text beginning “The information on our website is live…”. This textual element is inappropriately marked up as a heading level 6 when it does not categorise other content.

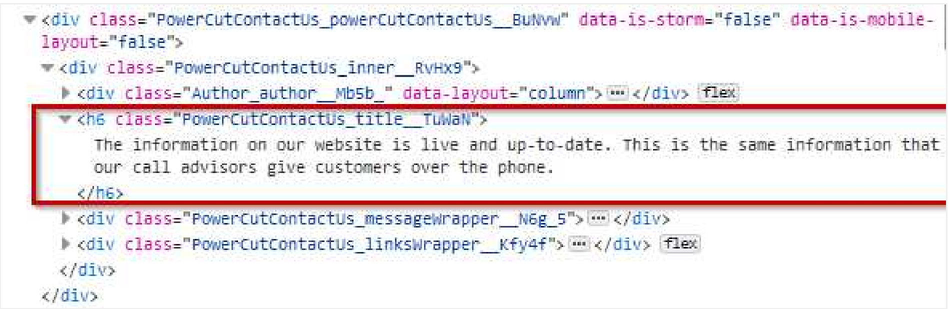


Alex Williams · Head of Customer Contact Centre

The information on our website is live and up-to-date. This is the same information that our call advisors give customers over the phone.

Please only call us on 0800 31 63 105 or 105 if you're in a dangerous situation or notice any damage to our equipment. Our number is free to call from a mobile or a landline phone.

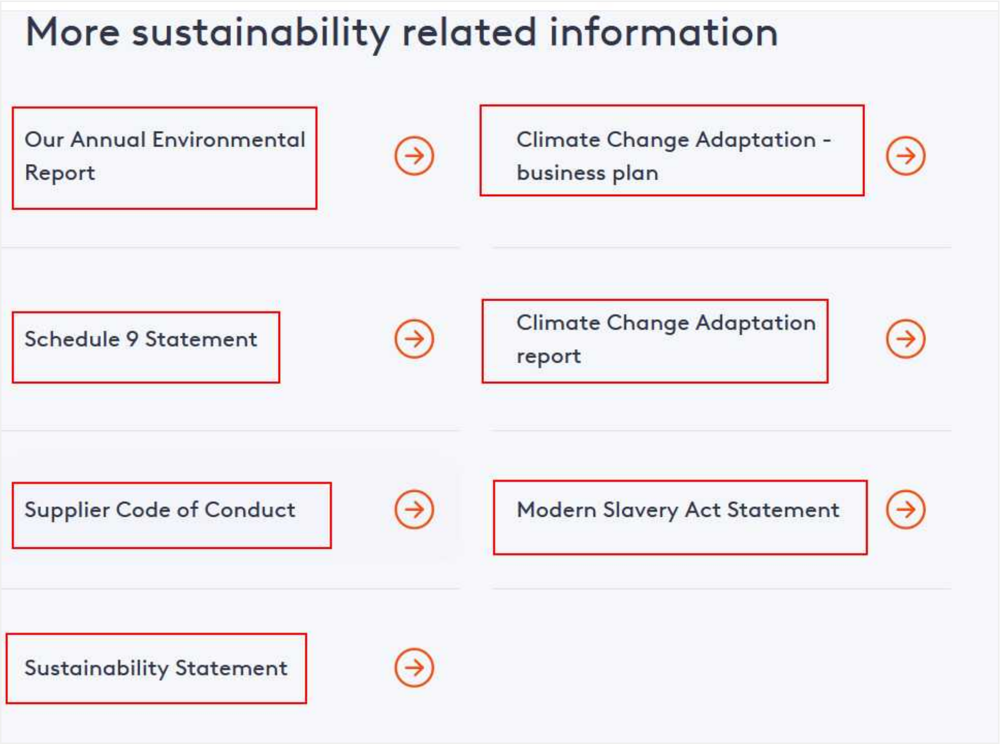
Page 3: desktop, text marked up as a heading



```
▼<div class="PowerCutContactUs_powerCutContactUs__BuNvw" data-is-storm="false" data-is-mobile-
  layout="false">
  ▼<div class="PowerCutContactUs_inner__RvHx9">
    ▶<div class="Author_author__Mb5b_" data-layout="column"> ⋯ </div> flex
    ▼<h6 class="PowerCutContactUs_title__TuWaN">
        The information on our website is live and up-to-date. This is the same information that
        our call advisors give customers over the phone.
      </h6>
    ▶<div class="PowerCutContactUs_messageWrapper__N6g_5"> ⋯ </div>
    ▶<div class="PowerCutContactUs_linksWrapper__Kfy4f"> ⋯ </div> flex
    </div>
  </div>
```

Page 3: DOM, heading markup

This can also be seen on page 9, with the buttons under the heading “More sustainability related information”. The text on the buttons is inappropriately marked up as a heading level 6 when it does not categorise other content.



More sustainability related information

Our Annual Environmental Report

Climate Change Adaptation - business plan

Schedule 9 Statement

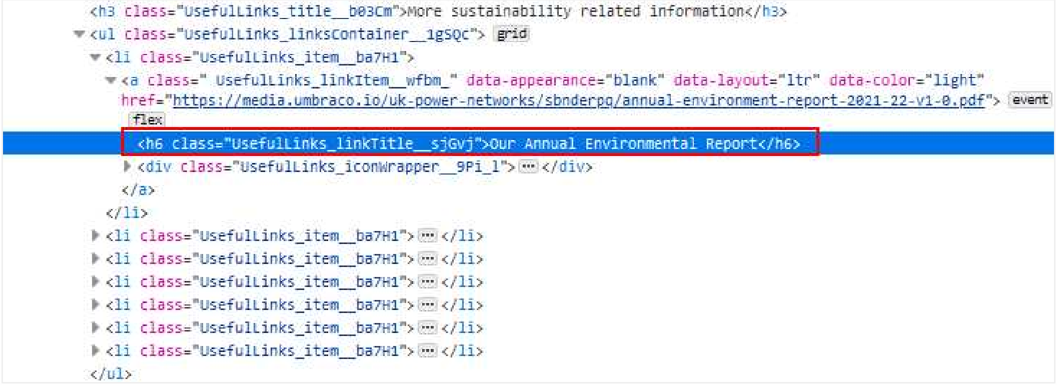
Climate Change Adaptation report

Supplier Code of Conduct

Modern Slavery Act Statement

Sustainability Statement

Page 9: desktop, text on the buttons



```
      <h3 class="UsefulLinks_title__b03Cm">More sustainability related information</h3>
    ▼<ul class="UsefulLinks_linksContainer__1gSQc"> grid
      ▼<li class="UsefulLinks_item__ba7H1">
        ▼<a class=" UsefulLinks_linkItem__wfbm_" data-appearance="blank" data-layout="ltr" data-color="light"
          href="https://media.umbraco.io/uk-power-networks/sbnderpq/annual-environment-report-2021-22-v1-0.pdf"> event
           flex
            <h6 class="UsefulLinks_linkTitle__sjGvj">Our Annual Environmental Report</h6>
          ▶<div class="UsefulLinks_iconWrapper__9Pi_l"> ⋯ </div>
          </a>
        </li>
      ▶<li class="UsefulLinks_item__ba7H1"> ⋯ </li>
      ▶<li class="UsefulLinks_item__ba7H1"> ⋯ </li>
      ▶<li class="UsefulLinks_item__ba7H1"> ⋯ </li>
      ▶<li class="UsefulLinks_item__ba7H1"> ⋯ </li>
      ▶<li class="UsefulLinks_item__ba7H1"> ⋯ </li>
      ▶<li class="UsefulLinks_item__ba7H1"> ⋯ </li>
      </ul>
```

Page 9: DOM, heading markup

Steps to reproduce

1. Observe that the content is not titling or categorising other content.
2. Inspect the content and review the DOM.
3. Note the inappropriate use of heading tags.

Recommendation

Use CSS to style the content. Do not use heading tags, such as `<h1>`, `<h2>`, and so on, unless the text elements title or categorise other content. Use neutral tags that do not have any structural meaning, such as `<div>`, `<span>`, and `<p>` tags. For example:

```
<h3>Future energy</h3>
<p>Are airport car parks the sleeping giant of the energy transition?</p>
```

For more information, see MDN - Styling Text, WAI Tutorials - Headings and WAI Tutorials - Content Structure.

Return to priority table

ADR_18910-38 **MEDIUM PRIORITY** **OPEN**

Ordered list not marked up semantically

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	05, 06, 07, 08, 09, 10, 11, 12
Users Affected	Vision
Component	Breadcrumb

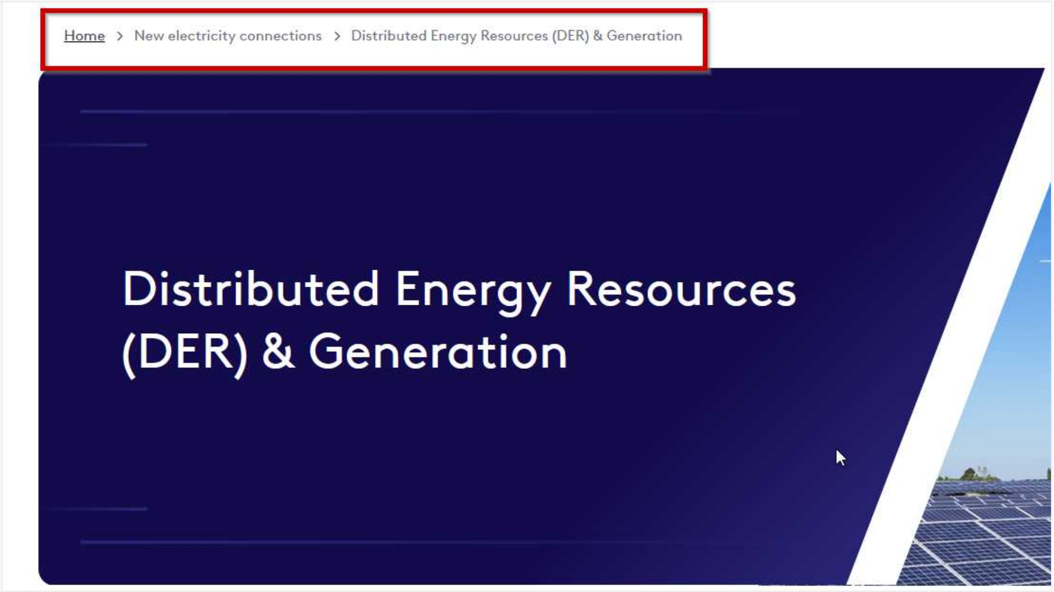
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

There are elements that are visually communicated as being sequential, ordered list items. However, this structure has not been programmatically determined.

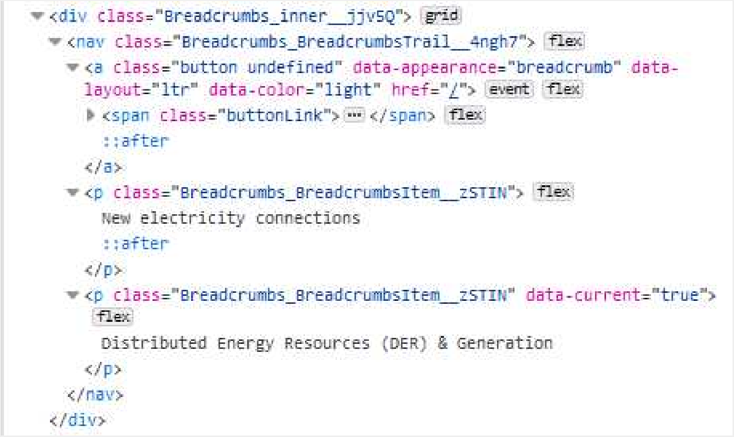
Where it happened

This can be seen on pages 5, 6, 7, 8, 9, 10, 11, and 12 with the breadcrumb navigation items. The sequential items are not marked up semantically.



Home > New electricity connections > Distributed Energy Resources (DER) & Generation
Distributed Energy Resources (DER) & Generation

Page 5: Desktop, Breadcrumb navigation



```
▼<div class="Breadcrumbs_inner__jjv5Q"> grid
  ▼<nav class="Breadcrumbs_BreadcrumbsTrail__4ngh7"> flex
    ▼<a class="button undefined" data-appearance="breadcrumb" data-
    layout="ltr" data-color="light" href="/"> event flex
      ▶<span class="buttonLink"> ··· </span> flex
        ::after
    </a>
    ▼<p class="Breadcrumbs_BreadcrumbsItem__zSTIN"> flex
        New electricity connections
        ::after
    </p>
    ▼<p class="Breadcrumbs_BreadcrumbsItem__zSTIN" data-current="true">
      flex
        Distributed Energy Resources (DER) & Generation
    </p>
  </nav>
</div>
```

PAGE 5: DOM, Breadcrumb navgation items not marked up semantically as an ordered list

Steps to reproduce

1. Observe the visual relationship between the content.
2. Inspect the elements and review the DOM.
3. Observe that the relationship is not programmatically determined.

Recommendation

Mark up the list using `<ol>` and `<li>`. Make sure that each set of list items is contained in a single `<ol>` and that the list items themselves are contained within individual `<li>` tags. Only use separate `<ol>` tags when the list items are contained logically and visually in separate, distinct lists. For example:

```
<nav aria-label="breadcrumb">
   <ol>
      <li><a href="… ">Home</a></li>
      <li>New electricity connections</li>
      <li>Distributed Energy Resources (DER) & Generation</li>
   </ol>
</nav>
```

For more information, see WAI Tutorials - Ordered Lists and the ARIA authoring practices breadcrumb pattern.

Return to priority table

ADR_18910-68 **MEDIUM PRIORITY** **RESOLVED**

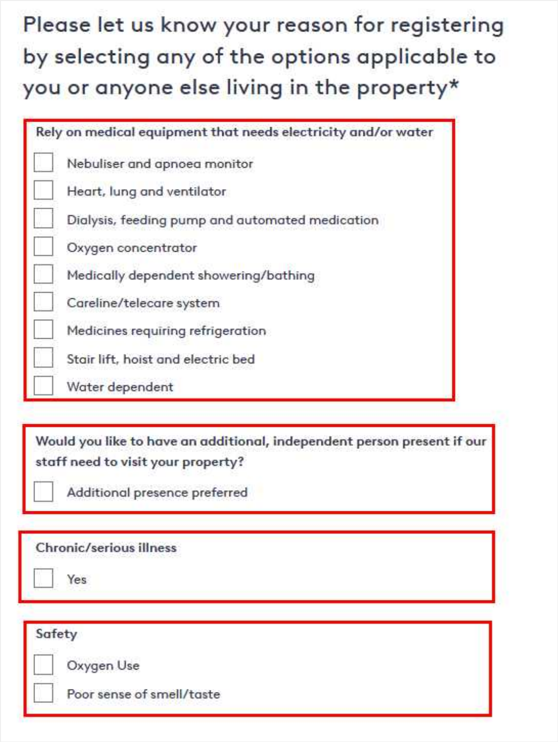
Checkbox group not associated with legend

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	13
Users Affected	Vision
Component	Checkbox

Recheck comment 13/03/24

This issue is fixed.

On page 13, the “Rely on medical equipment that needs electricity and/or water”, “Would you like to have an additional, independent…”, and so on checkboxes are now associated with their adjacent label as well as with their group label.



Please let us know your reason for registering by selecting any of the options applicable to you or anyone else living in the property*

Rely on medical equipment that needs electricity and/or water

□ Nebuliser and apnoea monitor

□ Heart, lung and ventilator

□ Dialysis, feeding pump and automated medication

□ Oxygen concentrator

□ Medically dependent showering/bathing

□ Careline/telecare system

□ Medicines requiring refrigeration

□ Stair lift, hoist and electric bed

□ Water dependent

Would you like to have an additional, independent person present if our staff need to visit your property?

□ Additional presence preferred

Chronic/serious illness

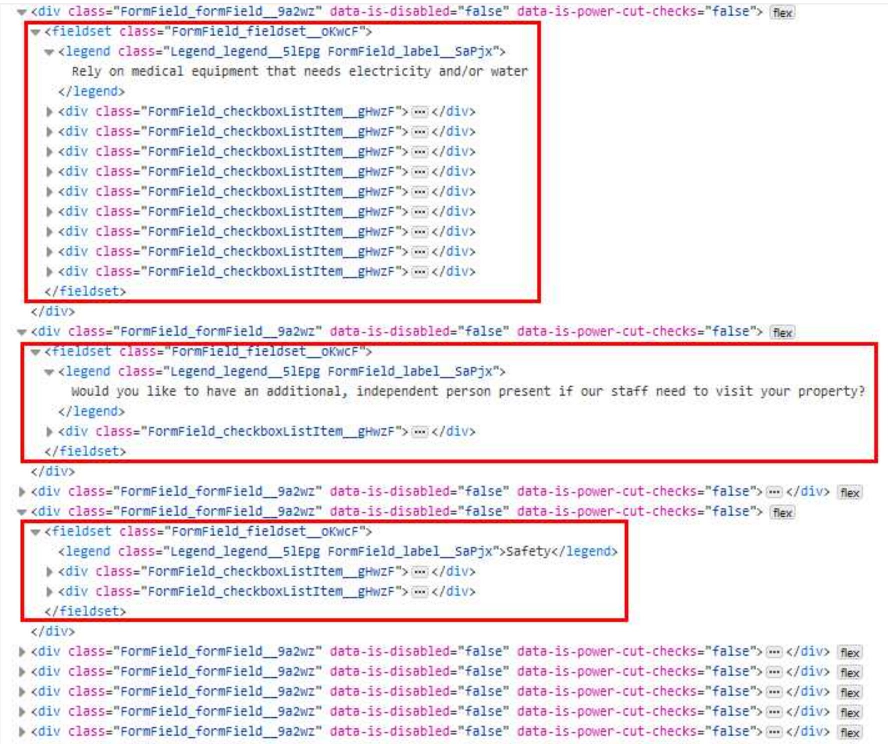
□ Yes

Safety

□ Oxygen Use

□ Poor sense of smell/taste

Page 13: desktop, checkbox group now associated with legend



```
▾<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▾<fieldset class="FormField_fieldset__oKwcF">
    ▾<legend class="Legend_legend__5lEpg FormField_label__SaPjx">
       Rely on medical equipment that needs electricity and/or water
     </legend>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
   </fieldset>
 </div>
▾<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▾<fieldset class="FormField_fieldset__oKwcF">
    ▾<legend class="Legend_legend__5lEpg FormField_label__SaPjx">
       Would you like to have an additional, independent person present if our staff need to visit your property?
     </legend>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
   </fieldset>
 </div>
▸<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> … </div> flex
▾<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▾<fieldset class="FormField_fieldset__oKwcF">
     <legend class="Legend_legend__5lEpg FormField_label__SaPjx">Safety</legend>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
    ▸<div class="FormField_checkboxListItem__gHwzF"> … </div>
   </fieldset>
 </div>
▸<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> … </div> flex
▸<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> … </div> flex
▸<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> … </div> flex
▸<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> … </div> flex
▸<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> … </div> flex
```

Page 13: DOM, checkbox group now associated with legend

What happened

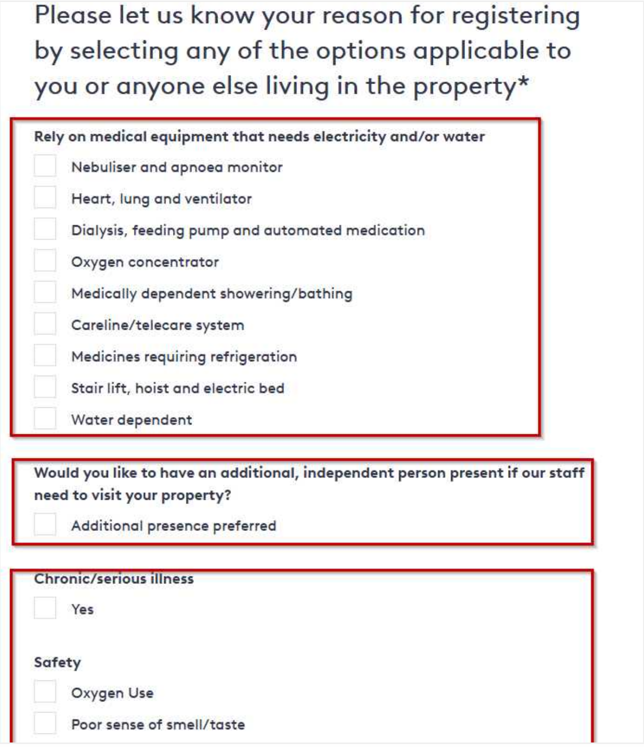
If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

There are checkboxes that are not associated with their visual group label. The purpose of the form fields may be unclear to users.

Where it happened

This can be seen on page 13, with the “Rely on medical equipment that needs electricity and/or water”, “Would you like to have an additional, independent…”, and so on checkbox group legends. These checkboxes are associated with their adjacent label, but with not their group label.

Note, individual checkboxes also uses `aria-labelledby` attribute. However, the `aria-labelledby` is not referenced/pointed to the `id`. As such, it does not override the current standard visual label association.



Please let us know your reason for registering by selecting any of the options applicable to you or anyone else living in the property*

Rely on medical equipment that needs electricity and/or water

□ Nebuliser and apnoea monitor
□ Heart, lung and ventilator
□ Dialysis, feeding pump and automated medication
□ Oxygen concentrator
□ Medically dependent showering/bathing
□ Careline/telecare system
□ Medicines requiring refrigeration
□ Stair lift, hoist and electric bed
□ Water dependent

Would you like to have an additional, independent person present if our staff need to visit your property?

□ Additional presence preferred

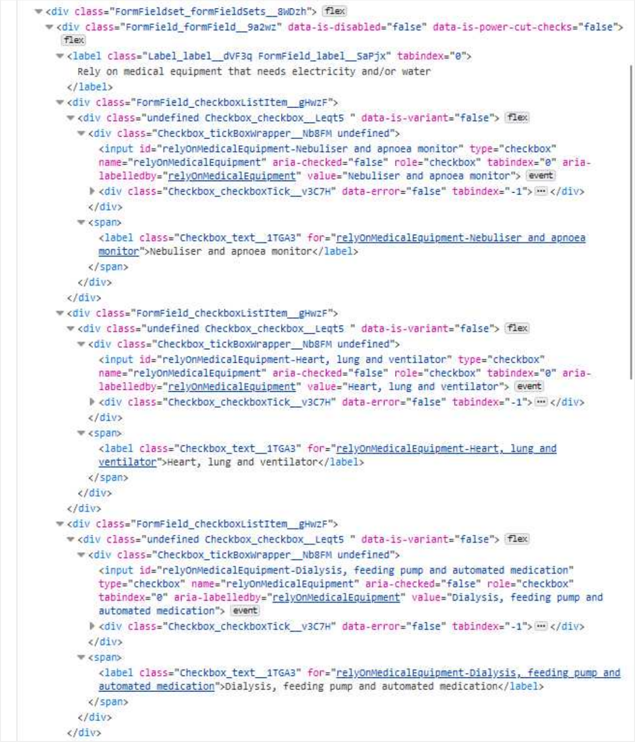
Chronic/serious illness

□ Yes

Safety

□ Oxygen Use
□ Poor sense of smell/taste

Page 13: Desktop, Checkboxes not associated with the group label



```
▼<div class="FormFieldset_formFieldSets__8WDzh"> flex
  ▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false">
    flex
    ▼<label class="Label_label__dVF3q FormField_label__SaPjx" tabindex="0">
       Rely on medical equipment that needs electricity and/or water
     </label>
    ▼<div class="FormField_checkboxListItem__gHwzF">
      ▼<div class="undefined Checkbox_checkbox__Leqt5 " data-is-variant="false"> flex
        ▼<div class="Checkbox_tickBoxWrapper__Nb8FM undefined">
           <input id="relyOnMedicalEquipment-Nebuliser and apnoea monitor" type="checkbox"
           name="relyOnMedicalEquipment" aria-checked="false" role="checkbox" tabindex="0" aria-
           labelledby="relyOnMedicalEquipment" value="Nebuliser and apnoea monitor"> event
          ▶<div class="Checkbox_checkboxTick__v3C7H" data-error="false" tabindex="-1"> … </div>
         </div>
        ▼<span>
           <label class="Checkbox_text__1TGA3" for="relyOnMedicalEquipment-Nebuliser and apnoea
           monitor">Nebuliser and apnoea monitor</label>
         </span>
       </div>
     </div>
    ▼<div class="FormField_checkboxListItem__gHwzF">
      ▼<div class="undefined Checkbox_checkbox__Leqt5 " data-is-variant="false"> flex
        ▼<div class="Checkbox_tickBoxWrapper__Nb8FM undefined">
           <input id="relyOnMedicalEquipment-Heart, lung and ventilator" type="checkbox"
           name="relyOnMedicalEquipment" aria-checked="false" role="checkbox" tabindex="0" aria-
           labelledby="relyOnMedicalEquipment" value="Heart, lung and ventilator"> event
          ▶<div class="Checkbox_checkboxTick__v3C7H" data-error="false" tabindex="-1"> … </div>
         </div>
        ▼<span>
           <label class="Checkbox_text__1TGA3" for="relyOnMedicalEquipment-Heart, lung and
           ventilator">Heart, lung and ventilator</label>
         </span>
       </div>
     </div>
    ▼<div class="FormField_checkboxListItem__gHwzF">
      ▼<div class="undefined Checkbox_checkbox__Leqt5 " data-is-variant="false"> flex
        ▼<div class="Checkbox_tickBoxWrapper__Nb8FM undefined">
           <input id="relyOnMedicalEquipment-Dialysis, feeding pump and automated medication"
           type="checkbox" name="relyOnMedicalEquipment" aria-checked="false" role="checkbox"
           tabindex="0" aria-labelledby="relyOnMedicalEquipment" value="Dialysis, feeding pump and
           automated medication"> event
          ▶<div class="Checkbox_checkboxTick__v3C7H" data-error="false" tabindex="-1"> … </div>
         </div>
        ▼<span>
           <label class="Checkbox_text__1TGA3" for="relyOnMedicalEquipment-Dialysis, feeding pump and
           automated medication">Dialysis, feeding pump and automated medication</label>
         </span>
       </div>
     </div>
```

Page 13: DOM, Checkbox missing legend association

Steps to reproduce

1. Observe the visual group label for the checkboxes.
2. Inspect the checkboxes and review the DOM.
3. Observe that the visual group label is not associated with the checkboxes.
4. Observe that there is not an alternative labelling method that serves the same purpose.
5. Observe that the checkboxes do not make sense as stand-alone elements.

Recommendation

Any relationship presented through visual cues must also use the appropriate semantics. Make sure that form fields are associated with their visual labels. This can be done with `<fieldset>` and `<legend>`. For example:

```
<fieldset>
<legend>Rely on medical equipment that needs electricity and/or water</legend>
  <input type="checkbox" name="example" id="exampleOne" checked>
  <label for="exampleOne">Nebuliser and apnoea monitor</label>
  <input type="checkbox" name="example" id="exampleTwo">
  <label for="exampleTwo">Heart, lung and ventilator</label>
  ...
</fieldset>
```

If this is not possible, you can use `aria-labelledby`. This can be used with custom checkboxes buttons created with ARIA. For example:

```
<h2 id="checkGroupLabel">Rely on medical equipment that needs electricity and/or water</h2>
<div role="group" aria-labelledby="checkGroupLabel">
  <!-- custom checkboxes -->
</div>
```

Avoid using multiple labelling techniques on the same form field. For example, using `<label>` and `aria-label` together will cause the `aria-label` to overwrite the `<label>`. As well, using `aria-labelledby` will overwrite any other labelling techniques.

For more information, see WAI Tutorials - Grouping Controls and Labelling Controls.

Return to priority table

ADR_18910-92 **MEDIUM PRIORITY** **OPEN**

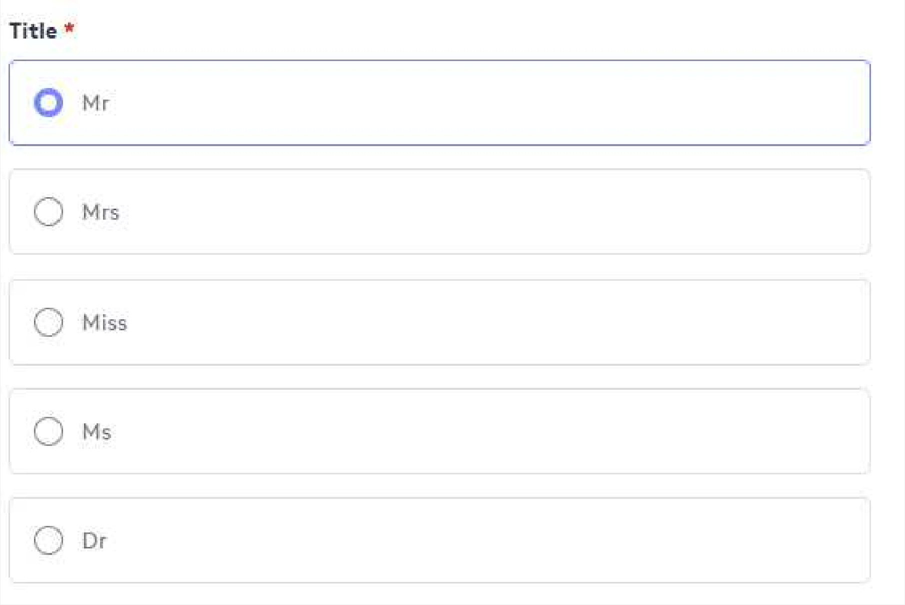
Radio group not associated with legend

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	16
Users Affected	Vision
Component	Radio Button

Recheck comment 13/03/24

This issue is not fixed.

On page 16, the radio buttons are associated with their adjacent label, but still not with their group label “Title *”.



Title *

○ Mr

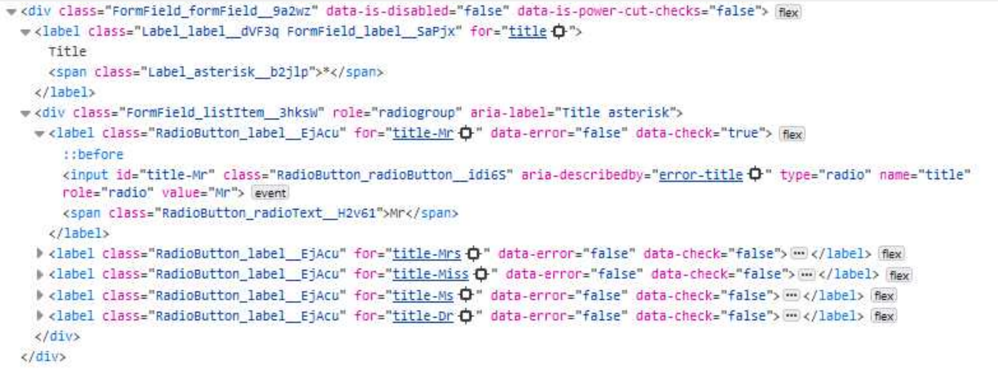
○ Mrs

○ Miss

○ Ms

○ Dr

Page 16: desktop, radio group still not associated with legend



```
▾<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▾<label class="Label_label__dVF3q FormField_label__SaPjx" for="title">
     Title
     <span class="Label_asterisk__b2jlp">*</span>
   </label>
  ▾<div class="FormField_listItem__3hksW" role="radiogroup" aria-label="Title asterisk">
    ▾<label class="RadioButton_label__EjAcu" for="title-Mr" data-error="false" data-check="true"> flex
       ::before
       <input id="title-Mr" class="RadioButton_radioButton__idi6S" aria-describedby="error-title" type="radio" name="title"
       role="radio" value="Mr"> event
       <span class="RadioButton_radioText__H2v61">Mr</span>
     </label>
    ▸<label class="RadioButton_label__EjAcu" for="title-Mrs" data-error="false" data-check="false"> … </label> flex
    ▸<label class="RadioButton_label__EjAcu" for="title-Miss" data-error="false" data-check="false"> … </label> flex
    ▸<label class="RadioButton_label__EjAcu" for="title-Ms" data-error="false" data-check="false"> … </label> flex
    ▸<label class="RadioButton_label__EjAcu" for="title-Dr" data-error="false" data-check="false"> … </label> flex
   </div>
</div>
```

Page 16: DOM, radio group still not associated with legend

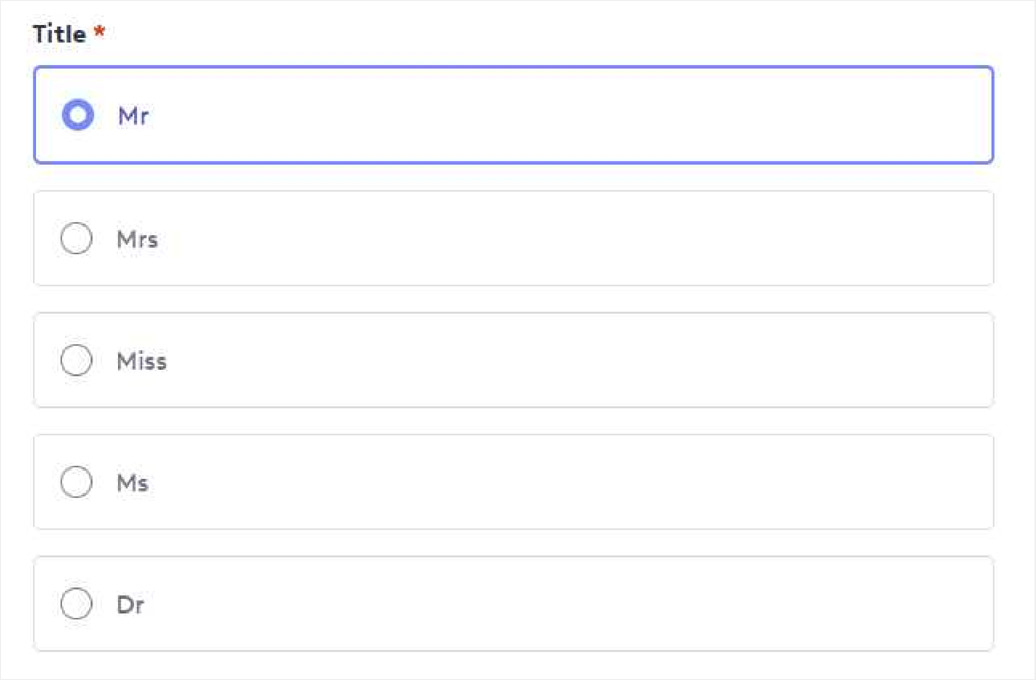
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

There are radio buttons that are not associated with their visual group label. The purpose of the form fields may be unclear to users.

Where it happened

This can also be seen on page 16, with the radio button group legends under “Title”. These radio buttons are associated with their adjacent label, but with not their group label.



Title *

● Mr

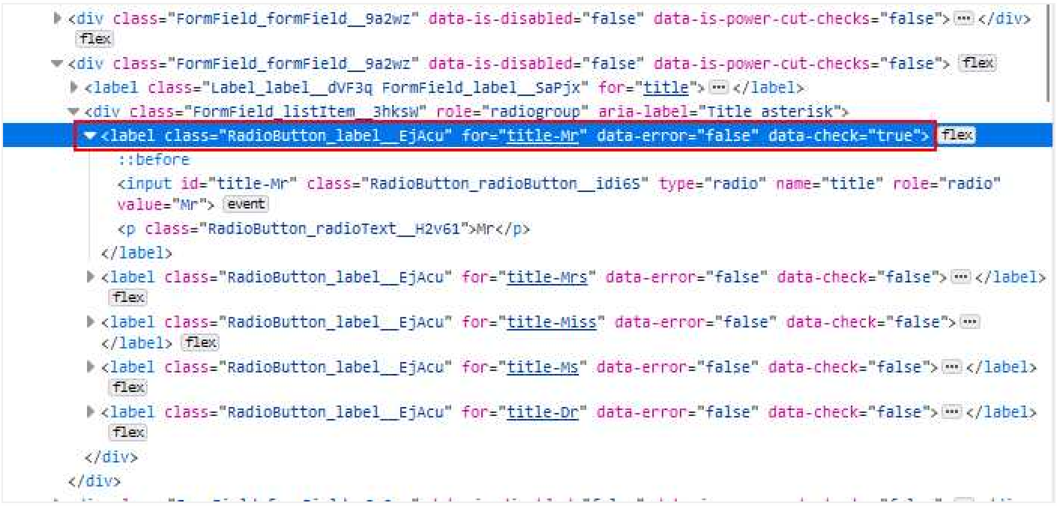
○ Mrs

○ Miss

○ Ms

○ Dr

Page 16: desktop, radio buttons



```
▶ <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> ··· </div>
  flex
▼ <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▶ <label class="Label_label__dVF3q FormField_label__SaPjx" for="title"> ··· </label>
  ▼ <div class="FormField_listItem__3hksW" role="radiogroup" aria-label="Title asterisk">
    ▼ <label class="RadioButton_label__EjAcu" for="title-Mr" data-error="false" data-check="true"> flex
        ::before
        <input id="title-Mr" class="RadioButton_radioButton__idi6S" type="radio" name="title" role="radio"
        value="Mr"> event
        <p class="RadioButton_radioText__H2v61">Mr</p>
      </label>
    ▶ <label class="RadioButton_label__EjAcu" for="title-Mrs" data-error="false" data-check="false"> ··· </label>
      flex
    ▶ <label class="RadioButton_label__EjAcu" for="title-Miss" data-error="false" data-check="false"> ···
      </label> flex
    ▶ <label class="RadioButton_label__EjAcu" for="title-Ms" data-error="false" data-check="false"> ··· </label>
      flex
    ▶ <label class="RadioButton_label__EjAcu" for="title-Dr" data-error="false" data-check="false"> ··· </label>
      flex
    </div>
  </div>
```

Page 16: DOM, markup for first radio button

Steps to reproduce

1. Observe the visual group label for the radio buttons.
2. Inspect the radio buttons and review the DOM.
3. Observe that the visual group label is not associated with the radio buttons.
4. Observe that there is not an alternative labelling method that serves the same purpose.

Recommendation

Any relationship presented through visual cues must also use the appropriate semantics. Make sure that form fields are associated with their visual labels. This can be done with `<fieldset>` and `<legend>`. For example:

```
<fieldset>
<legend>Title</legend>
  <input type="radio" name="Mr" id="titleMr" checked>
  <label for="titleMr">Mr</label>
  <input type="radio" name="Mrs" id="titleMrs">
  <label for="exampleTwo">Mrs</label>
  ...
</fieldset>
```

If this is not possible, you can use `aria-labelledby`. This can be used with custom radio buttons created with ARIA. For example:

```
<h2 id="titleGroupLabel">Title</h2>
<div role="radiogroup" aria-labelledby="titleGroupLabel">
  <!-- radio buttons -->
</div>
```

Avoid using multiple labelling techniques on the same form field. For example, using `<label>` and `aria-label` together will cause the `aria-label` to overwrite the `<label>`. As well, using `aria-labelledby` will overwrite any other labelling techniques.

For more information, see [WAI Tutorials - Grouping Controls]() and [Labelling Controls]().

[Return to priority table]()

ADR_18910-88 MEDIUM PRIORITY OPEN

Meaningful visual structure is not represented by reading order (asterisk)

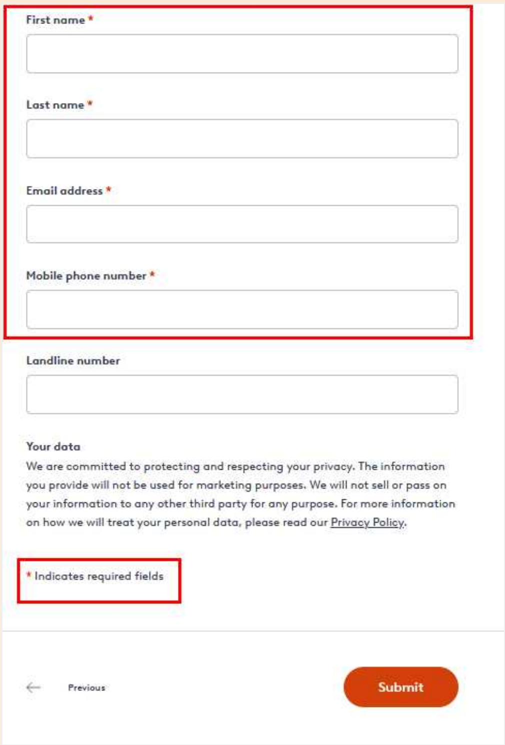
Success Criteria	1.3.2: Meaningful Sequence [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	16
Users Affected	Vision
Component	Plain Text

Recheck comment 13/03/24

This issue is not fixed.

On page 16, the instruction text "* indicates required fields" is still at the end of the form.

The instruction explains the meaning of the asterisk symbol, which denotes the required fields. The instruction should be available before the form, such that users can identify the required form fields, before interacting with the form.



First name *

Last name *

Email address *

Mobile phone number *

Landline number

Your data

We are committed to protecting and respecting your privacy. The information you provide will not be used for marketing purposes. We will not sell or pass on your information to any other third party for any purpose. For more information on how we will treat your personal data, please read our Privacy Policy.

* Indicates required fields

Page 16: desktop, meaningful visual structure is not represented by reading order (asterisk)

What happened

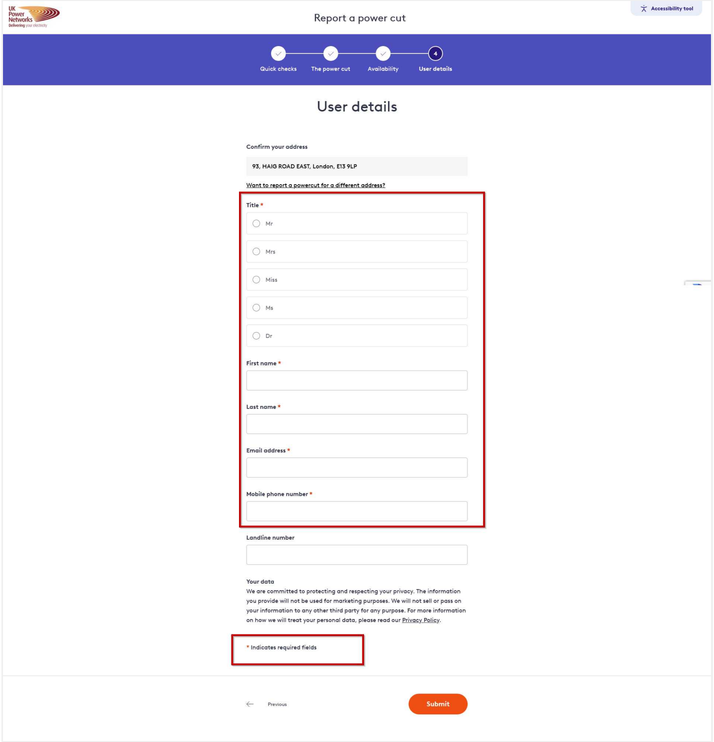
When content has a meaningful order, an appropriate reading order needs to be programmatically determined. This enables those using assistive technology to effectively navigate the content and understand it. Content may otherwise seem unstructured or disorganised.

Note that this is distinct from the focus order, which is about interactive elements receiving focus when users keyboard tab through the page. There is content with a meaningful visual reading order. However, an appropriate reading order has not been programmatically determined.

Where it happened

This can be seen on page 16 with the "* indicates required fields" text. This instruction text has been added at the end of the form.

The instruction explains the meaning of the asterisk symbol, which denotes the required fields. The instruction should be available before the form, such that users can identify the required form fields, before interacting with the form.



Report a power cut

User details

Confirm your address

93, HAIG ROAD EAST, London, E13 9LP

Want to report a powercut for a different address?

Title *

○ Mr

○ Mrs

○ Miss

○ Ms

○ Dr

First name *

Last name *

Email address *

Mobile phone number *

Landline number

Your data
We are committed to protecting and respecting your privacy. The information you provide will not be used for marketing purposes. We will not sell or pass on your information to any other third party for any purpose. For more information on how we will treat your personal data, please read our Privacy Policy.

* Indicates required fields

Page 16: Asterisk symbol explanation is at the end of the form

Steps to reproduce

1. Observe that the content has a meaningful visual reading order.
2. Inspect the content and review the DOM.
3. Observe that an appropriate reading order has not been programmatically determined.

Recommendation

Assistive technologies navigate content using the order in which elements appears in the DOM. Make sure that the content is programmatically ordered in such a way that it provides an appropriate reading order. It does not always need to exactly match the visuals, but it must provide users with meaningful reading order. For example:

```
<form>
<span> * Indicates required fields</span> --- At the start of the form ---

<label for="exLabel">First name *</label>
<input type="text"  ...>
...

</form>
```

For more information, WCAG - G57 Ordering the content, C57 DOM order match the visual order, The Dark Side of the Grid, and Web Dev - Content Reordering.

Return to priority table

ADR_18910-67 MEDIUM PRIORITY PARTIALLY FIXED

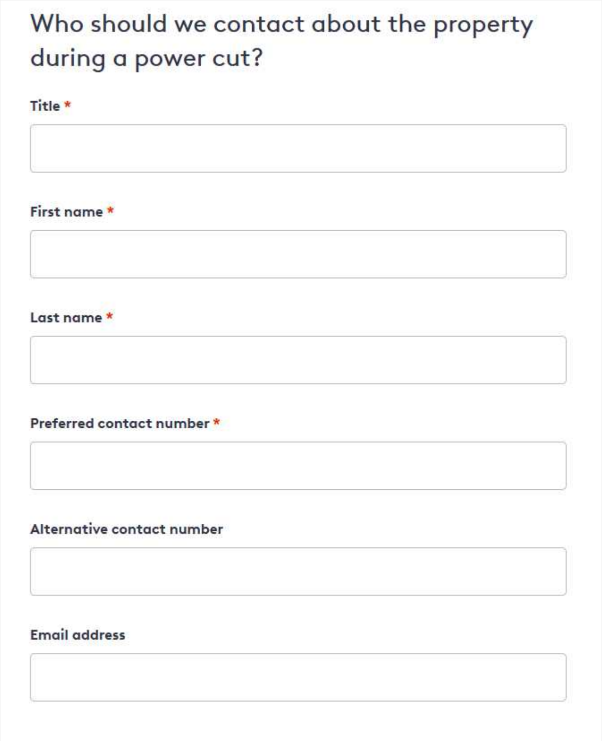
Autocomplete attribute has not been used

Success Criteria	1.3.5: Identify Input Purpose [2.1 AA]
Devices	Desktop, Mobile (iOS)
Pages Affected	13, 16
Users Affected	Motor, Cognitive
Component	Input Field

Recheck comment 14/03/24

This issue is partially fixed.

Fixed: on page 13, the “Title”, “First name”, “Last name”, and so on input fields now use the `autocomplete` attribute.



Who should we contact about the property during a power cut?

Title *

First name *

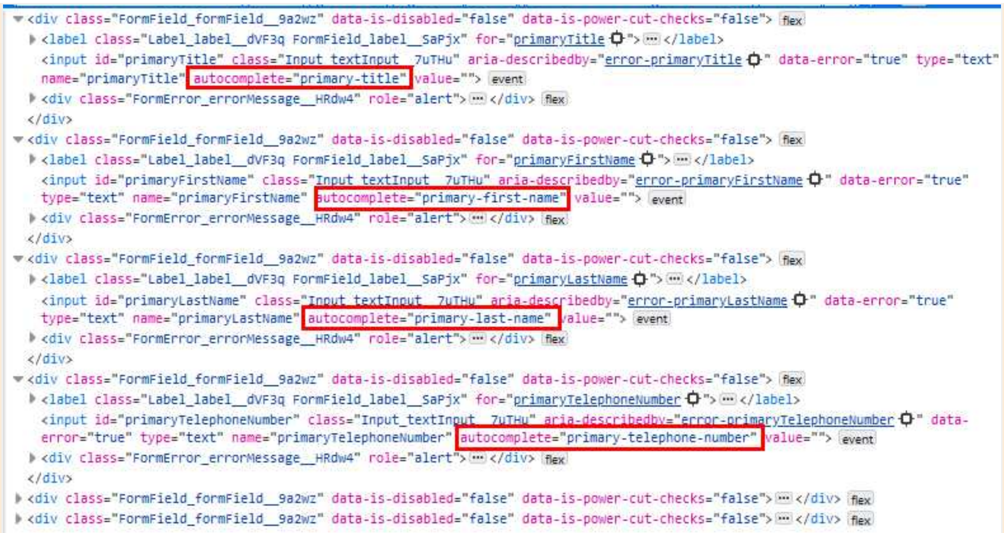
Last name *

Preferred contact number *

Alternative contact number

Email address

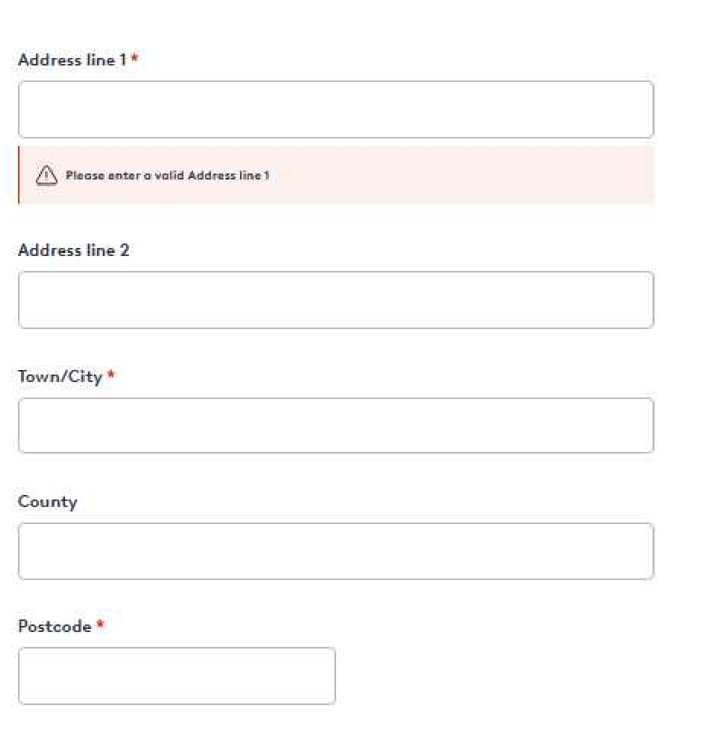
Page 13: desktop, autocomplete attribute has been used



```
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▶<label class="Label_label__dVF3q FormField_label__SaPjx" for="primaryTitle ⌖"> ⋯ </label>
   <input id="primaryTitle" class="Input_textInput__7uTHu" aria-describedby="error-primaryTitle ⌖" data-error="true" type="text"
   name="primaryTitle" autocomplete="primary-title" value=""> event
  ▶<div class="FormError_errorMessage__HRdw4" role="alert"> ⋯ </div> flex
 </div>
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▶<label class="Label_label__dVF3q FormField_label__SaPjx" for="primaryFirstName ⌖"> ⋯ </label>
   <input id="primaryFirstName" class="Input_textInput__7uTHu" aria-describedby="error-primaryFirstName ⌖" data-error="true"
   type="text" name="primaryFirstName" autocomplete="primary-first-name" value=""> event
  ▶<div class="FormError_errorMessage__HRdw4" role="alert"> ⋯ </div> flex
 </div>
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▶<label class="Label_label__dVF3q FormField_label__SaPjx" for="primaryLastName ⌖"> ⋯ </label>
   <input id="primaryLastName" class="Input_textInput__7uTHu" aria-describedby="error-primaryLastName ⌖" data-error="true"
   type="text" name="primaryLastName" autocomplete="primary-last-name" value=""> event
  ▶<div class="FormError_errorMessage__HRdw4" role="alert"> ⋯ </div> flex
 </div>
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▶<label class="Label_label__dVF3q FormField_label__SaPjx" for="primaryTelephoneNumber ⌖"> ⋯ </label>
   <input id="primaryTelephoneNumber" class="Input_textInput__7uTHu" aria-describedby="error-primaryTelephoneNumber ⌖" data-
   error="true" type="text" name="primaryTelephoneNumber" autocomplete="primary-telephone-number" value=""> event
  ▶<div class="FormError_errorMessage__HRdw4" role="alert"> ⋯ </div> flex
 </div>
▶<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> ⋯ </div> flex
▶<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> ⋯ </div> flex
```

Page 13: DOM, autocomplete attribute has been used

Partially fixed: on page 16, the “Title”, “First name”, “Last name”, and so on input fields now use the `autocomplete` attribute. However, the “Address line 1”, “Address line 2”, “Town/City” and “Postcode” input fields still do not use the `autocomplete` attribute.



Address line 1 *

⚠ Please enter a valid Address line 1

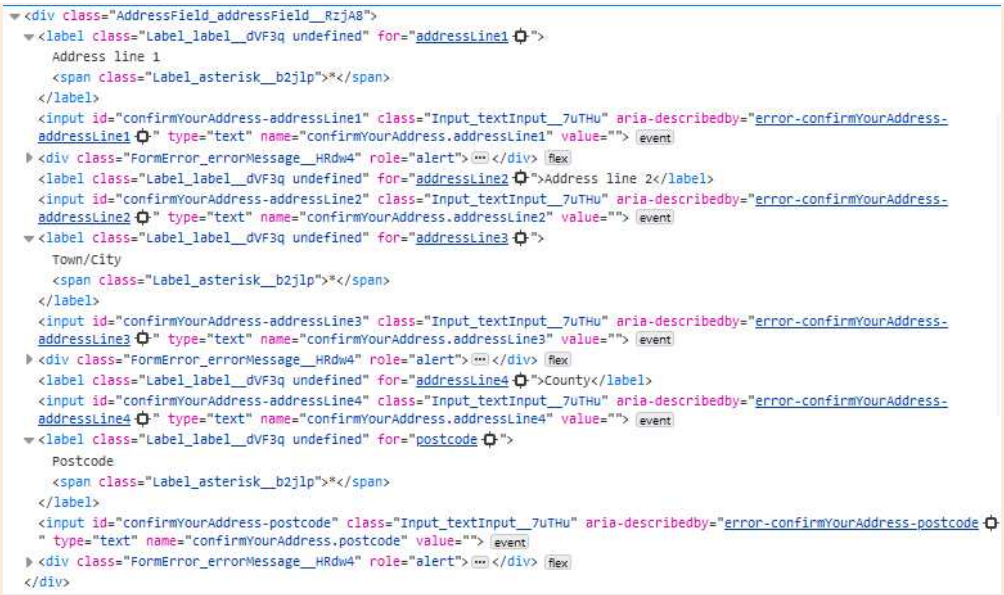
Address line 2

Town/City *

County

Postcode *

Page 16: desktop, autocomplete attribute has not been used



```
▾<div class="AddressField_addressField__RzjA8">
  ▾<label class="Label_label__dVF3q undefined" for="addressLine1">
      Address line 1
      <span class="Label_asterisk__b2jlp">*</span>
   </label>
   <input id="confirmYourAddress-addressLine1" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-
   addressLine1" type="text" name="confirmYourAddress.addressLine1" value=""> event
  ▸<div class="FormError_errorMessage__HRdw4" role="alert">⋯</div> flex
   <label class="Label_label__dVF3q undefined" for="addressLine2">Address line 2</label>
   <input id="confirmYourAddress-addressLine2" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-
   addressLine2" type="text" name="confirmYourAddress.addressLine2" value=""> event
  ▾<label class="Label_label__dVF3q undefined" for="addressLine3">
      Town/City
      <span class="Label_asterisk__b2jlp">*</span>
   </label>
   <input id="confirmYourAddress-addressLine3" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-
   addressLine3" type="text" name="confirmYourAddress.addressLine3" value=""> event
  ▸<div class="FormError_errorMessage__HRdw4" role="alert">⋯</div> flex
   <label class="Label_label__dVF3q undefined" for="addressLine4">County</label>
   <input id="confirmYourAddress-addressLine4" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-
   addressLine4" type="text" name="confirmYourAddress.addressLine4" value=""> event
  ▾<label class="Label_label__dVF3q undefined" for="postcode">
      Postcode
      <span class="Label_asterisk__b2jlp">*</span>
   </label>
   <input id="confirmYourAddress-postcode" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-postcode
   " type="text" name="confirmYourAddress.postcode" value=""> event
  ▸<div class="FormError_errorMessage__HRdw4" role="alert">⋯</div> flex
 </div>
```

Page 16: DOM, autocomplete attribute has not been used

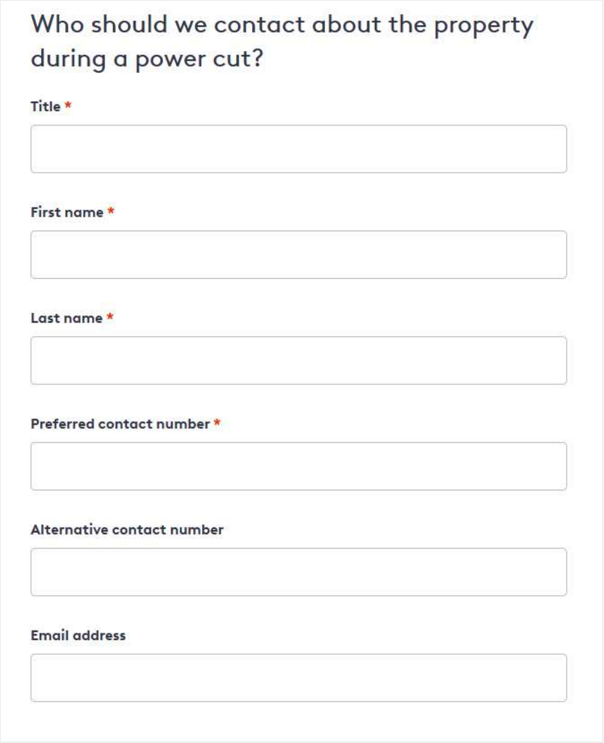
What happened

Input fields must use the autocomplete attribute when collecting certain information about the user. For example, first name, surname, address, and so on.

There are input fields that meet this criteria and that are not using the autocomplete attribute at all. This means that input fields will not autofill correctly. This may particularly disadvantage users that find navigating the web cognitively challenging.

Where it happened

This can be seen on pages 13 and 16, with the “Title”, “First name”, “Last name”, and so on first person input fields. These input fields do not use the autocomplete attribute.



Who should we contact about the property during a power cut?

Title *

First name *

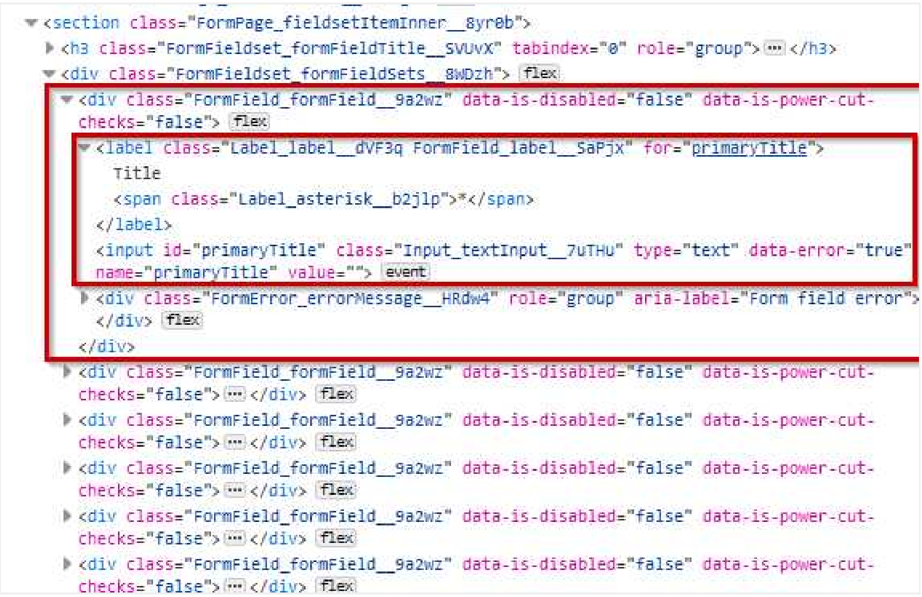
Last name *

Preferred contact number *

Alternative contact number

Email address

Page 13: desktop, first person input fields



```
<section class="FormPage_fieldsetItemInner__8yr0b">
  <h3 class="FormFieldset_formFieldTitle__SVUvX" tabindex="0" role="group"> ··· </h3>
  <div class="FormFieldset_formFieldSets__8WDzh"> flex
    <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
    checks="false"> flex
      <label class="Label_label__dVF3q FormField_label__SaPjx" for="primaryTitle">
        Title
        <span class="Label_asterisk__b2jlp">*</span>
      </label>
      <input id="primaryTitle" class="Input_textInput__7uTHu" type="text" data-error="true"
      name="primaryTitle" value=""> event
      <div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error">
      </div> flex
    </div>
    <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
    checks="false"> ··· </div> flex
    <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
    checks="false"> ··· </div> flex
    <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
    checks="false"> ··· </div> flex
    <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
    checks="false"> ··· </div> flex
    <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
    checks="false"> ··· </div> flex
```

Page 13: DOM, first person input fields do not uses autocomplete attribute

Steps to reproduce

1. Note the purpose of the input fields
2. Inspect the input fields and observe that they do not have `autocomplete` attributes.

Recommendation

Use the `autocomplete` attribute with an appropriate value. For example, `given-name` for first or given name, `additional-name` for middle name, `family-name` for surname or family name, `current-password` for a current password, and `new-password` for a new password.

Make sure to use the appropriate `autocomplete` values. In this instance, make sure to use `...`, `...`, and `...`. For example:

```
<input ... autocomplete="name">
<input ... autocomplete="family-name">
```

For a list and explanation of the `autocomplete` values, see [WCAG - Input Purposes for User Interface Components].

[Return to priority table]

ADR_18910-21 MEDIUM PRIORITY RESOLVED

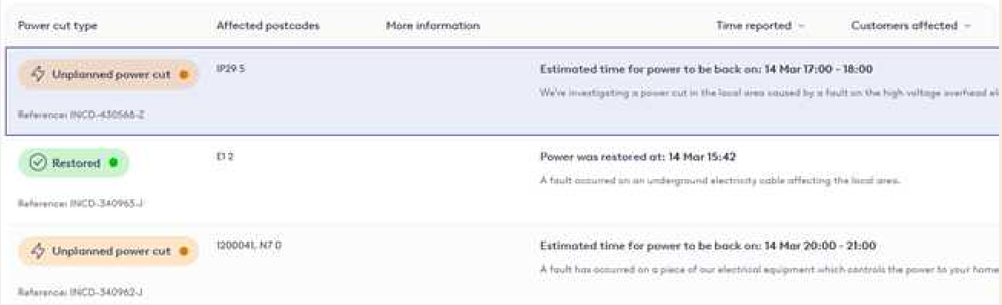
Colour relied upon to communicate focus state

Success Criteria	1.4.1: Use of Color [2.0 A]
Devices	Desktop
Pages Affected	04, 09
Users Affected	Vision
Component	Link, Button

Recheck comment 14/03/24

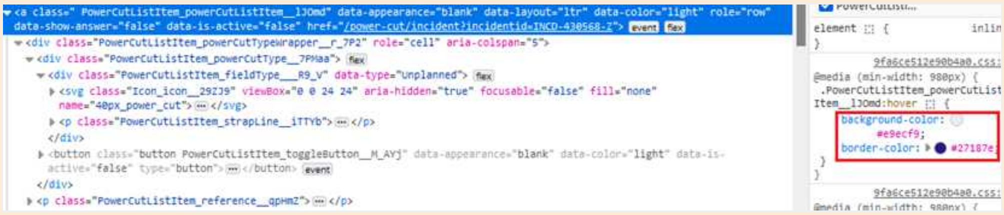
This issue is fixed.

Fixed: on page 4, a hovered row in the “Live power cut list” is now indicated with the addition of a dark border.



Power cut type	Affected postcodes	More information	Time reported	Customers affected
Unplanned power cut Reference: INCD-430568-Z	IP29 5	Estimated time for power to be back on: 14 Mar 17:00 - 18:00 We're investigating a power cut in the local area caused by a fault on the high voltage overhead el		
Restored Reference: INCD-340965-J	E1 2	Power was restored at: 14 Mar 15:42 A fault occurred on an underground electricity cable affecting the local area.		
Unplanned power cut Reference: INCD-340962-J	1200041, N7 0	Estimated time for power to be back on: 14 Mar 20:00 - 21:00 A fault has occurred on a piece of our electrical equipment which controls the power to your home		

Page 4: desktop, a hovered row in the “Live power cut list”

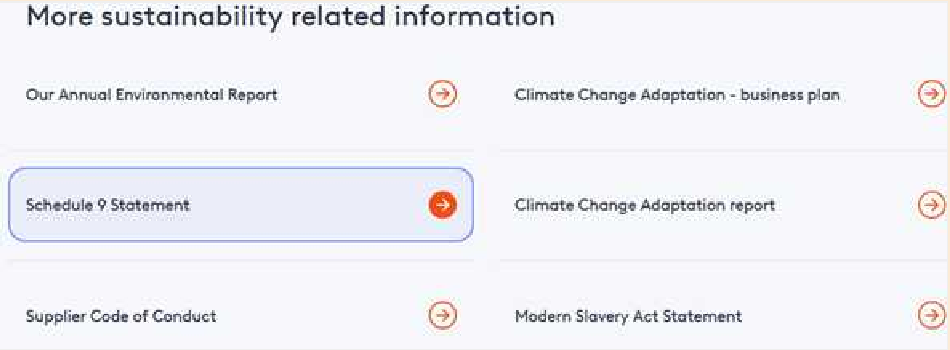


```
<a class=" PowerCutListItem_powerCutListItem__1J0md" data-appearance="blank" data-layout="ltr" data-color="light" role="row"
data-show-answer="false" data-is-active="false" href="/power-cut/incident?incidentid=INCD-430568-Z"> event flex
  <div class="PowerCutListItem_powerCutTypeWrapper__r_7P2" role="cell" aria-colspan="5">
    <div class="PowerCutListItem_powerCutType__7PMaa"> flex
      <div class="PowerCutListItem_fieldType___R9_V" data-type="Unplanned"> flex
        <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-hidden="true" focusable="false" fill="none"
        name="40px_power_cut"> … </svg>
        <p class="PowerCutListItem_strapLine__iTTYb"> … </p>
      </div>
      <button class="button PowerCutListItem_toggleButton__M_AYj" data-appearance="blank" data-color="light" data-is-
      active="false" type="button"> … </button> event
    </div>
    <p class="PowerCutListItem_reference__qpHmZ"> … </p>
```

```
PowerCutListI…
element ⁚⁚ {                inlin
}
                9fa6ce512e90b4a0.css:
@media (min-width: 980px) {
 .PowerCutListItem_powerCutList
Item__1J0md:hover ⁚⁚ {
    background-color:
        #e9ecf9;
    border-color: ● #27187e
  }
}
                9fa6ce512e90b4a0.css:
@media (min-width: 980px) {
```

Page 4: DOM, hover state indicated using a border

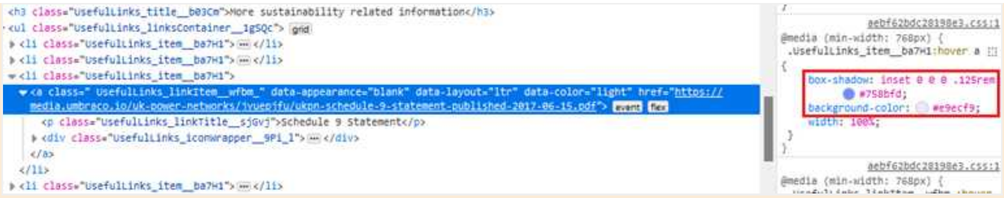
Fixed: on page 9, the hovered state of an item under the “More sustainability related information” heading is now indicated with a CSS box−shadow and a change to the arrow-circle icon.



More sustainability related information

Our Annual Environmental Report
Climate Change Adaptation - business plan
Schedule 9 Statement
Climate Change Adaptation report
Supplier Code of Conduct
Modern Slavery Act Statement

Page 9: desktop, a hovered item, “Schedule 8 Statement”



```
<h3 class="UsefulLinks_title__b03Cm">More sustainability related information</h3>
<ul class="UsefulLinks_linksContainer__1gSQc"> grid
  ▸ <li class="UsefulLinks_item__ba7H1"> ⋯ </li>
  ▸ <li class="UsefulLinks_item__ba7H1"> ⋯ </li>
  ▾ <li class="UsefulLinks_item__ba7H1">
    ▾ <a class=" UsefulLinks_linkItem__wfbm_" data-appearance="blank" data-layout="ltr" data-color="light" href="https://
      media.umbraco.io/uk-power-networks/1vuepjfu/ukpn-schedule-9-statement-published-2017-06-15.pdf"> event flex
        <p class="UsefulLinks_linkTitle__sjGvj">Schedule 9 Statement</p>
      ▸ <div class="UsefulLinks_iconWrapper__9Pi_1"> ⋯ </div>
      </a>
    </li>
  ▸ <li class="UsefulLinks_item__ba7H1"> ⋯ </li>
```

```
aebf62bdc28198e3.css:1
@media (min-width: 768px) {
  .UsefulLinks_item__ba7H1:hover a
  {
      box-shadow: inset 0 0 0 .125rem
          #758bfd;
      background-color: #e9ecf9;
      width: 100%;
  }
}
aebf62bdc28198e3.css:1
@media (min-width: 768px) {
```

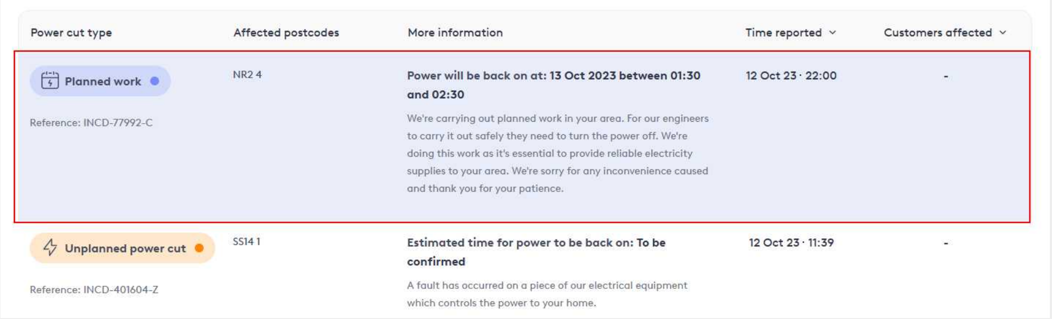
Page 9: DOM, hover state indicated using CSS box-shadow and icon change

What happened

Understanding content and operating interactive elements must not rely on colour. There is information that is visually communicated exclusively through colour. This may particularly disadvantage low vision and colour blind users who may be excluded by the visual reliance on colour.

Where it happened

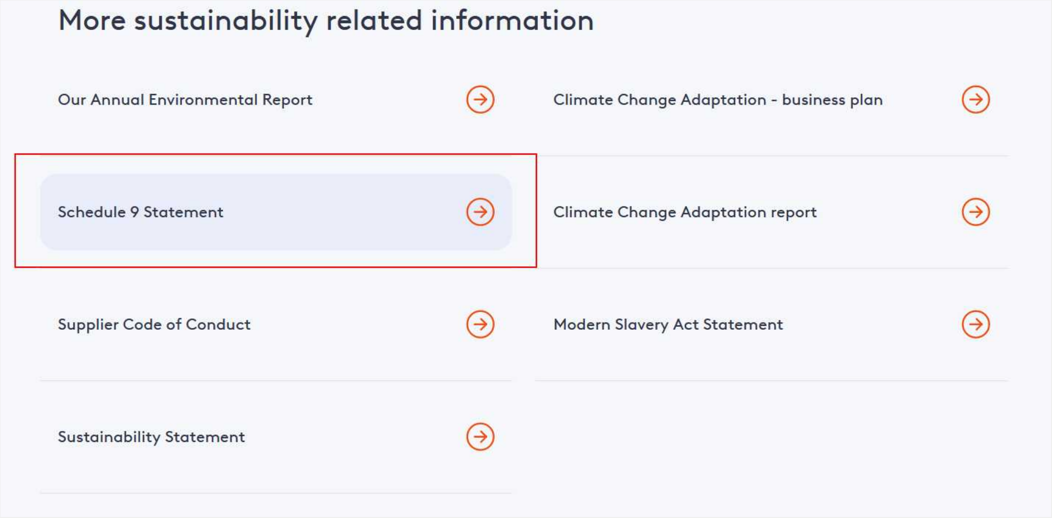
This can be seen on page 4, on desktop, where hover indication is indicated exclusively through colour.



Power cut type	Affected postcodes	More information	Time reported ⌄	Customers affected ⌄
Planned work ● Reference: INCD-77992-C	NR2 4	**Power will be back on at: 13 Oct 2023 between 01:30 and 02:30** We're carrying out planned work in your area. For our engineers to carry it out safely they need to turn the power off. We're doing this work as it's essential to provide reliable electricity supplies to your area. We're sorry for any inconvenience caused and thank you for your patience.	12 Oct 23 · 22:00	-
Unplanned power cut ● Reference: INCD-401604-Z	SS14 1	**Estimated time for power to be back on: To be confirmed** A fault has occurred on a piece of our electrical equipment which controls the power to your home.	12 Oct 23 · 11:39	-

Page 4: desktop, area selected by hovering

This can also be seen on page 9, on desktop, with the link buttons under the heading “More sustainability related information”, where focus is indicated on hover by colour.



More sustainability related information

- Our Annual Environmental Report
- Climate Change Adaptation - business plan
- Schedule 9 Statement
- Climate Change Adaptation report
- Supplier Code of Conduct
- Modern Slavery Act Statement
- Sustainability Statement

Page 9: desktop, button on hover

Steps to reproduce

1. Access the information.
2. Observe that colour is used to communicate the information.
3. Observe that there is not an alternative way to visually access the information.

Recommendation

Make sure that information is not exclusively visually communicated through colour. Colour can be used to communicate information. However, colour must not be the only visual means of conveying information.

As well, hidden information and ARIA cannot be the only alternative to colour. It is important that information communicated through colour is programmatically determined, such that it is exposed to assistive technology. However, this success criterion requires that there be visual cues that are available to all users.

The simplest solution is providing the information that the colour is communicating through text. For example:

```
<button class="boldText" aria-pressed="true"> ... </button>
<button class="standardText" aria-pressed="false"> ... </button>
```

Otherwise, graphs can use patterns, textures, and tables to communicate information. For examples, see Highcharts - Line Chart Accessibility Demo and GOV - Magna Charta Example. States, such as selected, activate, and invalid, can use additional visual cues, such as changed font weight, text decoration, icons, or text. For example:

```
<button class="boldText" aria-pressed="true"> ... </button>
<button class="standardText" aria-pressed="false"> ... </button>
```

For more information, see PSU - Charts & Accessibility, Penn State - Colour Coding, and Princeton - Colour Alone.

Return to priority table

ADR_18910-83 **MEDIUM PRIORITY** **RESOLVED**

Colour relied upon to communicate progress bar information

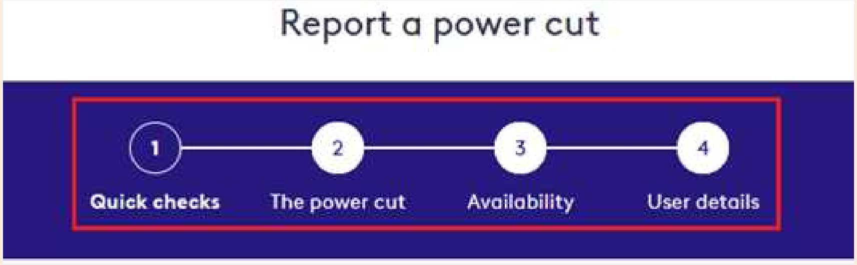
Success Criteria	1.4.1: Use of Color [2.0 A]
Devices	Desktop
Pages Affected	15
Users Affected	Vision
Component	Not Applicable

Recheck comment 15/03/24

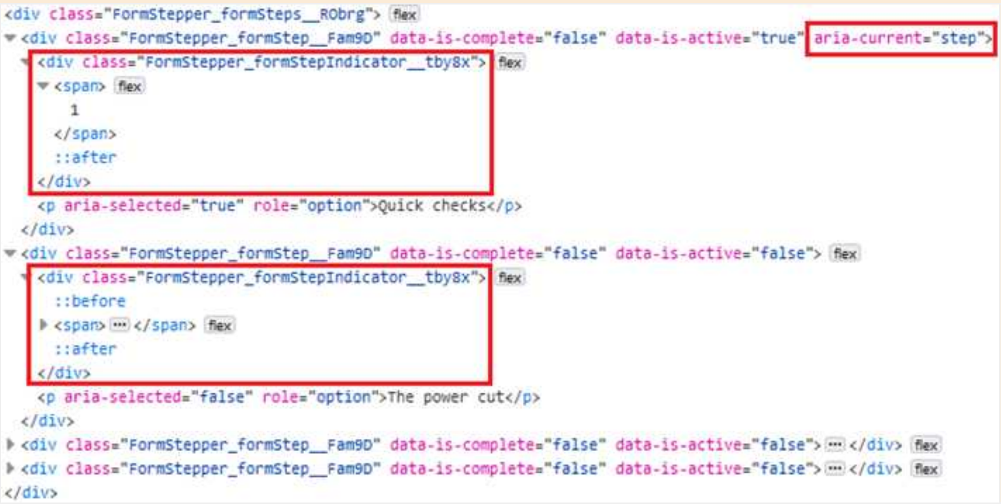
This issue is fixed.

On page 15, colour is no longer relied upon to visually communicate progress through the form. Instead, the current step is indicated as a white “1” on a dark purple background and the other steps use a dark purple “2” and so on, on a white background.

An `aria-current="step"` attribute on the enclosing `<div>` element for the step programmatically determines the current step.



Page 15: desktop, colour is not relied upon to visually communicate progress



```
<div class="FormStepper_formSteps__R0brg"> flex
▾<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="true" aria-current="step">
  ▾<div class="FormStepper_formStepIndicator__tby8x"> flex
    ▾<span> flex
       1
     </span>
     ::after
   </div>
   <p aria-selected="true" role="option">Quick checks</p>
 </div>
▾<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false"> flex
  ▾<div class="FormStepper_formStepIndicator__tby8x"> flex
     ::before
    ▸<span> ··· </span> flex
     ::after
   </div>
   <p aria-selected="false" role="option">The power cut</p>
 </div>
▸<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false"> ··· </div> flex
▸<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false"> ··· </div> flex
</div>
```

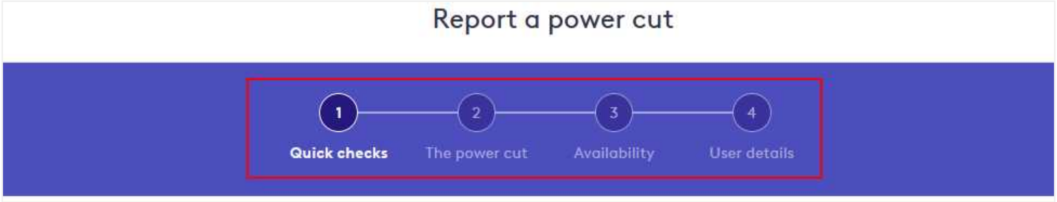
Page 15: DOM, progress is not programmatically determined

What happened

Understanding content and operating interactive elements must not rely on colour. There is information that is visually communicated exclusively through colour. This may particularly disadvantage low vision and colour blind users who may be excluded by the visual reliance on colour.

Where it happened

This can be seen on page 15, on the progress bar at the top of the page. Colour is used to indicate the stage of progress, with white text and outline indicating the current stage.



Page 15: desktop, progress bar

Steps to reproduce

1. Access the information.
2. Observe that colour is used to communicate the information.
3. Observe that there is not an alternative way to visually access the information.

Recommendation

Make sure that information is not exclusively visually communicated through colour. Colour can be used to communicate information. However, colour must not be the only visual means of conveying information.

As well, hidden information and ARIA cannot be the only alternative to colour. It is important that information communicated through colour is programmatically determined, such that it is exposed to assistive technology. However, this success criterion requires that there be visual cues that are available to all users.

The simplest solution is providing the information that the colour is communicating through text. For example:

```
<ul>
  <li>Current stage:Quick checks</li>
  <li>The power cut</li>
</ul>
```

Otherwise, graphs can use patterns, textures, and tables to communicate information. For examples, see Highcharts - Line Chart Accessibility Demo and GOV - Magna Charta Example. States, such as selected, activate, and invalid, can use additional visual cues, such as changed font weight, text decoration, icons, or text. For example:

```
<button class="boldText" role="tab" aria-selected="true"> ... </button>
<button class="standardText" role="tab" aria-selected="false"> ... </button>
```

For more information, see PSU - Charts & Accessibility, Penn State - Colour Coding, and Princeton - Colour Alone.

Return to priority table

ADR_18910-96 **MEDIUM PRIORITY** **RESOLVED**

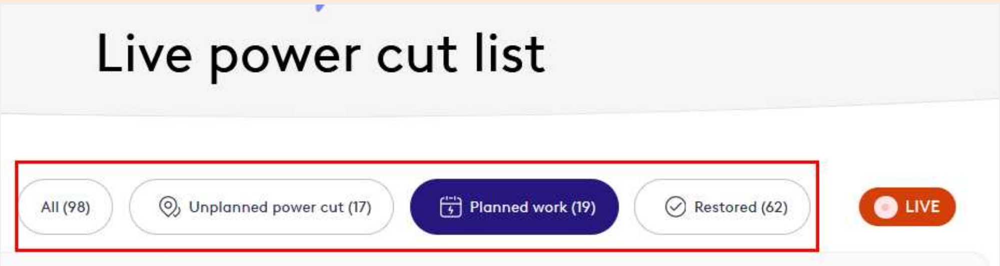
Colour relied upon to communicate information

Success Criteria	1.4.1: Use of Color [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	04
Users Affected	Vision
Component	Button

Recheck comment 13/03/24

This issue is fixed.

Fixed: on page 4, on desktop, with the filters under “Live power cut list” heading. Filters in their pressed state are now indicated using colour which has a contrast ratio of 13.8:1 when compared to the unpressed state.



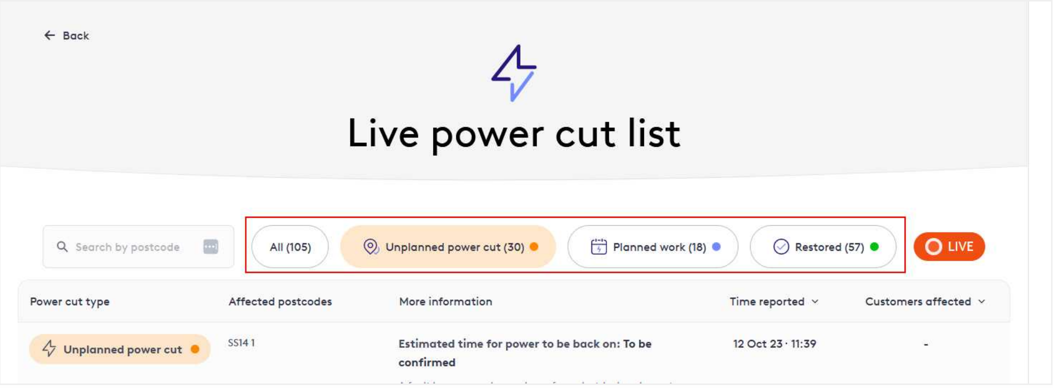
Page 4: desktop, filters

What happened

Understanding content and operating interactive elements must not rely on colour. There is information that is visually communicated exclusively through colour. This may particularly disadvantage low vision and colour blind users who may be excluded by the visual reliance on colour.

Where it happened

This can also be seen on page 4, on desktop, with the filters under “Live power cut list” heading. Filter selections in their pressed state is indicated exclusively through colour, with no additional visual cues



Power cut type	Affected postcodes	More information	Time reported	Customers affected
Unplanned power cut	SS14 1	Estimated time for power to be back on: To be confirmed	12 Oct 23 · 11:39	-

Page 4: desktop, filter buttons use colour alone to communicate their toggle state

Steps to reproduce

1. Access the information.
2. Observe that colour is used to communicate the information.

3. Observe that there is not an alternative way to visually access the information.

Recommendation

Make sure that information is not exclusively visually communicated through colour. Colour can be used to communicate information. However, the information must not be understandable through colour and no other visual medium.

Ensure that colour alone is not required to differentiate elements. In this case, you could increase the contrast ratio between the pressed and unpressed state to 3:1. Another option would be adding some non-colour cue, such as the text “favourited” to the page.

For more information, see PSU - Charts & Accessibility, Penn State - Colour Coding, and Princeton - Colour Alone.

Return to priority table

ADR_18910-22 MEDIUM PRIORITY OPEN

Regular link text does not have sufficient contrast on hover

Success Criteria	1.4.3: Contrast (Minimum) [2.0 AA]
Devices	Desktop
Pages Affected	01, 03, 05, 10, 12, 13, 19, 20
Users Affected	Vision
Component	Link, Plain Text

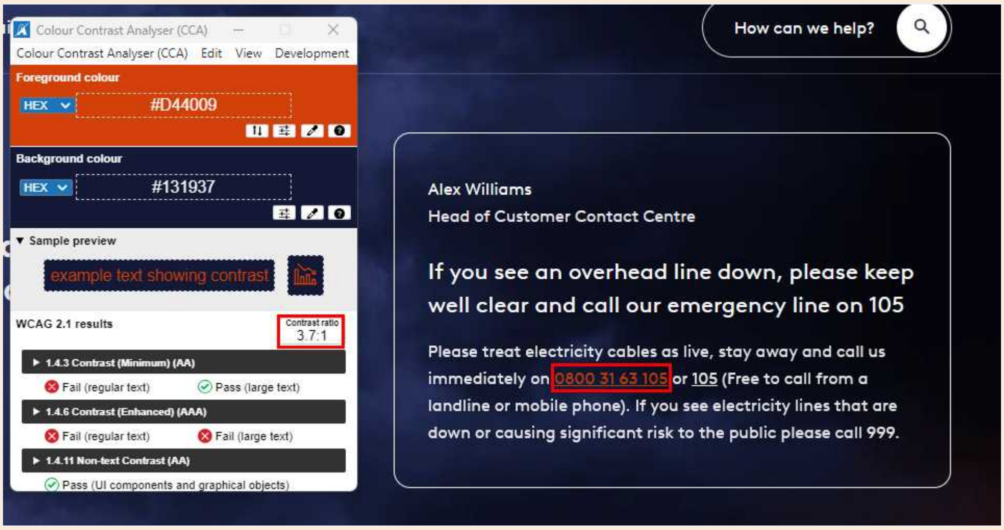
Recheck comment 18/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instances on pages 19 and 20 but not the instances on the other pages.

Recheck comment 15/03/24

This issue is not fixed.

Not fixed: on pages 19 and 20, when the link text “08003163105”, “105”, and so on are hovered, the link text is indicated using orange (#D44009) colour which still has an insufficient contrast ratio of 3.7:1 against the blue (#131937) background.


Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development
Sample preview
example text showing contrast
How can we help?

Foreground colour
HEX #D44009

Background colour
HEX #131937

WCAG 2.1 results
Contrast ratio 3.7:1

1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)
Pass (UI components and graphical objects)

Alex Williams
Head of Customer Contact Centre

If you see an overhead line down, please keep well clear and call our emergency line on 105

Please treat electricity cables as live, stay away and call us immediately on 0800 31 63 105 or 105 (Free to call from a landline or mobile phone). If you see electricity lines that are down or causing significant risk to the public please call 999.

Page 19: regular link text does not have sufficient contrast on hover

What happened

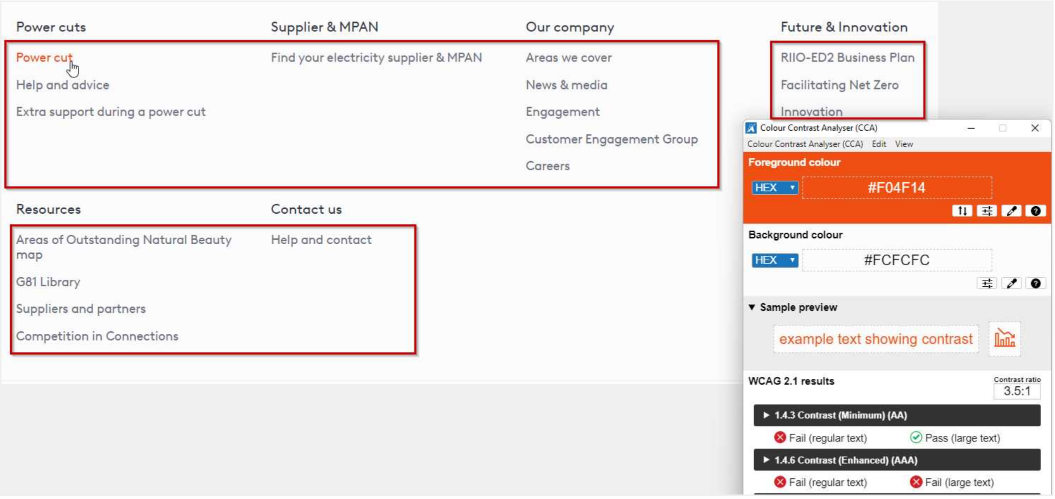
Informative text must pass colour contrast requirements. For regular text, the required contrast ratio is 4.5:1. Regular text is defined as the following.

- Less than 18pt or 24px with regular font weight (less than 700).
- Less than 14 point or 18.5px with bold font weight (at least 700).

There is regular text that does not meet the contrast ratio when receiving mouse hover. This may particularly disadvantage low vision and colour blind users who may be excluded by the low contrast. Users might struggle to perceive the text that fails the colour contrast requirements.

Where it happened

This can be seen on page 1, with the primary footer links. When the footer links are hovered, the hovered link text is indicated using amber colour. However, the amber (#F04F14) hovered link text indication has an insufficient contrast ratio of 3.5:1 against the light grey (#FCFCFC) background.



Power cuts
Power cut
Help and advice
Extra support during a power cut

Supplier & MPAN
Find your electricity supplier & MPAN

Our company
Areas we cover
News & media
Engagement
Customer Engagement Group
Careers

Future & Innovation
RIIO-ED2 Business Plan
Facilitating Net Zero
Innovation

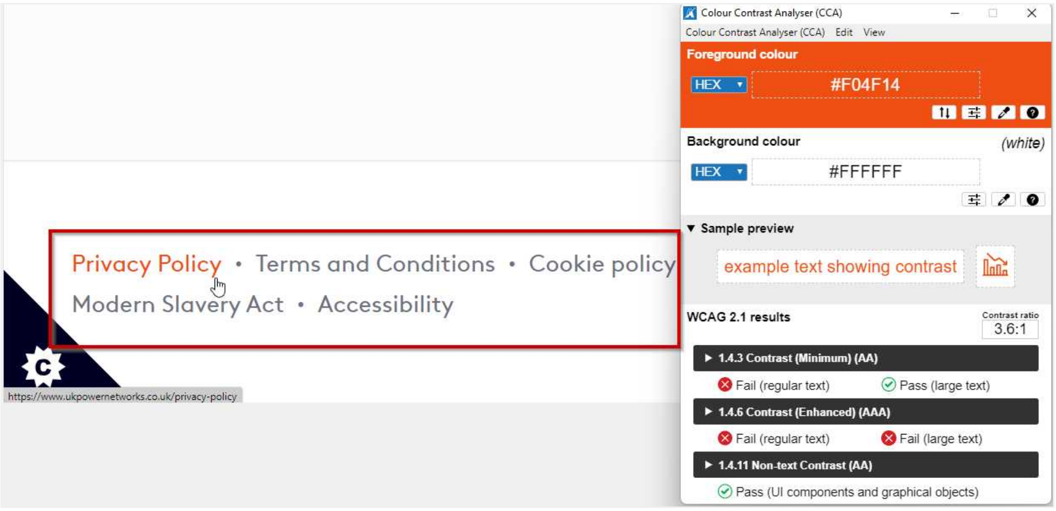
Resources
Areas of Outstanding Natural Beauty map
G81 Library
Suppliers and partners
Competition in Connections

Contact us
Help and contact

Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View
Foreground colour
HEX #F04F14
Background colour
HEX #FCFCFC
Sample preview
example text showing contrast
WCAG 2.1 results
Contrast ratio 3.5:1
1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)
1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)

Page 1: Desktop, CCA, Primary footer links have insufficient contrast when hovered

This can also be seen on page 1, with the secondary footer links. When the footer links are hovered, the hovered link text is indicated using amber colour. However, the amber (#F04F14) hovered link text indication has an insufficient contrast ratio of 3.6:1 against the white (#FFFFFF) background.

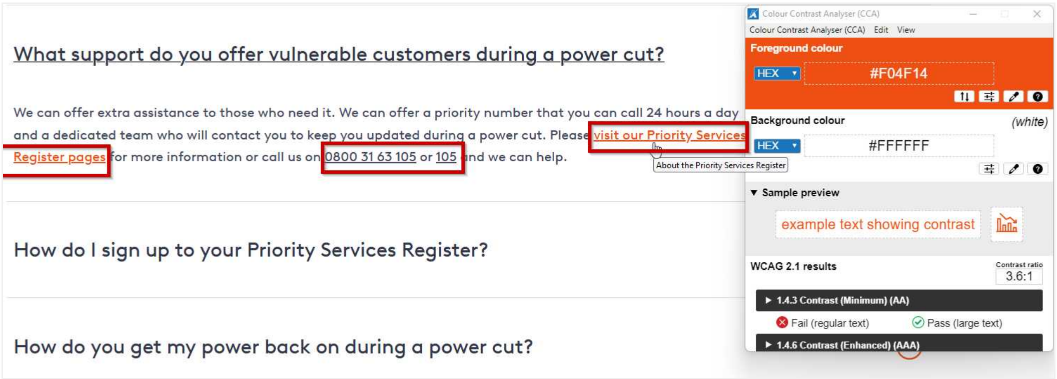


Privacy Policy • Terms and Conditions • Cookie policy
Modern Slavery Act • Accessibility
https://www.ukpowernetworks.co.uk/privacy-policy

Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View
Foreground colour
HEX #F04F14
Background colour (white)
HEX #FFFFFF
Sample preview
example text showing contrast
WCAG 2.1 results
Contrast ratio 3.6:1
1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)
1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)
1.4.11 Non-text Contrast (AA)
Pass (UI components and graphical objects)

Page 1: Desktop, CCA, Secondary footer links have insufficient contrast when hovered

This can also be seen on page 3, with the “visit our Priority Services Register pages”, “0800 31 63 105”, and so on links text as part of the accordion content. When the links are hovered, the hovered link text is indicated using amber colour. However, the amber (#F04F14) hovered link text indication has an insufficient contrast ratio of 3.6:1 against the white (#FFFFFF) background.



What support do you offer vulnerable customers during a power cut?

We can offer extra assistance to those who need it. We can offer a priority number that you can call 24 hours a day and a dedicated team who will contact you to keep you updated during a power cut. Please visit our Priority Services Register pages for more information or call us on 0800 31 63 105 or 105 and we can help.

About the Priority Services Register

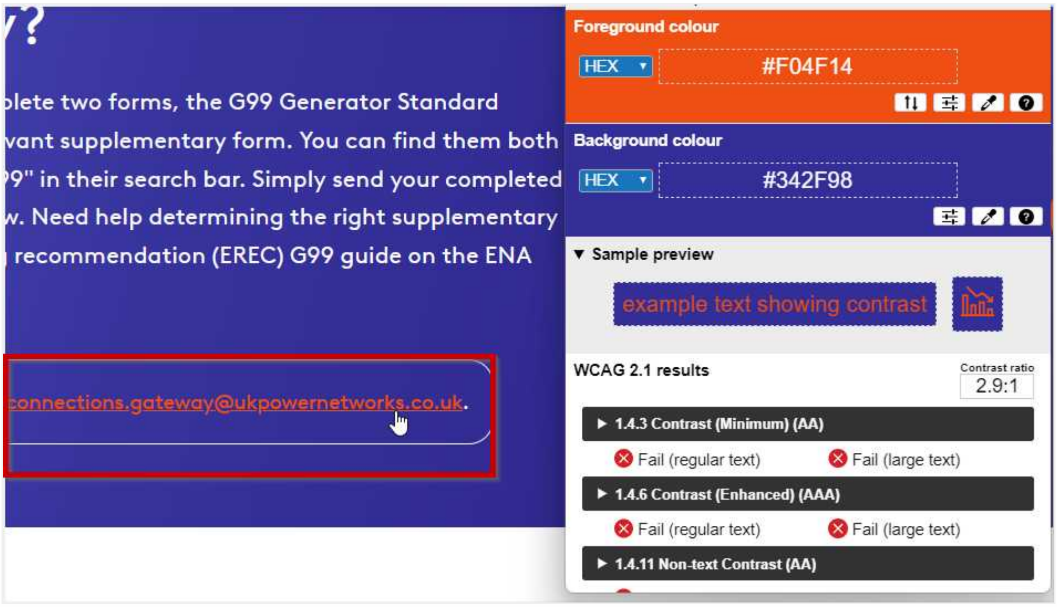
How do I sign up to your Priority Services Register?

How do you get my power back on during a power cut?

Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View
Foreground colour
HEX
#F04F14
Background colour
(white)
HEX
#FFFFFF
Sample preview
example text showing contrast
WCAG 2.1 results
Contrast ratio
3.6:1
1.4.3 Contrast (Minimum) (AA)
Fail (regular text)
Pass (large text)
1.4.6 Contrast (Enhanced) (AAA)

Page 3: Desktop, CCA, Regular link text has insufficient contrast ratio on hover

This can also be seen on page 5, with the “connections.gateway@ ukpowernetworks.co.uk” link. When the links are hovered, the hovered link text is indicated using amber colour. However, the amber (#F04F14) hovered link text indication has an insufficient contrast ratio of 2.9:1 against the dark blue (#342F98) background.



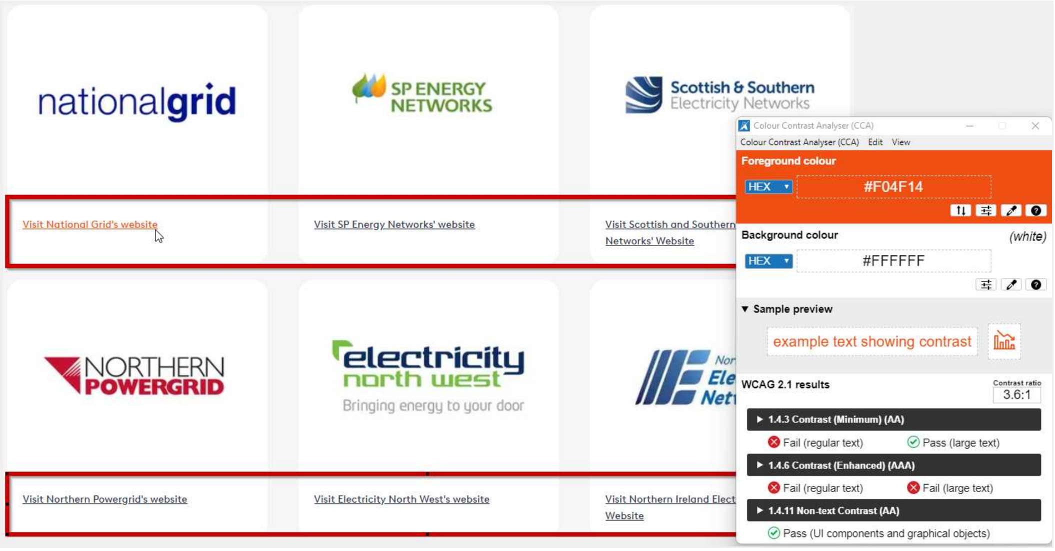
y?

plete two forms, the G99 Generator Standard vant supplementary form. You can find them both 99" in their search bar. Simply send your completed w. Need help determining the right supplementary recommendation (EREC) G99 guide on the ENA

connections.gateway@ukpowernetworks.co.uk.

Page 5: Desktop, CCA, Regular link text has insufficient contrast ratio on hover

This can also be seen on page 10, with the electricity distribution companies links. When these links are hovered over, the hovered link text is indicated using an amber colour. However, the amber (#F04F14) hovered link text colour has an insufficient contrast ratio of 3.6:1 against the white (#FFFFFF) background.



Visit National Grid's website

Visit SP Energy Networks' website

Visit Scottish and Southern Networks' Website

Visit Northern Powergrid's website

Visit Electricity North West's website

Visit Northern Ireland Elect Website

Colour Contrast Analyser (CCA)

Foreground colour: HEX #F04F14

Background colour (white): HEX #FFFFFF

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 3.6:1

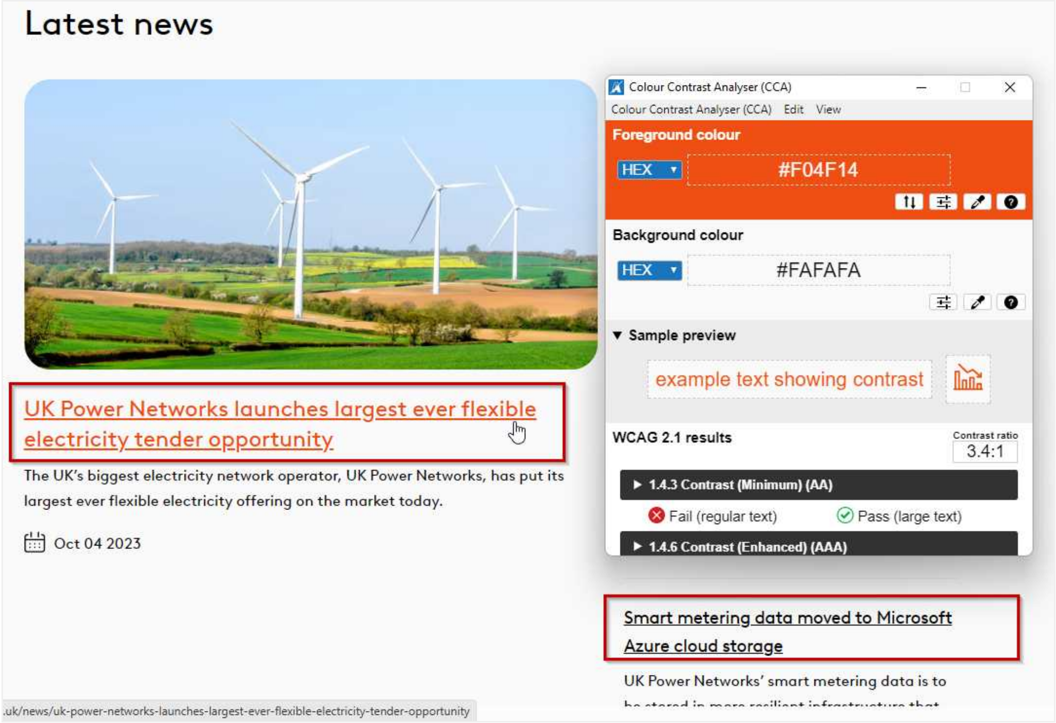
1.4.3 Contrast (Minimum) (AA): Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA): Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA): Pass (UI components and graphical objects)

Page 10: Desktop, CCA, Regular link text has insufficient contrast ratio on hover

This can also be seen on page 12, with the news links. When these links are hovered over, the hovered link text is indicated using an amber colour. However, the amber (#F04F14) hovered link text colour has an insufficient contrast ratio of 3.4:1 against the white (#FAFAFA) background.



Latest news

UK Power Networks launches largest ever flexible electricity tender opportunity

The UK's biggest electricity network operator, UK Power Networks, has put its largest ever flexible electricity offering on the market today.

Oct 04 2023

Smart metering data moved to Microsoft Azure cloud storage

UK Power Networks' smart metering data is to

.uk/news/uk-power-networks-launches-largest-ever-flexible-electricity-tender-opportunity

Colour Contrast Analyser (CCA)

Foreground colour: HEX #F04F14

Background colour: HEX #FAFAFA

Sample preview: example text showing contrast

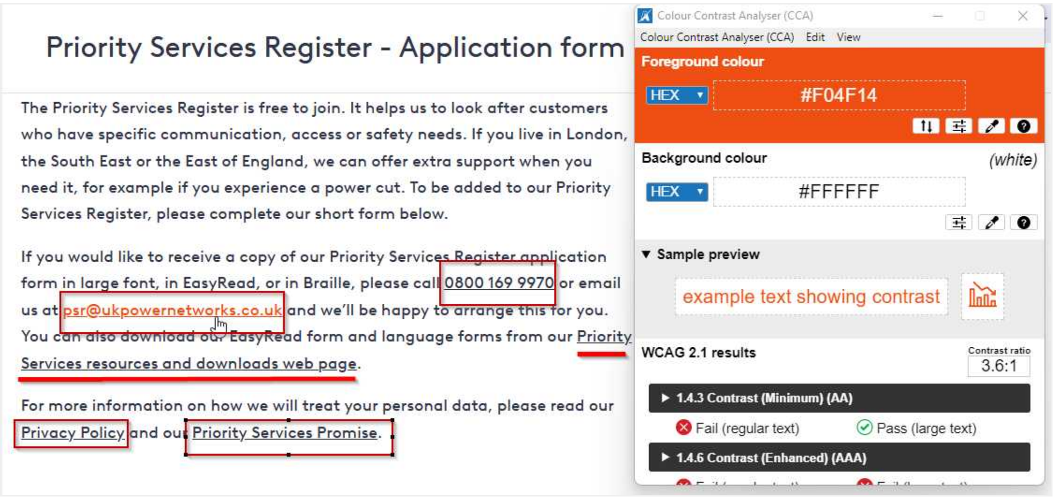
WCAG 2.1 results — Contrast ratio 3.4:1

1.4.3 Contrast (Minimum) (AA): Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)

Page 12: Desktop, CCA, Regular link text has insufficient contrast ratio on hover

This can also be seen on page 13, with the "psr@ukpowernetworks.co.uk", "Privacy Policy", and so on links text. When the links are hovered, the hovered link text is indicated using amber colour. However, the amber (#F04F14) hovered link text indication has an insufficient contrast ratio of 3.6:1 against the white (#FFFFFF) background.



Priority Services Register - Application form

The Priority Services Register is free to join. It helps us to look after customers who have specific communication, access or safety needs. If you live in London, the South East or the East of England, we can offer extra support when you need it, for example if you experience a power cut. To be added to our Priority Services Register, please complete our short form below.

If you would like to receive a copy of our Priority Services Register application form in large font, in EasyRead, or in Braille, please call 0800 169 9970 or email us at psr@ukpowernetworks.co.uk and we'll be happy to arrange this for you. You can also download our EasyRead form and language forms from our Priority Services resources and downloads web page.

For more information on how we will treat your personal data, please read our Privacy Policy and our Priority Services Promise.

Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View

Foreground colour

HEX #F04F14

Background colour (white)

HEX #FFFFFF

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 3.6:1

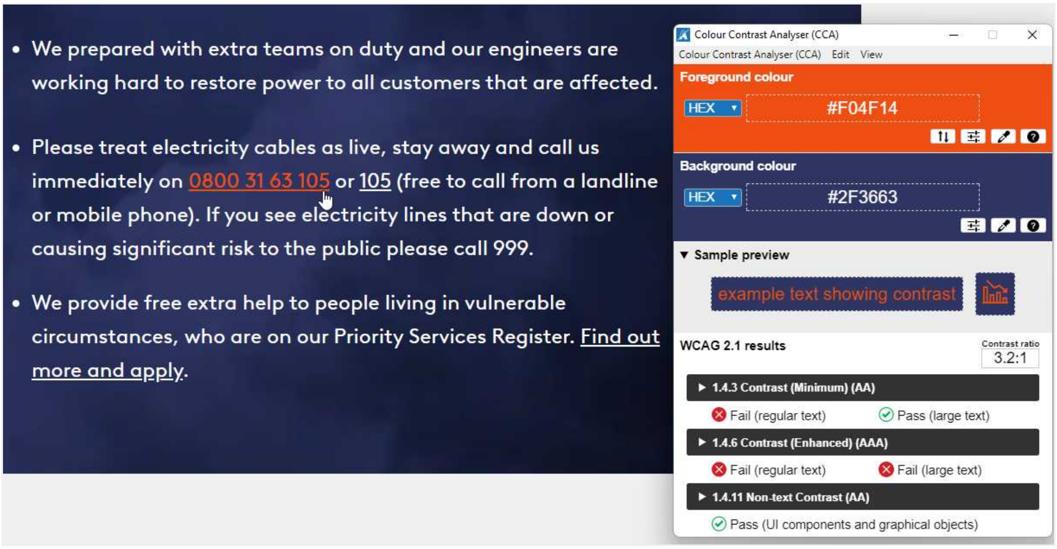
1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)

Page 13: Desktop, CCA, Regular link text has insufficient contrast ratio on hover

This can also be seen on pages 19 and 20, with the “08003163105”, “105”, and so on links text. When the links are hovered, the hovered link text is indicated using amber colour. However, the amber (#F04F14) hovered link text indication has an insufficient contrast ratio of 3.2:1 against the light blue (#2F3663) background.



- We prepared with extra teams on duty and our engineers are working hard to restore power to all customers that are affected.
- Please treat electricity cables as live, stay away and call us immediately on 0800 31 63 105 or 105 (free to call from a landline or mobile phone). If you see electricity lines that are down or causing significant risk to the public please call 999.
- We provide free extra help to people living in vulnerable circumstances, who are on our Priority Services Register. Find out more and apply.

Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View

Foreground colour

HEX #F04F14

Background colour

HEX #2F3663

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 3.2:1

1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)

Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)

Pass (UI components and graphical objects)

Page 19: Desktop, CCA, Regular link text has insufficient contrast ratio on hover

Steps to reproduce

1. Mouse hover on the above elements.
2. Get the colour values of the text and background colours.
3. Insert these values into a colour contrast analyser.
4. Observe that the analyser reports that the contrast ratio is not sufficient.

Recommendation

Make sure that both regular and bold text pass colour contrast requirements.

This includes when interactive elements receive focus and mouse hover. Adjust the text and background colours accordingly to meet the contrast ratio requirements, and where relevant increase the font-size and font-weight to lower the contrast ratio requirements.

The colour contrast ratio between foreground and background colours can be tested with tools such as TPG - Colour Contrast Analyser and Tanaguru - Contrast Finder. WCAG AA compliant colour palettes can be generated with tools such as Colorsafe or Accessible Color Matrix.

For more information, see GOV - Colour Contrast Why Does It Matter? and WAI - Colours with Good Contrast.

Return to priority table

ADR_18910-49 **MEDIUM PRIORITY** **PARTIALLY FIXED**

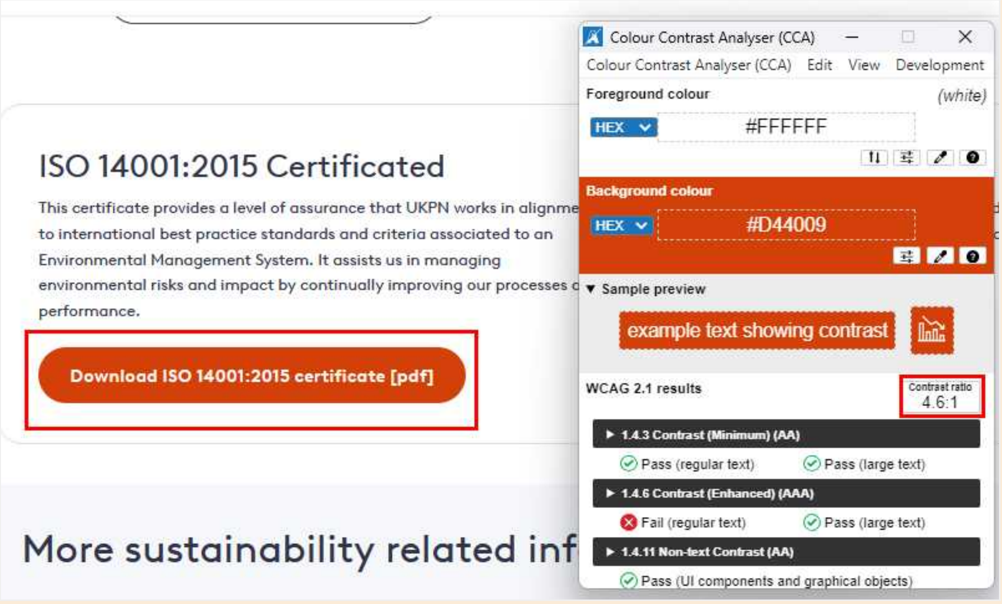
Regular link text does not have sufficient contrast

Success Criteria	1.4.3: Contrast (Minimum) [2.0 AA]
Devices	Desktop
Pages Affected	09, 10
Users Affected	Vision
Component	Link

Recheck comment 14/03/24

This issue is partially fixed.

Fixed: on page 9, the white (#FFFFFF) link text of “Download ISO 14001…” under the “ISO 14001: 2005 Certificated” heading now has sufficient colour contrast of 4.6:1 against the orange (#D44009) background.



ISO 14001:2015 Certificated

This certificate provides a level of assurance that UKPN works in alignme to international best practice standards and criteria associated to an Environmental Management System. It assists us in managing environmental risks and impact by continually improving our processes c performance.

Download ISO 14001:2015 certificate [pdf]

More sustainability related inf

Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View Development

Foreground colour (white)

HEX #FFFFFF

Background colour

HEX #D44009

▼ Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 4.6:1

▶ 1.4.3 Contrast (Minimum) (AA)

✓ Pass (regular text) ✓ Pass (large text)

▶ 1.4.6 Contrast (Enhanced) (AAA)

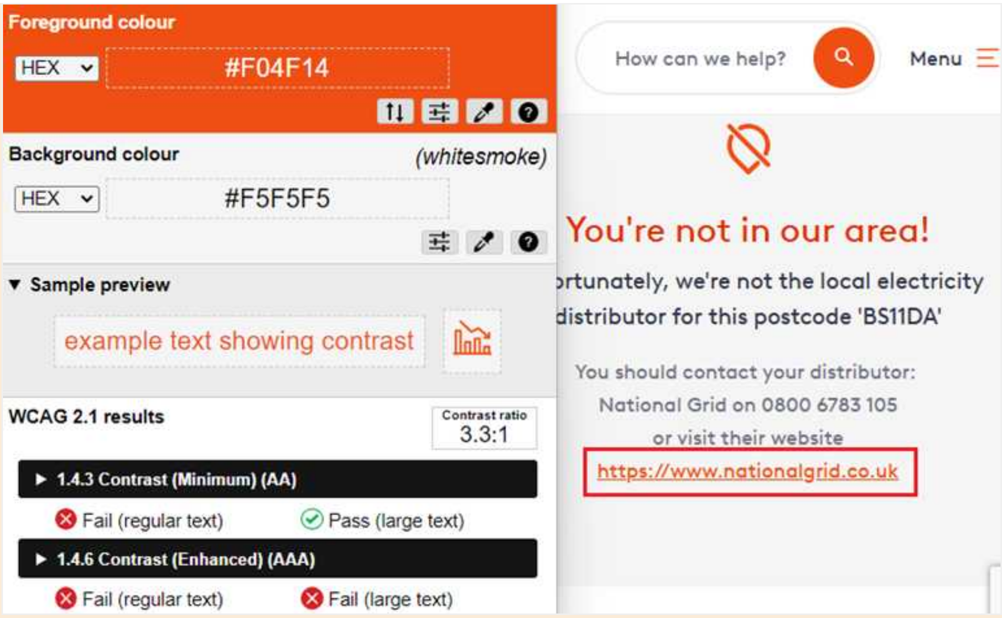
✗ Fail (regular text) ✓ Pass (large text)

▶ 1.4.11 Non-text Contrast (AA)

✓ Pass (UI components and graphical objects)

Page 9: desktop, Colour Contrast Analyser, link fails the contrast test

Not fixed: on page 10, the orange link (#F04F14) on the pale grey background (#F5F5F5) still fails the contrast test with a ratio of 3.3:1.



Foreground colour
HEX #F04F14

Background colour (whitesmoke)
HEX #F5F5F5

▼ Sample preview
example text showing contrast

WCAG 2.1 results
Contrast ratio 3.3:1

▶ 1.4.3 Contrast (Minimum) (AA)
☒ Fail (regular text) ✓ Pass (large text)

▶ 1.4.6 Contrast (Enhanced) (AAA)
☒ Fail (regular text) ☒ Fail (large text)

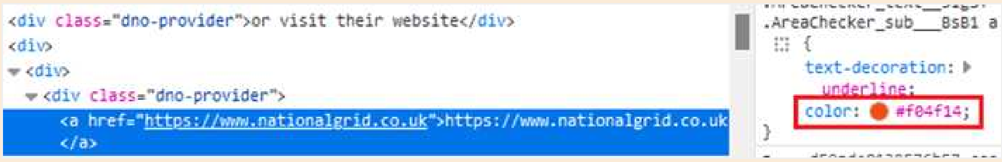
How can we help? Menu

You're not in our area!

ortunately, we're not the local electricity distributor for this postcode 'BS11DA'

You should contact your distributor:
National Grid on 0800 6783 105
or visit their website
https://www.nationalgrid.co.uk

Page 10: desktop, Colour Contrast Analyser, link fails the contrast test



```
<div class="dno-provider">or visit their website</div>
<div>
▼ <div>
  ▼ <div class="dno-provider">
      <a href="https://www.nationalgrid.co.uk">https://www.nationalgrid.co.uk
      </a>
```

```
.AreaChecker_sub___BsB1 a
{
    text-decoration: ▶
      underline;
    color: ● #f04f14;
}
```

Page 10: DOM, the CSS colour value for the orange link

What happened

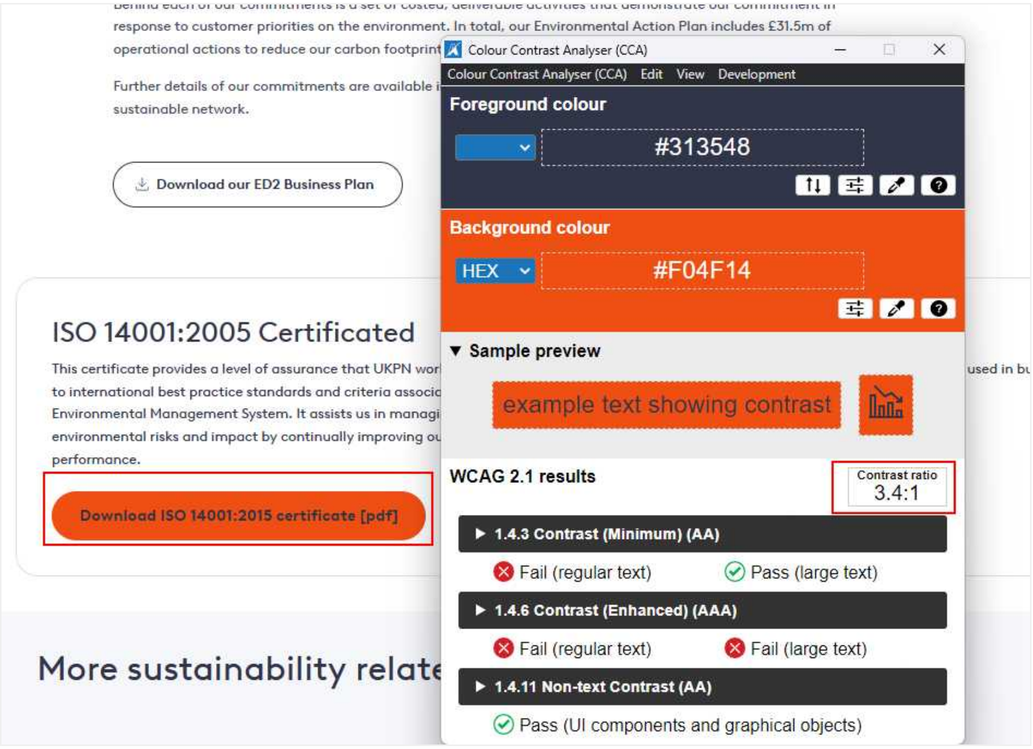
Informative text must pass colour contrast requirements. For regular text, the required contrast ratio is 4.5:1. Regular text is defined as the following.

- Less than 18pt or 24px with regular font weight (less than 700).
- Less than 14 point or 18.5px with bold font weight (at least 700).

There is regular link text that does not meet the contrast ratio. This may particularly disadvantage low vision and colour blind users who may be excluded by the low contrast. Users might struggle to perceive the text that fails the colour contrast requirements.

Where it happened

This can be seen on page 9, with the link "Download ISO 14001…" under the "ISO 14001: 2005 Certificated" heading. The dark grey (#313548) regular text font against the orange (#F04F14) background has a colour contrast ratio of 3.4:1 which fails contrast ratio requirements.



Behind each of our commitments is a set of costed, deliverable activities that demonstrate our commitment in response to customer priorities on the environment. In total, our Environmental Action Plan includes £31.5m of operational actions to reduce our carbon footprint

Further details of our commitments are available i sustainable network.

Download our ED2 Business Plan

ISO 14001:2005 Certificated

This certificate provides a level of assurance that UKPN wor to international best practice standards and criteria associ Environmental Management System. It assists us in managi environmental risks and impact by continually improving ou performance.

Download ISO 14001:2015 certificate [pdf]

More sustainability relate

Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View Development

Foreground colour: #313548

Background colour: HEX #F04F14

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 3.4:1

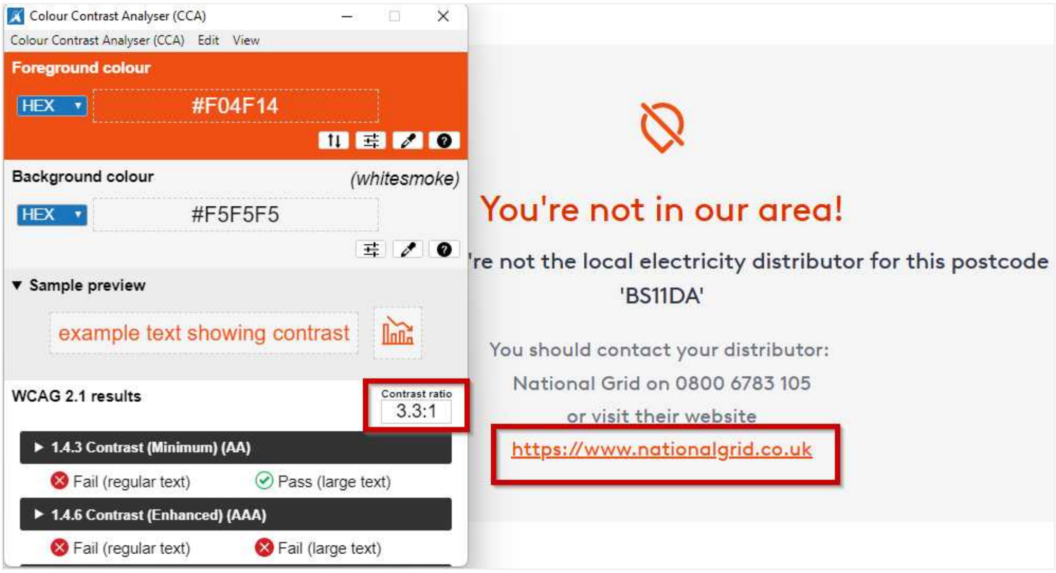
1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)
Pass (UI components and graphical objects)

Page 9: desktop with colour contrast analyser

This can be seen on page 10, with the “https://www.nationalgrid.co.uk” link text. The amber text (#F04F14) has an insufficient contrast ratio of 3.3:1 against the white (#F5F5F5) background.



Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View

Foreground colour: HEX #F04F14

Background colour (whitesmoke): HEX #F5F5F5

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 3.3:1

1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)

You're not in our area!

're not the local electricity distributor for this postcode 'BS11DA'

You should contact your distributor:
National Grid on 0800 6783 105
or visit their website
https://www.nationalgrid.co.uk

Page 10: desktop, regular link text has insufficient contrast ratio

Steps to reproduce

1. Observe the link elements.
2. Get the colour values of the text and background colours.
3. Insert these values into a colour contrast analyser.
4. Observe that the analyser reports that the contrast ratio is not sufficient.

Recommendation

Make sure that both regular and bold text pass colour contrast requirements. Adjust the text and background colours accordingly to meet the contrast ratio requirements, and where relevant increase the font-size and font-weight to lower the contrast ratio requirements.

The colour contrast ratio between foreground and background colours can be tested with tools such as TPG - Colour Contrast Analyser and Tanaguru - Contrast Finder. WCAG AA compliant colour palettes can be generated with tools such as Colorsafe or Accessible Color Matrix.

For more information, see GOV - Colour Contrast Why Does It Matter? and WAI - Colours with Good Contrast.

Return to priority table

ADR_18910-70 **MEDIUM PRIORITY** **RESOLVED**

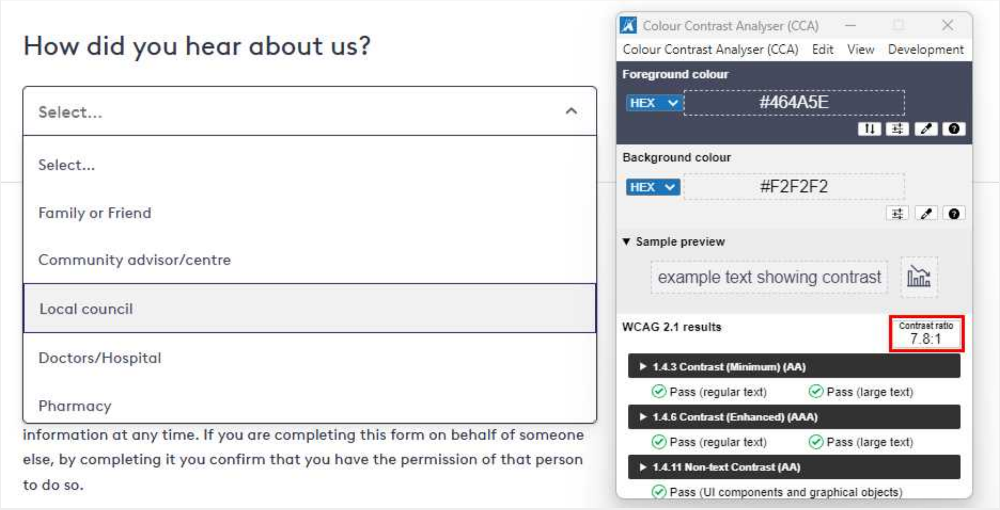
Regular text does not have sufficient contrast on focus or hover

Success Criteria	1.4.3: Contrast (Minimum) [2.0 AA]
Devices	Desktop
Pages Affected	13
Users Affected	Vision
Component	Plain Text

Recheck comment 13/03/24

This issue is fixed.

On page 13, on desktop, when the listbox options within the “How did you hear about us?” combobox are hovered on or focused on with the keyboard, they are denoted through a change in background colour. The dark grey options text (#464A5E) now has a sufficient contrast ratio of 7:8:1 against the light grey background (#F2F2F2).



How did you hear about us?

Select...

Select...
Family or Friend
Community advisor/centre
Local council
Doctors/Hospital
Pharmacy

information at any time. If you are completing this form on behalf of someone else, by completing it you confirm that you have the permission of that person to do so.

Colour Contrast Analyser (CCA)

Foreground colour: HEX #464A5E

Background colour: HEX #F2F2F2

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 7.8:1

1.4.3 Contrast (Minimum) (AA): Pass (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA): Pass (regular text) Pass (large text)

1.4.11 Non-text Contrast (AA): Pass (UI components and graphical objects)

Page 13: desktop, regular text does now has sufficient contrast on focus or hover

What happened

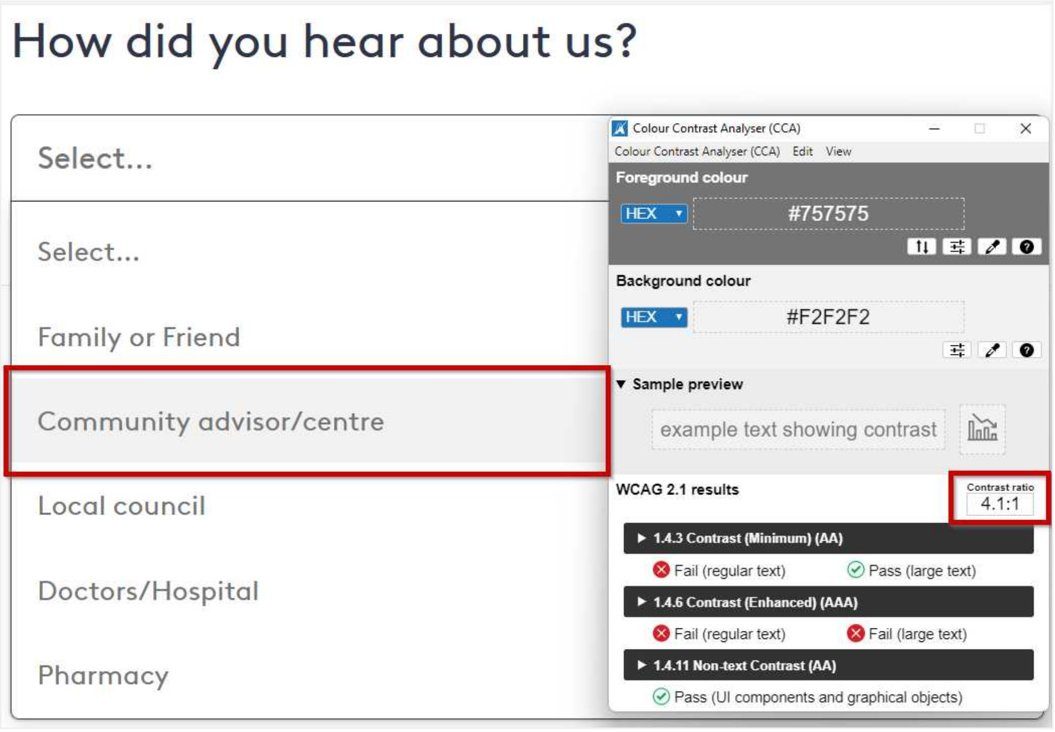
Informative text must pass colour contrast requirements. For regular text, the required contrast ratio is 4.5:1. Regular text is defined as the following.

- Less than 18pt or 24px with regular font weight (less than 700).
- Less than 14 point or 18.5px with bold font weight (at least 700).

There is regular text that does not meet the contrast ratio when receiving focus or hover. This may particularly disadvantage low vision and colour blind users who may be excluded by the low contrast. Users might struggle to perceive the text that fails the colour contrast requirements.

Where it happened

This can be seen on 13 on desktop, with the listbox options within the “How did you hear about us?” combobox. The listbox options when hovered on or focused on with the keyboard are denoted through a change in background colour. However, the grey options text (#757575) has an insufficient contrast ratio of 4.1:1 against the light grey background (#F2F2F2).



How did you hear about us?

Select...

Select...

Family or Friend

Community advisor/centre

Local council

Doctors/Hospital

Pharmacy

Colour Contrast Analyser (CCA)

Foreground colour

HEX #757575

Background colour

HEX #F2F2F2

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 4.1:1

1.4.3 Contrast (Minimum) (AA)

☒ Fail (regular text) ✓ Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)

☒ Fail (regular text) ☒ Fail (large text)

1.4.11 Non-text Contrast (AA)

✓ Pass (UI components and graphical objects)

Page 13: desktop, regular text does not have sufficient contrast ratio when hovered or focused on

Steps to reproduce

1. Focus/Hover on the above elements.
2. Get the colour values of the text and background colours.
3. Insert these values into a colour contrast analyser.
4. Observe that the analyser reports that the contrast ratio is not sufficient.

Recommendation

Make sure that both regular and bold text pass colour contrast requirements.

This includes when the elements receive focus and mouse hover. Adjust the text and background colours accordingly to meet the contrast ratio requirements, and where relevant increase the font-size and font-weight to lower the contrast ratio requirements.

The colour contrast ratio between foreground and background colours can be tested with tools such as TPG - Colour Contrast Analyser and Tanaguru - Contrast Finder. WCAG AA compliant colour palettes can be generated with tools such as Colorsafe or Accessible Color Matrix.

For more information, see GOV - Colour Contrast Why Does It Matter? and WAI - Colours with Good Contrast.

Return to priority table

ADR_18910-75 **MEDIUM PRIORITY** **PARTIALLY FIXED**

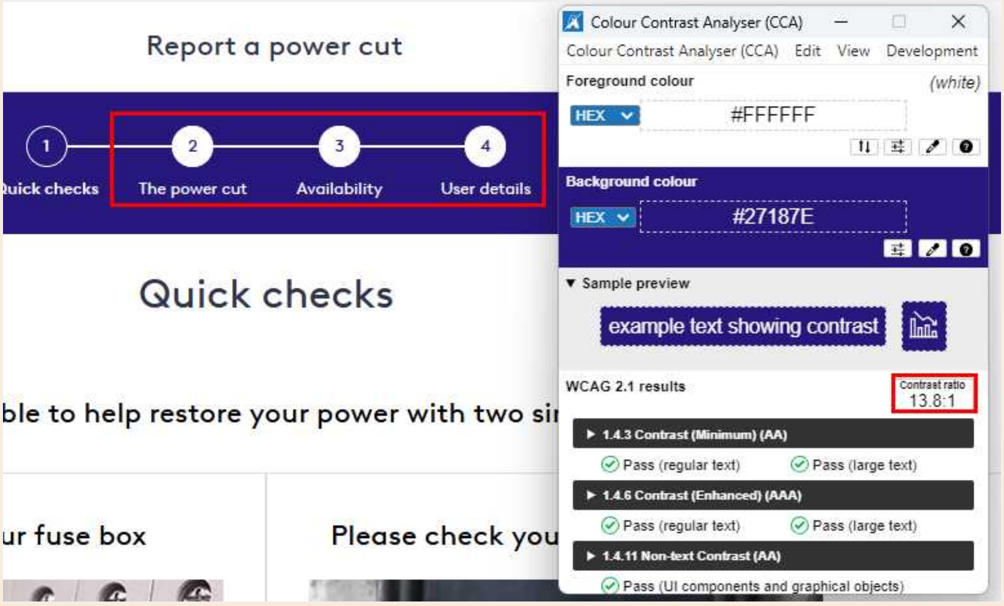
Regular text does not have sufficient contrast

Success Criteria	1.4.3: Contrast (Minimum) [2.0 AA]
Devices	Desktop, Mobile (iOS)
Pages Affected	15, 20
Users Affected	Vision
Component	Plain Text

Recheck comment 14/03/24

This issue is partially fixed.

Fixed: on page 15, the white text (#FFFFFF) of “The power cut”, “Availability”, and “User details” now has sufficient contrast ratio of 13.8:1 against the dark blue background (#27187E).



Report a power cut
1
Quick checks
2
The power cut
3
Availability
4
User details
Quick checks
ble to help restore your power with two si
ur fuse box
Please check you
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development
Sample preview
example text showing contrast

Foreground colour (white)
HEX #FFFFFF

Background colour
HEX #27187E

WCAG 2.1 results
Contrast ratio 13.8:1

1.4.3 Contrast (Minimum) (AA)
✓ Pass (regular text) ✓ Pass (large text)

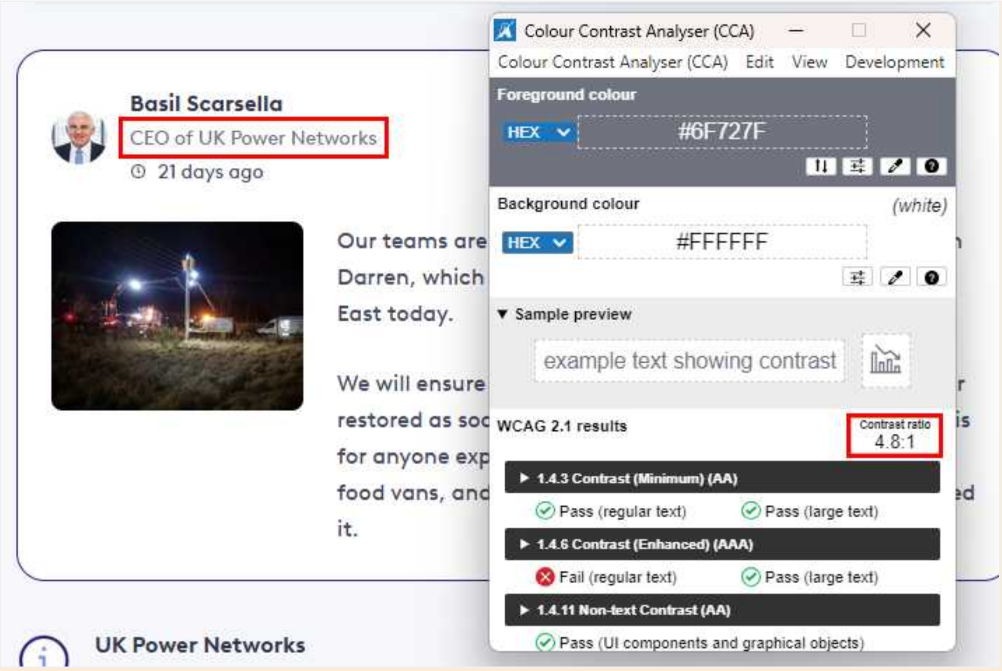
1.4.6 Contrast (Enhanced) (AAA)
✓ Pass (regular text) ✓ Pass (large text)

1.4.11 Non-text Contrast (AA)
✓ Pass (UI components and graphical objects)

Page 15: desktop, regular text have sufficient contrast

Partially fixed: on page 20, the grey text “CEO of UK Power Networks” (#6F72F7) now has sufficient contrast ratio of 4.8:1 against the white background (#FFFFFF).

However, the grey text “Head of Customer Contact Centre” (#6F72F7) still has an insufficient contrast ratio of 4.1:1 against the light blue background (#E9ECF9).



Basil Scarsella
CEO of UK Power Networks
21 days ago

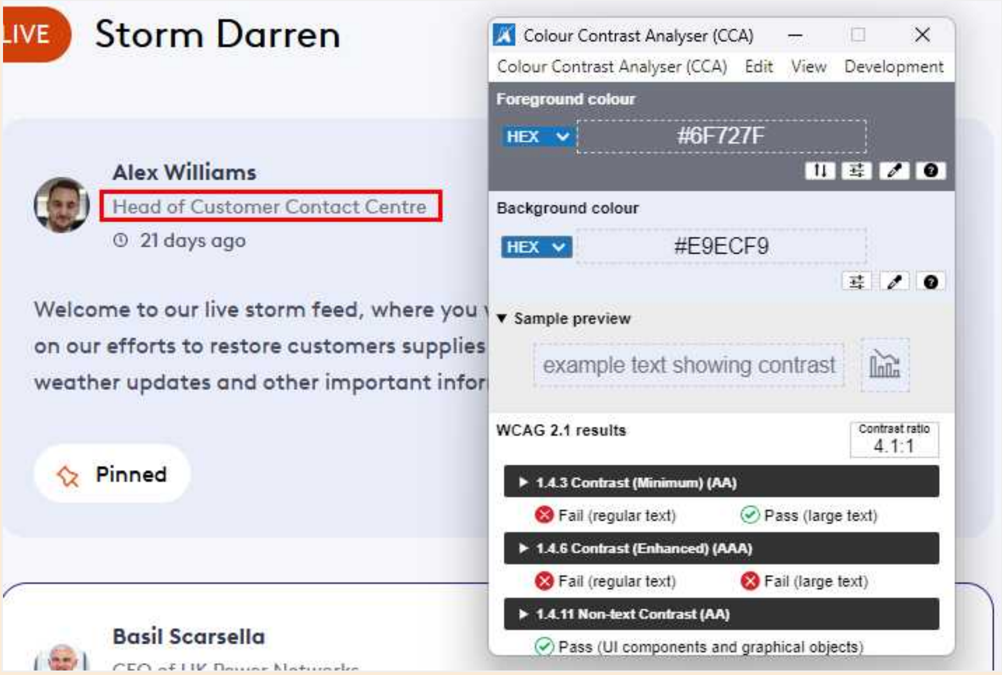
Our teams are … Darren, which … East today.

We will ensure … restored as soo… for anyone exp… food vans, and … it.

UK Power Networks

Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development
Foreground colour
HEX #6F727F
Background colour (white)
HEX #FFFFFF
Sample preview
example text showing contrast
WCAG 2.1 results
Contrast ratio 4.8:1
1.4.3 Contrast (Minimum) (AA)
✓ Pass (regular text) ✓ Pass (large text)
1.4.6 Contrast (Enhanced) (AAA)
✗ Fail (regular text) ✓ Pass (large text)
1.4.11 Non-text Contrast (AA)
✓ Pass (UI components and graphical objects)

Page 20: desktop, the grey text "CEO of UK Power Networks" now has sufficient contrast



LIVE Storm Darren

Alex Williams
Head of Customer Contact Centre
21 days ago

Welcome to our live storm feed, where you … on our efforts to restore customers supplies … weather updates and other important infor…

Pinned

Basil Scarsella
CEO of UK Power Networks

Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development
Foreground colour
HEX #6F727F
Background colour
HEX #E9ECF9
Sample preview
example text showing contrast
WCAG 2.1 results
Contrast ratio 4.1:1
1.4.3 Contrast (Minimum) (AA)
✗ Fail (regular text) ✓ Pass (large text)
1.4.6 Contrast (Enhanced) (AAA)
✗ Fail (regular text) ✗ Fail (large text)
1.4.11 Non-text Contrast (AA)
✓ Pass (UI components and graphical objects)

Page 20: desktop, the grey text "Head of Customer Contact Centre" still does not has sufficient contrast

What happened

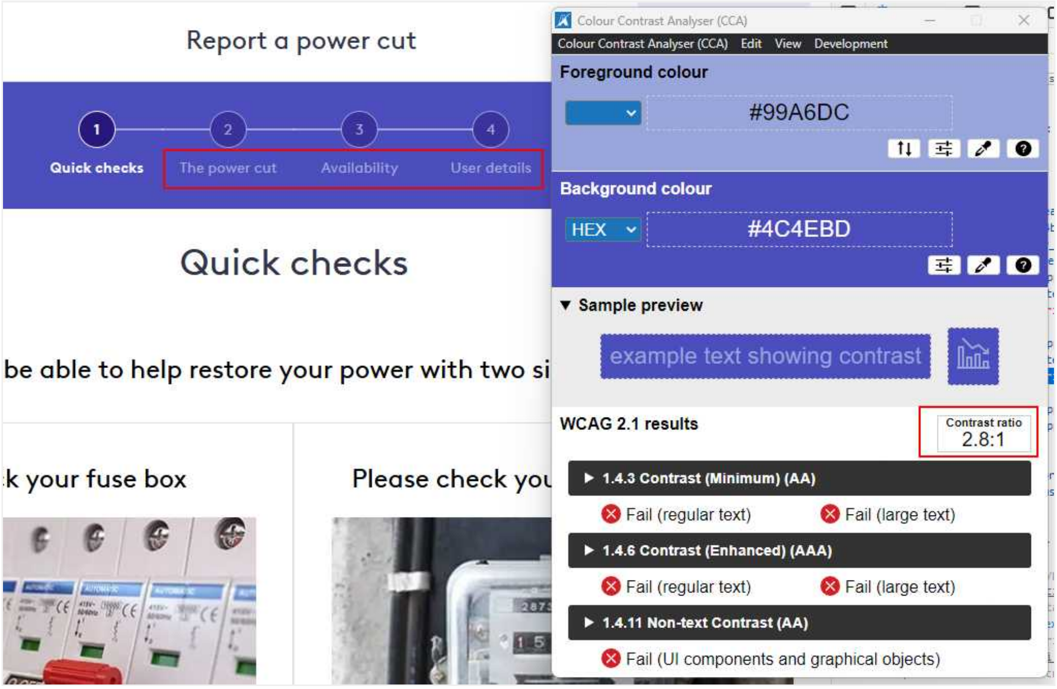
Informative text must pass colour contrast requirements. For regular text, the required contrast ratio is 4.5:1. Regular text is defined as the following.

- Less than 18pt or 24px with regular font weight (less than 700).
- Less than 14 point or 18.5px with bold font weight (at least 700).

There is regular text that does not meet the contrast ratio. This may particularly disadvantage low vision and colour blind users who may be excluded by the low contrast. Users might struggle to perceive the text that fails the colour contrast requirements.

Where it happened

This can be seen on page 15, with the “The power cut”, “Availability”, and “User details” texts. The light blue text (#99A6DC) has an insufficient contrast ratio of 2.8:1 against the dark blue background (#4C4EBD).


Report a power cut
1
2
3
4
Quick checks
The power cut
Availability
User details
Quick checks
be able to help restore your power with two si
k your fuse box
Please check you
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development

Foreground colour: #99A6DC

Background colour: HEX #4C4EBD

Sample preview: example text showing contrast

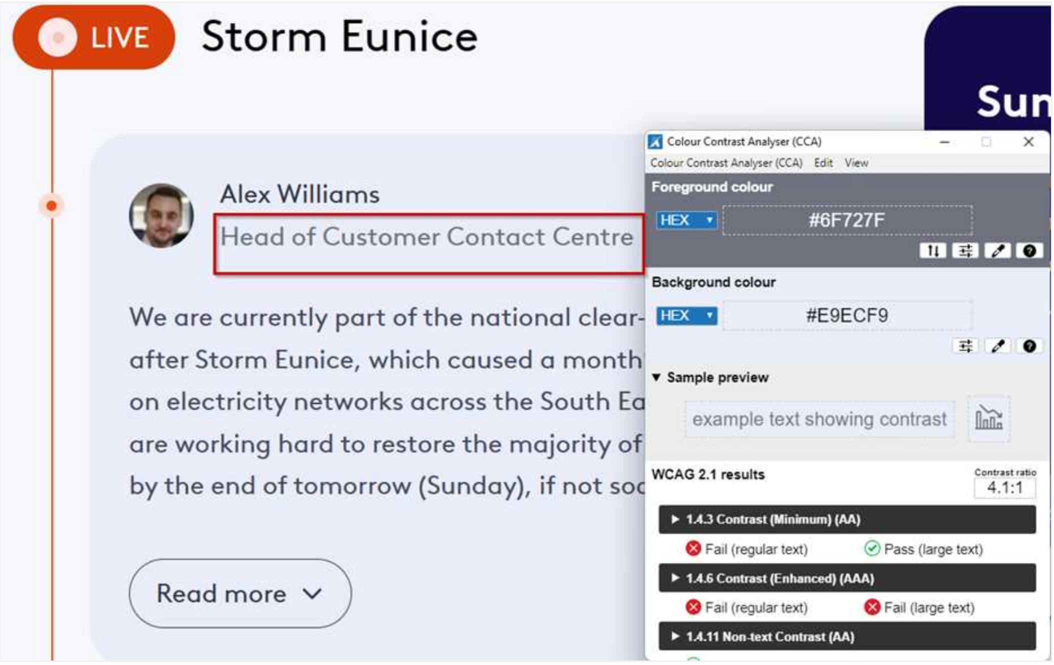
WCAG 2.1 results — Contrast ratio 2.8:1

- 1.4.3 Contrast (Minimum) (AA): Fail (regular text), Fail (large text)
- 1.4.6 Contrast (Enhanced) (AAA): Fail (regular text), Fail (large text)
- 1.4.11 Non-text Contrast (AA): Fail (UI components and graphical objects)

Page 15: Desktop, Regular text has insufficient contrast ratio

This can be also seen on page 20, with the following instances:

- The grey text “Head of Customer Contact Centre” (#6F72F7) has an insufficient contrast ratio of 4.1:1 against the light blue background (#E9ECF9).
- The grey text “CEO of UK Power Networks” (#6F72F7) has an insufficient contrast ratio of 4.1:1 against the light grey background (#F5F7FB).


LIVE
Storm Eunice
Sun
Alex Williams
Head of Customer Contact Centre
We are currently part of the national clear-
after Storm Eunice, which caused a month
on electricity networks across the South Ea
are working hard to restore the majority of
by the end of tomorrow (Sunday), if not soo
Read more
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View

Foreground colour: HEX #6F727F

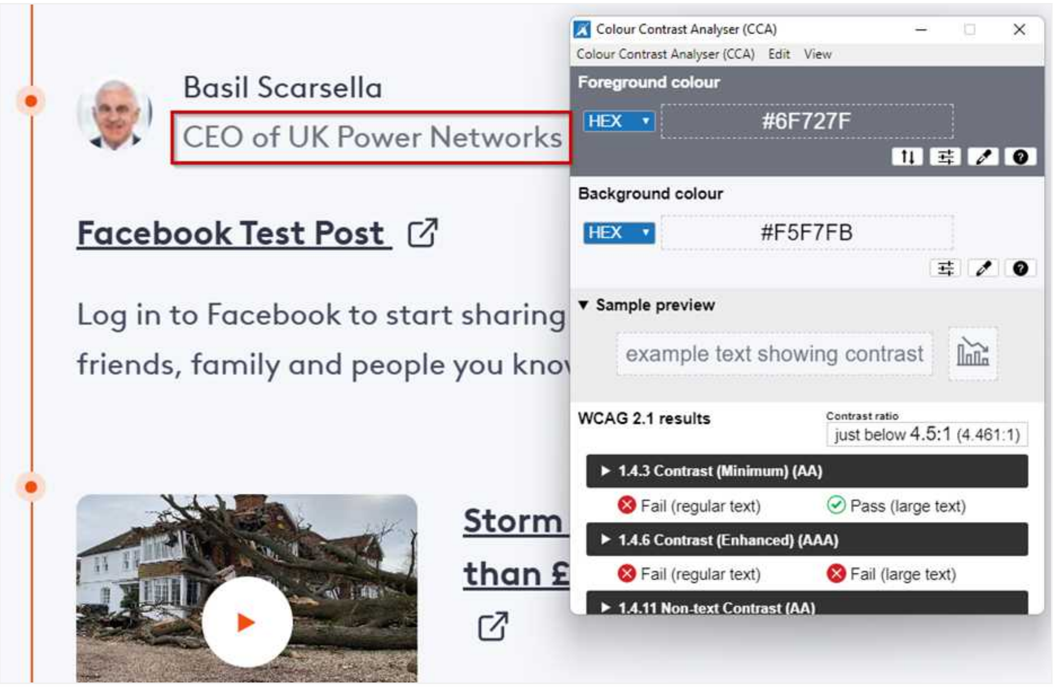
Background colour: HEX #E9ECF9

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 4.1:1

- 1.4.3 Contrast (Minimum) (AA): Fail (regular text), Pass (large text)
- 1.4.6 Contrast (Enhanced) (AAA): Fail (regular text), Fail (large text)
- 1.4.11 Non-text Contrast (AA)

Page 20: Desktop, Regular text has insufficient contrast ratio


Basil Scarsella
CEO of UK Power Networks
Facebook Test Post
Log in to Facebook to start sharing
friends, family and people you kno
Storm
than £
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA)
Edit
View
Sample preview
example text showing contrast

Foreground colour: HEX #6F727F

Background colour: HEX #F5F7FB

WCAG 2.1 results

Contrast ratio: just below 4.5:1 (4.461:1)

1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)

Page 20: Desktop, Regular text has insufficient contrast ratio

Steps to reproduce

1. Get the colour values of the text and background colours.
2. Insert these values into a colour contrast analyser.
3. Observe that the analyser reports that the contrast ratio is not sufficient.

Recommendation

Make sure that both regular and bold text pass colour contrast requirements. Adjust the text and background colours accordingly to meet the contrast ratio requirements, and where relevant increase the font-size and font-weight to lower the contrast ratio requirements.

The colour contrast ratio between foreground and background colours can be tested with tools such as TPG - Colour Contrast Analyser and Tanaguru - Contrast Finder. WCAG AA compliant colour palettes can be generated with tools such as Colorsafe or Accessible Color Matrix.

For more information, see GOV - Colour Contrast Why Does It Matter? and WAI - Colours with Good Contrast.

Return to priority table

ADR_18910-76 **MEDIUM PRIORITY** **PARTIALLY FIXED**

Regular button text does not have sufficient contrast

Success Criteria	1.4.3: Contrast (Minimum) [2.0 AA]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 05, 06, 07, 09, 10, 11, 12, 13, 16, 19, 20
Users Affected	Vision
Component	Button

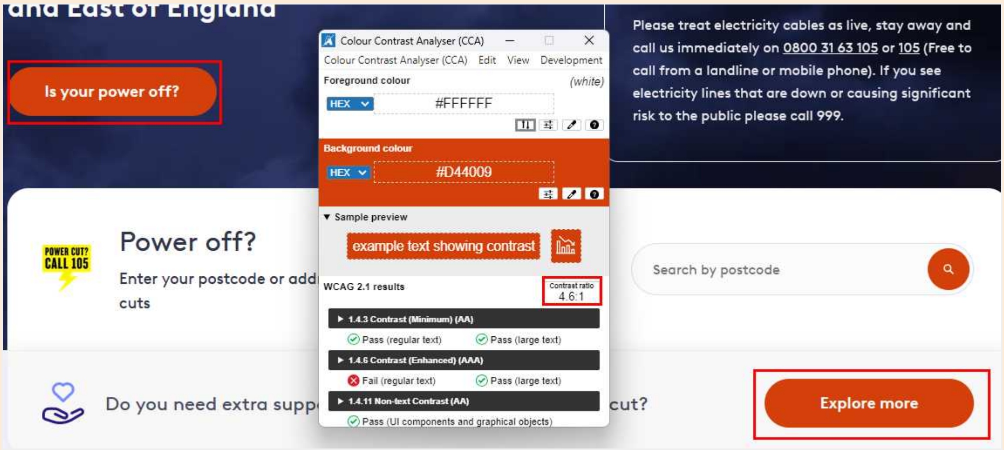
Recheck comment 18/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instances on pages 19 and 20 but not the instances on the other pages.

Recheck comment 15/03/24

This issue is partially fixed.

Fixed: on page 19, the “Is your power off?”, and “Explore more” button text (#FFFFFF) now has sufficient contrast ratio of 4.6:1 against the orange background (#D44009).



Please treat electricity cables as live, stay away and call us immediately on 0800 31 63 105 or 105 (Free to call from a landline or mobile phone). If you see electricity lines that are down or causing significant risk to the public please call 999.

Colour Contrast Analyser (CCA)

Foreground colour (white)
HEX #FFFFFF

Background colour
HEX #D44009

WCAG 2.1 results — Contrast ratio 4.6:1

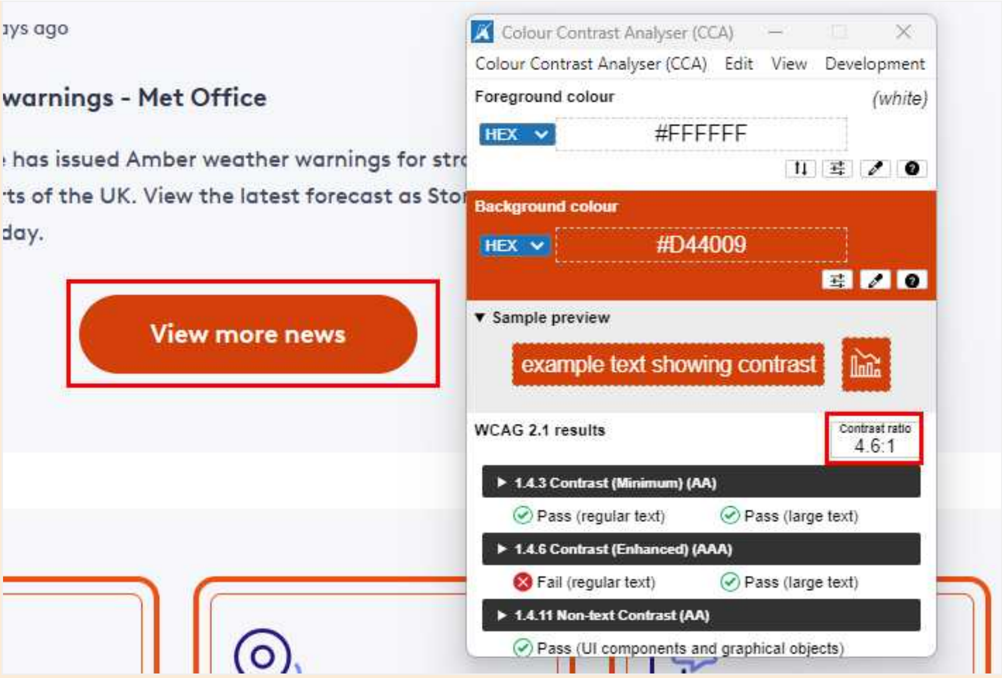
1.4.3 Contrast (Minimum) (AA)
✓ Pass (regular text) ✓ Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)
✗ Fail (regular text) ✓ Pass (large text)

1.4.11 Non-text Contrast (AA)
✓ Pass (UI components and graphical objects)

Page 19: Colour Contrast Analyser, desktop, regular button text does now has sufficient contrast

Fixed: on page 20, with the “View more news” button text (#FFFFFF) now has sufficient contrast ratio of 4.6:1 against the orange background (#D44009).



ıys ago

warnings - Met Office

› has issued Amber weather warnings for stro
ʼts of the UK. View the latest forecast as Stor
day.

View more news
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA)
Edit
View
Development
HEX
HEX
example text showing contrast

Foreground colour (white)
#FFFFFF

Background colour
#D44009

▼ Sample preview

WCAG 2.1 results
Contrast ratio 4.6:1

▶ 1.4.3 Contrast (Minimum) (AA)
✓ Pass (regular text) ✓ Pass (large text)

▶ 1.4.6 Contrast (Enhanced) (AAA)
☒ Fail (regular text) ✓ Pass (large text)

▶ 1.4.11 Non-text Contrast (AA)
✓ Pass (UI components and graphical objects)

Page 20: Colour Contrast Analyser, desktop, regular button text does now has sufficient contrast

What happened

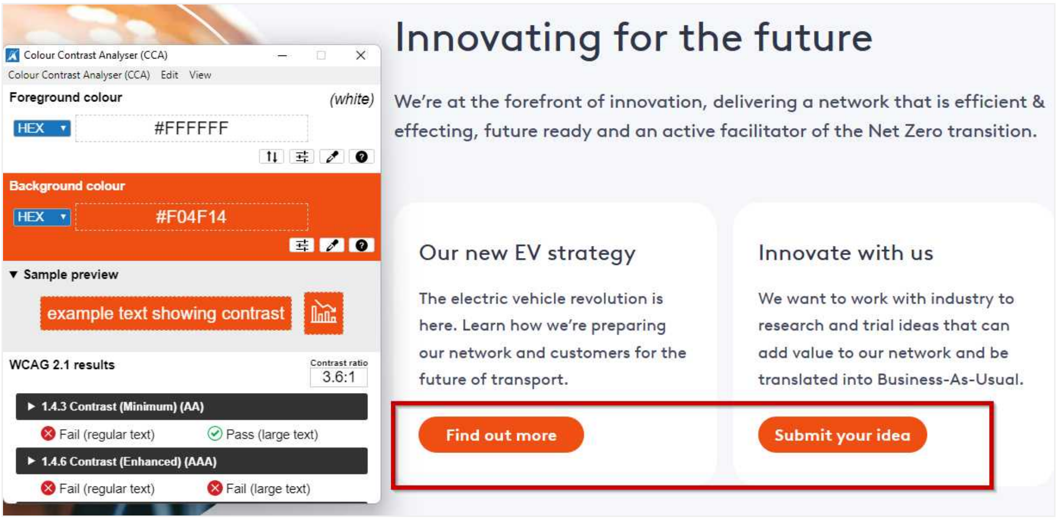
Informative text must pass colour contrast requirements. For regular text, the required contrast ratio is 4.5:1. Regular text is defined as the following.

- Less than 18pt or 24px with regular font weight (less than 700).
- Less than 14 point or 18.5px with bold font weight (at least 700).

There is regular button text that does not meet the contrast ratio. This may particularly disadvantage low vision and colour blind users who may be excluded by the low contrast. Users might struggle to perceive the text that fails the colour contrast requirements.

Where it happened

This can be seen on page 2, with the “Explore more”, “Find out more”, and “Submit your idea” button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA)
Edit
View
HEX
HEX
example text showing contrast
Find out more
Submit your idea

Foreground colour (white)
#FFFFFF

Background colour
#F04F14

▼ Sample preview

WCAG 2.1 results
Contrast ratio 3.6:1

▶ 1.4.3 Contrast (Minimum) (AA)
☒ Fail (regular text) ✓ Pass (large text)

▶ 1.4.6 Contrast (Enhanced) (AAA)
☒ Fail (regular text) ☒ Fail (large text)

Innovating for the future

We’re at the forefront of innovation, delivering a network that is efficient & effecting, future ready and an active facilitator of the Net Zero transition.

Our new EV strategy

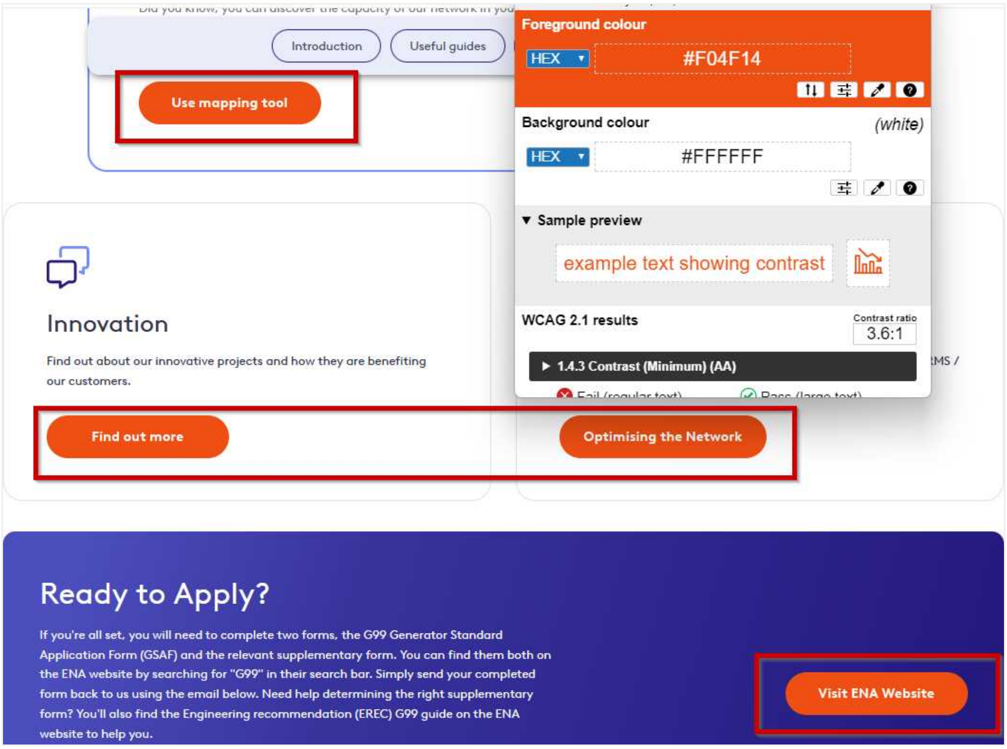
The electric vehicle revolution is here. Learn how we’re preparing our network and customers for the future of transport.

Innovate with us

We want to work with industry to research and trial ideas that can add value to our network and be translated into Business-As-Usual.

Page 2: desktop, Regular button text has insufficient contrast ratio

This can be seen on page 5, with the “Use mapping tool”, “Find out more”, and so on button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



Foreground colour

HEX #F04F14

Background colour (white)

HEX #FFFFFF

▼ Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 3.6:1

▶ 1.4.3 Contrast (Minimum) (AA)

Innovation

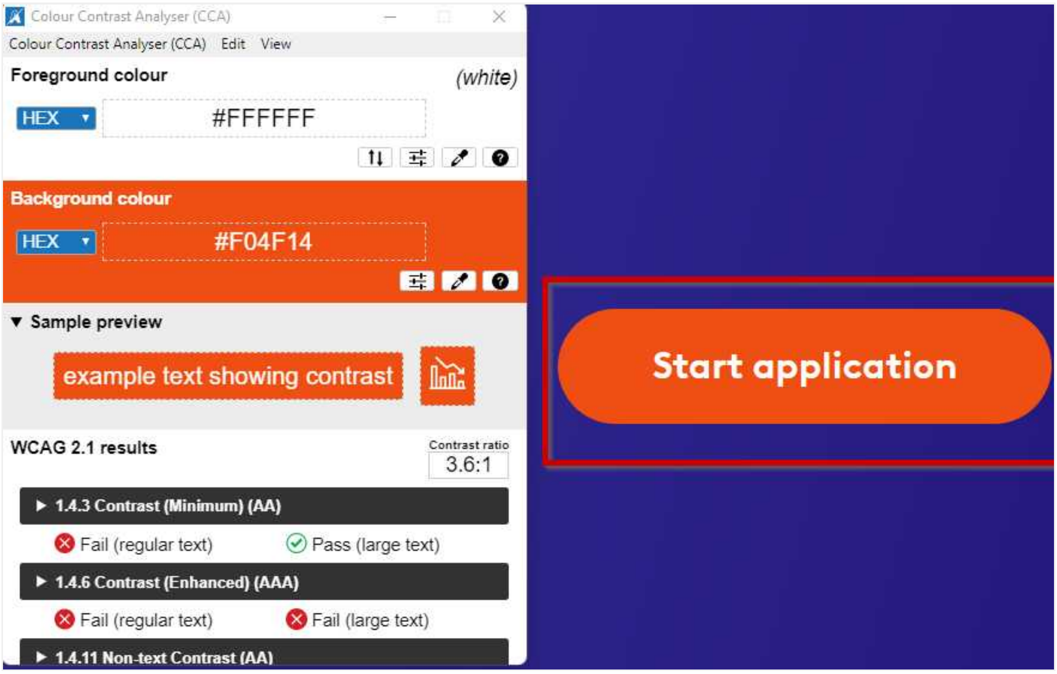
Find out about our innovative projects and how they are benefiting our customers.

Ready to Apply?

If you're all set, you will need to complete two forms, the G99 Generator Standard Application Form (GSAF) and the relevant supplementary form. You can find them both on the ENA website by searching for "G99" in their search bar. Simply send your completed form back to us using the email below. Need help determining the right supplementary form? You'll also find the Engineering recommendation (EREC) G99 guide on the ENA website to help you.

Page 5: desktop, Regular button text has insufficient contrast ratio

This can be seen on page 6, with the “Start mapping tool” button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View

Foreground colour (white)

HEX #FFFFFF

Background colour

HEX #F04F14

▼ Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 3.6:1

▶ 1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Pass (large text)

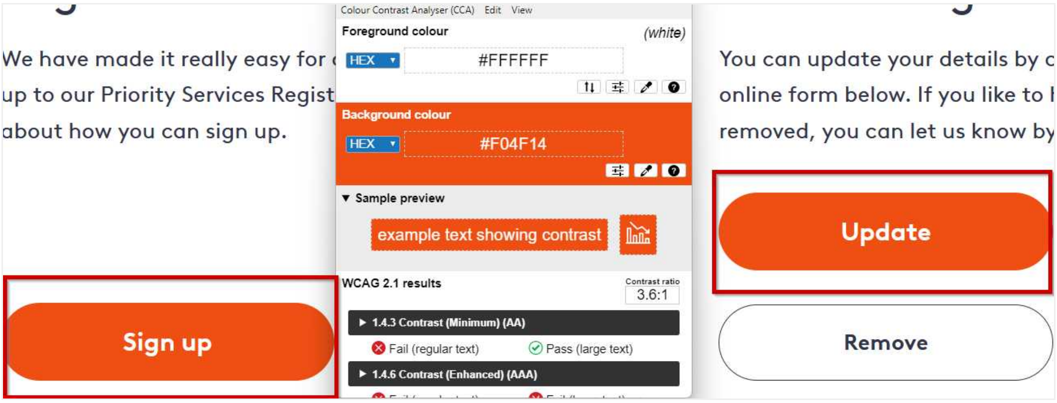
▶ 1.4.6 Contrast (Enhanced) (AAA)

Fail (regular text) Fail (large text)

▶ 1.4.11 Non-text Contrast (AA)

Page 6: desktop, Regular button text has insufficient contrast ratio

This can be seen on page 7, with the “Sign up”, and “Update” button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).

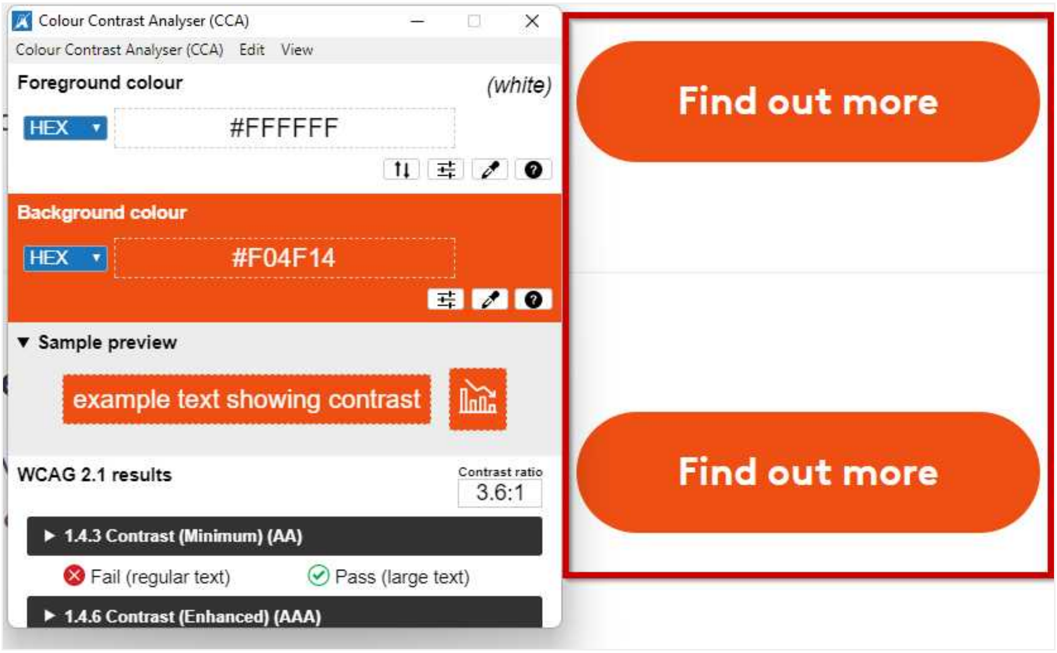


We have made it really easy for
up to our Priority Services Regist
about how you can sign up.

You can update your details by c
online form below. If you like to I
removed, you can let us know by

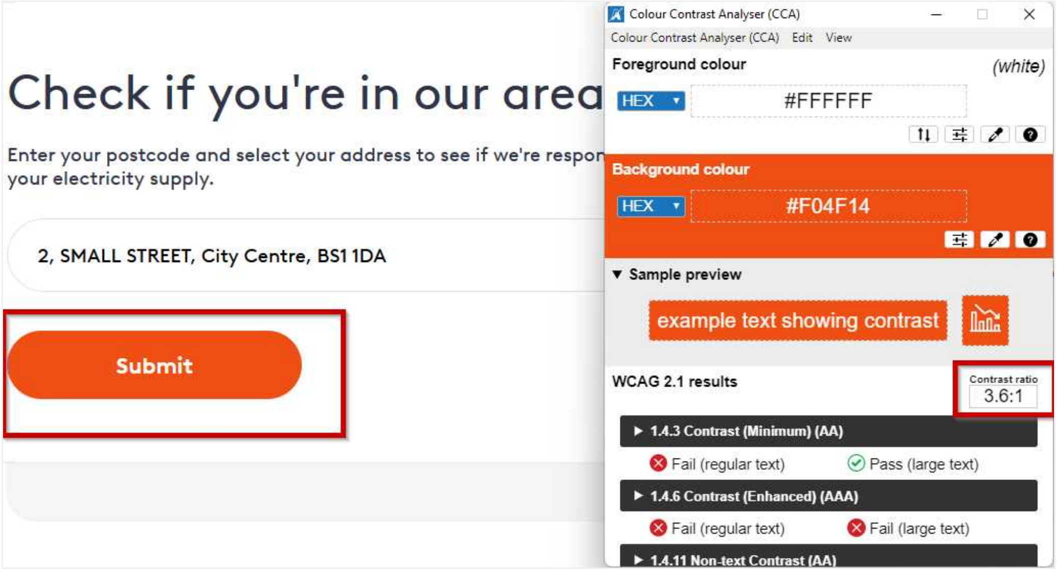
Page 7: desktop, Regular button text has insufficient contrast ratio

This can be seen on pages 9 and 12, with the “Find out more” button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



Page 9: desktop, Regular button text has insufficient contrast ratio

This can be seen on page 10, with the “Check now”, “Submit”, and “Help and Contact” button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



Check if you're in our area

Enter your postcode and select your address to see if we're respon
your electricity supply.

2, SMALL STREET, City Centre, BS1 1DA

Submit

Colour Contrast Analyser (CCA)

Foreground colour (white)

HEX #FFFFFF

Background colour

HEX #F04F14

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 3.6:1

1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Pass (large text)

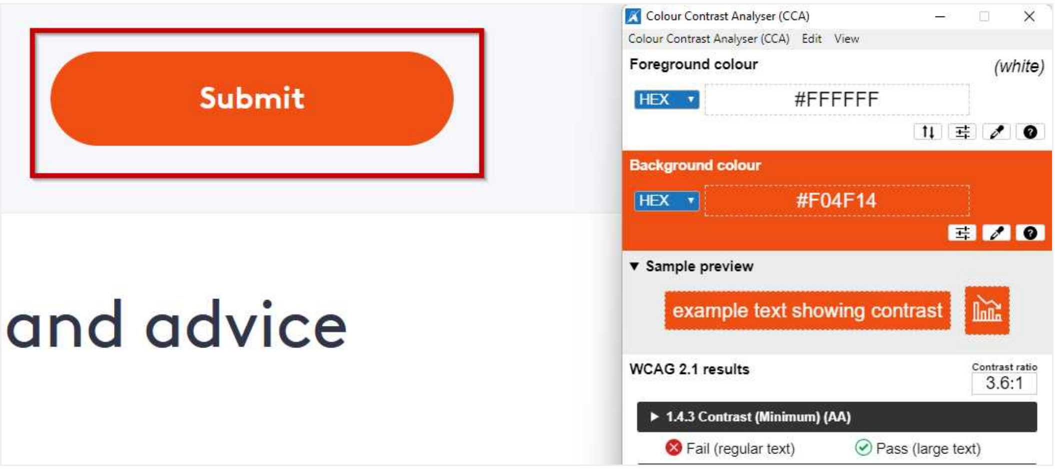
1.4.6 Contrast (Enhanced) (AAA)

Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)

Page 10: desktop, Regular button text has insufficient contrast ratio

This can be seen on page 11, with the "Submit" button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



Submit

and advice

Colour Contrast Analyser (CCA)

Foreground colour (white)

HEX #FFFFFF

Background colour

HEX #F04F14

Sample preview

example text showing contrast

WCAG 2.1 results

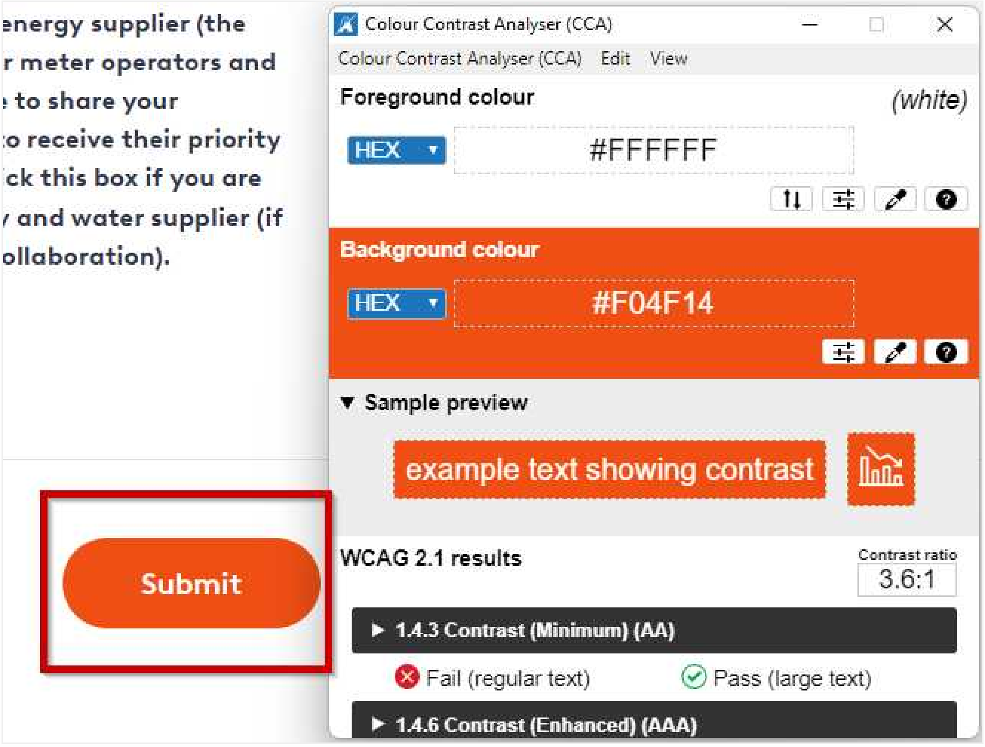
Contrast ratio 3.6:1

1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Pass (large text)

Page 11: desktop, Regular button text has insufficient contrast ratio

This can be seen on pages 13 and 16, with the "Submit" button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



energy supplier (the
r meter operators and
to share your
o receive their priority
ck this box if you are
and water supplier (if
ollaboration).

Foreground colour (white)
HEX #FFFFFF

Background colour
HEX #F04F14

WCAG 2.1 results
Contrast ratio 3.6:1

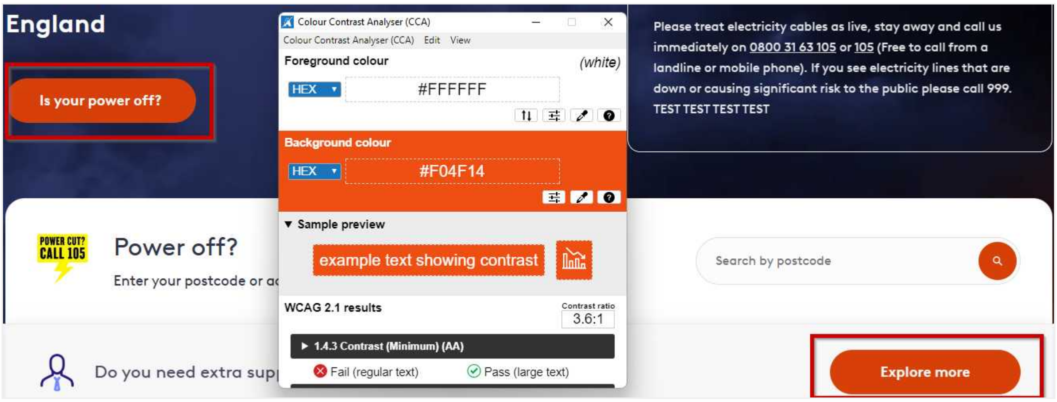
1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)

Submit
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View
Sample preview
example text showing contrast

Page 13: desktop, Regular button text has insufficient contrast ratio

This can be seen on page 19, with the “Is your power off?”, and “Explore more” button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).



England

Please treat electricity cables as live, stay away and call us immediately on 0800 31 63 105 or 105 (Free to call from a landline or mobile phone). If you see electricity lines that are down or causing significant risk to the public please call 999. TEST TEST TEST TEST

Power off?
Enter your postcode or ac

Do you need extra sup

Foreground colour (white)
HEX #FFFFFF

Background colour
HEX #F04F14

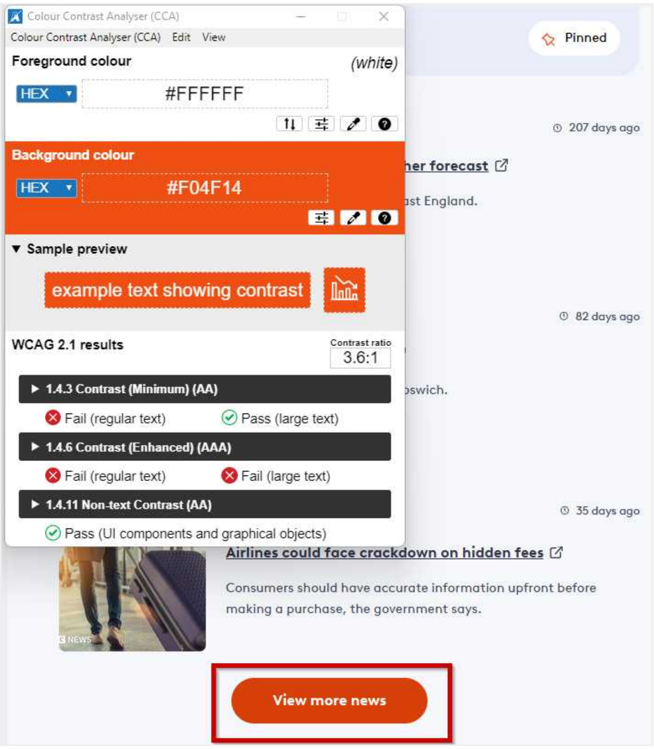
WCAG 2.1 results
Contrast ratio 3.6:1

1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)

Is your power off?
POWER CUT? CALL 105
Search by postcode
Explore more
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View
Sample preview
example text showing contrast

Page 19: desktop, Regular button text has insufficient contrast ratio

This can be seen on page 20, with the “View more news” button text. The white text (#FFFFFF) has an insufficient contrast ratio of 3.6:1 against the amber background (#F04F14).


Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View
Pinned
Sample preview
example text showing contrast
View more news

Foreground colour (white)
HEX #FFFFFF

Background colour
HEX #F04F14

WCAG 2.1 results
Contrast ratio 3.6:1

1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Pass (large text)

1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)
Pass (UI components and graphical objects)

207 days ago
her forecast
st England.

82 days ago
swich.

35 days ago
Airlines could face crackdown on hidden fees
Consumers should have accurate information upfront before making a purchase, the government says.

Page 20: desktop, Regular button text has insufficient contrast ratio

Steps to reproduce

1. Observe the button elements.
2. Get the colour values of the text and background colours.
3. Insert these values into a colour contrast analyser.
4. Observe that the analyser reports that the contrast ratio is not sufficient.

Recommendation

Make sure that both regular and bold text pass colour contrast requirements. Adjust the text and background colours accordingly to meet the contrast ratio requirements, and where relevant increase the font-size and font-weight to lower the contrast ratio requirements.

The colour contrast ratio between foreground and background colours can be tested with tools such as TPG - Colour Contrast Analyser and Tanaguru - Contrast Finder. WCAG AA compliant colour palettes can be generated with tools such as Colorsafe or Accessible Color Matrix.

For more information, see GOV - Colour Contrast Why Does It Matter? and WAI - Colours with Good Contrast.

Return to priority table

ADR_18910-31 **MEDIUM PRIORITY** **OPEN**

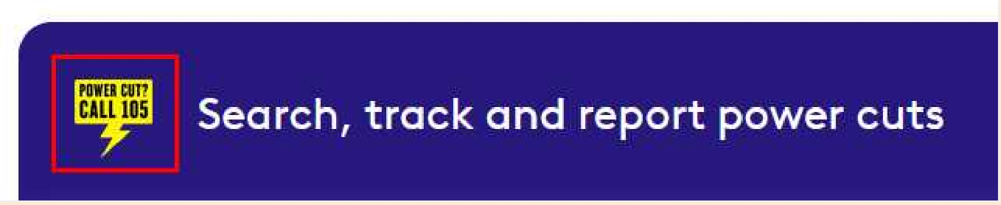
Image contains embedded text

Success Criteria	1.4.5: Images of Text [2.0 AA]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 10
Users Affected	Vision
Component	Image

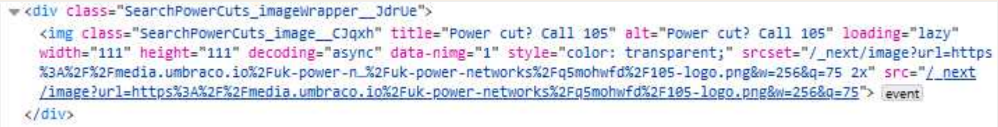
Recheck comment 15/03/24

This issue is not fixed.

Not fixed: on page 2, the "Power cut? call 105" image is still embedded with informative text.



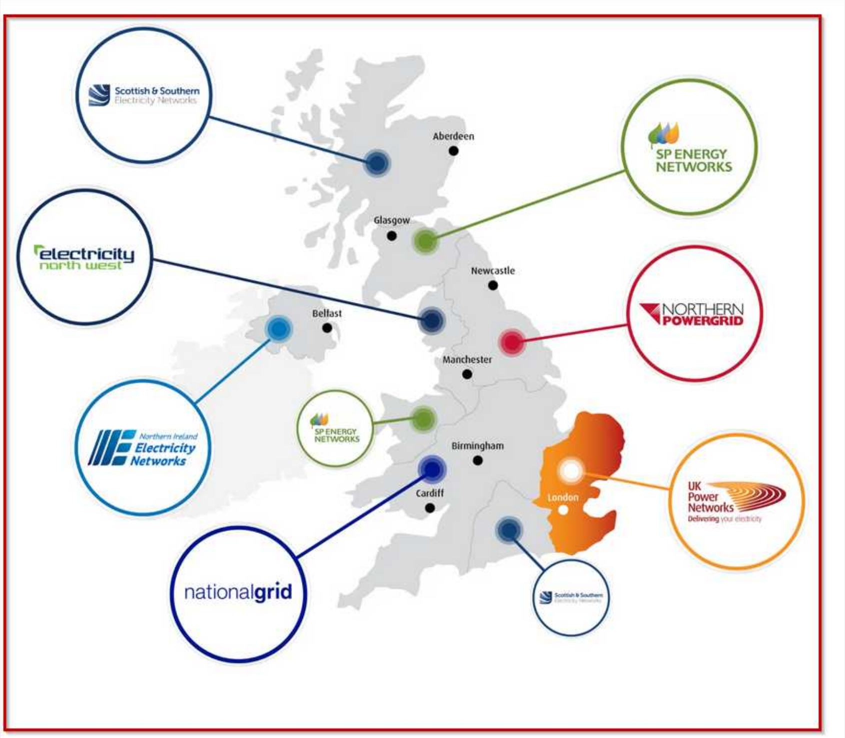
Page 2: desktop, image contains embedded text



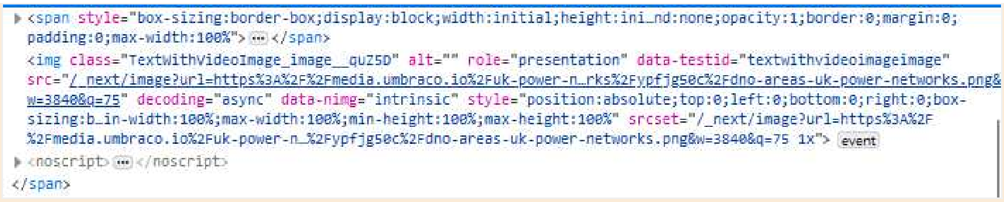
```
▾<div class="SearchPowerCuts_imageWrapper__JdrUe">
   <img class="SearchPowerCuts_image__CJqxh" title="Power cut? Call 105" alt="Power cut? Call 105" loading="lazy"
   width="111" height="111" decoding="async" data-nimg="1" style="color: transparent;" srcset="/_next/image?url=https
   %3A%2F%2Fmedia.umbraco.io%2Fuk-power-n_%2Fuk-power-networks%2Fq5mohwfd%2F105-logo.png&w=256&q=75 2x" src="/_next
   /image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fq5mohwfd%2F105-logo.png&w=256&q=75"> event
 </div>
```

Page 2: DOM, image contains embedded text

Not Fixed: on page 10, the informative "Area checker map" image still has embedded informative text in it. The logos are exempt, however there are location names that are contained in the image.


Scottish & Southern Electricity Networks
Aberdeen
SP ENERGY NETWORKS
Glasgow
electricity north west
Newcastle
NORTHERN POWERGRID
Belfast
Manchester
Northern Ireland Electricity Networks
SP ENERGY NETWORKS
Birmingham
Cardiff
London
UK Power Networks Delivering your electricity
nationalgrid
Scottish & Southern Electricity Networks

Page 10: desktop, image contains embedded text



```
▶ <span style="box-sizing:border-box;display:block;width:initial;height:ini…nd:none;opacity:1;border:0;margin:0;
  padding:0;max-width:100%"> ··· </span>
  <img class="TextWithVideoImage_image__quZ5D" alt="" role="presentation" data-testid="textwithvideoimageimage"
  src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-n…rks%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&
  w=3840&q=75" decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;left:0;bottom:0;right:0;box-
  sizing:b…in-width:100%;max-width:100%;min-height:100%;max-height:100%" srcset="/_next/image?url=https%3A%2F
  %2Fmedia.umbraco.io%2Fuk-power-n…%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&w=3840&q=75 1x"> event
▶ <noscript> ··· </noscript>
</span>
```

Page 10: DOM, image contains embedded text

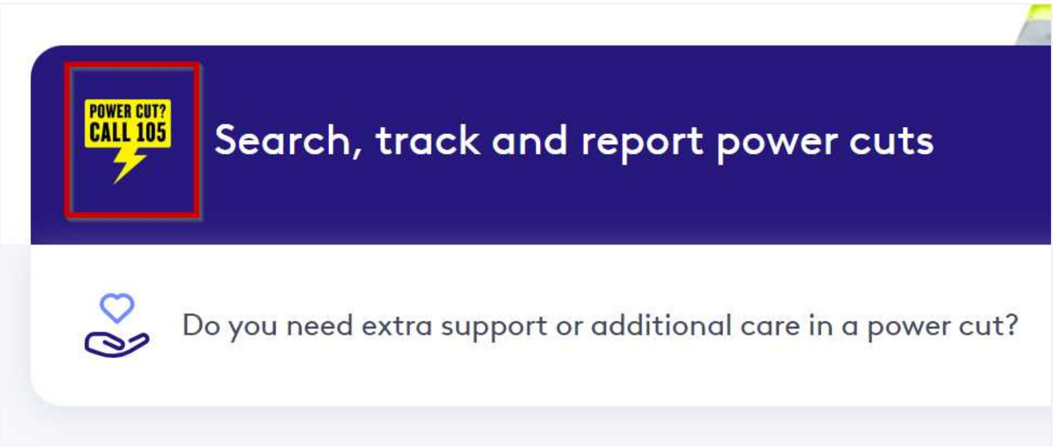
What happened

Text should not be embedded in images. This can make the content inaccessible.

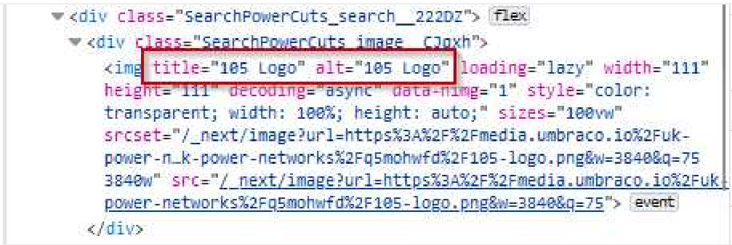
For example, screen readers rely on the text being included in text alternatives, which are commonly not effective for communicating multiple sentences or structured text. As well, the text appears pixelated when accessed with screen magnification software. There are images of text.

Where it happened

This can be seen on page 2, with the "Power cut? call 105" image. The image is embedded with informative text.


POWER CUT?
CALL 105
Search, track and report power cuts
Do you need extra support or additional care in a power cut?

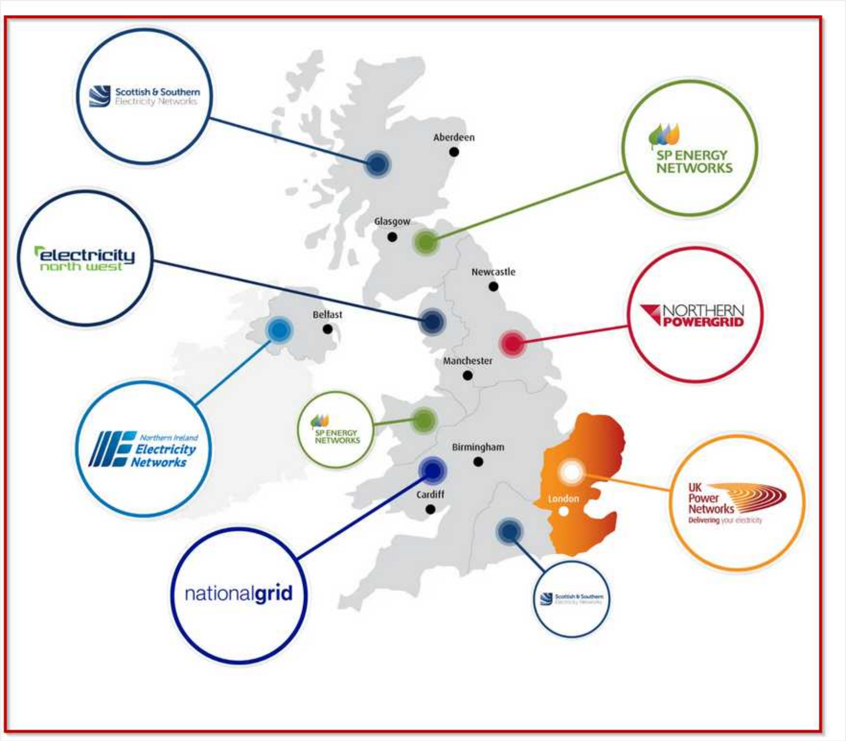
Page 2: Desktop, Informative text is embedded within the image



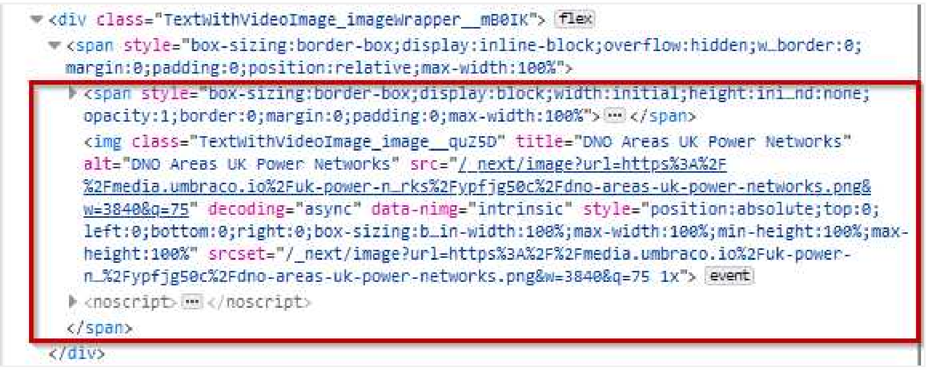
```
▼ <div class="SearchPowerCuts_search__222DZ"> flex
  ▼ <div class="SearchPowerCuts_image__CJoxh">
      <img title="105 Logo" alt="105 Logo" loading="lazy" width="111"
      height="111" decoding="async" data-nimg="1" style="color:
      transparent; width: 100%; height: auto;" sizes="100vw"
      srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-
      power-n…k-power-networks%2Fq5mohwfd%2F105-logo.png&w=3840&q=75
      3840w" src="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-
      power-networks%2Fq5mohwfd%2F105-logo.png&w=3840&q=75"> event
    </div>
```

Page 2: DOM, Informative text is embedded within the image

This can be also seen on page 10, with the informative "Area checker map" image. The image is embedded with informative text.


Scottish & Southern Electricity Networks
Aberdeen
SP ENERGY NETWORKS
Glasgow
electricity north west
Newcastle
NORTHERN POWERGRID
Belfast
Manchester
Northern Ireland Electricity Networks
SP ENERGY NETWORKS
Birmingham
UK Power Networks Delivering your electricity
London
Cardiff
nationalgrid
Scottish & Southern Electricity Networks

Page 10: Desktop, Informative text is embedded within the image



```
<div class="TextWithVideoImage_imageWrapper__mB0IK"> flex
  <span style="box-sizing:border-box;display:inline-block;overflow:hidden;w_border:0;
  margin:0;padding:0;position:relative;max-width:100%">
    <span style="box-sizing:border-box;display:block;width:initial;height:ini_nd:none;
    opacity:1;border:0;margin:0;padding:0;max-width:100%"> ··· </span>
    <img class="TextWithVideoImage_image__quZ5D" title="DNO Areas UK Power Networks"
    alt="DNO Areas UK Power Networks" src="/_next/image?url=https%3A%2F
    %2Fmedia.umbraco.io%2Fuk-power-n_rks%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&
    w=3840&q=75" decoding="async" data-nimg="intrinsic" style="position:absolute;top:0;
    left:0;bottom:0;right:0;box-sizing:b_in-width:100%;max-width:100%;min-height:100%;max-
    height:100%" srcset="/_next/image?url=https%3A%2F%2Fmedia.umbraco.io%2Fuk-power-
    n_%2Fypfjg50c%2Fdno-areas-uk-power-networks.png&w=3840&q=75 1x"> event
    <noscript> ··· </noscript>
  </span>
</div>
```

Page 10: DOM, Informative text is embedded within the image

Steps to reproduce

1. Observe the text.
2. Inspect the text and review the DOM.
3. Note that the text is embedded in an image.

Recommendation

Avoid images with embedded text. Style plain text with CSS. Where desired, position plain text over background images. For example:

```
<div class="backgroundImageCSS">
    Power cut? - Call 105
</div>
```

For more information, see WAI Tutorials - Images of Text, MDN - Styling Text, and MDN - Annotating images.

Return to priority table

ADR_18910-27 **MEDIUM PRIORITY** **OPEN**

Reflow causes loss of content

Success Criteria	1.4.10: Reflow [2.1 AA]
Devices	Desktop
Pages Affected	01, 02, 03, 04, 07, 08, 09, 12, 16
Users Affected	Vision
Component	Button

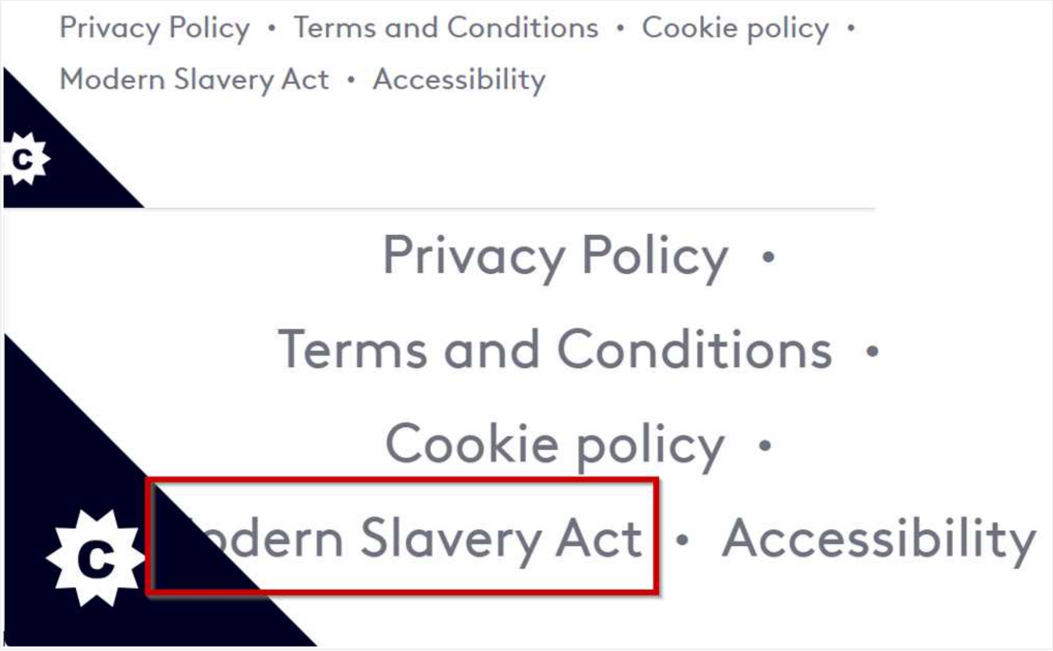
What happened

Users must be able to access content and functionality when the page is reflowed.

This means when the screen size is 320 x 256px and 100% zoom, or 1280 x 1024px and 400% zoom. This is particularly important for low vision users as it can allow them to make content more readable. There is meaningful or unique content that is lost when reflowed.

Where it happened

This can be seen on page 1, on desktop,

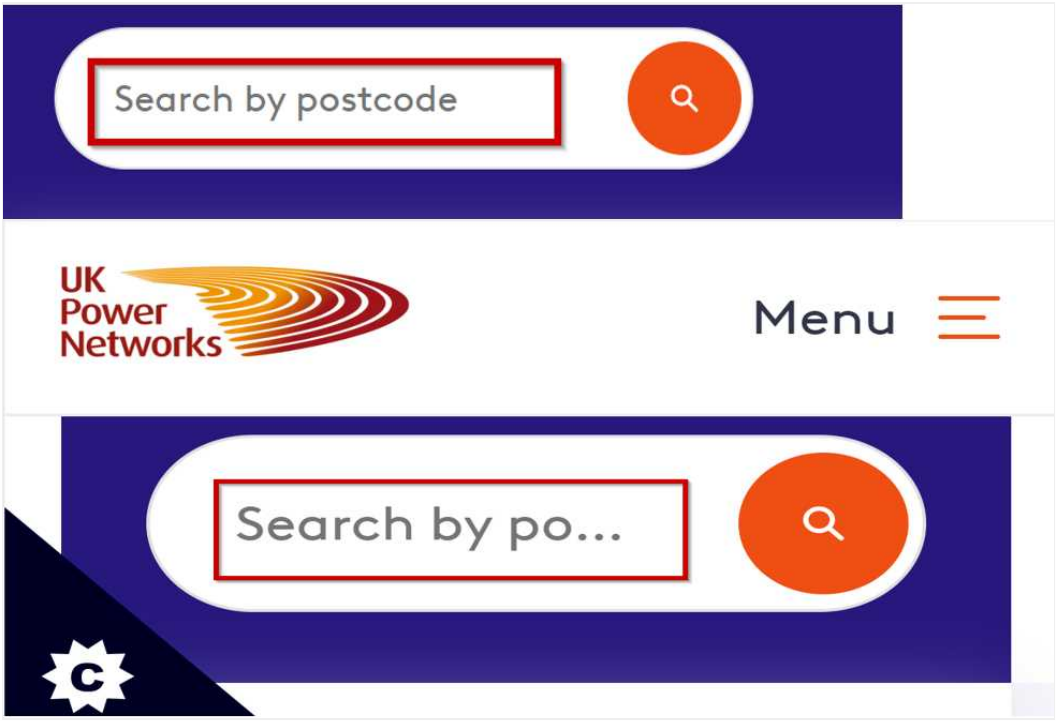


Privacy Policy • Terms and Conditions • Cookie policy •
Modern Slavery Act • Accessibility

Privacy Policy •
Terms and Conditions •
Cookie policy •
odern Slavery Act • Accessibility

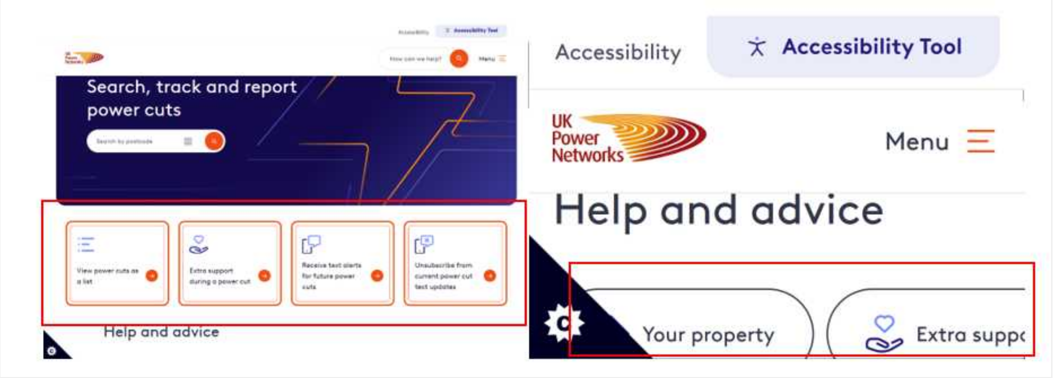
Page 1: desktop, before and after 400% zoom

This can be also seen on page 2, on desktop,



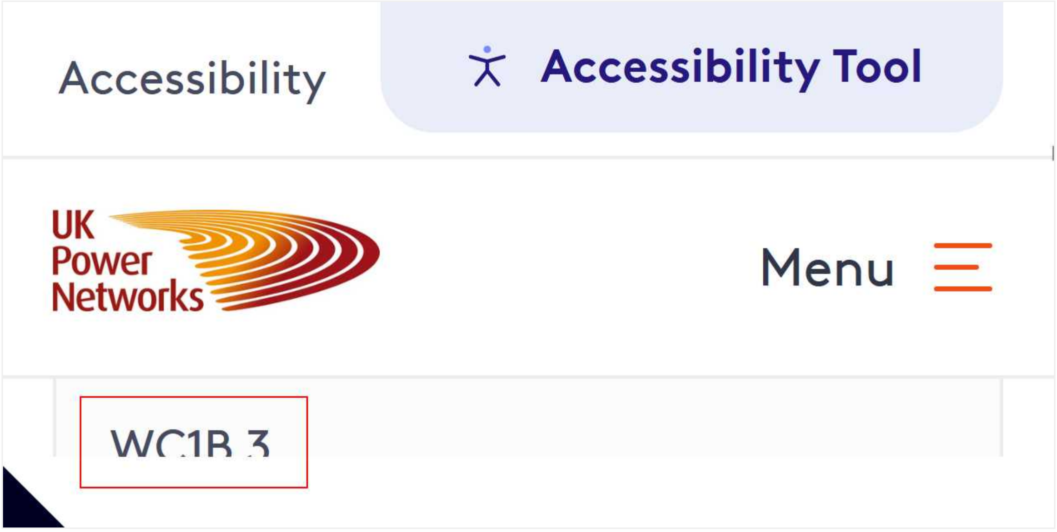
Page 2: desktop, before and after 400% zoom

This can be also seen on page 3, on desktop, with the the buttons under “Search, track and report power cuts” heading. After reflow, the “Extra support” button is only partially visible. Horizontal zoom is not available.


Accessibility
Accessibility Tool
How can we help?
Menu
Search, track and report power cuts
Search by postcode
View power cuts as a list
Extra support during a power cut
Receive text alerts for future power cuts
Unsubscribe from current power cut text updates
Help and advice
UK Power Networks
Menu
Help and advice
Your property
Extra suppc

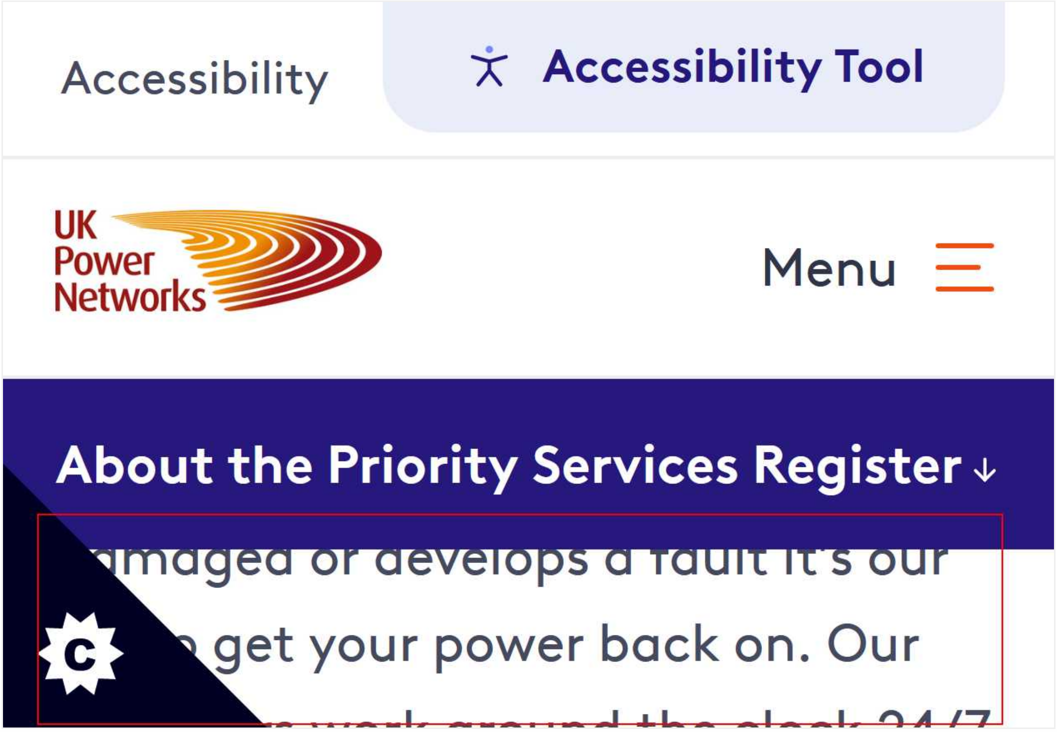
Page 3: desktop, before and after 400% zoom

This can also be seen on page 4, on desktop, with the postcode text under the “Affected postcodes” column heading when the power cut type is “Unplanned power cut”. After reflow, the postcode text is only partially visible.



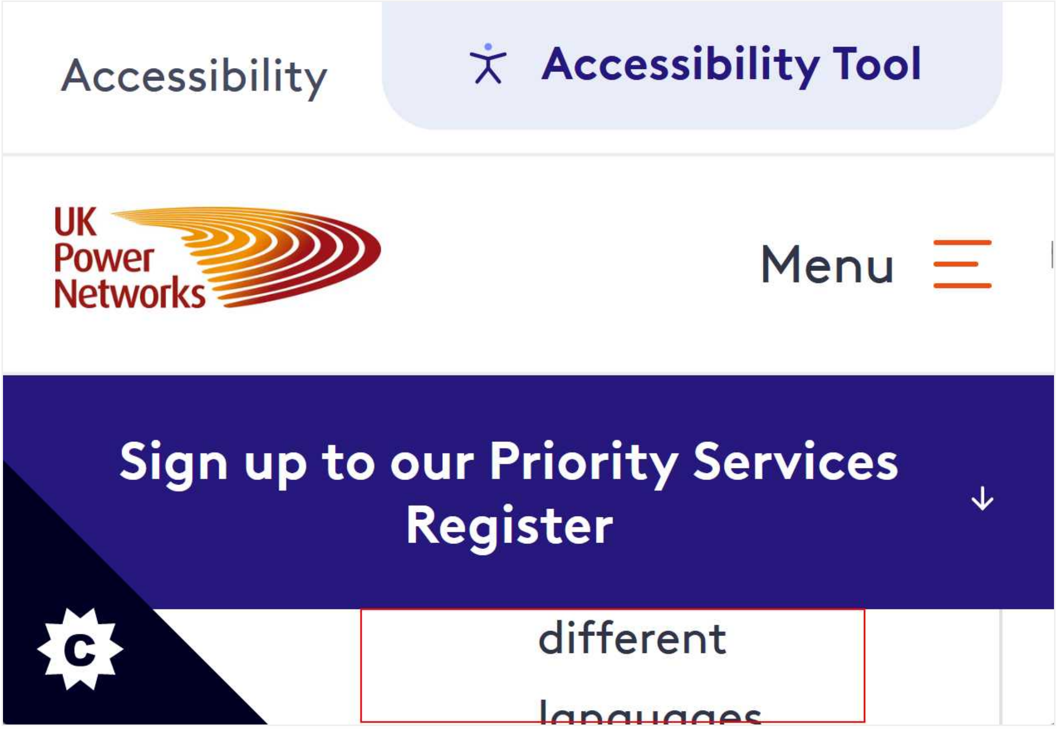
Page 4: desktop, text after 400% zoom

This can also be seen on pages 7 and 8, on desktop, with all the content under “About the Priority Services Register”. After reflow, the content is partially hidden under the “Cookies” icon.



Accessibility
Accessibility Tool
UK Power Networks
Menu
About the Priority Services Register ↓
amaged or develops a fault it's our
get your power back on. Our
C

Page 7: desktop, content after 400% zoom



Accessibility

Accessibility Tool

Menu

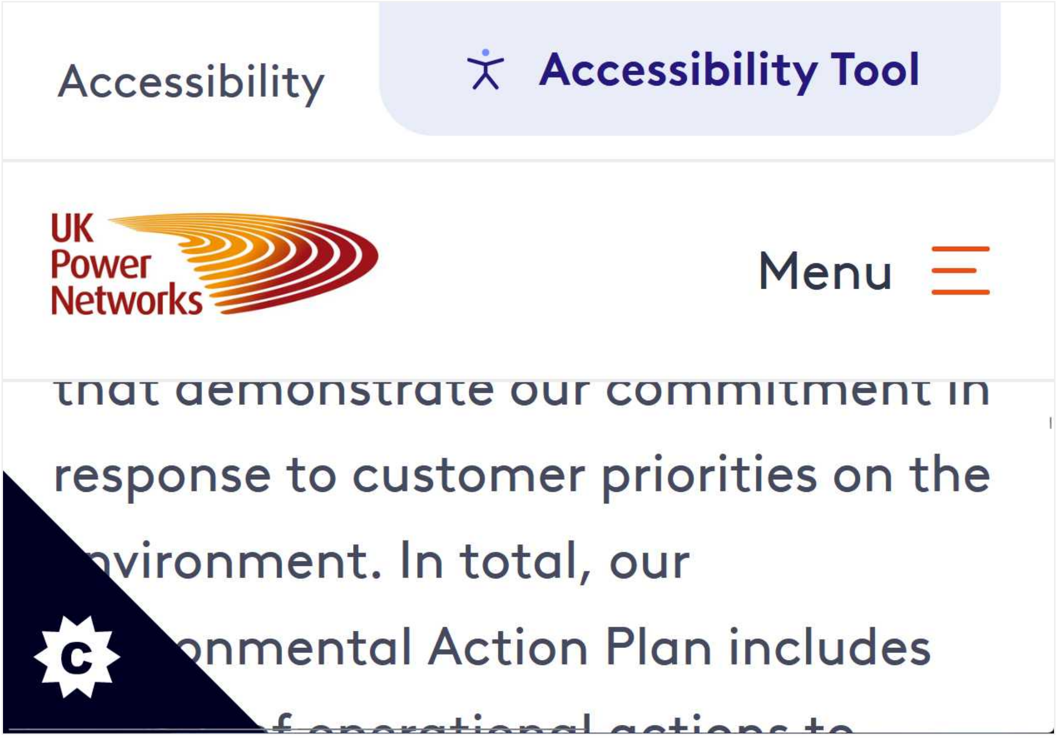
Sign up to our Priority Services Register

different

languages

Page 8: desktop, content after 400% zoom

This can also be seen on pages 9, 12, and 16, on desktop, with all the content. After reflow, the content is partially hidden under the “Cookies” icon.



Accessibility

Accessibility Tool

Menu

that demonstrate our commitment in response to customer priorities on the nvironment. In total, our onmental Action Plan includes f operational actions to

Page 9: desktop, content after 400% zoom

Steps to reproduce

1. Observe the content at default screen size and zoom.
2. Set the screen size to 320 x 256px and 100% zoom.
3. Alternatively, set the screen size to 1280 x 1024px and 400% zoom.
4. Observe that the meaningful content is lost
5. Observe that there is not an alternative way to access the same content.

Recommendation

Make sure that content is available when the page is reflowed. When the viewport is adjusted, make sure that the content is still available on the page. As well, make sure that users are not required to scroll in multiple directions (such as up and down, as well as left and right) to access the content.

Use relative units, such as `em`, `ex`, `rem`, `%`, `vw` and modern, flexible layouts techniques to achieve this.

Note that decorative content can be lost, such as images that are not functional or informative. Similarly, the design of the page can change. For example, a mega menu can be converted into a burger menu. If you need to tweak the design to allow users to access the meaningful content, that is acceptable.

For more information, see MDN - Relative Units, CSS Tricks - font-size, CSS Tricks - Guide to Flexbox, MDN - Basic Concepts of Flexbox, and CUBE CSS. As well, testing can be done with Web Developer Toolbar or browser dev tools, such as Chrome - Device Mode.

Return to priority table

ADR_18910-48 MEDIUM PRIORITY OPEN

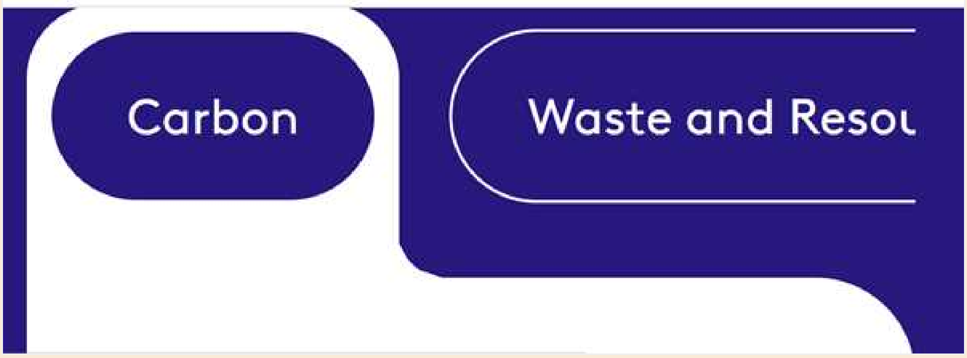
Reflow causes loss of functionality

Success Criteria	1.4.10: Reflow [2.1 AA]
Devices	Desktop
Pages Affected	09
Users Affected	Vision
Component	Button

Recheck comment 14/03/24

This issue is not fixed.

On page 9, on desktop, with the buttons under the “Our commitments and targets” heading. When reflowed, the “Waste and Resources” button is still partially hidden, and the “Biodiversity” and “Pollution” buttons are fully hidden. The buttons are still hidden when horizontal scrolling is used.



Page 9: desktop, reflow causes loss of functionality

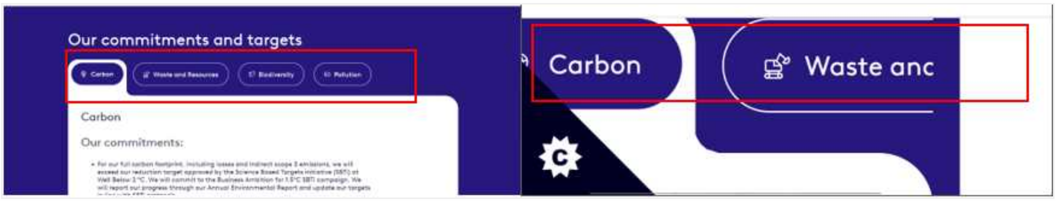
What happened

Users must be able to access content and functionality when the page is reflowed.

This means when the screen size is 320 x 256px and 100% zoom, or 1280 x 1024px and 400% zoom. This is particularly important for low vision users as it can allow them to make content more readable. There is meaningful or unique functionality that is lost when reflowed.

Where it happened

This can be seen on page 9 on desktop, with the buttons under the “Our commitments and targets” heading. When reflowed, the “Waste and Resources” button is partially hidden, and the “Biodiversity” and “Pollution” buttons are fully hidden. The buttons are still hidden when horizontal scrolling is used.



- For our full carbon footprint, including losses and indirect scope 3 emissions, we will exceed our reduction target approved by the Science Based Targets initiative (SBTi) at Well Below 2°C. We will commit to the Business Ambition for 1.5°C SBTi campaign. We will report our progress through our Annual Environmental Report and update our targets

Page 9: desktop, buttons before and after reflow at 400%

Steps to reproduce

1. Observe the functionality at default screen size and zoom.

2. Set the screen size to 320 x 256px and 100% zoom.
3. Alternatively, set the screen size to 1280 x 1024px and 400% zoom.
4. Observe that the functionality is lost
5. Observe that there is not alternative way to access the same functionality.

Recommendation

Make sure that functionality is available when the page is reflowed. When the viewport is adjusted, make sure that the functionality is still available on the page. As well, make sure that users are not required to scroll in multiple directions (such as up and down, as well as left and right) to access the functionality.

Use relative units, such as `em`, `ex`, `rem`, `%`, `vw` and modern, flexible layouts techniques to achieve this.

Note that decorative content can be lost, such as images that are not functional or informative. Similarly, the design of the page can change. For example, a mega menu can be converted into a burger menu. If you need to tweak the design to allow users to access the functionality, that is acceptable.

For more information, see MDN - Relative Units, CSS Tricks - font-size, CSS Tricks - Guide to Flexbox, MDN - Basic Concepts of Flexbox, and CUBE CSS. As well, testing can be done with Web Developer Toolbar or browser dev tools, such as Chrome - Device Mode.

Return to priority table

ADR_18910-91 MEDIUM PRIORITY OPEN

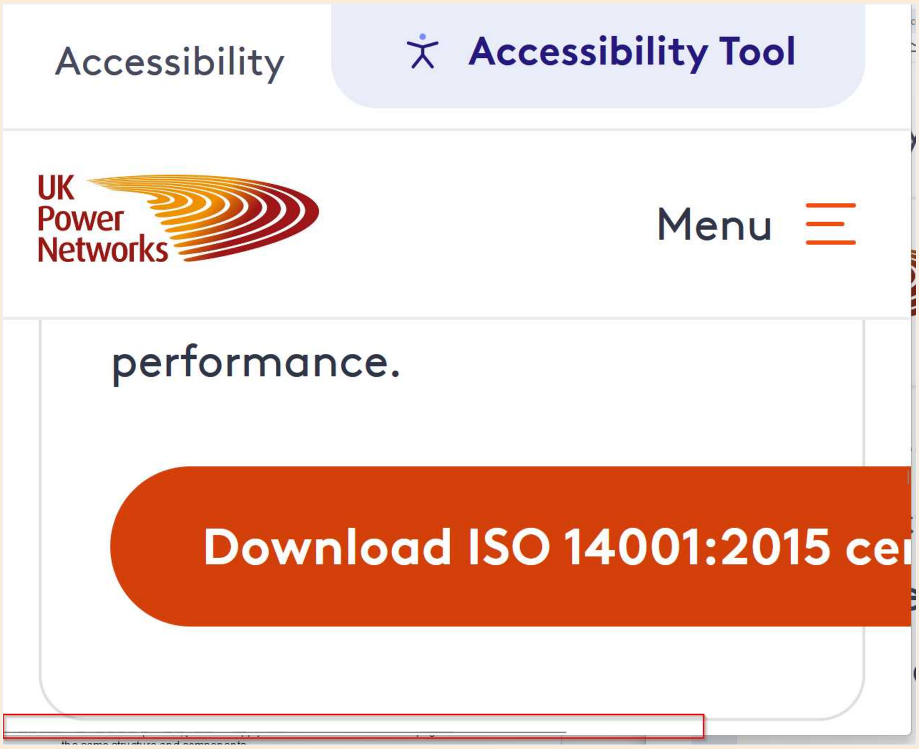
Reflow requires users to scroll in multiple directions (no exceptions)

Success Criteria	1.4.10: Reflow [2.1 AA]
Devices	Desktop
Pages Affected	09
Users Affected	Vision
Component	Button, Plain Text

Recheck comment 13/03/24

This issue is not fixed.

On page 9, when the page is reflowed at 400% zoom, users are still required to scroll in multiple directions to access the page content. To access link “Download ISO 14001:2015 certificate [pdf]” users are required to scroll in multiple directions.



Page 9: desktop, reflow requires users to scroll in multiple directions

What happened

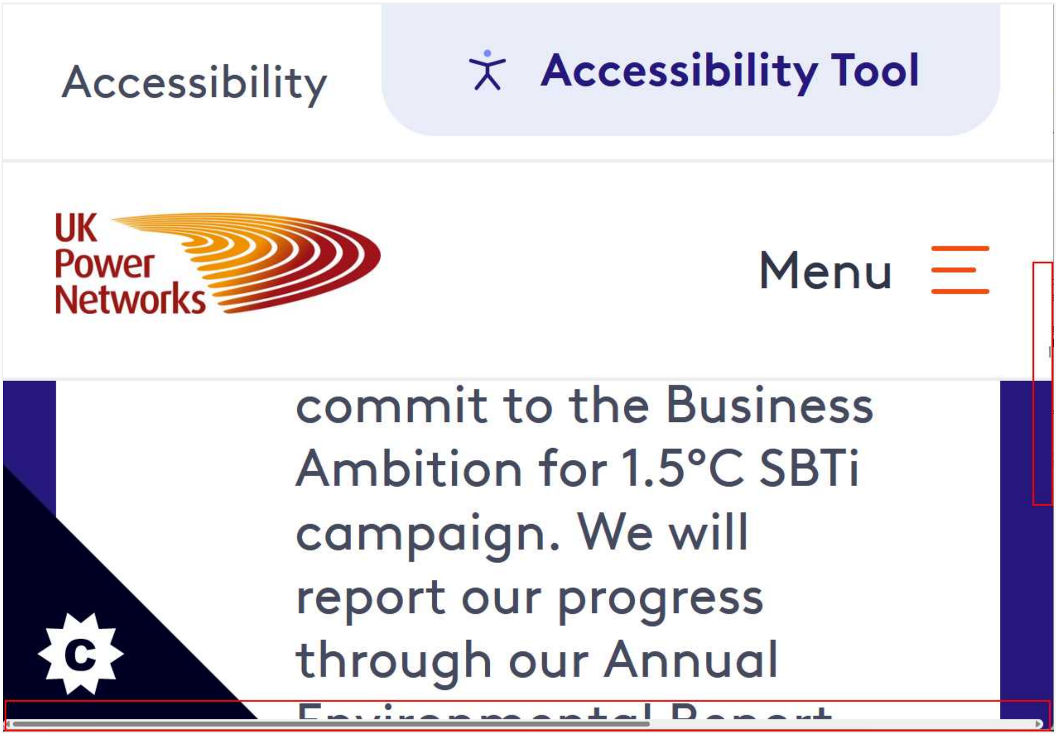
Users must be able to access content and functionality when the page is reflowed. As well, when the page is reflowed, users should not need to navigate up, down, left, and right. The content should be stacked such users only need to scroll in one direction, such as up and down.

This means when the screen size is 320 x 256px and 100% zoom, or 1280 x 1024px and 400% zoom. This is particularly important for low vision users as it can allow them to make content more readable.

You do not need to reflow content when it would change the meaning of the content. For example, data tables, maps and diagrams, video, games, presentations, and toolbars. However, there are pages without such content that require scrolling in multiple directions when reflowed.

Where it happened

This can be seen on page 9, When the page is reflowed at 400% zoom, users are required to scroll up, down, left and right, to access the page content.



Accessibility

Accessibility Tool

Menu

commit to the Business Ambition for 1.5°C SBTi campaign. We will report our progress through our Annual

Page 9: desktop, vertical and horizontal scroll bars after reflow to 400%

Steps to reproduce

1. Observe the functionality at default screen size and zoom.
2. Set the screen size to 320 x 256px and 100% zoom.
3. Alternatively, set the screen size to 1280 x 1024px and 400% zoom.
4. Observe that user is required to scroll in more than one direction.
5. Observe that the content in scope does not meet the exemption criteria.

Recommendation

When the page is reflowed, make sure that the content is stacked such users only need to scroll in one direction. When the viewport is adjusted, make sure that users are not required to scroll in multiple directions (such as up and down, as well as left and right) to access the content and functionality.

As noted, there are some exceptions. You do not need to reflow content when it would change the meaning of the content. For example, a table does not need to be reflowed because the tabular data may not make sense when reflowed. However, any other content must be reflowed.

Use relative units, such as `em`, `ex`, `rem`, `%`, `vw` and modern, flexible layouts techniques to achieve this.

Note that decorative content can be lost, such as images that are not functional or informative. Similarly, the design of the page can change. For example, a mega menu can be converted into a burger menu. If you need to tweak the design to mitigate the need for users to scroll in multiple directions, that is acceptable.

For more information, see MDN - Relative Units, CSS Tricks - font-size, CSS Tricks - Guide to Flexbox, MDN - Basic Concepts of Flexbox, and CUBE CSS. As well, testing can be done with Web Developer Toolbar or browser dev tools, such as Chrome - Device Mode.

Return to priority table

ADR_18910-66 **MEDIUM PRIORITY** **RESOLVED**

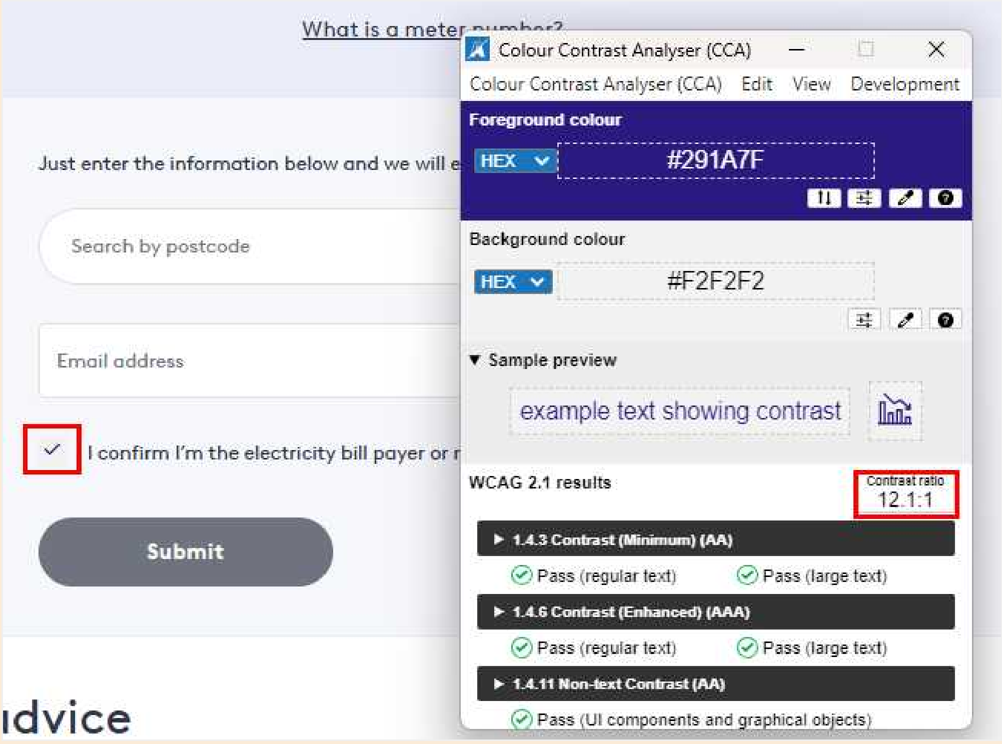
Functional non-text content fails contrast

Success Criteria	1.4.11: Non-text Contrast [2.1 AA]
Devices	Desktop, Mobile (iOS)
Pages Affected	11, 13, 15
Users Affected	Vision
Component	Checkbox

Recheck comment 14/03/24

This issue is fixed.

Fixed: on page 11, the “I confirm I’m the electricity bill…” checkbox in its checked state which is indicated using a purple tick (#291A7F) now has a sufficient colour contrast of 12.1:1 against the grey (#F2F2F2) background.



What is a meter number?

Just enter the information below and we will e

Search by postcode

Email address

✓ I confirm I’m the electricity bill payer or r

Submit

ıdvice

Colour Contrast Analyser (CCA)

Foreground colour: HEX #291A7F

Background colour: HEX #F2F2F2

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 12.1:1

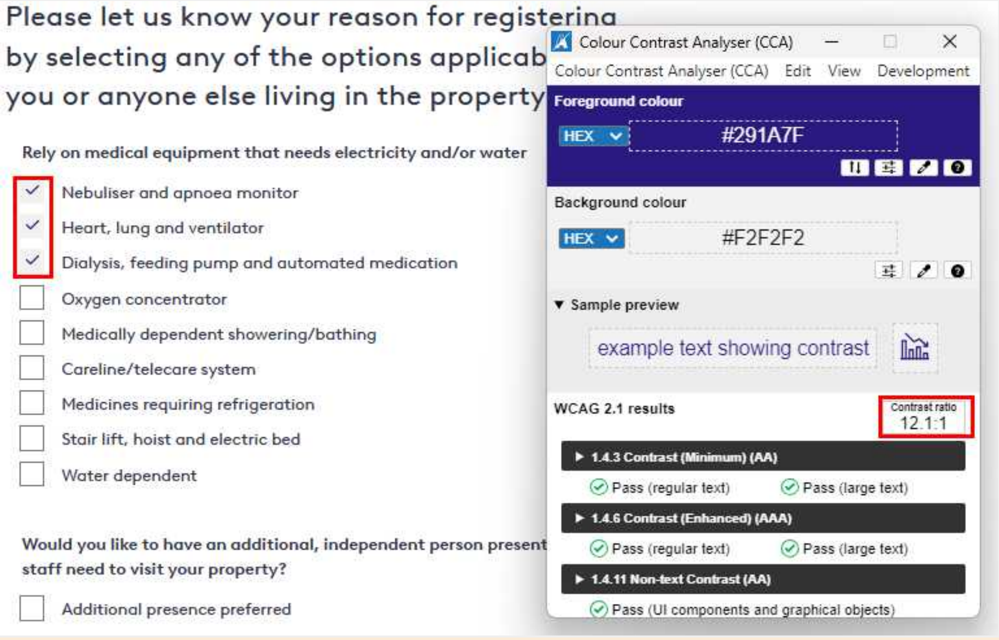
1.4.3 Contrast (Minimum) (AA): ✓ Pass (regular text) ✓ Pass (large text)

1.4.6 Contrast (Enhanced) (AAA): ✓ Pass (regular text) ✓ Pass (large text)

1.4.11 Non-text Contrast (AA): ✓ Pass (UI components and graphical objects)

Page 11: desktop, functional non-text content no longer fails contrast

Fixed: on page 13, the checkboxes in their checked state are indicated using a purple tick (#291A7F) now has a sufficient colour contrast of 12.1:1 against the grey (#F2F2F2) background.



Please let us know your reason for registering by selecting any of the options applicab you or anyone else living in the property

Rely on medical equipment that needs electricity and/or water

☑ Nebuliser and apnoea monitor
☑ Heart, lung and ventilator
☑ Dialysis, feeding pump and automated medication
□ Oxygen concentrator
□ Medically dependent showering/bathing
□ Careline/telecare system
□ Medicines requiring refrigeration
□ Stair lift, hoist and electric bed
□ Water dependent

Would you like to have an additional, independent person present staff need to visit your property?

□ Additional presence preferred

Colour Contrast Analyser (CCA)

Foreground colour: HEX #291A7F

Background colour: HEX #F2F2F2

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 12.1:1

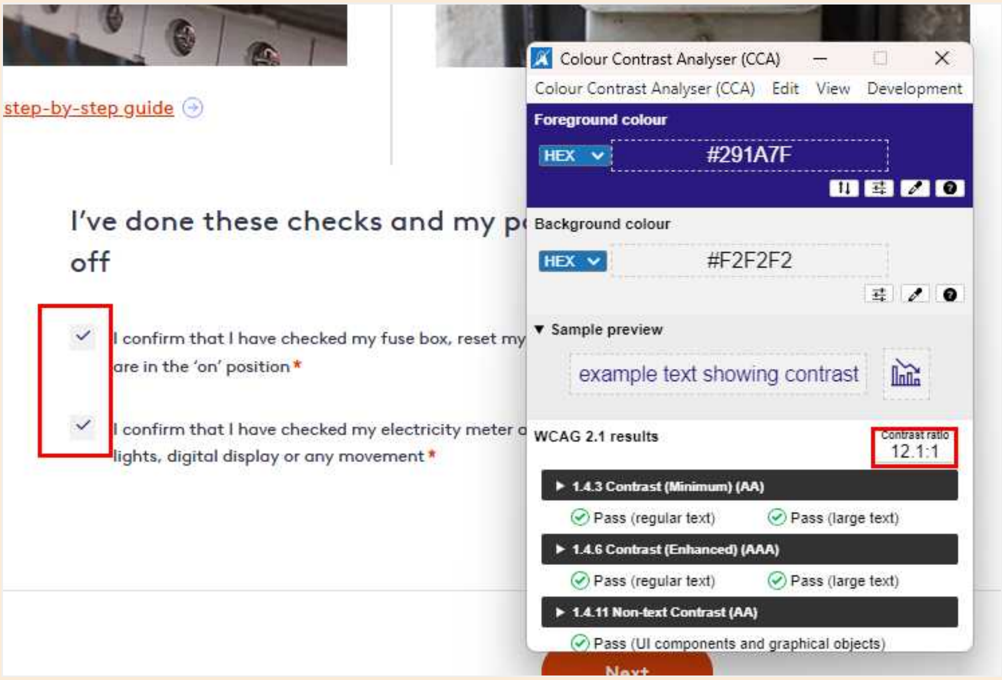
1.4.3 Contrast (Minimum) (AA): ✓ Pass (regular text) ✓ Pass (large text)

1.4.6 Contrast (Enhanced) (AAA): ✓ Pass (regular text) ✓ Pass (large text)

1.4.11 Non-text Contrast (AA): ✓ Pass (UI components and graphical objects)

Page 13: desktop, functional non-text content no longer fails contrast

Fixed: on page 15, the checked state of the checkboxes under the "I've done these checks and my power is still off" heading are indicated using a purple tick (#291A7F) now has a sufficient colour contrast of 12.1:1 against the grey (#F2F2F2) background.



step-by-step guide

I've done these checks and my p off

☑ I confirm that I have checked my fuse box, reset my are in the 'on' position*

☑ I confirm that I have checked my electricity meter lights, digital display or any movement*

Colour Contrast Analyser (CCA)

Foreground colour: HEX #291A7F

Background colour: HEX #F2F2F2

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio 12.1:1

1.4.3 Contrast (Minimum) (AA): ✓ Pass (regular text) ✓ Pass (large text)

1.4.6 Contrast (Enhanced) (AAA): ✓ Pass (regular text) ✓ Pass (large text)

1.4.11 Non-text Contrast (AA): ✓ Pass (UI components and graphical objects)

Page 15: desktop, functional non-text content no longer fails contrast

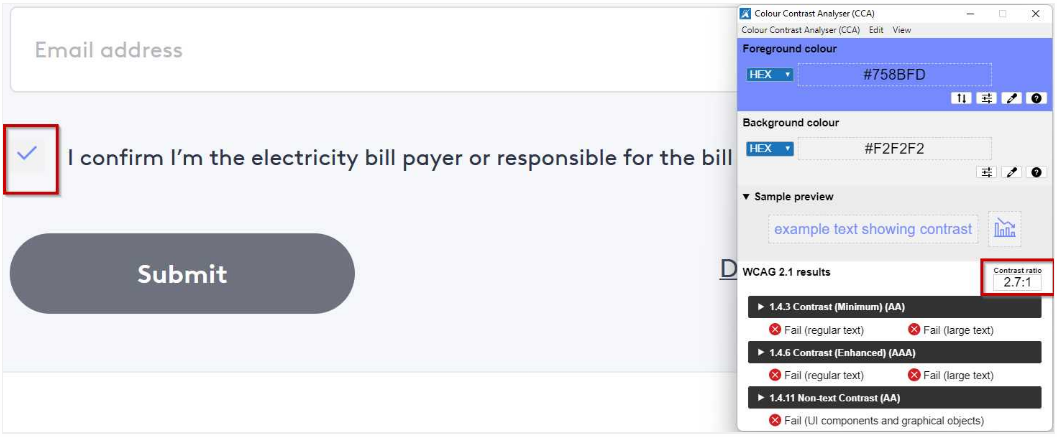
What happened

When non-text content communicates functional that is not available through text, the non-text content must pass colour contrast requirements with adjacent colours. For example, when using icon buttons that have no text, the icon used must pass the colour contrast requirements.

The required contrast ratio is 3:1. There is functional non-text content that does not meet the contrast ratio. This may particularly disadvantage low vision and colour blind users who may be excluded by the low contrast. Users might struggle to perceive the component that fails the colour contrast requirements.

Where it happened

This can be seen on page 11, with the “I confirm I’m the electricity bill…” checkbox in checked state. The checked state is indicated using a light blue tick. The blue tick (#758BFD) and the grey background (#F2F2F2) has an insufficient colour contrast ratio of 2.7:1.


Email address

✓ I confirm I’m the electricity bill payer or responsible for the bill

Submit

Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View

Foreground colour

HEX #758BFD

Background colour

HEX #F2F2F2

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 2.7:1

1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Fail (large text)

1.4.6 Contrast (Enhanced) (AAA)

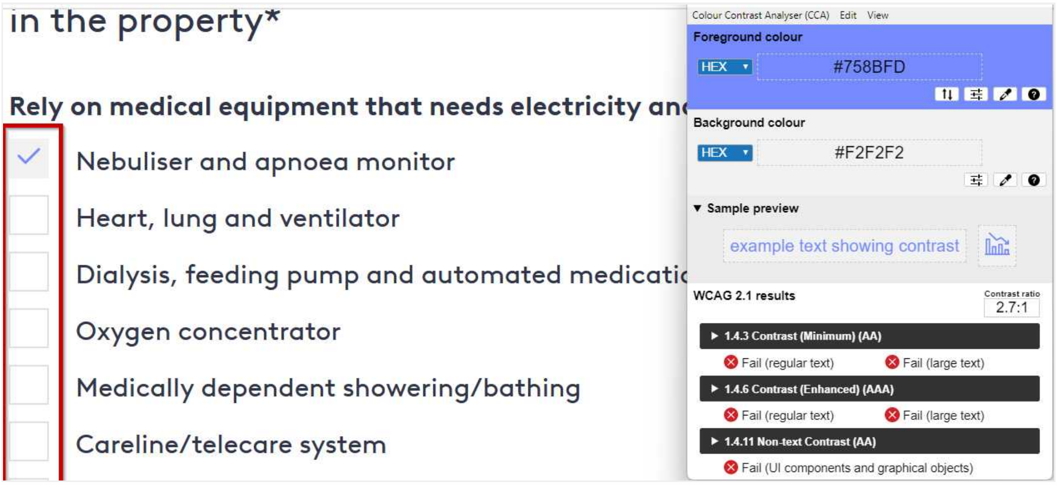
Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)

Fail (UI components and graphical objects)

Page 11: desktop, CCA, checked state indication has insufficient contrast ratio

This can be seen on page 13, with the checkboxes. The checked state is indicated using a light blue tick. The blue tick (#758BFD) and the grey background (#F2F2F2) has an insufficient colour contrast ratio of 2.7:1.


in the property*

Rely on medical equipment that needs electricity an

✓ Nebuliser and apnoea monitor

□ Heart, lung and ventilator

□ Dialysis, feeding pump and automated medicati

□ Oxygen concentrator

□ Medically dependent showering/bathing

□ Careline/telecare system

Colour Contrast Analyser (CCA) Edit View

Foreground colour

HEX #758BFD

Background colour

HEX #F2F2F2

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 2.7:1

1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Fail (large text)

1.4.6 Contrast (Enhanced) (AAA)

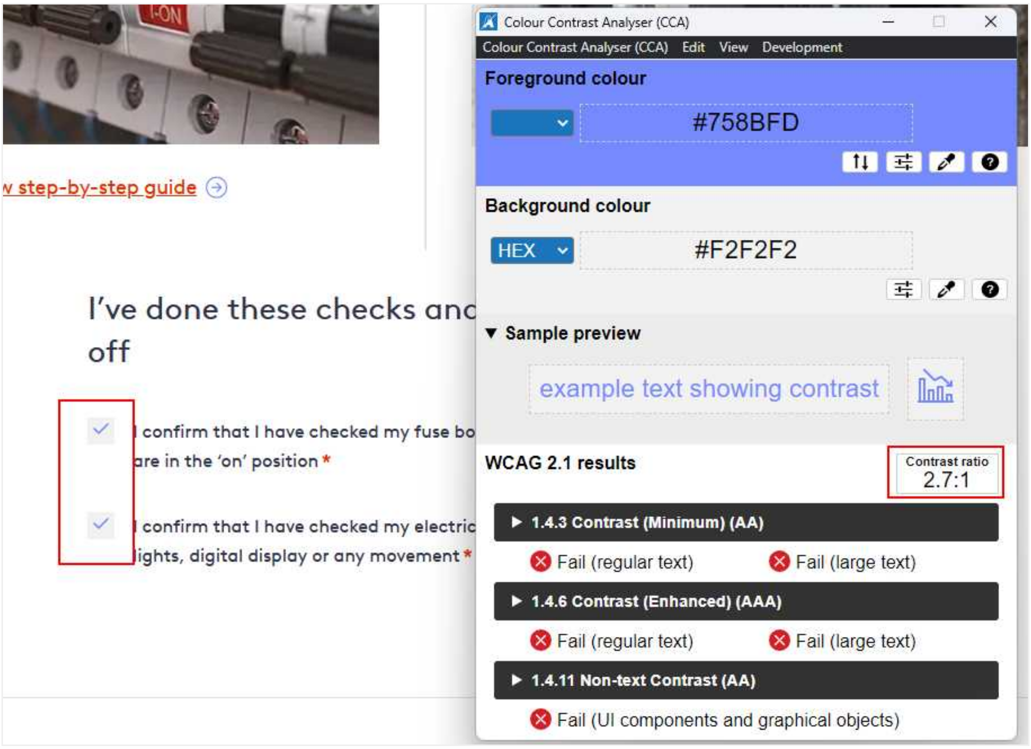
Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)

Fail (UI components and graphical objects)

Page 13: desktop, CCA, checked state indication has insufficient contrast ratio

This can be seen on page 15, with the checkboxes under the “I’ve done these checks and my power is still off” heading, when in checked state. The checked state is indicated using a light blue tick. The blue tick (#758BFD) and the grey background (#F2F2F2) has an insufficient colour contrast ratio of 2.7:1.


I-ON
v step-by-step guide
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development
Sample preview

I've done these checks and off

☑ I confirm that I have checked my fuse bo are in the 'on' position *

☑ I confirm that I have checked my electric lights, digital display or any movement *

Foreground colour: #758BFD

Background colour: HEX #F2F2F2

example text showing contrast

WCAG 2.1 results

Contrast ratio 2.7:1

1.4.3 Contrast (Minimum) (AA)
Fail (regular text) Fail (large text)

1.4.6 Contrast (Enhanced) (AAA)
Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)
Fail (UI components and graphical objects)

Page 15: desktop, CCA, checked state indication has insufficient contrast ratio

Steps to reproduce

1. Get the colour values of the functional non-text content.
2. Insert these values into a colour contrast analyser.
3. Observe that the analyser reports that the contrast ratio is not sufficient.
4. Observe that there is not an alternative way to access the same information.

Recommendation

When using functional non-text content, make sure that the colours pass 3:1 colour contrast requirements.

Adjust colours to meet the contrast ratio requirements. If you cannot adjust the colours, an alternative would be providing a button with text on it, assuming that the colour of the text passed the colour contrast requirements.

The colour contrast ratio between the adjacent colours can be tested with tools such as TPG - Colour Contrast Analyser and Tanaguru - Contrast Finder. WCAG AA compliant colour palettes can be generated with tools such as Colorsafe or Accessible Color Matrix.

For more information, see GOV - Colour Contrast Why Does It Matter? and WAI - Colours with Good Contrast.

Return to priority table

ADR_18910-78 **MEDIUM PRIORITY** **RESOLVED**

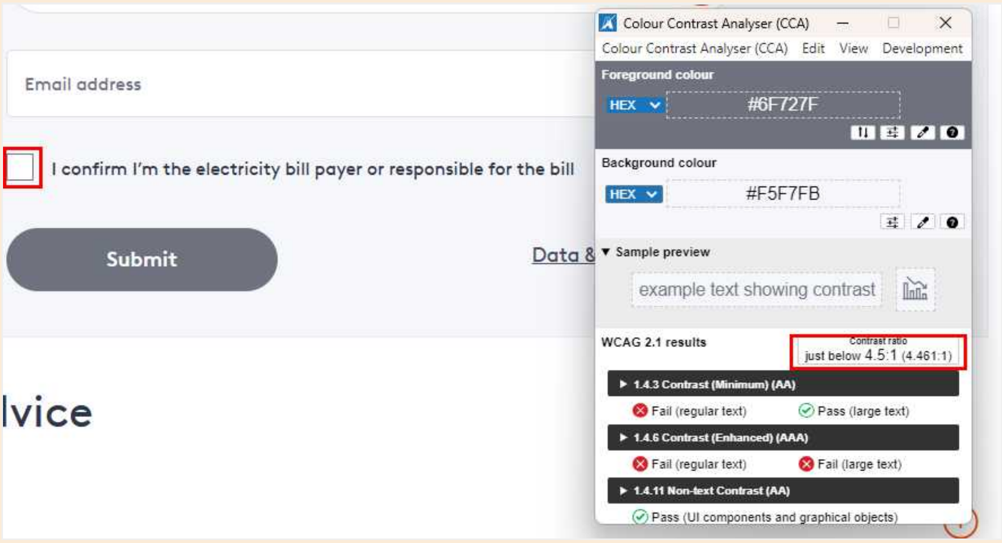
Custom interactive element boundary has insufficient contrast

Success Criteria	1.4.11: Non-text Contrast [2.1 AA]
Devices	Desktop, Mobile (iOS)
Pages Affected	11, 13
Users Affected	Vision
Component	Checkbox

Recheck comment 13/03/24

This issue is fixed.

Fixed: on page 11, the “I confirm I’m the electricity…” checkbox now has a grey (#6F727F) boundary on the white (#F5F7FB) background which passes colour contrast requirements with a ratio of 4:5:1.



Email address

□ I confirm I’m the electricity bill payer or responsible for the bill

Submit
Data &
lvice
Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development

Foreground colour: HEX #6F727F

Background colour: HEX #F5F7FB

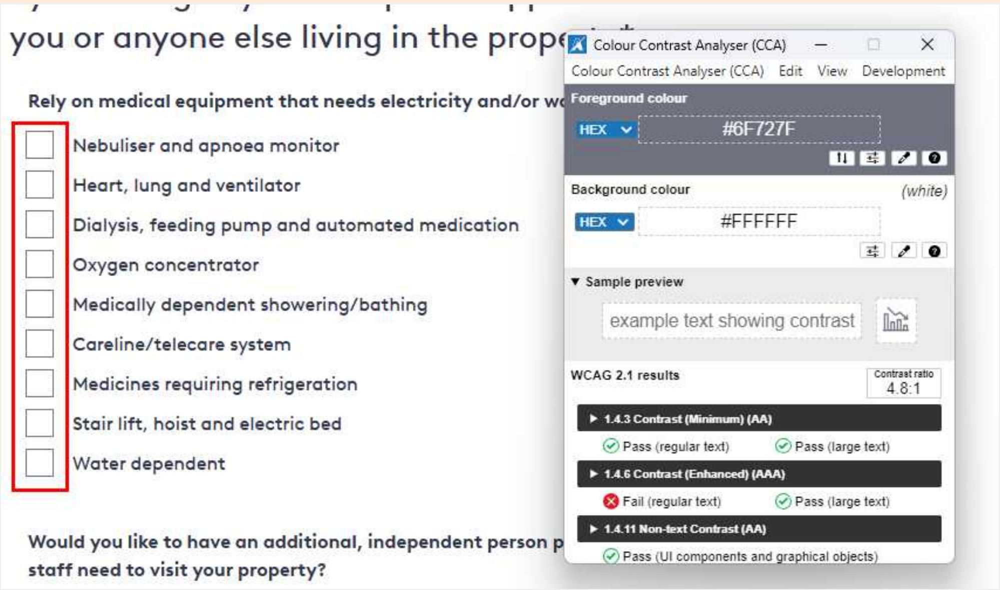
Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio: just below 4.5:1 (4.461:1)

- 1.4.3 Contrast (Minimum) (AA): Fail (regular text) Pass (large text)
- 1.4.6 Contrast (Enhanced) (AAA): Fail (regular text) Fail (large text)
- 1.4.11 Non-text Contrast (AA): Pass (UI components and graphical objects)

Page 11: desktop, custom interactive element boundary has sufficient contrast

Fixed: on page 13, the checkboxes now have grey (#6F727F) boundary on the white (#FFFFFF) background which passes colour contrast requirements with a ratio of 4.8:1.



you or anyone else living in the prope

Rely on medical equipment that needs electricity and/or w

- □ Nebuliser and apnoea monitor
- □ Heart, lung and ventilator
- □ Dialysis, feeding pump and automated medication
- □ Oxygen concentrator
- □ Medically dependent showering/bathing
- □ Careline/telecare system
- □ Medicines requiring refrigeration
- □ Stair lift, hoist and electric bed
- □ Water dependent

Would you like to have an additional, independent person p
staff need to visit your property?

Colour Contrast Analyser (CCA)
Colour Contrast Analyser (CCA) Edit View Development

Foreground colour: HEX #6F727F

Background colour (white): HEX #FFFFFF

Sample preview: example text showing contrast

WCAG 2.1 results — Contrast ratio: 4.8:1

- 1.4.3 Contrast (Minimum) (AA): Pass (regular text) Pass (large text)
- 1.4.6 Contrast (Enhanced) (AAA): Fail (regular text) Pass (large text)
- 1.4.11 Non-text Contrast (AA): Pass (UI components and graphical objects)

Page 13: desktop, custom interactive element boundary has sufficient contrast

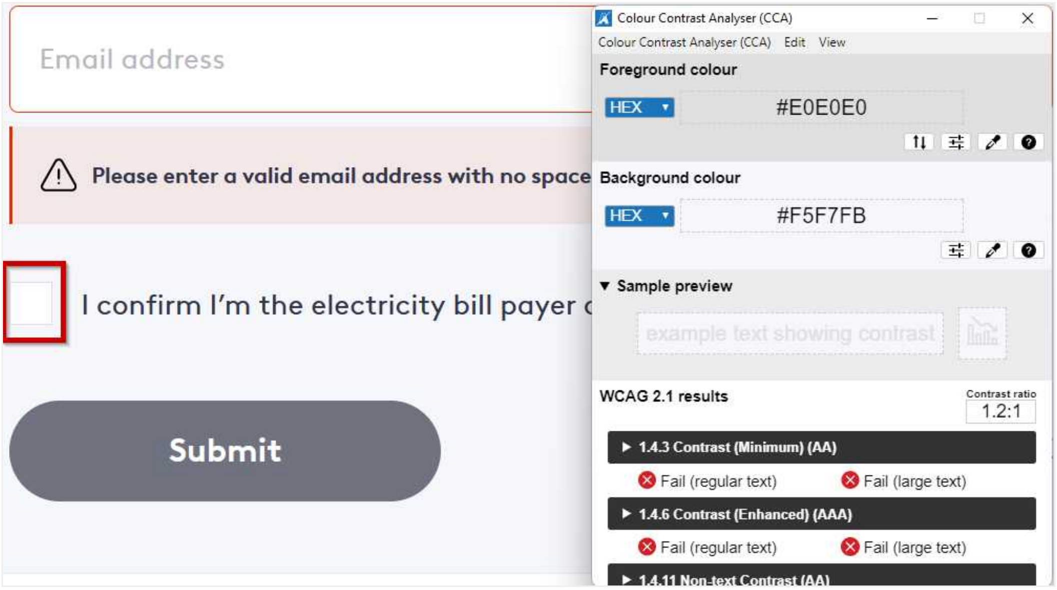
What happened

When custom components do not have internal text, such a custom input fields and checkboxes, the boundary of the hit-area must pass colour contrast requirements with adjacent colours. The required contrast ratio is 3:1, unless the element uses default browser CSS.

There are custom elements that does not meet the contrast ratio. This may particularly disadvantage low vision and colour blind users who may be excluded by the low contrast. Users might struggle to perceive the component that fails the colour contrast requirements.

Where it happened

This can be seen on page 11, with the “I confirm I’m the electricity…” checkbox. The light grey (#E0E0E0) checkbox boundary colour on the white (#F5F7FB) background fails colour contrast requirements with a ratio of 1.2:1.



Email address

Please enter a valid email address with no space

□ I confirm I’m the electricity bill payer c

Submit

Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View

Foreground colour

HEX #E0E0E0

Background colour

HEX #F5F7FB

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 1.2:1

1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Fail (large text)

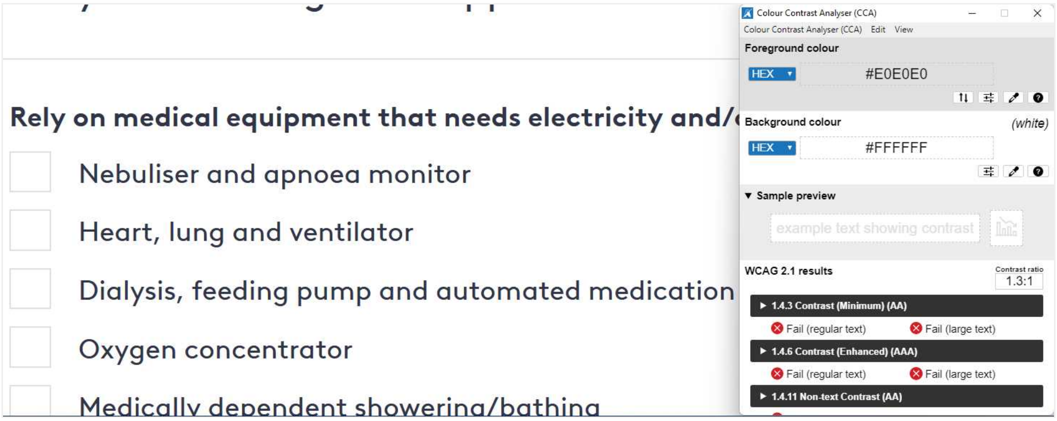
1.4.6 Contrast (Enhanced) (AAA)

Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)

Page 11: desktop, checkbox boundary has insufficient contrast ratio

This can be seen on page 13, with the checkboxes. The light grey (#E0E0E0) checkbox boundary colour on the white (#FFFFFF) background fails colour contrast requirements with a ratio of 1.3:1.



Rely on medical equipment that needs electricity and/

□ Nebuliser and apnoea monitor

□ Heart, lung and ventilator

□ Dialysis, feeding pump and automated medication

□ Oxygen concentrator

□ Medically dependent showering/bathing

Colour Contrast Analyser (CCA)

Colour Contrast Analyser (CCA) Edit View

Foreground colour

HEX #E0E0E0

Background colour (white)

HEX #FFFFFF

Sample preview

example text showing contrast

WCAG 2.1 results

Contrast ratio 1.3:1

1.4.3 Contrast (Minimum) (AA)

Fail (regular text) Fail (large text)

1.4.6 Contrast (Enhanced) (AAA)

Fail (regular text) Fail (large text)

1.4.11 Non-text Contrast (AA)

Page 13: desktop, checkboxes boundary have insufficient contrast ratio

Steps to reproduce

1. Get the colour values of the boundary and background colours.
2. Insert these values into a colour contrast analyser.
3. Observe that the analyser reports that the contrast ratio is not sufficient.
4. Observe that there is not internal text or some other visual signifier, other than the boundary.

Recommendation

When using custom components that do not have internal text, make sure that the boundaries pass 3:1 colour contrast requirements. When they have internal text, make sure that at least the text passes colour contrast requirements, although it is ideal to make sure that the boundary and the text pass the requirements.

Adjust colours to meet the contrast ratio requirements. If you cannot adjust the colours, an alternative is to use native semantics and default browser stylings, which this success criterion considers to be out of scope. For examples, see Native Form Elements.

The colour contrast ratio between the adjacent colours can be tested with tools such as TPG - Colour Contrast Analyser and Tanaguru - Contrast Finder. WCAG AA compliant colour palettes can be generated with tools such as Colorsafe or Accessible Color Matrix.

For more information, see GOV - Colour Contrast Why Does It Matter? and WAI - Colours with Good Contrast.

Return to priority table

ADR_18910-2 **MEDIUM PRIORITY** **OPEN**

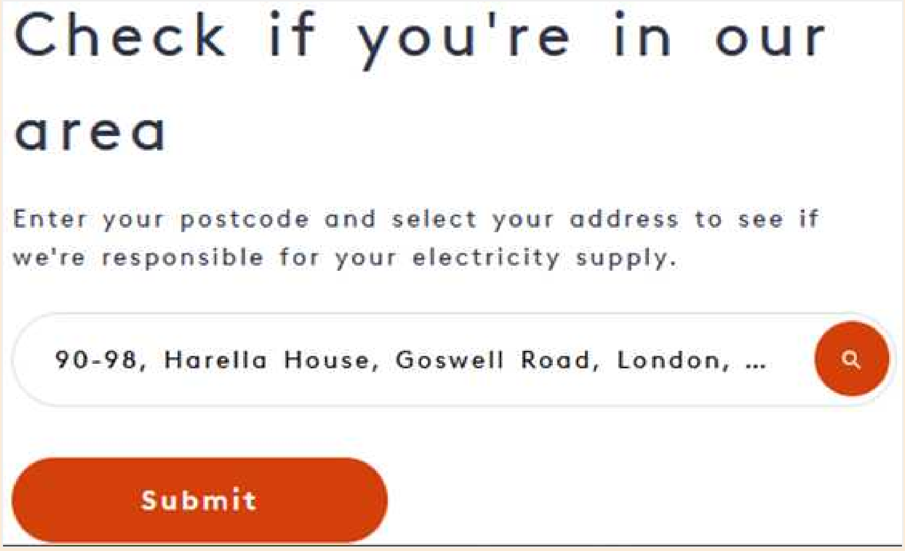
Text spacing causes content or functionality to be lost

Success Criteria	1.4.12: Text Spacing [2.1 AA]
Devices	Desktop
Pages Affected	10, 19
Users Affected	Cognitive
Component	Plain Text

Recheck comment 13/03/24

This issue is not fixed.

Not Fixed: on page 10, applying text spacing still causes content to be lost in the “Check if you’re in our area” input field.



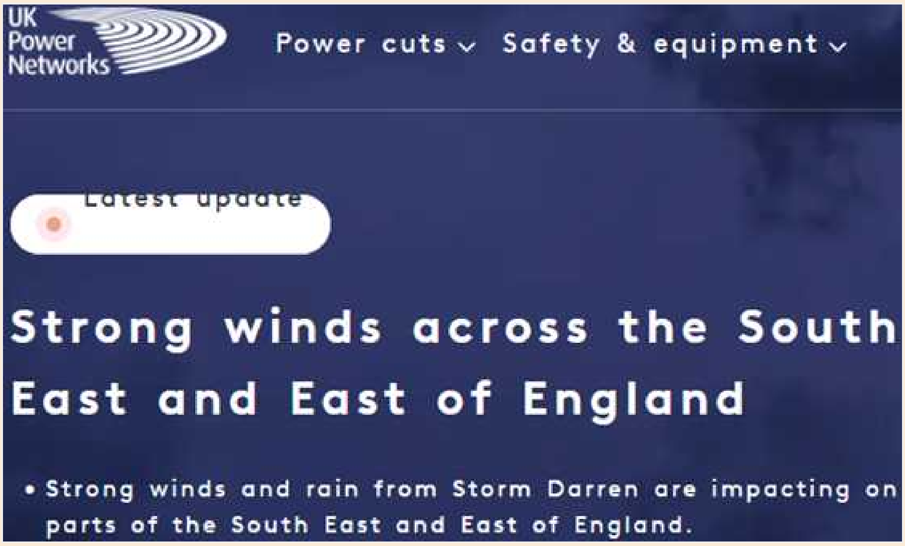
Check if you're in our area

Enter your postcode and select your address to see if we're responsible for your electricity supply.

90-98, Harella House, Goswell Road, London, ...

Page 10: desktop, text-spacing bookmarklet, text is cut off in address field

Not Fixed: on page 19, applying text spacing still causes the top of the “Latest update” text to be lost.



Strong winds across the South East and East of England

- Strong winds and rain from Storm Darren are impacting on parts of the South East and East of England.

Page 19: desktop, text-spacing bookmarklet, “Latest update” text is cut off

What happened

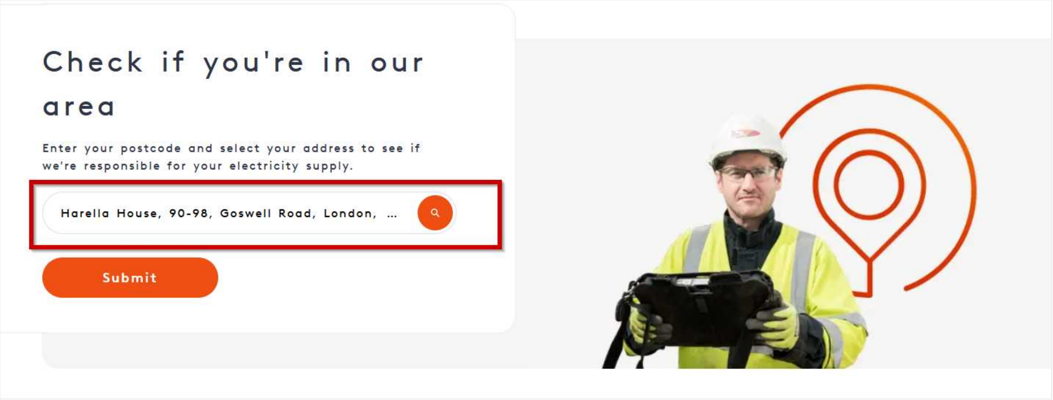
Users must be able to adjust certain text properties. This is particularly important for users with dyslexia as it can allow them to make text more readable. No loss of content or functionality should occur when the following style properties are adjusted.

- Line height (line spacing) to at least 1.5 times the font size.
- Spacing following paragraphs to at least 2 times the font size.
- Letter spacing (tracking) to at least 0.12 times the font size.
- Word spacing to at least 0.16 times the font size.

Adjusting these properties causes content or functionality to be lost.

Where it happened

This can be seen on page 10, with the long address input field. When text spacing properties are adjusted, the long address input is cut-off with ellipsis.



Check if you're in our area

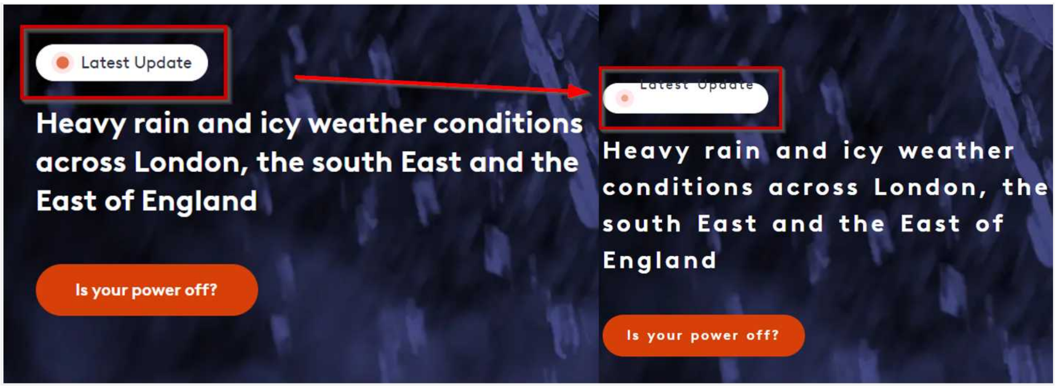
Enter your postcode and select your address to see if we're responsible for your electricity supply.

Harella House, 90-98, Goswell Road, London, ...

Submit

Page 10: desktop, text-spacing settings causes content to be partially cut-off

This can also be also seen on page 19, with the "Latest Update" text. When text spacing properties are adjusted, the "Latest Update" text content is partially cut-off making it illegible.



Latest Update

Heavy rain and icy weather conditions across London, the south East and the East of England

Is your power off?

Latest Update

Heavy rain and icy weather conditions across London, the south East and the East of England

Is your power off?

Page 19: desktop, text-spacing settings causes content to be partially cut-off

Steps to reproduce

1. Navigate on the content.
2. Adjust the style properties with an extension, bookmarklet, or custom stylesheet.
3. Note that the content or functionality is lost.

Recommendation

Make sure that the style properties are supported. Example techniques are provided by WCAG Techniques - Allow for text spacing without wrapping, Allow for text spacing override, and Orange Developer Guidelines - Allow Text Spacing.

Testing can be done with a bookmarklet, such as CodePen - Text Spacing Bookmarklet or setting the following CSS rules.

```
* {
  line-height: 1.5!important;
  letter-spacing:.12em!important;
  word-spacing: .16em !important;
}

p {
  margin-bottom: 2em!important;
}
```

As well, use modern, flexible layouts techniques. For more information, see CSS Tricks - Guide to Flexbox, MDN - Basic Concepts of Flexbox, and CUBE CSS.

Return to priority table

ADR_18910-6 **MEDIUM PRIORITY** **PARTIALLY FIXED**

Non-interactive elements receive keyboard focus

Success Criteria	2.4.3: Focus Order [2.0 A]
Devices	Desktop
Pages Affected	02, 03, 06, 10, 11, 15, 16, 17, 19, 20
Users Affected	Motor
Component	Not Applicable

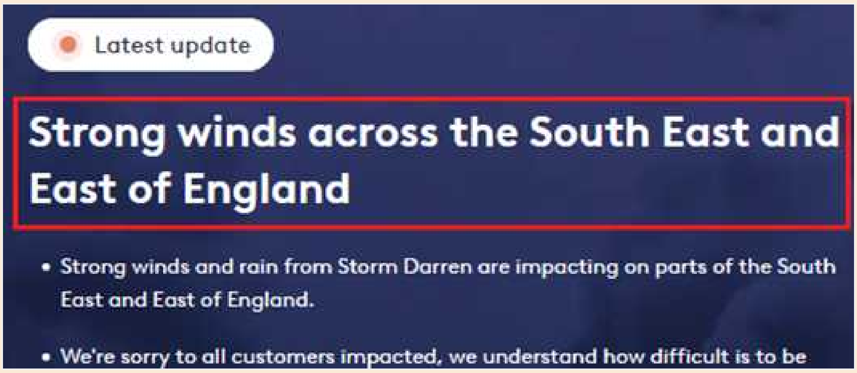
Recheck comment 18/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instance on page 20 but not the instances on the other pages.

Recheck comment 15/03/24

This issue is partially fixed.

Fixed: on page 20, the non-interactive heading “Strong winds across …” no longer receives keyboard focus. It does not have a `tabindex` attribute.

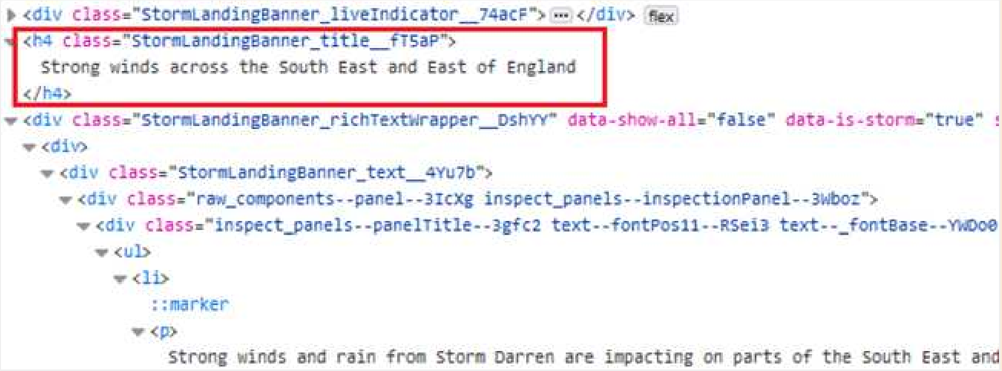


Latest update

Strong winds across the South East and East of England

- Strong winds and rain from Storm Darren are impacting on parts of the South East and East of England.
- We're sorry to all customers impacted, we understand how difficult is to be

Page 20: desktop, “Strong winds …”



```
▸ <div class="StormLandingBanner_liveIndicator__74acF"> ⋯ </div> flex
▾ <h4 class="StormLandingBanner_title__fT5aP">
    Strong winds across the South East and East of England
  </h4>
▾ <div class="StormLandingBanner_richTextWrapper__DshYY" data-show-all="false" data-is-storm="true"
  ▾ <div>
    ▾ <div class="StormLandingBanner_text__4Yu7b">
      ▾ <div class="raw_components--panel--3IcXg inspect_panels--inspectionPanel--3Wboz">
        ▾ <div class="inspect_panels--panelTitle--3gfc2 text--fontPos11--RSei3 text--_fontBase--YWDo0
          ▾ <ul>
            ▾ <li>
                ::marker
              ▾ <p>
                  Strong winds and rain from Storm Darren are impacting on parts of the South East and
```

Page 20: DOM, heading “Strong winds …” does not receive keyboard focus

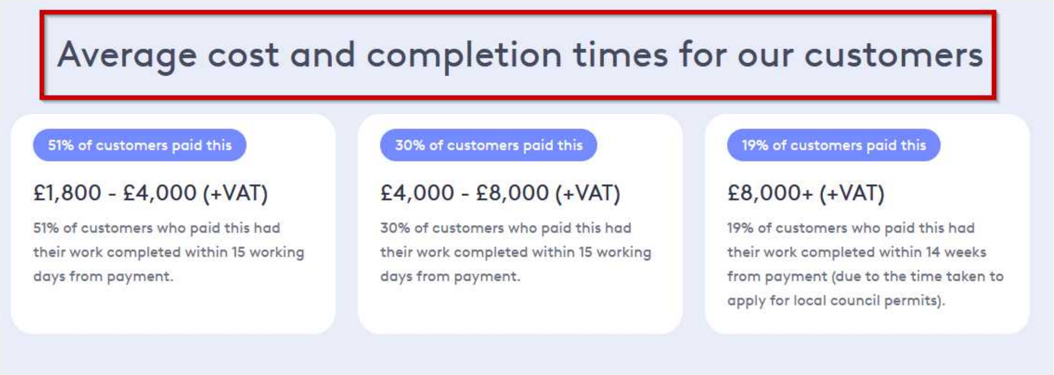
What happened

The keyboard focus order must be meaningful. It does not need to mirror the visual order. However, interactive elements must receive focus in a way that makes some sort of sense. The focus order must not be totally illogical or make the operability of components more challenging.

There are elements that receive focus that are not interactive. This is illogical as only interactive elements should receive focus. This may particularly disadvantage keyboard users. The illogical focus order may make the page difficult to understand and interact with.

Where it happened

This can be seen on page 6, with the “Average cost and completion times for our customers” heading. The non-interactive heading element has been given `tabindex="0"`, making it inappropriately focusable.



Average cost and completion times for our customers

51% of customers paid this

£1,800 - £4,000 (+VAT)

51% of customers who paid this had their work completed within 15 working days from payment.

30% of customers paid this

£4,000 - £8,000 (+VAT)

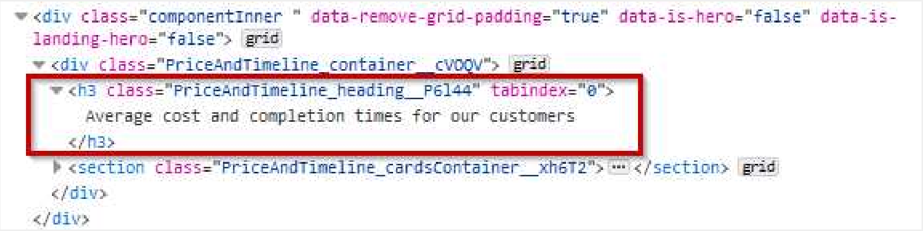
30% of customers who paid this had their work completed within 15 working days from payment.

19% of customers paid this

£8,000+ (+VAT)

19% of customers who paid this had their work completed within 14 weeks from payment (due to the time taken to apply for local council permits).

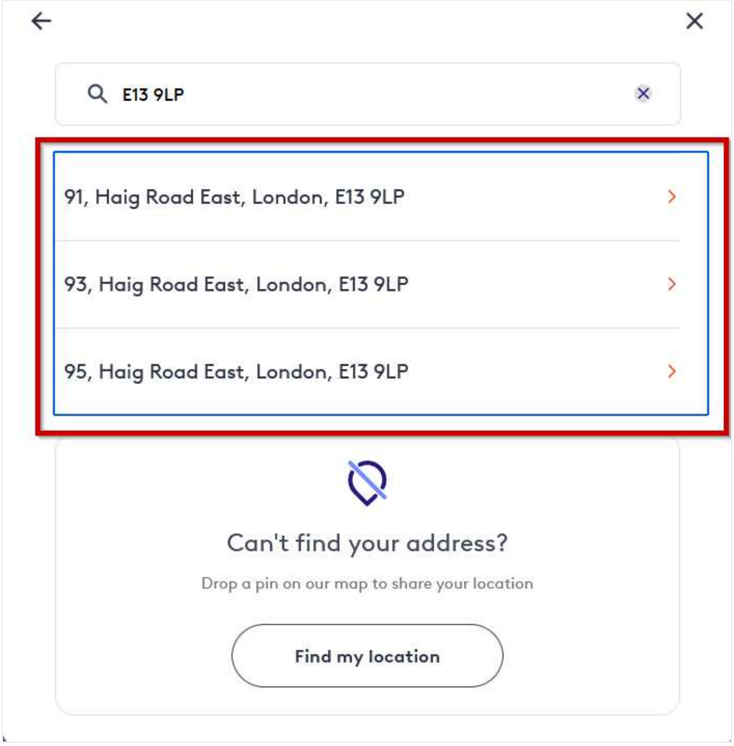
Page 6: Desktop, “Average cost and completion times for our customers” heading



```
▼<div class="componentInner " data-remove-grid-padding="true" data-is-hero="false" data-is-
 landing-hero="false"> grid
  ▼<div class="PriceAndTimeline_container__cVOQV"> grid
    ▼<h3 class="PriceAndTimeline_heading__P6144" tabindex="0">
       Average cost and completion times for our customers
     </h3>
    ▶<section class="PriceAndTimeline_cardsContainer__xh6T2"> ⋯ </section> grid
   </div>
 </div>
```

Page 6: DOM, Non-interactive heading element receives keyboard focus

This can be also seen on pages 2, 3, 10, 11, 17, 19, and 20, with the body container of the list of addresses following a postcode search. The non-interactive parent body element has been given `tabindex="0"`, making it inappropriately focusable.



91, Haig Road East, London, E13 9LP

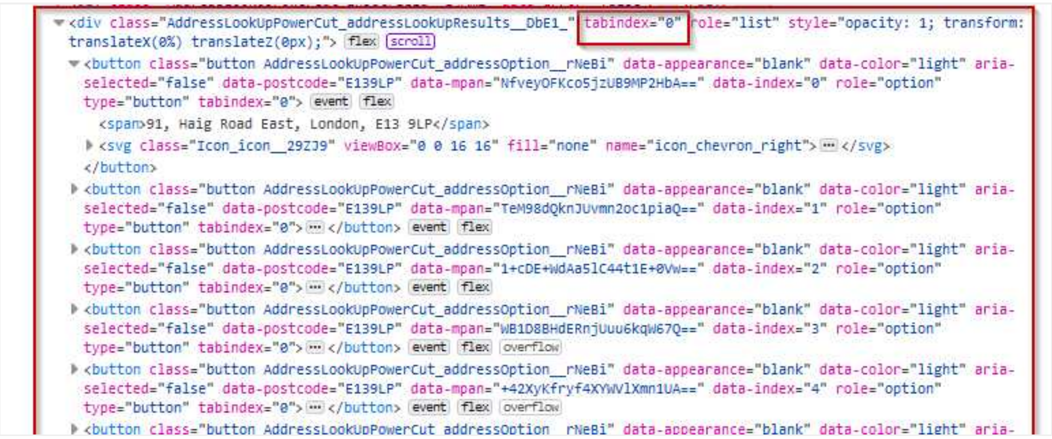
93, Haig Road East, London, E13 9LP

95, Haig Road East, London, E13 9LP

Can't find your address?

Drop a pin on our map to share your location

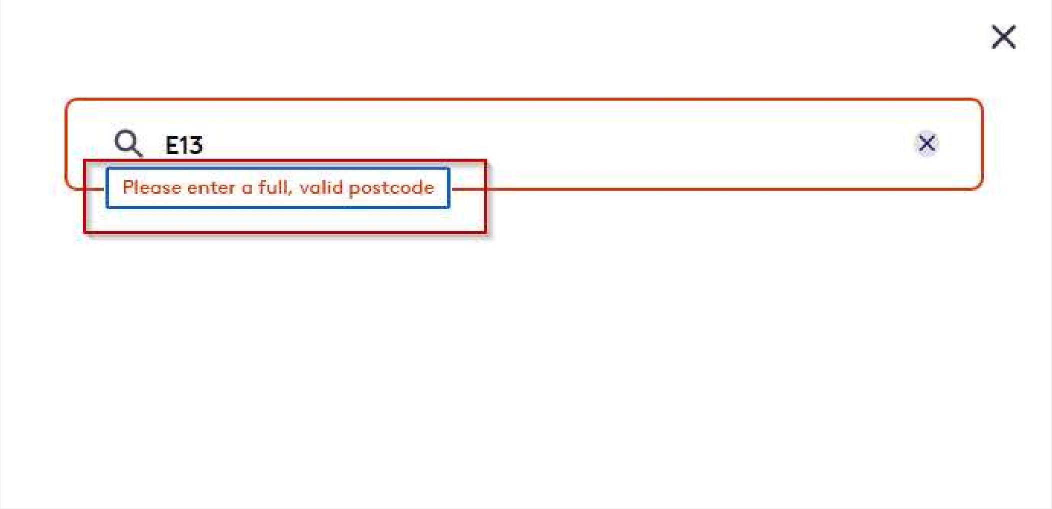
Page 2: Desktop, List body container



```
▼<div class="AddressLookUpPowerCut_addressLookUpResults__DbE1_" tabindex="0" role="list" style="opacity: 1; transform:
  translateX(0%) translateZ(0px);"> flex scroll
  ▼<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
    selected="false" data-postcode="E139LP" data-mpan="NfveyOFKco5jzUB9MP2HbA==" data-index="0" role="option"
    type="button" tabindex="0"> event flex
      <span>91, Haig Road East, London, E13 9LP</span>
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" fill="none" name="icon_chevron_right"> ⋯ </svg>
    </button>
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
    selected="false" data-postcode="E139LP" data-mpan="TeM98dQknJUvmn2oc1piaQ==" data-index="1" role="option"
    type="button" tabindex="0"> ⋯ </button> event flex
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
    selected="false" data-postcode="E139LP" data-mpan="1+cDE+WdAa5lC44t1E+0Vw==" data-index="2" role="option"
    type="button" tabindex="0"> ⋯ </button> event flex
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
    selected="false" data-postcode="E139LP" data-mpan="WB1D8BHdERnjUuu6kqW67Q==" data-index="3" role="option"
    type="button" tabindex="0"> ⋯ </button> event flex overflow
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
    selected="false" data-postcode="E139LP" data-mpan="+42XyKfryf4XYWVlXmn1UA==" data-index="4" role="option"
    type="button" tabindex="0"> ⋯ </button> event flex overflow
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
```

Page 2: DOM, Non-interactive elements receiveS keyboard focus

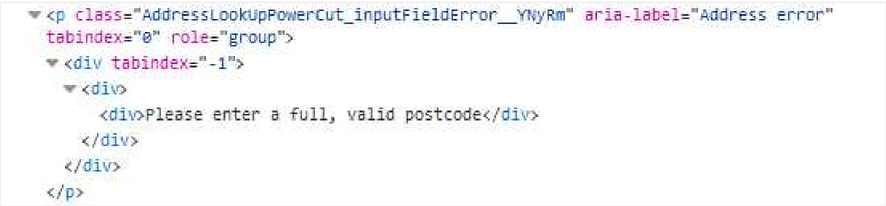
This can be also seen on pages 2, 3, 10, 11, 17, 19, and 20, with the error message. The non-interactive error message has been given `tabindex="0"`, making it inappropriately focusable.



E13

Please enter a full, valid postcode

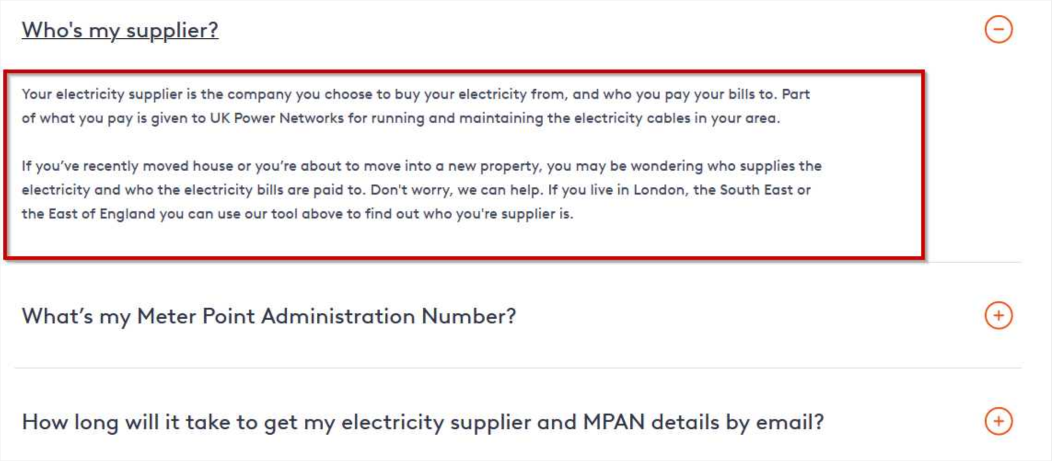
Page 2: Desktop, Error message pinned to the "Search by postcode" input field



```
▼<p class="AddressLookUpPowerCut_inputFieldError__YNyRm" aria-label="Address error"
  tabindex="0" role="group">
  ▼<div tabindex="-1">
    ▼<div>
        <div>Please enter a full, valid postcode</div>
      </div>
    </div>
  </p>
```

Page 2: DOM, Non-interactive error message receives keyboard focus

This can be also seen on page 11, with the text content of the accordion elements. The non-interactive content has been given `tabindex="0"`, making it inappropriately focusable.



Who's my supplier?

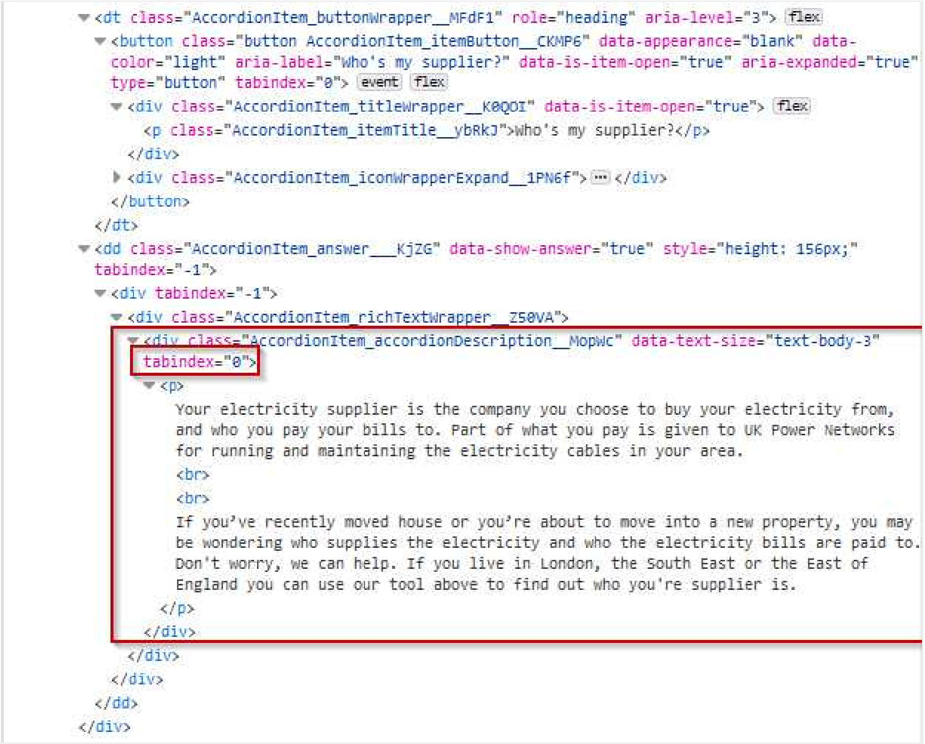
Your electricity supplier is the company you choose to buy your electricity from, and who you pay your bills to. Part of what you pay is given to UK Power Networks for running and maintaining the electricity cables in your area.

If you've recently moved house or you're about to move into a new property, you may be wondering who supplies the electricity and who the electricity bills are paid to. Don't worry, we can help. If you live in London, the South East or the East of England you can use our tool above to find out who you're supplier is.

What's my Meter Point Administration Number?

How long will it take to get my electricity supplier and MPAN details by email?

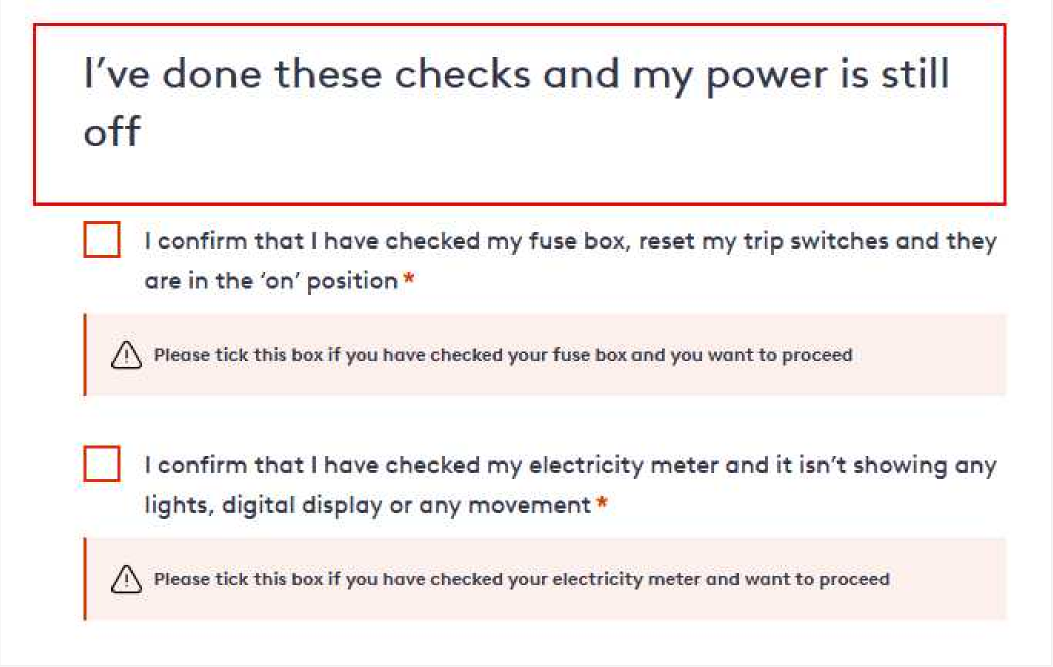
Page 11: Desktop, Accordion content receives keyboard focus



```
▼<dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="3"> flex
  ▼<button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-
   color="light" aria-label="Who's my supplier?" data-is-item-open="true" aria-expanded="true"
   type="button" tabindex="0"> event  flex
    ▼<div class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="true"> flex
       <p class="AccordionItem_itemTitle__ybRkJ">Who's my supplier?</p>
     </div>
    ▶<div class="AccordionItem_iconWrapperExpand__1PN6f"> ⋯ </div>
   </button>
 </dt>
▼<dd class="AccordionItem_answer___KjZG" data-show-answer="true" style="height: 156px;"
 tabindex="-1">
  ▼<div tabindex="-1">
    ▼<div class="AccordionItem_richTextWrapper__Z50VA">
      ▼<div class="AccordionItem_accordionDescription__MopWc" data-text-size="text-body-3"
        tabindex="0">
        ▼<p>
           Your electricity supplier is the company you choose to buy your electricity from,
           and who you pay your bills to. Part of what you pay is given to UK Power Networks
           for running and maintaining the electricity cables in your area.
           <br>
           <br>
           If you’ve recently moved house or you’re about to move into a new property, you may
           be wondering who supplies the electricity and who the electricity bills are paid to.
           Don't worry, we can help. If you live in London, the South East or the East of
           England you can use our tool above to find out who you're supplier is.
         </p>
       </div>
     </div>
   </div>
 </dd>
</div>
```

Page 11: DOM, Accordion content receives keyboard focus

This can be also seen on page 15, with the text “I’ve done these checks and my power is still off”. The non-interactive content has been given `tabindex="0"`, making it inappropriately focusable.



I’ve done these checks and my power is still off

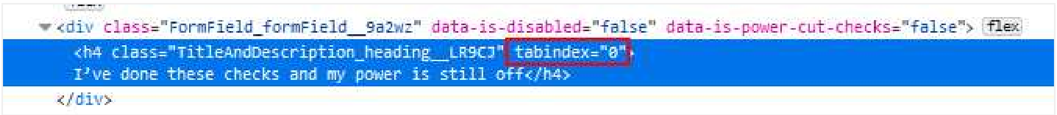
□ I confirm that I have checked my fuse box, reset my trip switches and they are in the ‘on’ position *

⚠ Please tick this box if you have checked your fuse box and you want to proceed

□ I confirm that I have checked my electricity meter and it isn’t showing any lights, digital display or any movement *

⚠ Please tick this box if you have checked your electricity meter and want to proceed

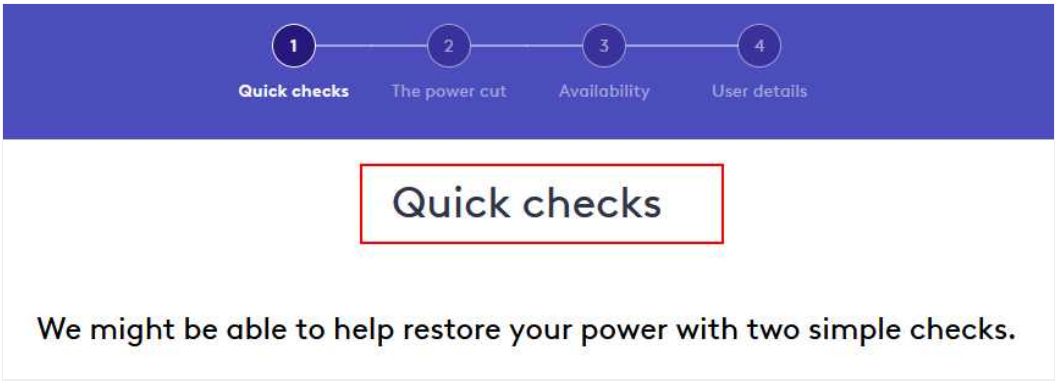
Page 15: desktop, text content receives keyboard focus



```
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
   <h4 class="TitleAndDescription_heading__LR9CJ" tabindex="0">
   I’ve done these checks and my power is still off</h4>
 </div>
```

Page 15: DOM, markup for text

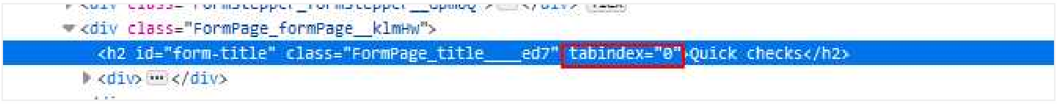
This can also be seen on page 15, with the heading “Quick checks”. This non-interactive content has been given `tabindex="0"`, making it inappropriately focusable.



Quick checks

We might be able to help restore your power with two simple checks.

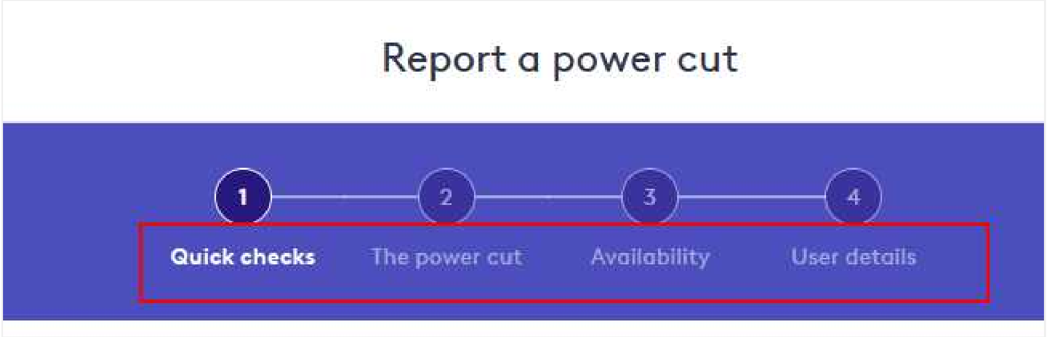
Page 15: desktop, heading receives keyboard focus



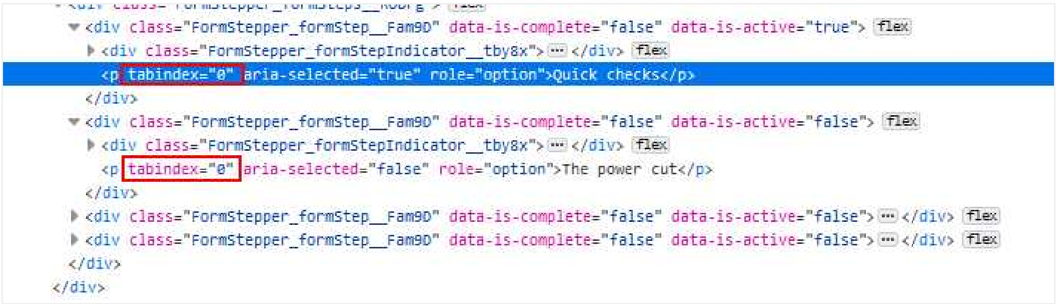
```
  <div class="FormPage_formPage__klmHw">
    <h2 id="form-title" class="FormPage_title___ed7" tabindex="0">Quick checks</h2>
    <div> ··· </div>
```

Page 15: DOM, markup for heading

This can also be seen on pages 15, and 16, within the progress bar at the top of the page. The non-interactive progress stage names have been given `tabindex="0"`, making them inappropriately focusable.



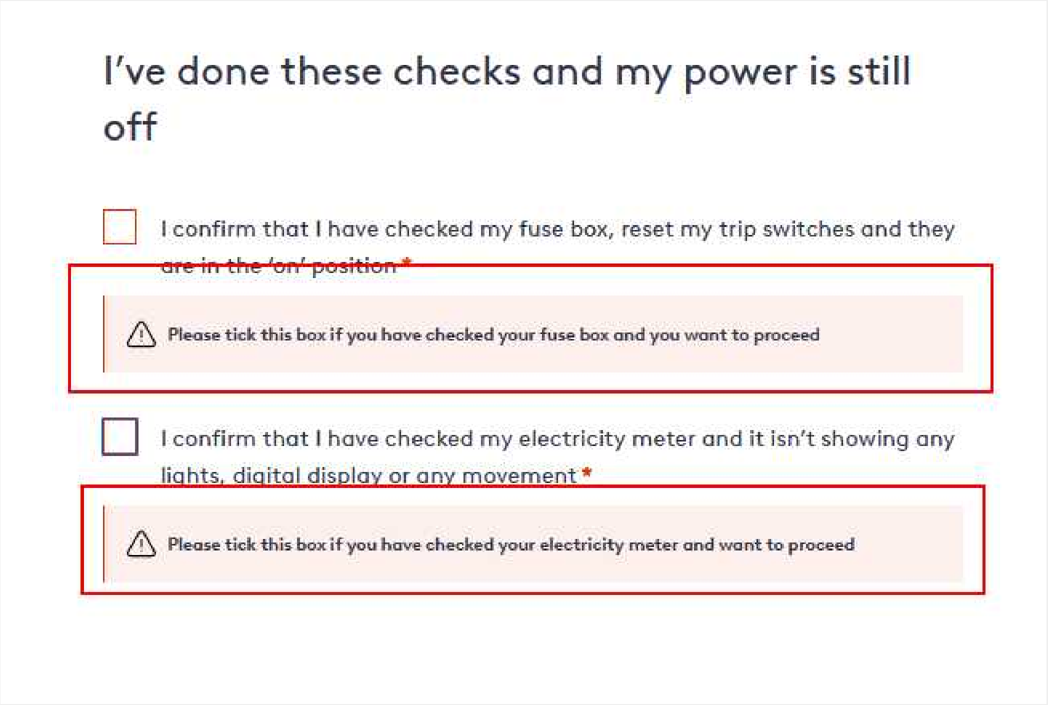
Page 15: desktop, progress bar elements



```
    <div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="true"> flex
      <div class="FormStepper_formStepIndicator__tby8x"> ··· </div> flex
      <p tabindex="0" aria-selected="true" role="option">Quick checks</p>
    </div>
    <div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false"> flex
      <div class="FormStepper_formStepIndicator__tby8x"> ··· </div> flex
      <p tabindex="0" aria-selected="false" role="option">The power cut</p>
    </div>
    <div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false"> ··· </div> flex
    <div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false"> ··· </div> flex
  </div>
</div>
```

Page 15: DOM, markup for progress bar elements

This can also be seen on page 15, with the error messages that appear when the tickboxes under the “I’ve done these checks and my power is still off” heading are left unchecked. The non-interactive error text has been given `tabindex="0"`, making them inappropriately focusable.



I’ve done these checks and my power is still off

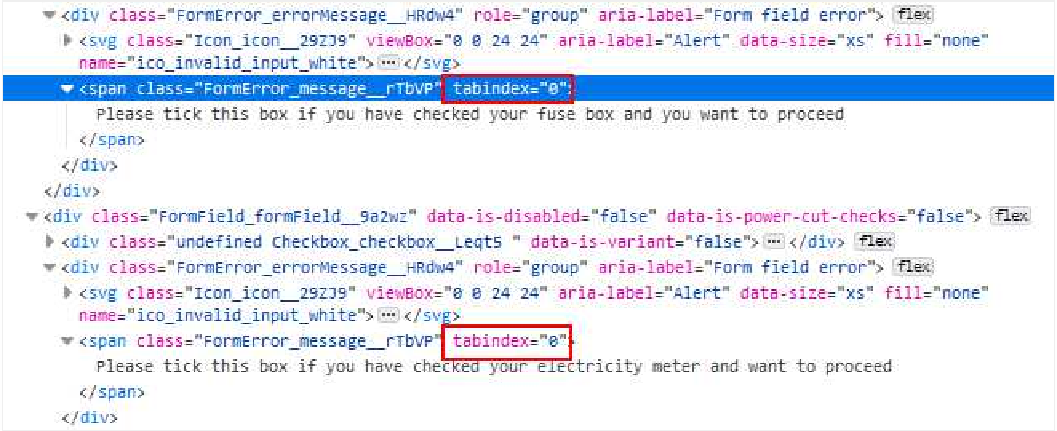
□ I confirm that I have checked my fuse box, reset my trip switches and they are in the ‘on’ position *

Please tick this box if you have checked your fuse box and you want to proceed

□ I confirm that I have checked my electricity meter and it isn’t showing any lights, digital display or any movement *

Please tick this box if you have checked your electricity meter and want to proceed

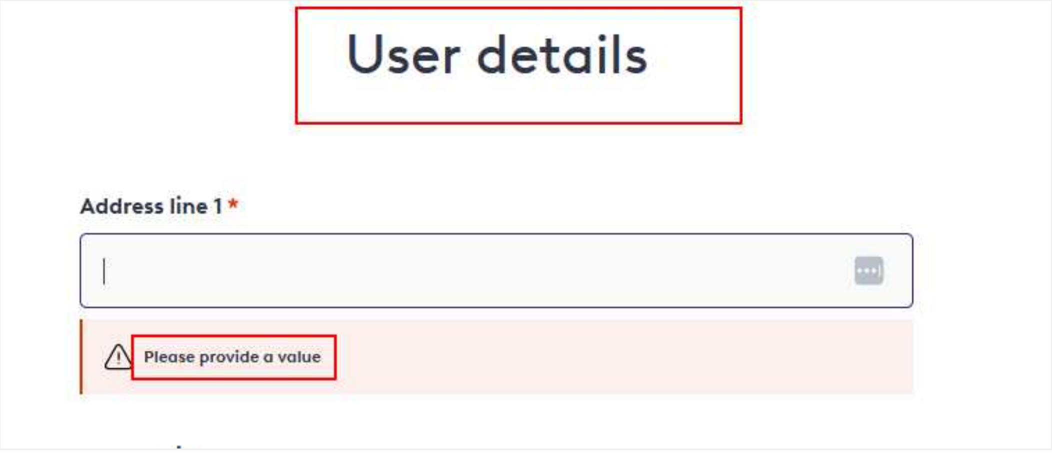
Page 15: desktop, error messages



```
▼<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
  ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs" fill="none"
   name="ico_invalid_input_white"> ··· </svg>
  ▼<span class="FormError_message__rTbVP" tabindex="0">
     Please tick this box if you have checked your fuse box and you want to proceed
   </span>
 </div>
</div>
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
 ▶<div class="undefined Checkbox_checkbox__Leqt5 " data-is-variant="false"> ··· </div> flex
 ▼<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
  ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs" fill="none"
   name="ico_invalid_input_white"> ··· </svg>
  ▼<span class="FormError_message__rTbVP" tabindex="0">
     Please tick this box if you have checked your electricity meter and want to proceed
   </span>
 </div>
```

Page 15: DOM, markup for error messages

This can also be seen on page 16, with the following text: “User details” heading, error message text,”Your data” heading and text below, and, “Indicates required fields” text. The non-interactive text has been given `tabindex="0"`, making them inappropriately focusable.

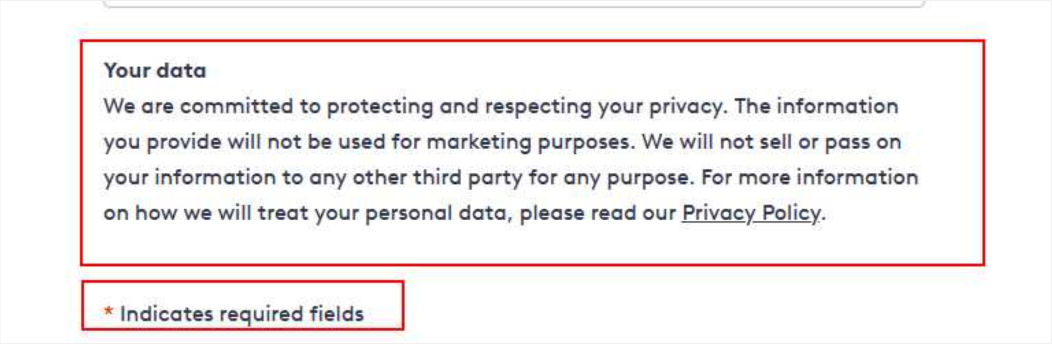


User details

Address line 1 *

Please provide a value

Page 16: desktop, heading and error message text

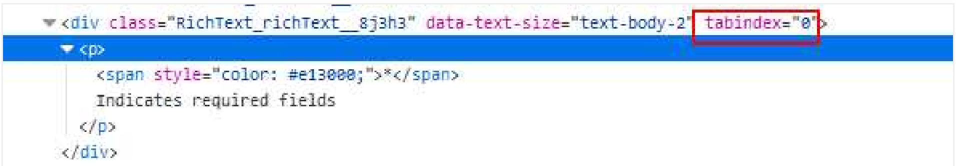


Your data

We are committed to protecting and respecting your privacy. The information you provide will not be used for marketing purposes. We will not sell or pass on your information to any other third party for any purpose. For more information on how we will treat your personal data, please read our Privacy Policy.

* Indicates required fields

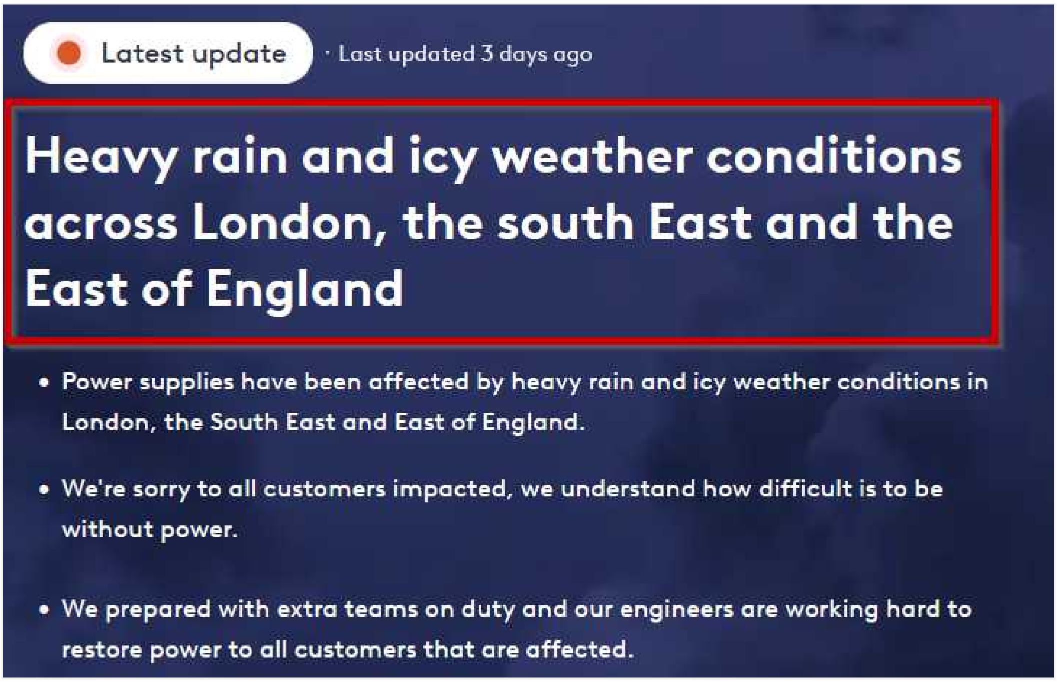
Page 16: desktop, “Your data” heading and text



```
▼<div class="RichText_richText__8j3h3" data-text-size="text-body-2" tabindex="0">
  ▼<p>
     <span style="color: #e13000;">*</span>
     Indicates required fields
   </p>
 </div>
```

Page 16: DOM, markup for “Indicates required fields” text

This can be also seen on page 20, with the “Heavy rain and icy weather conditions…” heading. The non-interactive heading element has been given a positive `"tabindex="1"`, making it inappropriately focusable.

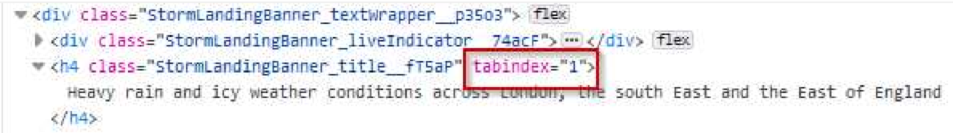


Latest update · Last updated 3 days ago

Heavy rain and icy weather conditions across London, the south East and the East of England

- Power supplies have been affected by heavy rain and icy weather conditions in London, the South East and East of England.
- We're sorry to all customers impacted, we understand how difficult is to be without power.
- We prepared with extra teams on duty and our engineers are working hard to restore power to all customers that are affected.

Page 20: Desktop, “Heavy rain and icy weather conditions…” heading



```
▼<div class="StormLandingBanner_textWrapper__p35o3"> flex
  ▶<div class="StormLandingBanner_liveIndicator__74acF"> ⋯ </div> flex
  ▼<h4 class="StormLandingBanner_title__fT5aP" tabindex="1">
     Heavy rain and icy weather conditions across London, the south East and the East of England
   </h4>
```

Page 20: DOM, Non-interactive heading element receives keyboard focus

Steps to reproduce

1. Using just your keyboard, tab through the above.
2. Observe that focus goes onto elements that are not interactive.

Recommendation

The focus order is determined by the location of focusable elements in the Document Object Model (DOM). Make sure that the interactive elements are placed in the DOM in a logical sequence that allows keyboard users to tab through the page in a meaningful order.

In this case, make sure that the non-interactive elements do not receive keyboard focus. For example, make sure to avoid using `tabindex="0"` on elements that should not receive focus. If you need the non-interactive elements to be capable of receiving focus through the `focus` method, use `tabindex="-1"`. For example:

```
<h1 tabindex="-1">Main Heading</h1>
```

Using `tabindex="-1"` allows elements to be used as a target for the `focus` method without adding them to the focus order. For more information, see Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard and Google Developer - Using Tabindex.

Return to priority table

ADR_18910-11 MEDIUM PRIORITY OPEN

Focus navigates onto the same component multiple times

Success Criteria	2.4.3: Focus Order [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 04, 10, 11, 13, 17, 19, 20
Users Affected	Motor
Component	Button, Input Field, Image

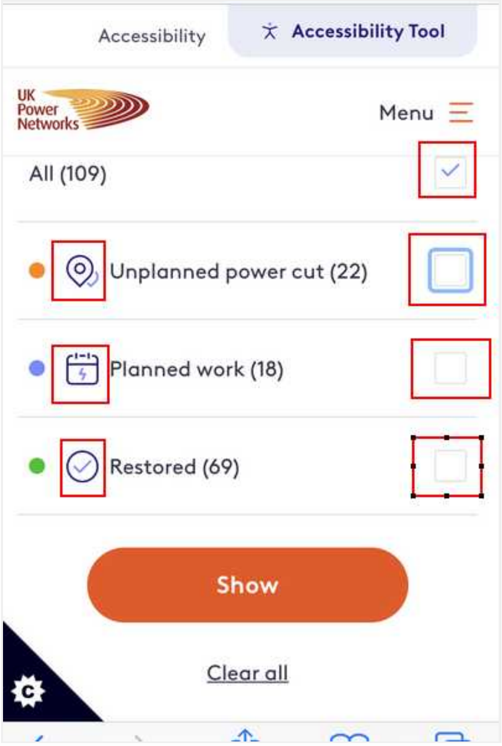
What happened

The keyboard focus order must be meaningful. It does not need to mirror the visual order. However, interactive elements must receive focus in a way that makes some sort of sense. The focus order must not be totally illogical or make the operability of components more challenging.

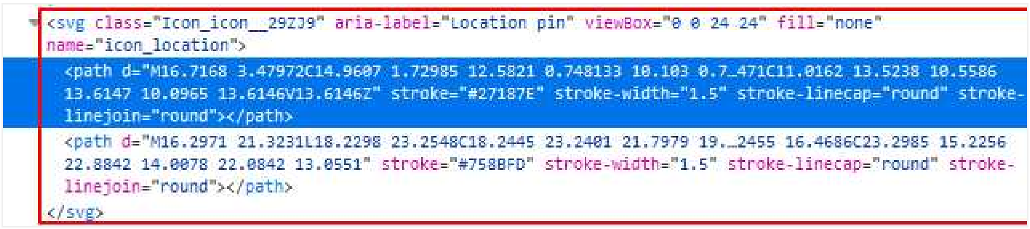
There are instances where focus navigates onto the same component multiple times. This may particularly disadvantage keyboard users who often navigate by tabbing through the interactive elements. The focus order may suggest that these component are multiple, separate controls, rather than single components.

Where it happened

This happens on page 4, on iOS, with the images and tickboxes within the “Filter menu”. When swiping through these checkboxes, they receive multiple focus. These checkboxes first receives focus with its label, then the label receives focus.



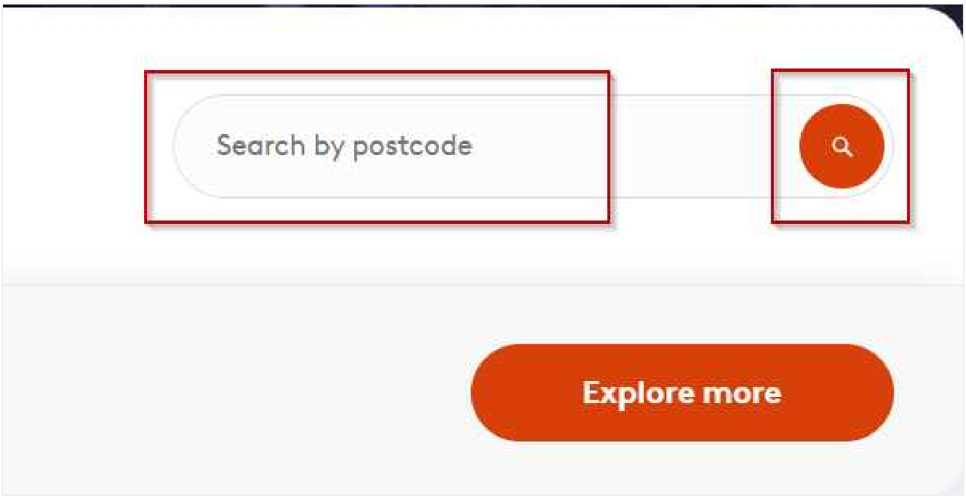
Page 4: iOS, elements receive focus multiple times



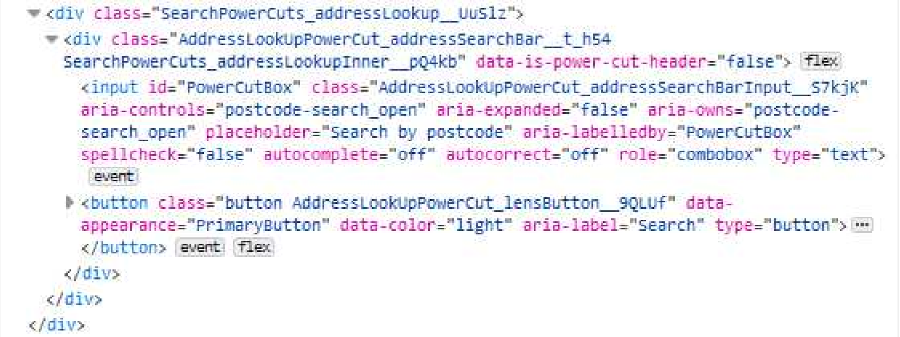
```
<svg class="Icon_icon__29ZJ9" aria-label="Location pin" viewBox="0 0 24 24" fill="none"
name="icon_location">
  <path d="M16.7168 3.47972C14.9607 1.72985 12.5821 0.748133 10.103 0.7…471C11.0162 13.5238 10.5586
  13.6147 10.0965 13.6146V13.6146Z" stroke="#27187E" stroke-width="1.5" stroke-linecap="round" stroke-
  linejoin="round"></path>
  <path d="M16.2971 21.3231L18.2298 23.2548C18.2445 23.2401 21.7979 19.…2455 16.4686C23.2985 15.2256
  22.8842 14.0078 22.0842 13.0551" stroke="#758BFD" stroke-width="1.5" stroke-linecap="round" stroke-
  linejoin="round"></path>
</svg>
```

Page 4: iOS, markup for the “Unplanned power cut” icon

This can be seen on Desktop and iOS on pages 2, 3, 10, 11, 17, 19, and 20, with the “Search by postcode” input field and the adjacent “Search” button. Both the Search by postcode” input field and the adjacent “Search” button trigger the same “Search by postcode” modal dialog. However, they receive unecessary focus multiple times.



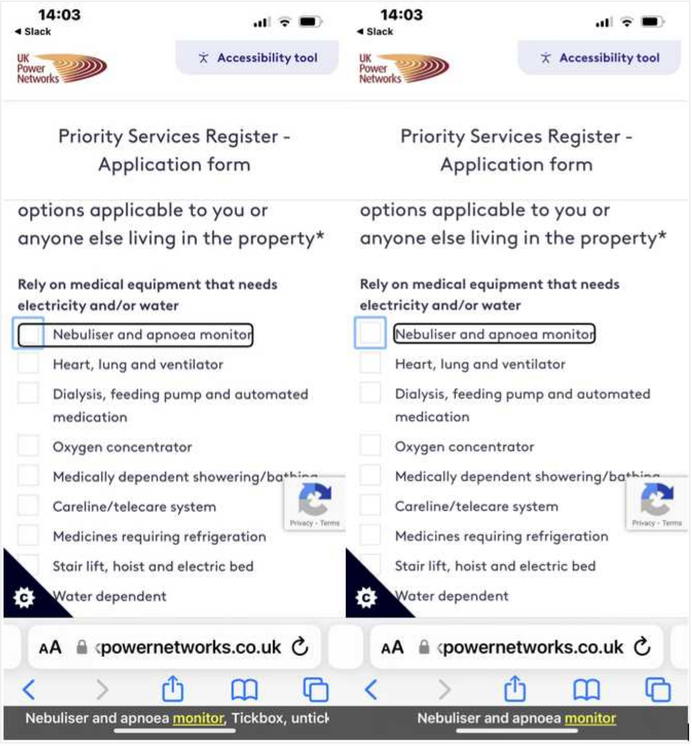
Page 2: Desktop, “Search by postcode” input field and the adjacent “Search” button



```
▼<div class="SearchPowerCuts_addressLookup__UuSlz">
  ▼<div class="AddressLookUpPowerCut_addressSearchBar__t_h54
  SearchPowerCuts_addressLookupInner__pQ4kb" data-is-power-cut-header="false"> flex
    <input id="PowerCutBox" class="AddressLookUpPowerCut_addressSearchBarInput__S7kjK"
    aria-controls="postcode-search_open" aria-expanded="false" aria-owns="postcode-
    search_open" placeholder="Search by postcode" aria-labelledby="PowerCutBox"
    spellcheck="false" autocomplete="off" autocorrect="off" role="combobox" type="text">
     event
   ▶<button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-
    appearance="PrimaryButton" data-color="light" aria-label="Search" type="button"> ⋯
    </button> event flex
  </div>
 </div>
</div>
```

Page 2: DOM, Same functionality elements receive multiple focus

This can be seen on pages 11 and 13 on iOS, with the checkboxes. When swiping through these checkboxes, they receive multiple focus. These checkboxes first receives focus with its label, then the label receives focus.



14:03
◂ Slack

Accessibility tool

Priority Services Register - Application form

options applicable to you or anyone else living in the property*

Rely on medical equipment that needs electricity and/or water

- □ Nebuliser and apnoea monitor
- □ Heart, lung and ventilator
- □ Dialysis, feeding pump and automated medication
- □ Oxygen concentrator
- □ Medically dependent showering/bathing
- □ Careline/telecare system
- □ Medicines requiring refrigeration
- □ Stair lift, hoist and electric bed
- □ Water dependent

AA powernetworks.co.uk

Nebuliser and apnoea monitor, Tickbox, untick

14:03
◂ Slack

Accessibility tool

Priority Services Register - Application form

options applicable to you or anyone else living in the property*

Rely on medical equipment that needs electricity and/or water

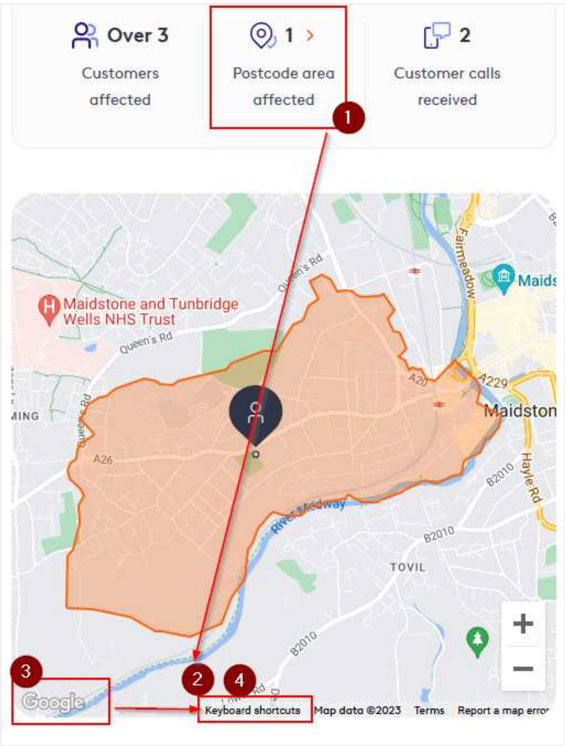
- □ Nebuliser and apnoea monitor
- □ Heart, lung and ventilator
- □ Dialysis, feeding pump and automated medication
- □ Oxygen concentrator
- □ Medically dependent showering/bathing
- □ Careline/telecare system
- □ Medicines requiring refrigeration
- □ Stair lift, hoist and electric bed
- □ Water dependent

AA powernetworks.co.uk

Nebuliser and apnoea monitor

Page 13: iOS, Checkboxes and it’s label receive focus twice

This can also be seen on Desktop and iOS on page 17 within the map element. The “Keyboard shortcuts” element receives focus after the “Postcode area affected” tab and then again after the “Google” element.



Page 17: desktop, focus order

Steps to reproduce

1. Using just your keyboard, tab through the above.
2. Observe the keyboard focus order.
3. Observe that focus goes onto the same component multiple times.

Recommendation

The focus order is determined by the location of focusable elements in the Document Object Model (DOM). Make sure that the interactive elements are placed in the DOM in a logical sequence that allows keyboard users to tab through the page in meaningful order.

In this instance, make sure that focus only goes onto the interactive elements once. Refactor the components to provide a logical focus order. Avoid nesting interactive items. As well, avoid using `tabindex="0"` on elements that contain interactive elements. For example:

```
<!-- in this example, the nested native control breaks the focus order -->
<button>
  <a href="...">Example Link</a>
</button>
<!-- in this example, the tabindex breaks the focus order -->
<div tabindex="0" role="button">
  <div tabindex="0" role="link">Example Link</div>
</div>
```

For more information, see WCAG - G59 Placing the interactive elements in an order, Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard, Keyboard Navigable JavaScript widgets and Google Developer - Using Tabindex.

Return to priority table

ADR_18910-26 **MEDIUM PRIORITY** **RESOLVED**

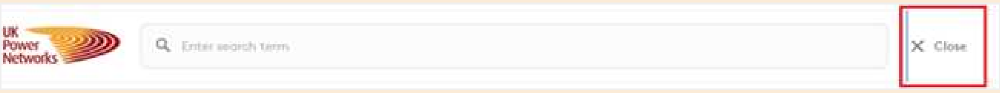
Focus does not return to triggering element

Success Criteria	2.4.3: Focus Order [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01, 17
Users Affected	Motor
Component	Button

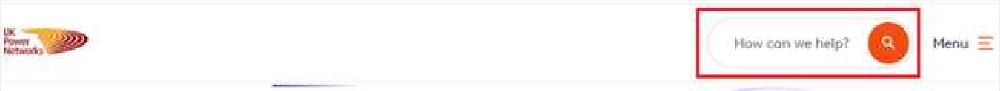
Recheck comment 15/03/24

This issue is fixed.

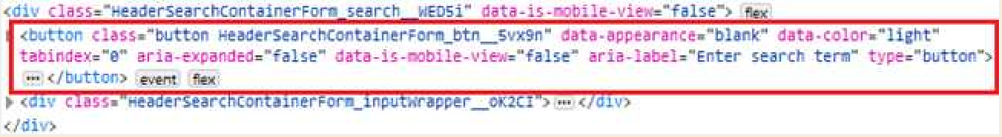
Fixed: on page 1, when the expanded search component is closed with the “X Close” button, keyboard focus returns to the “How can we help you?” triggering button.



Page 1: desktop, the “X Close” button

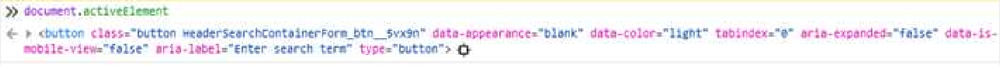


Page 1: desktop, “How can we help you?” button



```
<div class="HeaderSearchContainerForm_search__WED5i" data-is-mobile-view="false"> flex
  <button class="button HeaderSearchContainerForm_btn__5vx9n" data-appearance="blank" data-color="light"
  tabindex="0" aria-expanded="false" data-is-mobile-view="false" aria-label="Enter search term" type="button">
   ••• </button> event flex
 ▶ <div class="HeaderSearchContainerForm_inputWrapper__oK2CI"> ••• </div>
</div>
```

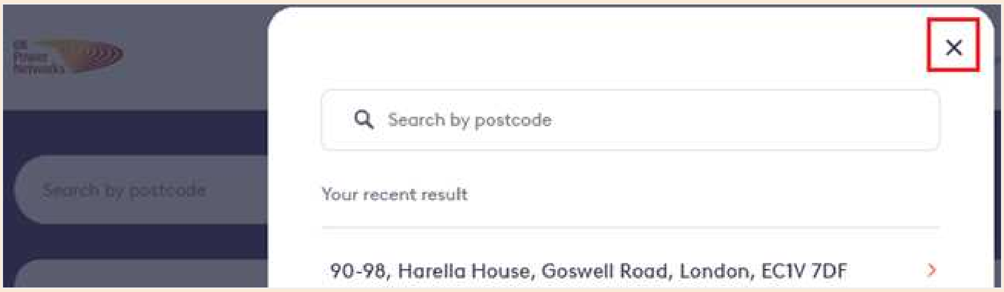
Page 1: DOM, “How can we help you?” button



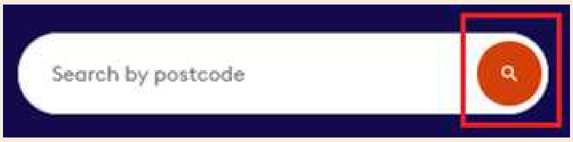
```
>> document.activeElement
← ▶ <button class="button HeaderSearchContainerForm_btn__5vx9n" data-appearance="blank" data-color="light" tabindex="0" aria-expanded="false" data-is-
  mobile-view="false" aria-label="Enter search term" type="button">
```

Page 1: DOM, the ‘activeElement’ in the JavaScript console

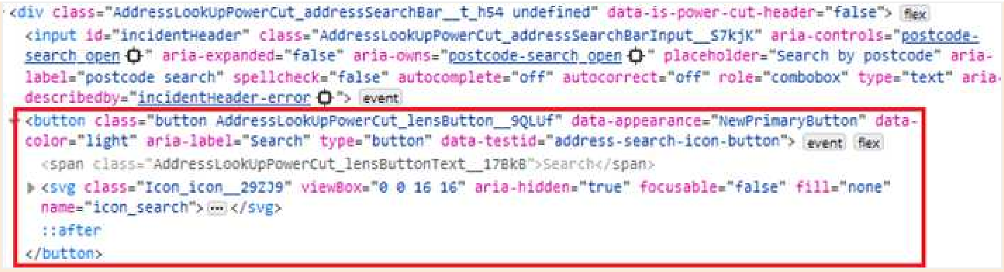
Fixed: on page 17, when the expanded search by postcode component is closed with the “X” button, keyboard focus returns to the “Search by postcode” triggering button.



Page 17: desktop, the close button

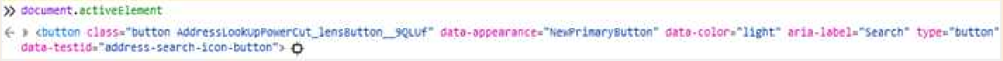


Page 17: desktop, the “Search by postcode” button



```
<div class="AddressLookUpPowerCut_addressSearchBar__t_h54 undefined" data-is-power-cut-header="false"> flex
  <input id="incidentHeader" class="AddressLookUpPowerCut_addressSearchBarInput__S7kjK" aria-controls="postcode-search_open" aria-expanded="false" aria-owns="postcode-search_open" placeholder="Search by postcode" aria-label="postcode search" spellcheck="false" autocomplete="off" autocorrect="off" role="combobox" type="text" aria-describedby="incidentHeader-error"> event
  <button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-appearance="NewPrimaryButton" data-color="light" aria-label="Search" type="button" data-testid="address-search-icon-button"> event flex
    <span class="AddressLookUpPowerCut_lensButtonText__17BkB">Search</span>
  ▶ <svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none" name="icon_search"> ⋯ </svg>
    ::after
  </button>
```

Page 17: DOM, the “Search by postcode” button



```
>> document.activeElement
← ▶ <button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-appearance="NewPrimaryButton" data-color="light" aria-label="Search" type="button" data-testid="address-search-icon-button">
```

Page 17: DOM, the ‘activeElement’ in the JavaScript console

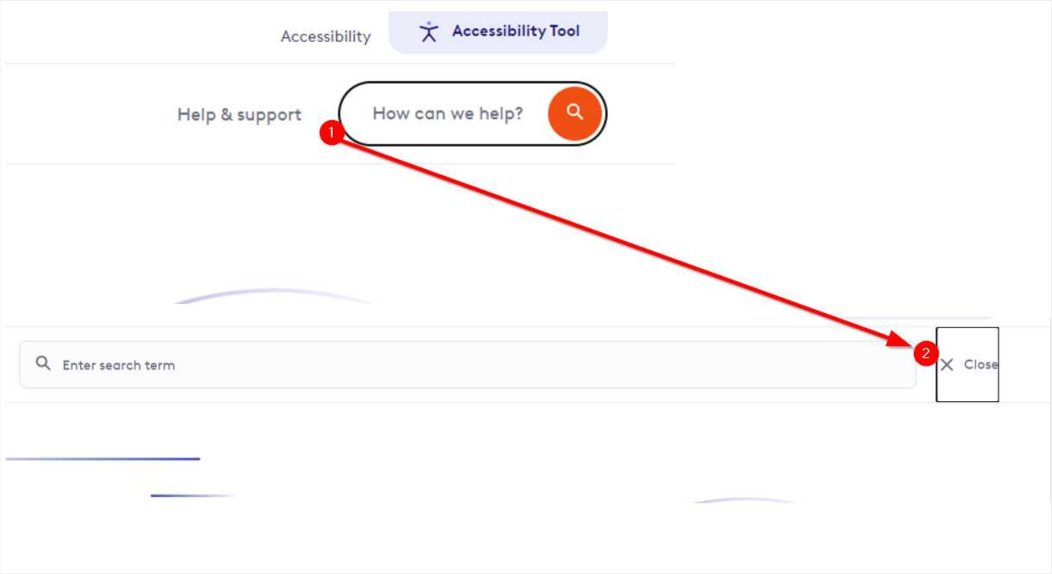
What happened

The keyboard focus order must be meaningful. It does not need to mirror the visual order. However, interactive elements must receive focus in a way that makes some sort of sense. The focus order must not be totally illogical or make the operability of components more challenging.

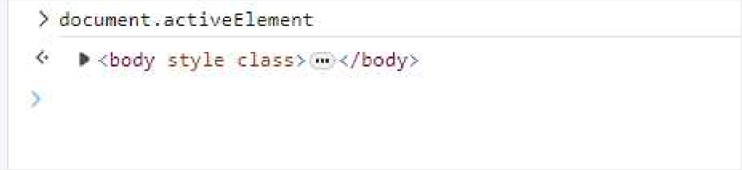
There are elements that control new content being opened and closed. When the new content is closed, the focus does not return to the element that triggered the content. This may particularly disadvantage keyboard users. The illogical focus order may make the page difficult to understand and interact with.

Where it happened

This can be seen on page 1, with the “How can…” button. When triggering the button element, “Enter search item” input field is expanded/activated. However, when closing this expanded/activated element, the focus returns back to the main body element instead of returning to the triggering element (“How can…” button).



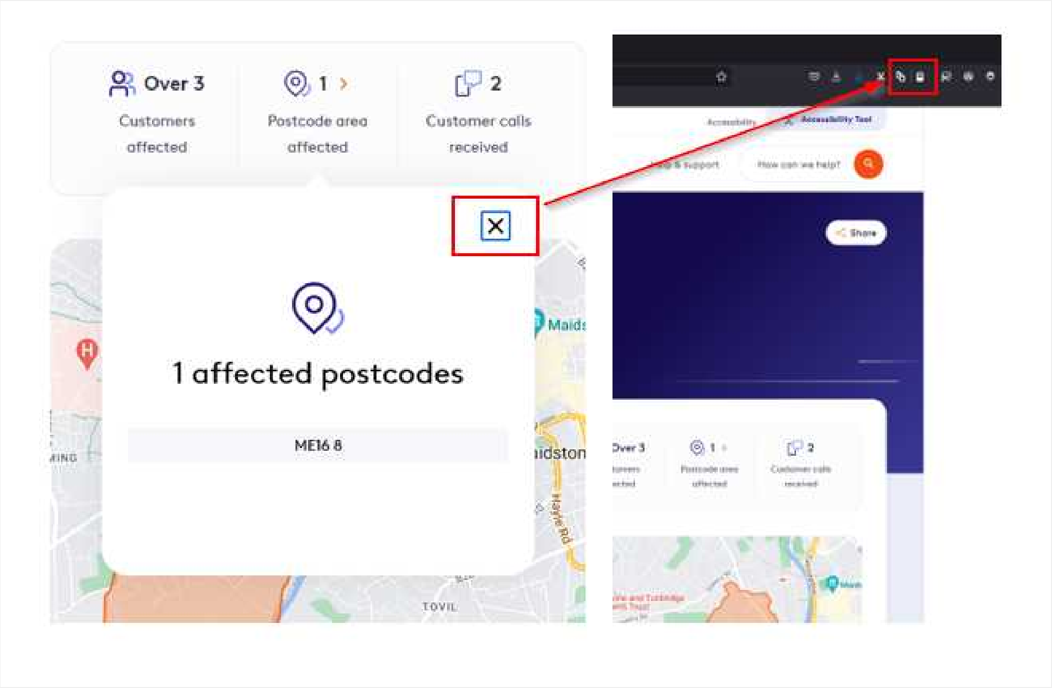
Page 1: desktop, focus does not return to the triggering element



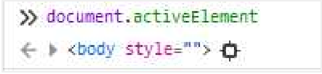
```
> document.activeElement
<· ▶ <body style class> ⋯ </body>
>
```

Page 1: DOM, focus returns to the main body element instead of triggering element

This can also be seen on page 17, with the “X” close button on the expanded “Postcode area affected” element. When this expanded element is closed, the focus returns to the browser menu instead of returning to the “Postcode area affected” button.



Page 17, desktop, focus does not return to the triggering element



```
>> document.activeElement
← ▸ <body style="">
```

Page 17: DOM, focus returns to the browser menu instead of triggering element

Steps to reproduce

1. Using just your keyboard, tab onto the above elements and activate them.
2. Observe that new content can be added and removed from the page.
3. Using just your keyboard, close or dismiss the new content.
4. Observe that focus does not return to the element that triggered the content.

Recommendation

Make sure that focus returns to the element that triggered the content. This can be achieved with the `focus` method.

For examples, see MDN - focus method and Dev - Managing Focus for Accessibility.

For more information, see WCAG - G59 Placing the interactive elements in an order, Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard, Keyboard Navigable JavaScript widgets, Google Developer - DOM Order Matters, and Using Tabindex.

Return to priority table

ADR_18910-30 **MEDIUM PRIORITY** **RESOLVED**

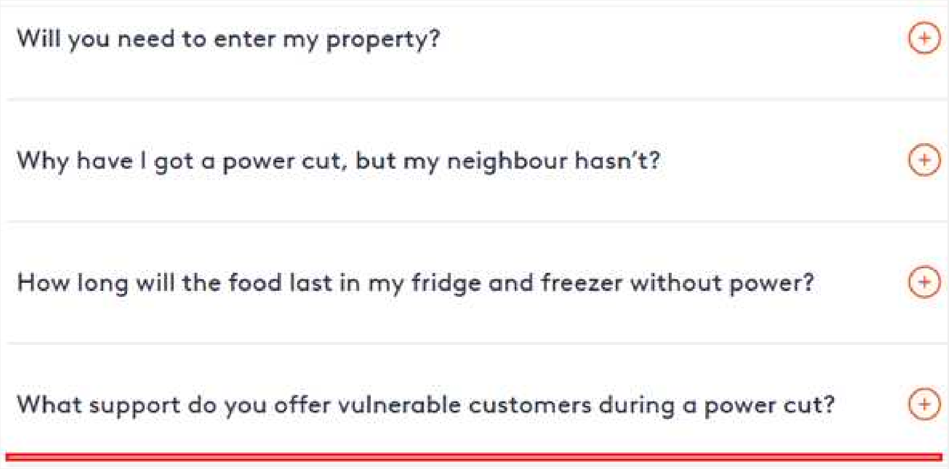
Focus order includes off-screen interactive elements

Success Criteria	2.4.3: Focus Order [2.0 A]
Devices	Desktop
Pages Affected	03
Users Affected	Motor
Component	Link

Recheck comment 13/03/24

This issue is fixed.

On page 3, when the accordions, for example the “What support do you offer vulnerable customers…?”, are collapsed the body of the accordion within the <dd> element are empty of content.



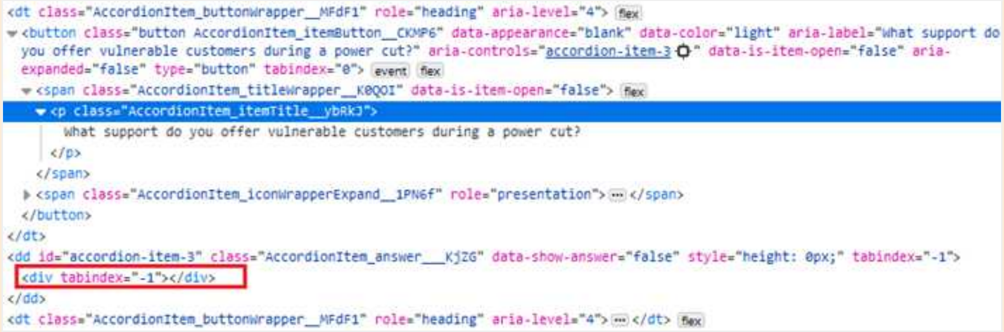
Will you need to enter my property?

Why have I got a power cut, but my neighbour hasn’t?

How long will the food last in my fridge and freezer without power?

What support do you offer vulnerable customers during a power cut?

Page 3: desktop, accordions are collapsed



```
<dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="4"> flex
▾ <button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-color="light" aria-label="What support do
  you offer vulnerable customers during a power cut?" aria-controls="accordion-item-3 ⚙" data-is-item-open="false" aria-
  expanded="false" type="button" tabindex="0"> event flex
  ▾ <span class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="false"> flex
    ▾ <p class="AccordionItem_itemTitle__ybRkJ">
        What support do you offer vulnerable customers during a power cut?
      </p>
    </span>
  ▸ <span class="AccordionItem_iconWrapperExpand__1PN6f" role="presentation"> ⋯ </span>
  </button>
</dt>
<dd id="accordion-item-3" class="AccordionItem_answer__KjZG" data-show-answer="false" style="height: 0px;" tabindex="-1">
  <div tabindex="-1"></div>
</dd>
<dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="4"> ⋯ </dt> flex
```

Page 3: DOM, ‘dd’ elements for collapsed accordions are empty

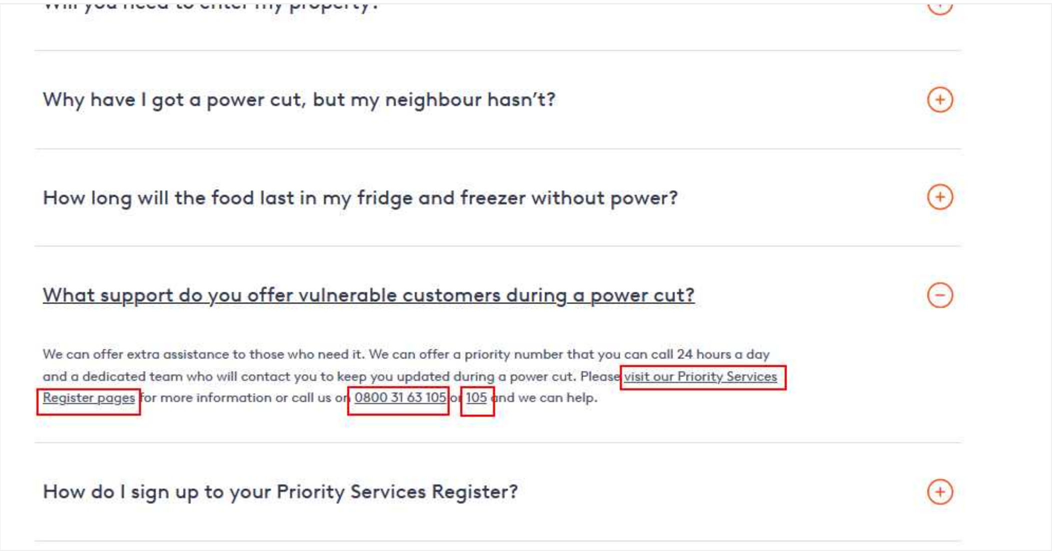
What happened

The keyboard focus order must be meaningful. It does not need to mirror the visual order. However, interactive elements must receive focus in a way that makes some sort of sense. The focus order must not be totally illogical or make the operability of components more challenging.

There are off-screen interactive elements that receive focus. This may particularly disadvantage keyboard users who often navigate by tabbing through the interactive elements. That invisible interactive elements receive focus may confuse or frustrate users.

Where it happened

This can be seen on page 3, on desktop, with the links contained within the accordion buttons, such as "visit our Priority Services Register pages" under "What support do you offer vulnerable customers…". When the accordion buttons are collapsed, the off-screen links receive focus.



Will you need to enter my property?

Why have I got a power cut, but my neighbour hasn't?

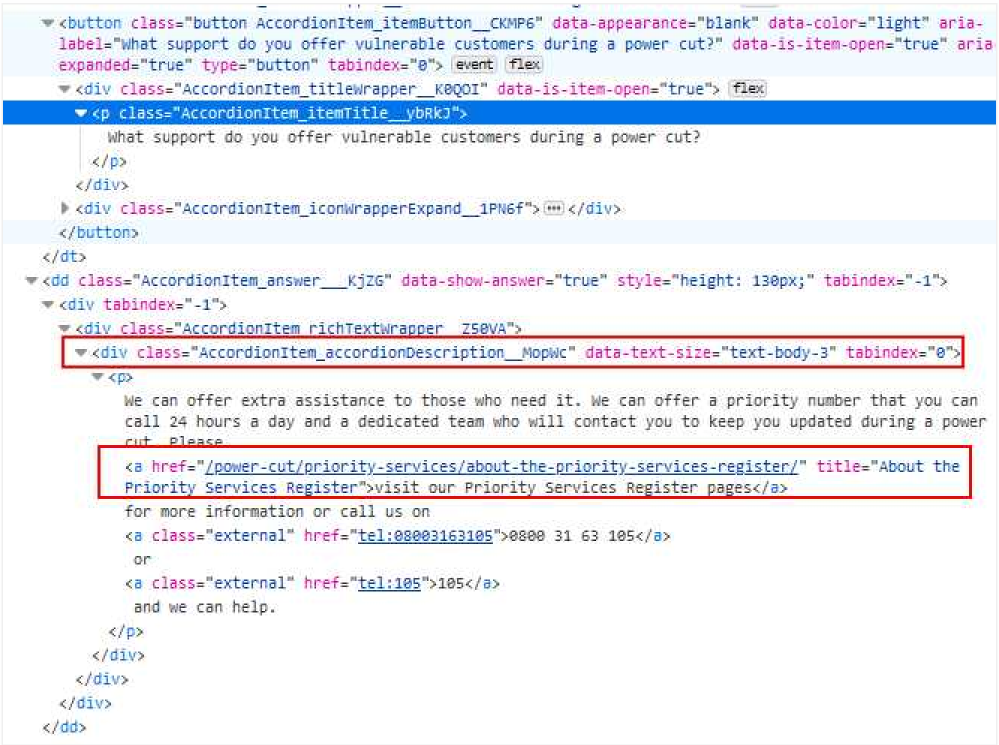
How long will the food last in my fridge and freezer without power?

What support do you offer vulnerable customers during a power cut?

We can offer extra assistance to those who need it. We can offer a priority number that you can call 24 hours a day and a dedicated team who will contact you to keep you updated during a power cut. Please visit our Priority Services Register pages for more information or call us on 0800 31 63 105 or 105 and we can help.

How do I sign up to your Priority Services Register?

Page 3: desktop, expanded accordion with links



```
▼<button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-color="light" aria-
  label="What support do you offer vulnerable customers during a power cut?" data-is-item-open="true" aria
  expanded="true" type="button" tabindex="0"> event flex
  ▼<div class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="true"> flex
    ▼<p class="AccordionItem_itemTitle__ybRkJ">
        What support do you offer vulnerable customers during a power cut?
      </p>
    </div>
  ▶<div class="AccordionItem_iconWrapperExpand__1PN6f"> ••• </div>
  </button>
</dt>
▼<dd class="AccordionItem_answer___KjZG" data-show-answer="true" style="height: 130px;" tabindex="-1">
  ▼<div tabindex="-1">
    ▼<div class="AccordionItem_richTextWrapper__Z50VA">
      ▼<div class="AccordionItem_accordionDescription__MopWc" data-text-size="text-body-3" tabindex="0">
        ▼<p>
            We can offer extra assistance to those who need it. We can offer a priority number that you can
            call 24 hours a day and a dedicated team who will contact you to keep you updated during a power
            cut. Please
            <a href="/power-cut/priority-services/about-the-priority-services-register/" title="About the
            Priority Services Register">visit our Priority Services Register pages</a>
            for more information or call us on
            <a class="external" href="tel:08003163105">0800 31 63 105</a>
             or
            <a class="external" href="tel:105">105</a>
             and we can help.
          </p>
        </div>
      </div>
    </div>
  </dd>
```

Page 3: DOM, markup for link within expanded accordion

Steps to reproduce

1. Using just your keyboard, tab through the above.
2. Observe that focus goes onto elements that are not visible on the page.

Recommendation

The focus order is determined by the location of focusable elements in the Document Object Model (DOM). Make sure that the interactive elements are placed in the DOM in a logical sequence that allows keyboard users to tab through the page in meaningful order.

In this case, make sure that off-screen elements do not receive keyboard focus.

If they are not meant to be interactive at any point, remove the elements from the DOM, comment them out, or remove them from the focus order. If they are meant to be interactive at some point, make sure that they are excluded from the focus order and included in the focus order as appropriate.

Removing elements from the focus order can be achieved with the HTML `hidden` or CSS `display:none`. Both will hide the element from all users. This same can be programmatically achieved by using both `aria-hidden="true"` and `tabindex="-1"` on the same element. For example:

```
<button hidden> ... </button>
<button class="visuallyOffScreen" aria-hidden="true" tabindex="-1"> ... </button>
```

However, note that `aria-hidden="true"` and `tabindex="-1"` will not visually remove elements from the page.

Removing these attributes will re-insert the elements into the focus order based on their location in the DOM, allowing users to navigate onto them with a keyboard. Make sure that this is done as appropriate, such as when the user toggles a parent control that shows and hides these interactive elements.

For more information, see Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard, Keyboard Navigable JavaScript widgets, Google Developer - Using Tabindex, MDN - aria-hidden, and MDN - hidden.

Return to priority table

ADR_18910-55 MEDIUM PRIORITY RESOLVED

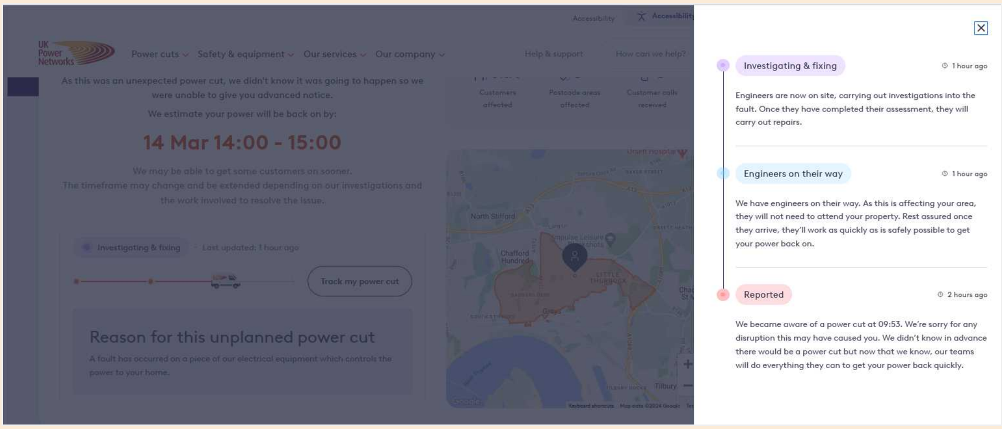
Background elements receive focus

Success Criteria	2.4.3: Focus Order [2.0 A]
Devices	Desktop
Pages Affected	18
Users Affected	Motor
Component	Modal Dialog

Recheck comment 14/03/24

This issue is fixed.

On page 18, when the modal is opened, the background elements no longer receive focus.



As this was an unexpected power cut, we didn't know it was going to happen so we were unable to give you advanced notice.

We estimate your power will be back on by:

14 Mar 14:00 - 15:00

We may be able to get some customers on sooner.
The timeframe may change and be extended depending on our investigations and the work involved to resolve the issue.

Reason for this unplanned power cut

A fault has occurred on a piece of our electrical equipment which controls the power to your home.

Investigating & fixing — 1 hour ago

Engineers are now on site, carrying out investigations into the fault. Once they have completed their assessment, they will carry out repairs.

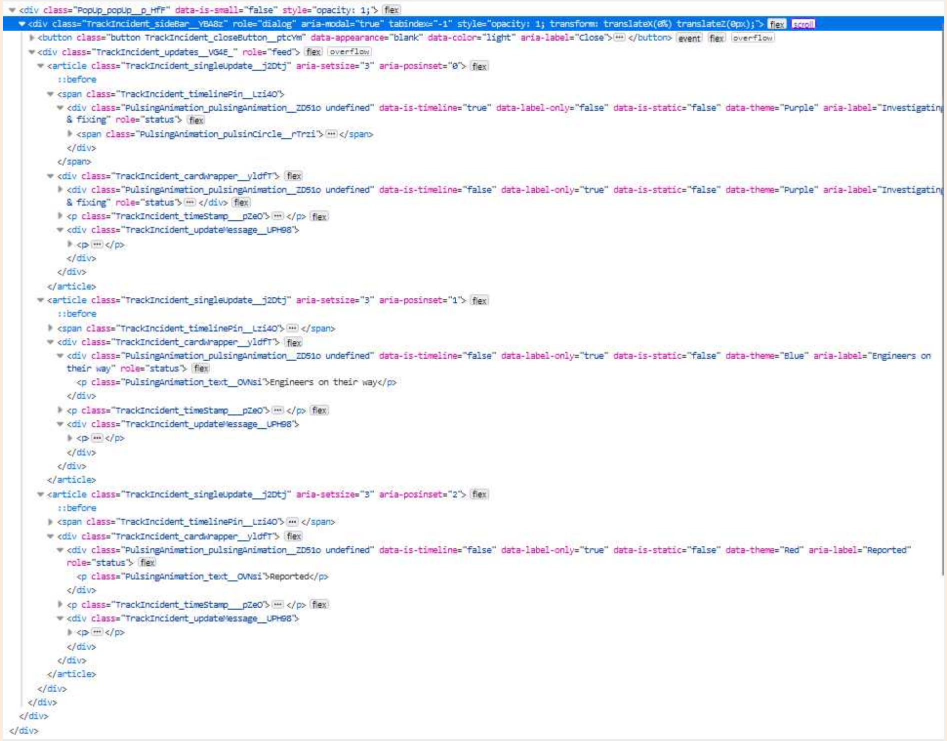
Engineers on their way — 1 hour ago

We have engineers on their way. As this is affecting your area, they will not need to attend your property. Rest assured once they arrive, they'll work as quickly as is safely possible to get your power back on.

Reported — 2 hours ago

We became aware of a power cut at 09:53. We're sorry for any disruption this may have caused you. We didn't know in advance there would be a power cut but now that we know, our teams will do everything they can to get your power back quickly.

Page 18: desktop, background elements no longer receive focus



```
▼ <div class="PopUp_popUp__p_HfF" data-is-small="false" style="opacity: 1;"> flex
 ▼ <div class="TrackIncident_sideBar__YBA8z" role="dialog" aria-modal="true" tabindex="-1" style="opacity: 1; transform: translateX(0%) translateZ(0px);"> flex scroll
   ▶ <button class="button TrackIncident_closeButton__ptcYm" data-appearance="blank" data-color="light" aria-label="Close">⋯</button> event flex overflow
   ▼ <div class="TrackIncident_updates__VG4E_" role="feed"> flex overflow
     ▼ <article class="TrackIncident_singleUpdate__j2Dtj" aria-setsize="3" aria-posinset="0"> flex
         ::before
       ▼ <span class="TrackIncident_timelinePin__Lzi4O">
         ▼ <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="true" data-label-only="false" data-is-static="false" data-theme="Purple" aria-label="Investigating
           & fixing" role="status"> flex
           ▶ <span class="PulsingAnimation_pulsinCircle__rTrzi">⋯</span>
           </div>
         </span>
       ▼ <div class="TrackIncident_cardWrapper__yldfT"> flex
         ▶ <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="true" data-is-static="false" data-theme="Purple" aria-label="Investigating
           & fixing" role="status">⋯</div> flex
         ▶ <p class="TrackIncident_timeStamp__pZeO">⋯</p> flex
         ▼ <div class="TrackIncident_updateMessage__UPH98">
           ▶ <p>⋯</p>
           </div>
         </div>
       </article>
     ▼ <article class="TrackIncident_singleUpdate__j2Dtj" aria-setsize="3" aria-posinset="1"> flex
         ::before
       ▶ <span class="TrackIncident_timelinePin__Lzi4O">⋯</span>
       ▼ <div class="TrackIncident_cardWrapper__yldfT"> flex
         ▼ <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="true" data-is-static="false" data-theme="Blue" aria-label="Engineers on
           their way" role="status"> flex
             <p class="PulsingAnimation_text__OVNsi">Engineers on their way</p>
           </div>
         ▶ <p class="TrackIncident_timeStamp__pZeO">⋯</p> flex
         ▼ <div class="TrackIncident_updateMessage__UPH98">
           ▶ <p>⋯</p>
           </div>
         </div>
       </article>
     ▼ <article class="TrackIncident_singleUpdate__j2Dtj" aria-setsize="3" aria-posinset="2"> flex
         ::before
       ▶ <span class="TrackIncident_timelinePin__Lzi4O">⋯</span>
       ▼ <div class="TrackIncident_cardWrapper__yldfT"> flex
         ▼ <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="true" data-is-static="false" data-theme="Red" aria-label="Reported"
           role="status"> flex
             <p class="PulsingAnimation_text__OVNsi">Reported</p>
           </div>
         ▶ <p class="TrackIncident_timeStamp__pZeO">⋯</p> flex
         ▼ <div class="TrackIncident_updateMessage__UPH98">
           ▶ <p>⋯</p>
           </div>
         </div>
       </article>
     </div>
   </div>
 </div>
</div>
```

Page 18: DOM, background elements no longer receive focus

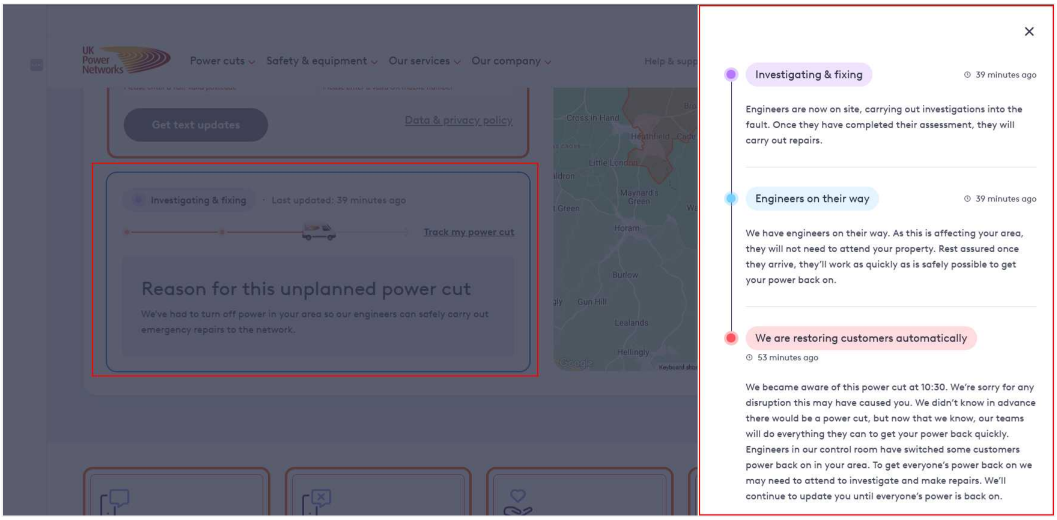
What happened

The keyboard focus order must be meaningful. It does not need to mirror the visual order. However, interactive elements must receive focus in a way that makes some sort of sense. The focus order must not be totally illogical or make the operability of components more challenging.

There are modal dialogs where the background elements can still be accessed with a keyboard. This may particularly disadvantage keyboard users. The illogical focus order may make the page difficult to understand and interact with.

Where it happened

This can be seen on page 18. The background elements receive focus when the modal is open.



Reason for this unplanned power cut

We've had to turn off power in your area so our engineers can safely carry out emergency repairs to the network.

Investigating & fixing — 39 minutes ago

Engineers are now on site, carrying out investigations into the fault. Once they have completed their assessment, they will carry out repairs.

Engineers on their way — 39 minutes ago

We have engineers on their way. As this is affecting your area, they will not need to attend your property. Rest assured once they arrive, they'll work as quickly as is safely possible to get your power back on.

We are restoring customers automatically — 53 minutes ago

We became aware of this power cut at 10:30. We're sorry for any disruption this may have caused you. We didn't know in advance there would be a power cut, but now that we know, our teams will do everything they can to get your power back quickly. Engineers in our control room have switched some customers power back on in your area. To get everyone's power back on we may need to attend to investigate and make repairs. We'll continue to update you until everyone's power is back on.

Page 18: desktop, focus is on background elements

Steps to reproduce

1. Using just your keyboard, activate the modal dialog.
2. Observe that the background is visually represented as inoperable.
3. Use Tab to navigate around the page.
4. Observe that you can still access the background with a keyboard.

Recommendation

The focus order is determined by the location of focusable elements in the Document Object Model (DOM). Make sure that the interactive elements are placed in the DOM in a logical sequence that allows keyboard users to tab through the page in meaningful order.

In this case, when the modal dialog is open, make sure that focus is set onto the modal dialog. As well, make sure that keyboard focus is restricted to the dialog. This can be achieved with the following.

- Send the focus to the first element on the modal container. This can be done using the JavaScript `.focus()` method.
- Hide all of the other content of the page with `aria-hidden="true"`.
- Remove the interactive elements in the background from the focus order with `tabindex="-1"`.
- Revert the above when the modal is closed. Removing the `aria-hidden` and `tabindex` properties.
- When the dialog is dismissed, use the `.focus()` method to set focus back onto the element that opened it.

The `aria-hidden` and `tabindex` can be supplemented with an inert polyfill. For examples, see GitHub - WICG - Inert, and inert-polyfill.

For more information, see WAI ARIA - Dialog Example, MDN - aria-hidden, Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard, Keyboard Navigable JavaScript widgets, Google Developer - DOM Order Matters, and Using Tabindex.

Return to priority table

ADR_18910-56 **MEDIUM PRIORITY** **RESOLVED**

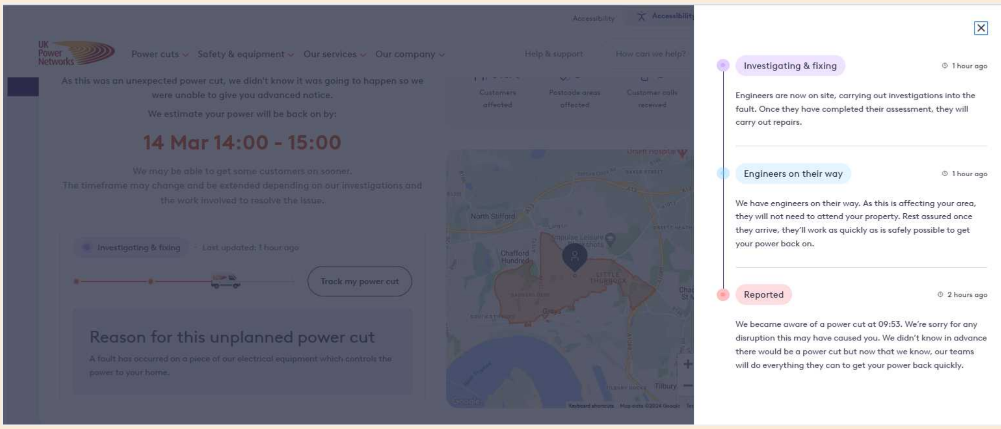
Focus not set onto modal dialog

Success Criteria	2.4.3: Focus Order [2.0 A]
Devices	Desktop
Pages Affected	18
Users Affected	Motor
Component	Modal Dialog

Recheck comment 14/03/24

This issue is fixed.

When page 18 (modal) is opened, the focus no longer remains on the background content. The focus is set onto the modal dialog.



As this was an unexpected power cut, we didn't know it was going to happen so we were unable to give you advanced notice.

We estimate your power will be back on by:

14 Mar 14:00 - 15:00

We may be able to get some customers on sooner.
The timeframe may change and be extended depending on our investigations and the work involved to resolve the issue.

Reason for this unplanned power cut

A fault has occurred on a piece of our electrical equipment which controls the power to your home.

Investigating & fixing — 1 hour ago

Engineers are now on site, carrying out investigations into the fault. Once they have completed their assessment, they will carry out repairs.

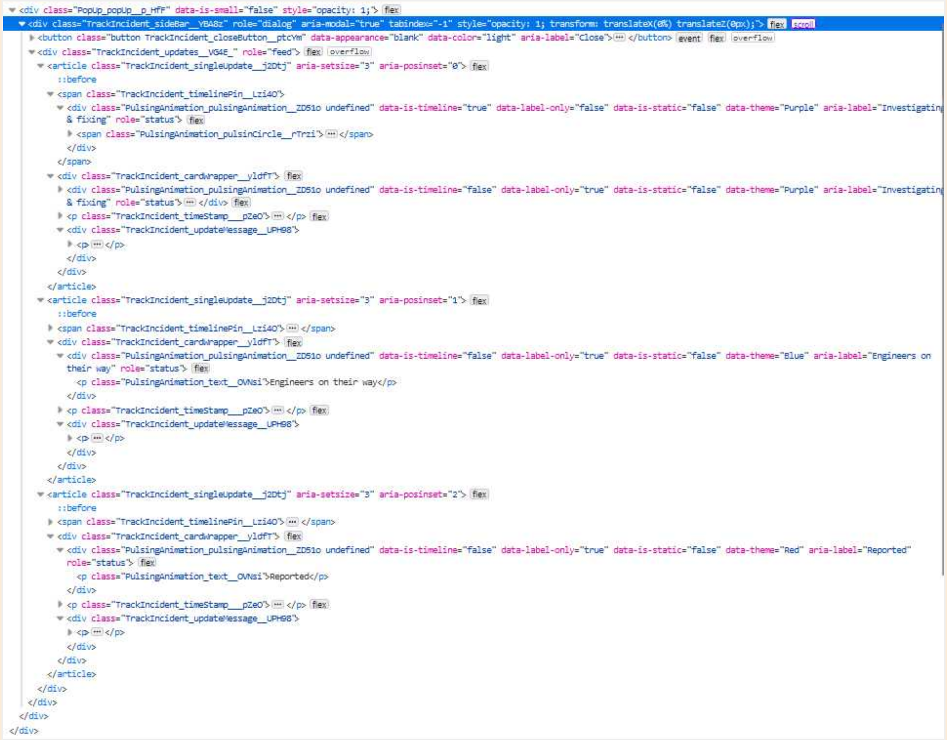
Engineers on their way — 1 hour ago

We have engineers on their way. As this is affecting your area, they will not need to attend your property. Rest assured once they arrive, they'll work as quickly as is safely possible to get your power back on.

Reported — 2 hours ago

We became aware of a power cut at 09:53. We're sorry for any disruption this may have caused you. We didn't know in advance there would be a power cut but now that we know, our teams will do everything they can to get your power back quickly.

Page 18: desktop, focus is now set on the modal dialog



```
<div class="PopUp_popUp__p_HfF" data-is-small="false" style="opacity: 1;"> flex
 <div class="TrackIncident_sideBar__YBA8z" role="dialog" aria-modal="true" tabindex="-1" style="opacity: 1; transform: translateX(0%) translateZ(0px);"> flex scroll
  <button class="button TrackIncident_closeButton__ptcYm" data-appearance="blank" data-color="light" aria-label="Close"> ⋯ </button> event flex overflow
  <div class="TrackIncident_updates__VG4E_" role="feed"> flex overflow
   <article class="TrackIncident_singleUpdate__j2Dtj" aria-setsize="3" aria-posinset="0"> flex
     ::before
    <span class="TrackIncident_timelinePin__Lzi4O">
     <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="true" data-label-only="false" data-is-static="false" data-theme="Purple" aria-label="Investigating
     & fixing" role="status"> flex
      <span class="PulsingAnimation_pulsinCircle__rTrzi"> ⋯ </span>
     </div>
    </span>
    <div class="TrackIncident_cardWrapper__yldfT"> flex
     <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="true" data-is-static="false" data-theme="Purple" aria-label="Investigating
     & fixing" role="status"> ⋯ </div> flex
     <p class="TrackIncident_timeStamp__pZeO"> ⋯ </p> flex
     <div class="TrackIncident_updateMessage__UPH98">
      <p> ⋯ </p>
     </div>
    </div>
   </article>
   <article class="TrackIncident_singleUpdate__j2Dtj" aria-setsize="3" aria-posinset="1"> flex
     ::before
    <span class="TrackIncident_timelinePin__Lzi4O"> ⋯ </span>
    <div class="TrackIncident_cardWrapper__yldfT"> flex
     <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="true" data-is-static="false" data-theme="Blue" aria-label="Engineers on
     their way" role="status"> flex
      <p class="PulsingAnimation_text__OVNsi">Engineers on their way</p>
     </div>
     <p class="TrackIncident_timeStamp__pZeO"> ⋯ </p> flex
     <div class="TrackIncident_updateMessage__UPH98">
      <p> ⋯ </p>
     </div>
    </div>
   </article>
   <article class="TrackIncident_singleUpdate__j2Dtj" aria-setsize="3" aria-posinset="2"> flex
     ::before
    <span class="TrackIncident_timelinePin__Lzi4O"> ⋯ </span>
    <div class="TrackIncident_cardWrapper__yldfT"> flex
     <div class="PulsingAnimation_pulsingAnimation__ZD51o undefined" data-is-timeline="false" data-label-only="true" data-is-static="false" data-theme="Red" aria-label="Reported"
     role="status"> flex
      <p class="PulsingAnimation_text__OVNsi">Reported</p>
     </div>
     <p class="TrackIncident_timeStamp__pZeO"> ⋯ </p> flex
     <div class="TrackIncident_updateMessage__UPH98">
      <p> ⋯ </p>
     </div>
    </div>
   </article>
  </div>
 </div>
</div>
</div>
```

Page 18: DOM, focus is now set on the modal dialog

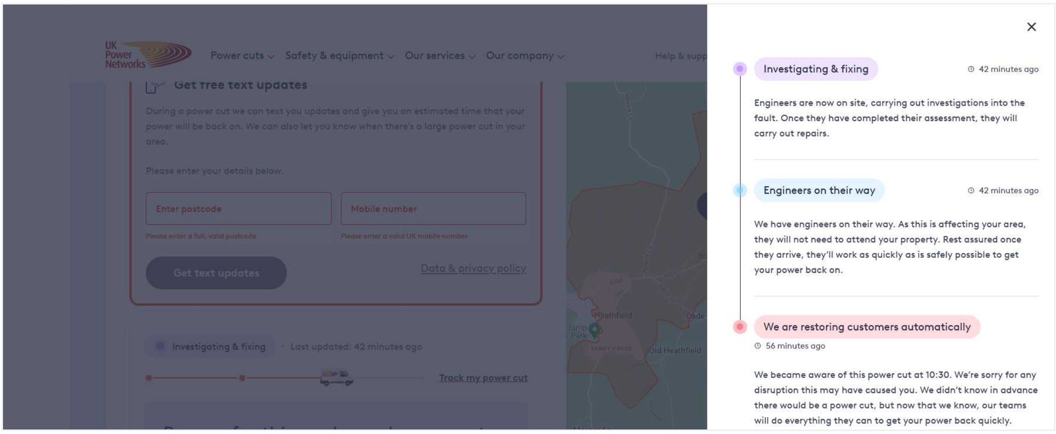
What happened

The keyboard focus order must be meaningful. It does not need to mirror the visual order. However, interactive elements must receive focus in a way that makes some sort of sense. The focus order must not be totally illogical or make the operability of components more challenging.

There are modal dialogs where the focus is not set onto the component when it is opened. Instead, keyboard focus remains in the dimmed background. This may particularly disadvantage keyboard users. The illogical focus order may make the modal dialog challenging to access and operate.

Where it happened

This happens on page 18 (modal). When the modal is opened, focus remains on the background content.



During a power cut we can text you updates and give you an estimated time that your power will be back on. We can also let you know when there's a large power cut in your area.

Please enter your details below.

Please enter a full, valid postcode

Please enter a valid UK mobile number

Engineers are now on site, carrying out investigations into the fault. Once they have completed their assessment, they will carry out repairs.

We have engineers on their way. As this is affecting your area, they will not need to attend your property. Rest assured once they arrive, they'll work as quickly as is safely possible to get your power back on.

We became aware of this power cut at 10:30. We're sorry for any disruption this may have caused you. We didn't know in advance there would be a power cut, but now that we know, our teams will do everything they can to get your power back quickly.

Page 18: desktop, focus remains on the background content

Steps to reproduce

1. Using just your keyboard, activate the modal dialog.
2. Use Tab to navigate around the page.
3. Observe that focus is not automatically set onto the dialog.

Recommendation

The focus order is determined by the location of focusable elements in the Document Object Model (DOM). Make sure that the interactive elements are placed in the DOM in a logical sequence that allows keyboard users to tab through the page in a meaningful order.

In this case, when the modal dialog is open, make sure that focus is set onto the modal dialog. This can be achieved with the `focus` method. As well, if you need the non-interactive elements to be capable of receiving focus through the `focus` method, use `tabindex="-1"`. For example:

```
<!-- background content -->
<div aria-hidden="true">
  <p>Example plain text in background</p>
  <button tabindex="-1">Example button in background</button>
  ...
</div>
<!-- modal dialog container -->
<div role="dialog" aria-labelledby="dialogName" aria-modal="true">
  <h2 id="dialogName" tabindex="-1">Modal Dialog Heading</h2>
  ...
</div>
```

For more information, see WAI ARIA - Dialog Example, MDN - focus method, Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard, Keyboard Navigable JavaScript widgets, and Google Developer - Using Tabindex.

Return to priority table

ADR_18910-94 MEDIUM PRIORITY OPEN

Focus order includes off-screen interactive elements

Success Criteria	2.4.3: Focus Order [2.0 A]
Devices	Mobile (iOS)
Pages Affected	01
Users Affected	Motor
Component	Link, Button

Recheck comment 25/03/24

During a recheck dated 11/03/2024 it was noted that the original issue refers to “keyboard focus” and “using your keyboard”.

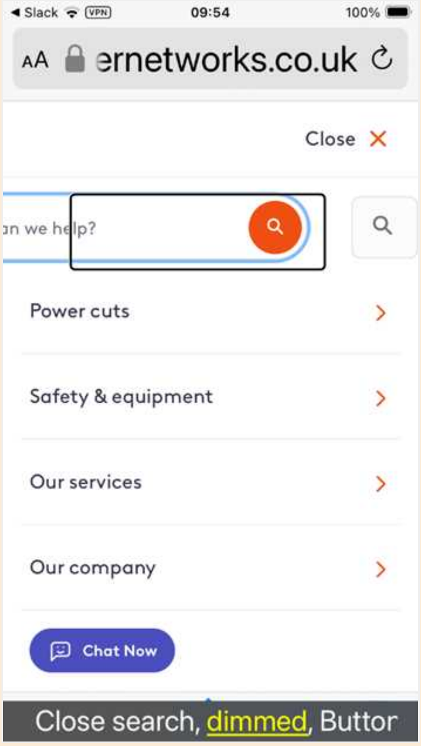
As this issue is identified on iOS mobile, without a keyboard, it should instead refer to “screen reader cursor”, and “using a swipe gesture”.

We apologise for any confusion caused.

Recheck comment 11/03/24

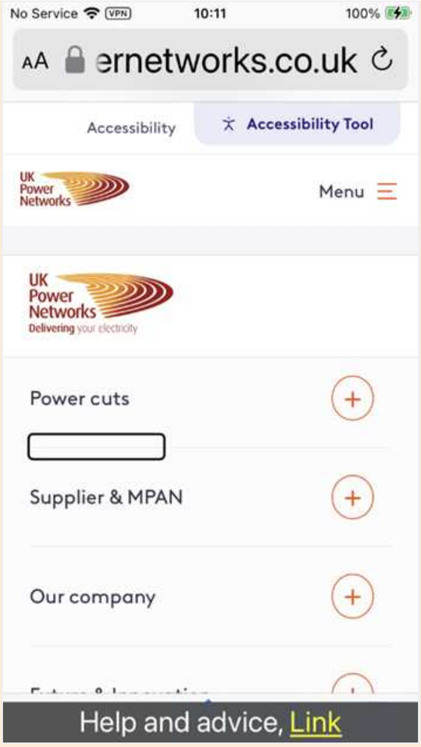
This issue is not fixed.

Not Fixed: on page 1 on iOS in the header, collapsed and hidden items, for example the “Close search” button are still in the screen reader virtual cursor order.



Page 1: iOS, hidden items in the header are in the screen reader virtual cursor order

Not Fixed: on page 1 on iOS in the footer, collapsed and hidden items, for example the “Help and Advice” link, are still in the screen reader virtual cursor order.



Page 1: iOS, hidden items in the footer are in the screen reader virtual cursor order

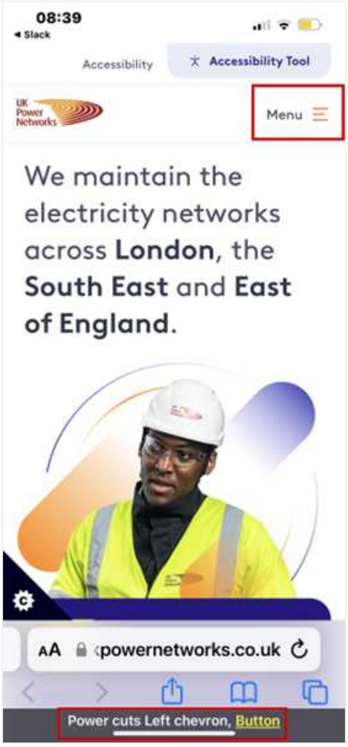
What happened

The keyboard focus order must be meaningful. It does not need to mirror the visual order. However, interactive elements must receive focus in a way that makes some sort of sense. The focus order must not be totally illogical or make the operability of components more challenging.

There are off-screen interactive elements that receive focus. This may particularly disadvantage keyboard users who often navigate by tabbing through the interactive elements. That invisible interactive elements receive focus may confuse or frustrate users.

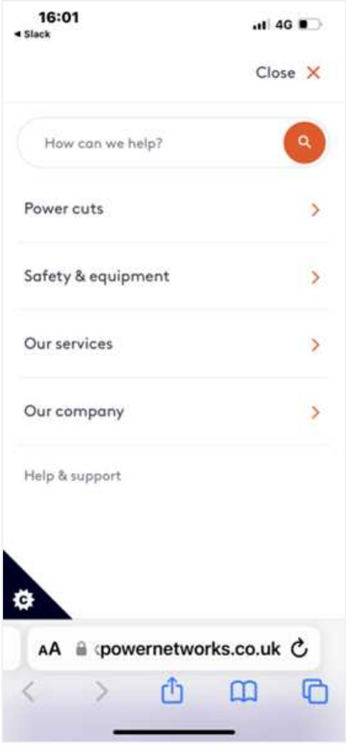
Where it happened

This can be seen on page 1 on iOS, with the header elements. When viewed on the mobile device, the header elements are collapsed under a mega menu button. However, these hidden header elements still receive focus, when this mega menu is collapsed.



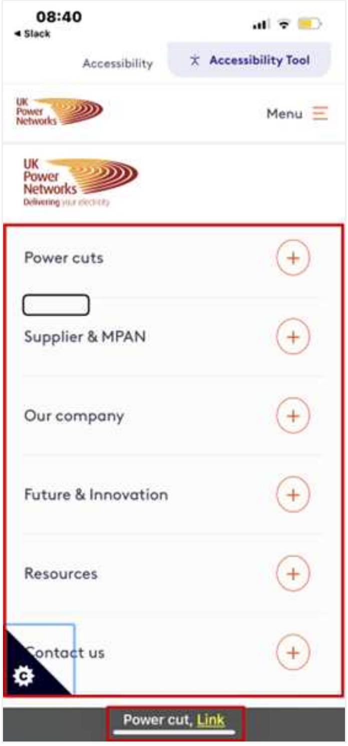
We maintain the electricity networks across **London**, the **South East** and **East of England**.

Page 1: iOS, Focus order includes off-screen collapsed elements - Mega menu collapsed

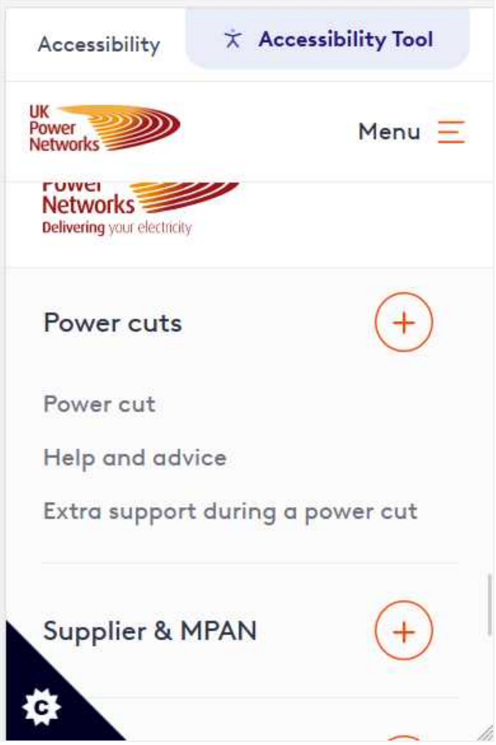


Page 1: iOS, Focus order includes off-screen elements - Mega menu expanded

This can be also seen on page 1 on iOS, with the footer elements. When viewed on the mobile device, the footer links are collapsed under the heading accordions. When the accordion buttons are collapsed, the off-screen links still receive focus.



Page 1: iOS, Focus order includes off-screen collapsed footer links - Accordions collapsed



Page 1: iOS, Focus order includes off-screen collapsed footer links - Accordions expanded

Steps to reproduce

1. Using just your keyboard, tab through the above.
2. Observe that focus goes onto elements that are not visible on the page.

Recommendation

The focus order is determined by the location of focusable elements in the Document Object Model (DOM). Make sure that the interactive elements are placed in the DOM in a logical sequence that allows keyboard users to tab through the page in a meaningful order.

In this case, make sure that off-screen elements do not receive keyboard focus.

If they are not meant to be interactive at any point, remove the elements from the DOM, comment them out, or remove them from the focus order. If they are meant to be interactive at some point, make sure that they are excluded from the focus order and included in the focus order as appropriate.

Removing elements from the focus order can be achieved with the HTML `hidden` or CSS `display:none`. Both will hide the element from all users. This same can be programmatically achieved by using both `aria-hidden="true"` and `tabindex="-1"` on the same element. For example:

```
<button hidden> ... </button>
<button class="visuallyOffScreen" aria-hidden="true" tabindex="-1"> ... </button>
```

However, note that `aria-hidden="true"` and `tabindex="-1"` will not visually remove elements from the page.

Removing these attributes will re-insert the elements into the focus order based on their location in the DOM, allowing users to navigate onto them with a keyboard. Make sure that this is done as appropriate, such as when the user toggles a parent control that shows and hides these interactive elements.

For more information, see Yale University - Web Accessibility - Focus and Keyboard Operability, MDN - Keyboard, Keyboard Navigable JavaScript widgets, Google Developer - Using Tabindex, MDN - aria-hidden, and MDN - hidden.

Return to priority table

ADR_18910-79 **MEDIUM PRIORITY** **RESOLVED**

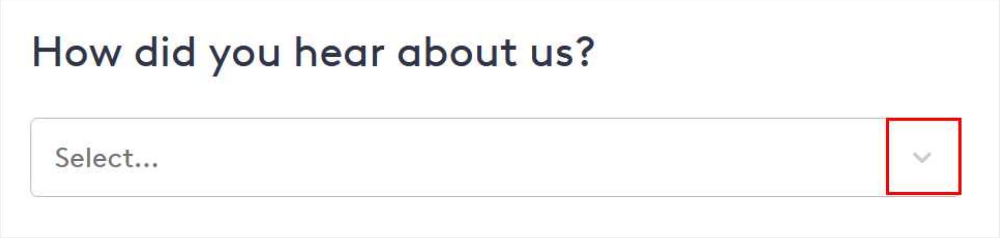
Interactive elements have no visible focus indicator

Success Criteria	2.4.7: Focus Visible [2.0 AA]
Devices	Desktop
Pages Affected	13
Users Affected	Vision, Motor
Component	Combobox

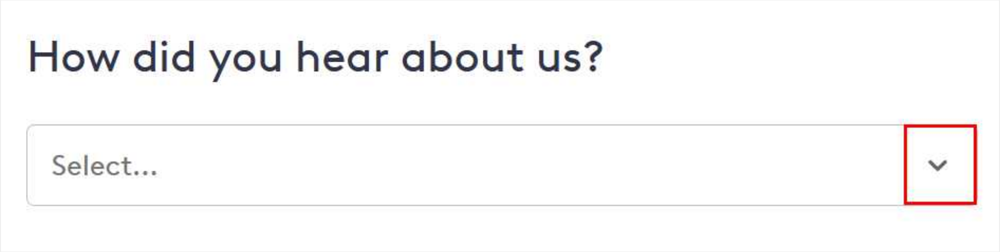
Recheck comment 13/03/24

This issue is fixed.

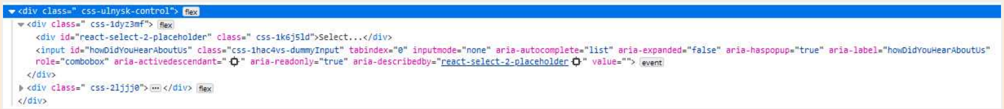
Fixed: on page 13, the “How did you hear about us?” combobox now has a visible focus indicator. When tabbed onto this field, the colour of the arrow in the combobox changes from light grey to dark grey.



page 13: desktop, before tabbing onto the “How did you hear about us?” field



page 13: desktop, after tabbing onto the “How did you hear about us?” field



```
▾ <div class=" css-ulnysk-control"> flex
  ▾ <div class=" css-1dyz3mf"> flex
      <div id="react-select-2-placeholder" class=" css-1k6j5ld">Select...</div>
      <input id="howDidYouHearAboutUs" class="css-1hac4vs-dummyInput" tabindex="0" inputmode="none" aria-autocomplete="list" aria-expanded="false" aria-haspopup="true" aria-label="howDidYouHearAboutUs"
      role="combobox" aria-activedescendant="⚙" aria-readonly="true" aria-describedby="react-select-2-placeholder ⚙" value=""> event
    </div>
  ▸ <div class=" css-2ljjj0"> ⋯ </div> flex
  </div>
```

Page 13: DOM, interactive elements has visible focus indicator

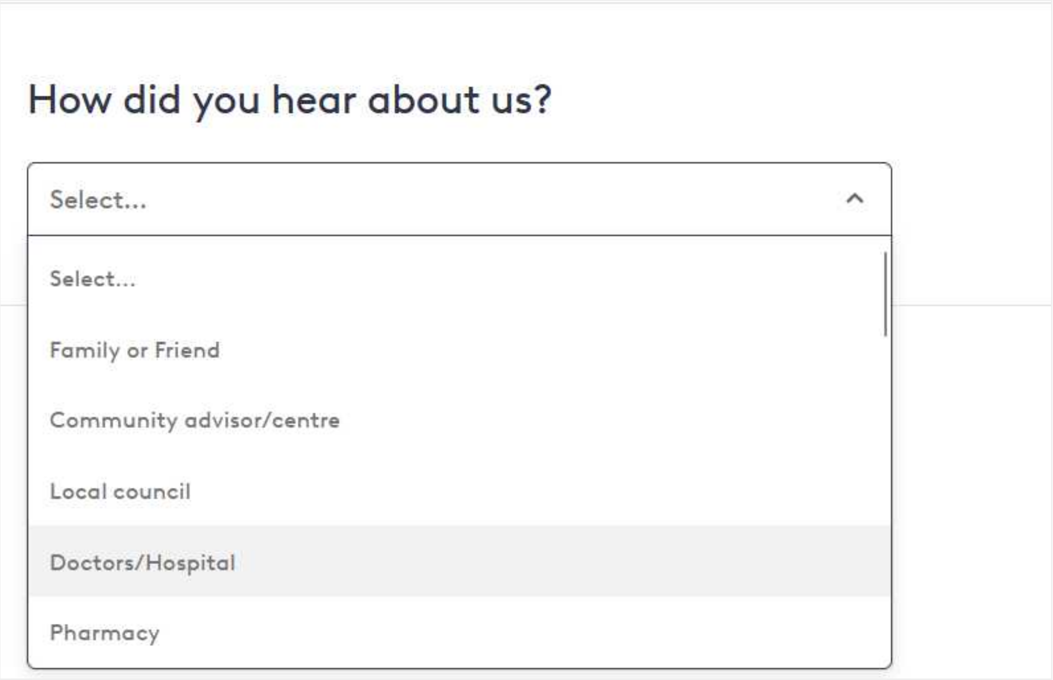
What happened

When they receive keyboard focus, interactive elements must provide a visual cue.

There are interactive elements that receive focus but which do not provide any visual cue. There is no visual difference between when the element is not receiving keyboard focus and when the element is receiving keyboard focus. Keyboard users may struggle to track their position on the page.

Where it happened

This can be seen on page 13, with the “How did you hear about us?” combobox. The CSS `outline` property is set to 0.



How did you hear about us?

Select...

Select...

Family or Friend

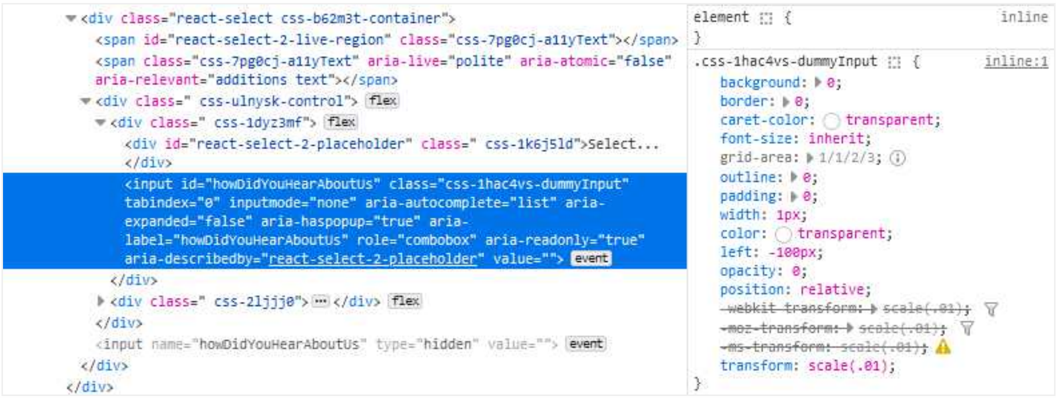
Community advisor/centre

Local council

Doctors/Hospital

Pharmacy

Page 13: Desktop, “How did you hear about us?” combobox has no visual cue for focus indicator



```
▼<div class="react-select css-b62m3t-container">
   <span id="react-select-2-live-region" class="css-7pg0cj-a11yText"></span>
   <span class="css-7pg0cj-a11yText" aria-live="polite" aria-atomic="false"
   aria-relevant="additions text"></span>
  ▼<div class=" css-ulnysk-control"> flex
    ▼<div class=" css-1dyz3mf"> flex
       <div id="react-select-2-placeholder" class=" css-1k6j5ld">Select...
       </div>
       <input id="howDidYouHearAboutUs" class="css-1hac4vs-dummyInput"
       tabindex="0" inputmode="none" aria-autocomplete="list" aria-
       expanded="false" aria-haspopup="true" aria-
       label="howDidYouHearAboutUs" role="combobox" aria-readonly="true"
       aria-describedby="react-select-2-placeholder" value=""> event
     </div>
    ▶<div class=" css-2ljjj0"> ⋯ </div> flex
   </div>
   <input name="howDidYouHearAboutUs" type="hidden" value=""> event
 </div>
</div>
```

```
element ⁙ {                                         inline
}
.css-1hac4vs-dummyInput ⁙ {                       inline:1
    background: ▶ 0;
    border: ▶ 0;
    caret-color: ○ transparent;
    font-size: inherit;
    grid-area: ▶ 1/1/2/3; ⓘ
    outline: ▶ 0;
    padding: ▶ 0;
    width: 1px;
    color: ○ transparent;
    left: -100px;
    opacity: 0;
    position: relative;
    ~~-webkit-transform: ▶ scale(.01);~~
    ~~-moz-transform: ▶ scale(.01);~~
    ~~-ms-transform: scale(.01);~~ ⚠
    transform: scale(.01);
}
```

Page 13: DOM, CSS, “How did you hear about us?” combobox outline property is 0

Steps to reproduce

1. Use a keyboard to navigate through the above.
2. Observe that there is no visual cue when the elements receive keyboard focus.

Recommendation

Make sure that elements provide a visual cue when they receive keyboard focus. This can be achieved using the CSS `focus` pseudoclass and `outline` property. For more information, see CSS Tricks - Focusing on Focus Styles, GOV - Understanding focus state styles, and Web Dev - Style Focus.

Another solution is making sure that default browser indication is supported. This is sometimes undone with CSS reset sheets. Do not overrule browser focus indication without implementing a custom focus indication. For example, do not use `outline: none`. For more information, see a11y Project - Never Remove CSS Outlines.

Return to priority table

ADR_18910-18 **MEDIUM PRIORITY** **PARTIALLY FIXED**

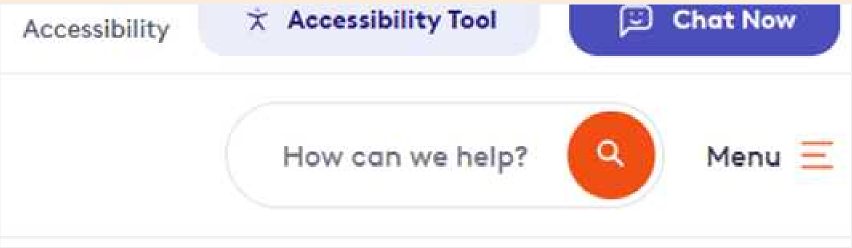
Accessible name does not include visual name

Success Criteria	2.5.3: Label in Name [2.1 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01
Users Affected	Vision
Component	Button, Input Field

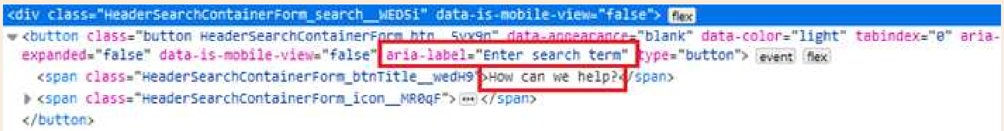
Recheck comment 11/03/24

This issue is partially fixed.

Not Fixed: On page 1, the visual label of the button is “How can we help?”, while the accessible name provided by the `aria-label` attribute is still “Enter search term”.



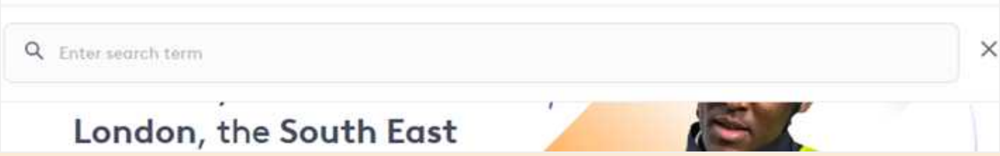
Page 1: desktop, the “How can we help?” button



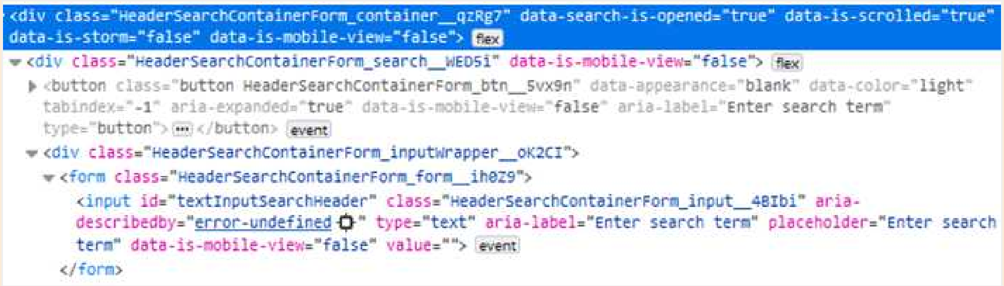
```
<div class="HeaderSearchContainerForm_search__WED5i" data-is-mobile-view="false"> flex
▼<button class="button HeaderSearchContainerForm_btn__5vx9n" data-appearance="blank" data-color="light" tabindex="0" aria-
 expanded="false" data-is-mobile-view="false" aria-label="Enter search term" type="button"> event flex
   <span class="HeaderSearchContainerForm_btnTitle__wedH9">How can we help?</span>
 ▶<span class="HeaderSearchContainerForm_icon__MR0qF"> ⋯ </span>
 </button>
```

Page 1: DOM, the name of the button is “Enter search term”

Fixed: On page 1, the visual label of the input field provided by the `placeholder` is “Enter search term”, and the accessible name provided by the `aria-label` attribute is also “Enter search term”.



Page 1: desktop, the “Enter search term” field



```
<div class="HeaderSearchContainerForm_container__qzRg7" data-search-is-opened="true" data-is-scrolled="true"
data-is-storm="false" data-is-mobile-view="false"> flex
▼<div class="HeaderSearchContainerForm_search__WED5i" data-is-mobile-view="false"> flex
  ▶<button class="button HeaderSearchContainerForm_btn__5vx9n" data-appearance="blank" data-color="light"
   tabindex="-1" aria-expanded="true" data-is-mobile-view="false" aria-label="Enter search term"
   type="button"> ⋯ </button> event
  ▼<div class="HeaderSearchContainerForm_inputWrapper__oK2CI">
   ▼<form class="HeaderSearchContainerForm_form__ih0Z9">
      <input id="textInputSearchHeader" class="HeaderSearchContainerForm_input__48Ibi" aria-
      describedby="error-undefined " type="text" aria-label="Enter search term" placeholder="Enter search
      term" data-is-mobile-view="false" value=""> event
    </form>
```

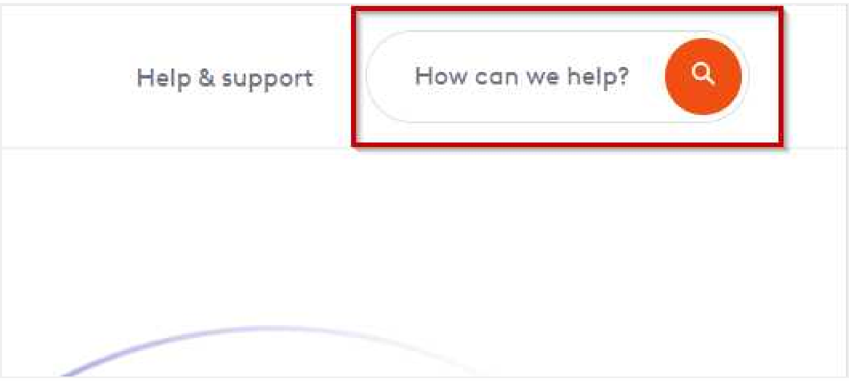
Page 1: DOM, the name of the field is “Enter search term”

What happened

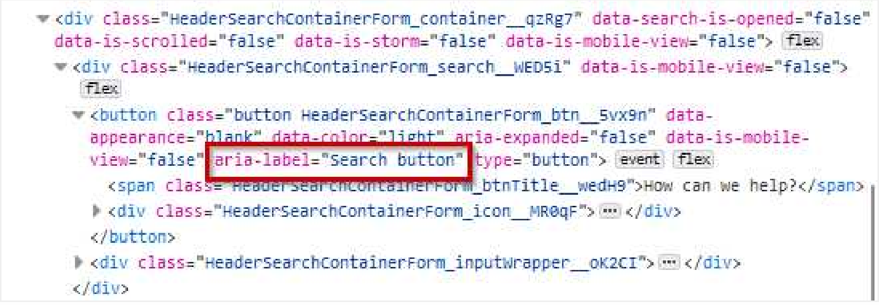
The accessible name of interactive elements must include the name that is visually communicated by on-screen text. This can otherwise particularly disadvantage voice recognition users, who use a say-what-you see interaction model. There are interactive elements where the accessible name does not include the visual name.

Where it happened

This can be also seen on page 1, where the expandable "How can we help?" appended with search button only has accessible name inclusive of "Search button", and not the full visual label.



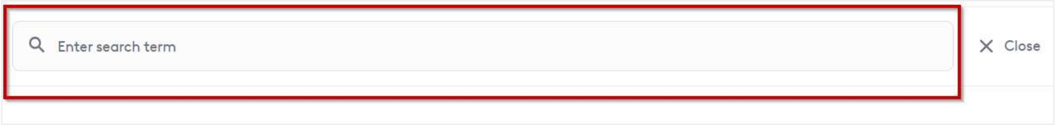
Page 1: Desktop, Expandable "How can we help?" button



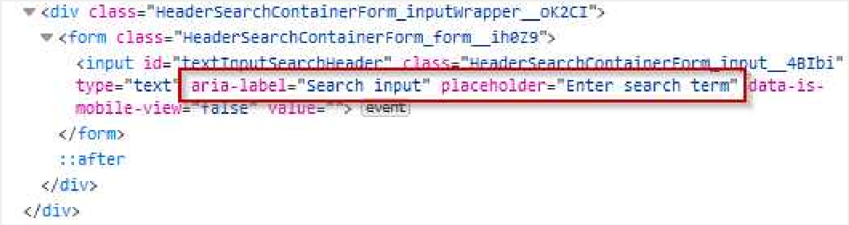
```
▼<div class="HeaderSearchContainerForm_container__qzRg7" data-search-is-opened="false"
 data-is-scrolled="false" data-is-storm="false" data-is-mobile-view="false"> flex
  ▼<div class="HeaderSearchContainerForm_search__WED5i" data-is-mobile-view="false">
   flex
    ▼<button class="button HeaderSearchContainerForm_btn__5vx9n" data-
     appearance="blank" data-color="light" aria-expanded="false" data-is-mobile-
     view="false" aria-label="Search button" type="button"> event  flex
       <span class="HeaderSearchContainerForm_btnTitle__wedH9">How can we help?</span>
     ▶<div class="HeaderSearchContainerForm_icon__MR0qF"> ··· </div>
     </button>
    ▶<div class="HeaderSearchContainerForm_inputWrapper__oK2CI"> ··· </div>
  </div>
```

Page 1: DOM, Expandable "How can we help?" button accessible name not inclusive of it's visual label

This can be also seen on page 1, where the accessible name for the "Enter search term" input field is not included within the accessible name, "Search input" for the input field.



Page 1: Desktop, "Enter search term" input field



```
▼<div class="HeaderSearchContainerForm_inputWrapper__oK2CI">
  ▼<form class="HeaderSearchContainerForm_form__ih0Z9">
     <input id="textInputSearchHeader" class="HeaderSearchContainerForm_input__4BIbi"
     type="text" aria-label="Search input" placeholder="Enter search term" data-is-
     mobile-view="false" value=""> event
   </form>
   ::after
  </div>
</div>
```

Page 1: DOM, "Enter search term" input field accessible name not inclusive of it's visual label

Steps to reproduce

1. Observe the visual name of the element communicated by on-screen text.
2. Inspect the element and review the accessible name.
3. Observe that the accessible name does not include the visual name.

Recommendation

Make sure that the accessible name includes the visual name. This is best achieved by creating the accessible name by referencing on-screen text. This can be done with `aria-label` or `aria-labelledby`. For example:

```
<input id="search" aria-label="Enter search term" type="text">
```

If cannot reference the visual name, make sure that you manually update the accessible name to include the visual name. Although not strictly required, it is best practice to have the visual name at the start of the accessible name and with the words in the same order.

For more information, see WAI Tutorials - Labelling Controls, WCAG - G208 Including the text of the visible label, and G211 Matching the accessible name.

Return to priority table

ADR_18910-100 **MEDIUM PRIORITY** **OPEN**

Accessible name does not include visual name

Success Criteria	2.5.3: Label in Name [2.1 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01
Users Affected	Vision
Component	Button

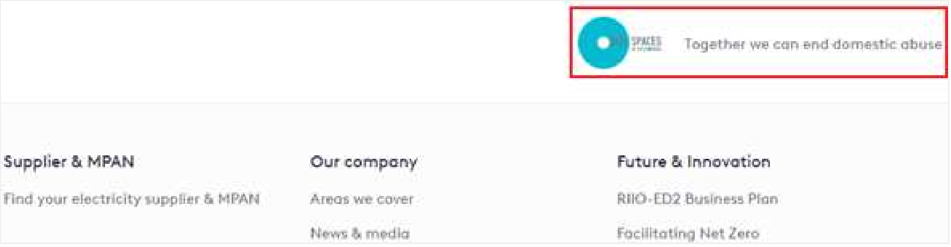
> ### Recheck comment 14/03/24
>
> This issue was raised during a recheck dated 15/03/2024.
>
> Originally, ADR_18910 - 20 was raised to explain that a button was not receiving keyboard focus.
>
> That issue has been fixed, but has resulted in this issue, where the accessible name of the button does not include the visual name.

What happened

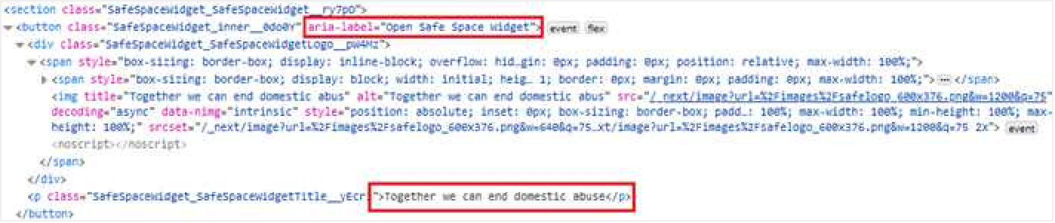
The accessible name of interactive elements must include the name that is visually communicated by on-screen text. This can otherwise particularly disadvantage voice recognition users, who use a say-what-you see interaction model. There are interactive elements where the accessible name does not include the visual name.

Where it happened

This can be seen on page 1, on desktop and on iOS, with the “Safe Spaces” button. The visual label “Safe Spaces - Together we can end domestic abuse” provided by the logo and inner text is overridden by and is not matched by the accessible name provided by the `aria-label` attribute, of “Open Safe Space Widget”.



Page 1: desktop, the “Safe Spaces…” button



```
<section class="SafeSpaceWidget_SafeSpaceWidget__ry7pO">
▼ <button class="SafeSpaceWidget_inner__0do0Y" aria-label="Open Safe Space Widget"> event flex
  ▼ <div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz">
    ▼ <span style="box-sizing: border-box; display: inline-block; overflow: hid_gin: 0px; padding: 0px; position: relative; max-width: 100%;">
      ▶ <span style="box-sizing: border-box; display: block; width: initial; heig_ 1; border: 0px; margin: 0px; padding: 0px; max-width: 100%;"> ⋯ </span>
        <img title="Together we can end domestic abus" alt="Together we can end domestic abus" src="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75"
        decoding="async" data-nimg="intrinsic" style="position: absolute; inset: 0px; box-sizing: border-box; padd_: 100%; max-width: 100%; min-height: 100%; max-
        height: 100%;" srcset="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=640&q=75_xt/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75 2x"> event
        <noscript></noscript>
      </span>
    </div>
    <p class="SafeSpaceWidget_SafeSpaceWidgetTitle__yEcr">Together we can end domestic abuse</p>
  </button>
```

Page 1: DOM, the accessible name does not include the visual label

Steps to reproduce

1. Observe the visual name of the element communicated by on-screen text.
2. Inspect the element and review the accessible name.
3. Observe that the accessible name does not include the visual name.

Recommendation

Make sure that the accessible name includes the visual name. This is best achieved by creating the accessible name by referencing on-screen text. In this case, the accessible name can be formed from the `alt` text of the logo and the on-screen text.

For example:

```
<button>
  <img src="Logo.png" alt="Safe Spaces">Together we can end domestic abuse<span
class="visuallyHidden"> Open widget</span>
</button>
```

Note that `aria-labelledby` is useful when you need to construct the label using multiple elements. For example:

```
<span id="firstPart">Last</span>
<span id="secondPart">Name</span>
<input aria-labelledby="firstPart secondPart" type="text" autocomplete="family-name">
```

If cannot reference the visual name, make sure that you manually update the accessible name to include the visual name. Although not strictly required, it is best practice to have the visual name at the start of the accessible name and with the words in the same order.

For more information, see WAI Tutorials - Labelling Controls, WCAG - G208 Including the text of the visible label, and G211 Matching the accessible name.

Return to priority table

ADR_18910-104 **MEDIUM PRIORITY** **OPEN**

Accessible name does not match visual name

Success Criteria	2.5.3: Label in Name [2.1 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 04, 10, 11, 17, 19, 20
Users Affected	Vision
Component	Input Field

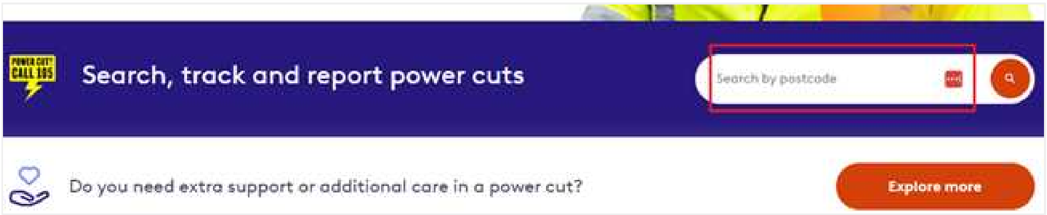
> **Recheck comment 25/03/24**
>
> This issue was raised in a recheck dated 14/03/2024.
>
> Originally, ADR_18910 - 4 was raised to explain that the “Search by postcode” field relied on the placeholder for its accessible name.
>
> That issue has been fixed, but has resulted in this issue where the accessible name does not match the visual label.

What happened

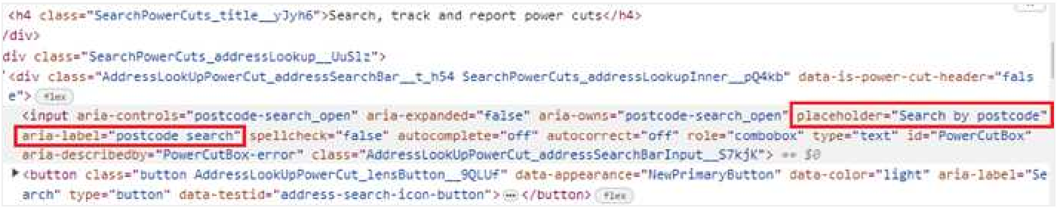
The accessible name of interactive elements must include the name that is visually communicated by on-screen text. This can otherwise particularly disadvantage voice recognition users, who use a say-what-you-see interaction model. There are interactive elements where the accessible name does not match the visual name.

Where it happened

This can be seen on pages 2, 3, 4, 10, 11, 17, 19 and 20, the “Search by postcode” input field. The accessible name provided by the `aria-label="postcode search"` attribute does not match the visual name “Search by postcode”.


POWER CUT? CALL 105
Search, track and report power cuts
Search by postcode
Do you need extra support or additional care in a power cut?
Explore more

Page 2: desktop, the “Search by postcode” field



```
<h4 class="SearchPowerCuts_title__yJyh6">Search, track and report power cuts</h4>
/div>
div class="SearchPowerCuts_addressLookup__UuSlz">
'<div class="AddressLookUpPowerCut_addressSearchBar__t_h54 SearchPowerCuts_addressLookupInner__pQ4kb" data-is-power-cut-header="fals
e"> flex
  <input aria-controls="postcode-search_open" aria-expanded="false" aria-owns="postcode-search_open" placeholder="Search by postcode"
  aria-label="postcode search" spellcheck="false" autocomplete="off" autocorrect="off" role="combobox" type="text" id="PowerCutBox"
  aria-describedby="PowerCutBox-error" class="AddressLookUpPowerCut_addressSearchBarInput__S7kjK"> == $0
 ▶<button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-appearance="NewPrimaryButton" data-color="light" aria-label="Se
  arch" type="button" data-testid="address-search-icon-button"> ⋯ </button> flex
```

Page 2: DOM, the “Search by postcode” field

Steps to reproduce

1. Observe the visual name of the element communicated by on-screen text.
2. Inspect the element and review the accessible name.
3. Observe that the accessible name does not match the visual name.

Recommendation

Make sure that the accessible name matches the visual name. This is best achieved by creating the accessible name by referencing on-screen text. This can be done with `label` or `aria-labelledby`. Make sure that the `for` and `id` match correctly. For example:

```
<label for="firstName">First Name</label>
<input id="firstName" type="text" autocomplete="given-name">
```

In this case, ensure that the `aria-label` attribute matches the `placeholder` attribute. For example:

```
<input aria-label="Search by postcode" placeholder="Search by postcode"...>
```

If cannot reference the visual name, make sure that you manually update the accessible name to include the visual name. Although not strictly required, it is best practice to have the visual name at the start of the accessible name and with the words in the same order.

For more information, see WAI Tutorials - Labelling Controls, WCAG - G208 Including the text of the visible label, and G211 Matching the accessible name.

Return to priority table

ADR_18910-10 MEDIUM PRIORITY OPEN

Error messages that appear on submission have no programmatic call-to-action

Success Criteria	3.3.1: Error Identification [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 10, 11, 17, 19, 20
Users Affected	Vision
Component	Input Field

What happened

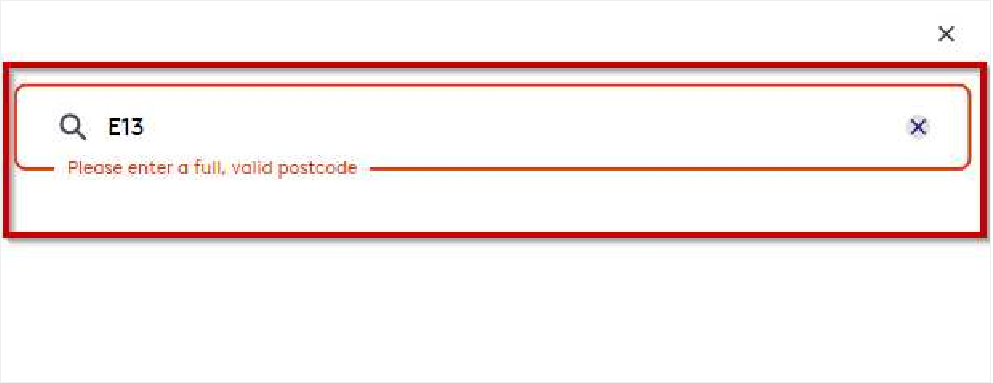
Error messages must be described with text and compatible with assistive technology.

There are error messages that appear on the page with no programmatic call-to-action. For example, keyboard focus is not moved and there is not a live region. In this case, the errors appear dynamically when the page is submitted. As a result, assistive technology will not automatically announce the presence of error messages.

This may particularly disadvantage users that navigate using assistive technology, such as screen readers. Users may struggle to identify and remediate the errors. The lack of a programmatic call-to-action may result in users missing the errors.

Where it happened

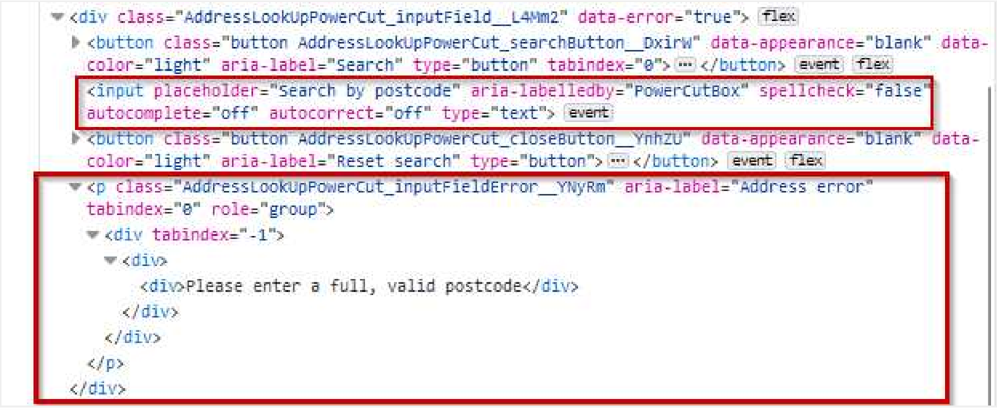
This can be seen on pages 2, 3, 10, 11, 17, 19, and 20 with the inline “Please enter a full, valid postcode” error message (which appears on entering an invalid/inappropriate postcode) pinned to the “Search by postcode” input field. The keyboard focus remains on the input field and there are no live regions. Due to this, the error messages do not have a programmatic call-to-action.



E13

Please enter a full, valid postcode

Page 2: desktop, “Please enter a full, valid postcode” error message pinned to the “Search by postcode” input field



```
▼<div class="AddressLookUpPowerCut_inputField__L4Mm2" data-error="true"> flex
  ▶<button class="button AddressLookUpPowerCut_searchButton__DxirW" data-appearance="blank" data-
   color="light" aria-label="Search" type="button" tabindex="0"> ⋯ </button> event flex
   <input placeholder="Search by postcode" aria-labelledby="PowerCutBox" spellcheck="false"
   autocomplete="off" autocorrect="off" type="text"> event
  ▶<button class="button AddressLookUpPowerCut_closeButton__YnhZU" data-appearance="blank" data-
   color="light" aria-label="Reset search" type="button"> ⋯ </button> event flex
  ▼<p class="AddressLookUpPowerCut_inputFieldError__YNyRm" aria-label="Address error"
   tabindex="0" role="group">
    ▼<div tabindex="-1">
      ▼<div>
         <div>Please enter a full, valid postcode</div>
       </div>
     </div>
   </p>
 </div>
```

Page 2: DOM, Error message on submission has no programmatic call-to-action

Steps to reproduce

1. Using a screen reader, prompt the fields to be in an error state.
2. Observe that there is not a call-to-action that identifies the presence of errors.

Recommendation

Make sure that error messages include a programmatic call-to-action. This can be done through live regions or moving focus. When error messages appear dynamically, you can prompt assistive technology to automatically identify them using assertive live regions. For example:

```
<span id="badPostcodeError" role="alert">Please enter a full, valid postcode</span>
```

Note that you cannot have multiple live regions announced simultaneously. As well, to work correctly, make sure that you have an empty container with the live region role (such as `role="alert"` or `aria-live="assertive"`) on it already and then dynamically populate this container when the errors are triggered.

Use live regions on a case-by-case basis when error messages appear one-by-one. Alternatively, when several error messages appear at once, you can use a live region on a collection of error messages, such as a list of error messages at the top of the page.

Another option is moving keyboard focus. For example, when several errors are added to the page on form submission, keyboard focus can be moved to a list of errors or the top-most field on the page that has an error. This can be done with the `focus` method.

When the error messages are inline, make sure that the errors are associated with the relevant form fields. This is not strictly required by this success criterion, but is instead required by 1.3.1: Info and Relationships. Nonetheless, we have identified the requirement here for completeness. For example:

```
<label for="postcode">Search by postcode</label>
<input type="text" id="postcode" aria-describedby="badPostcodeError">
<p id="badPostcodeError">Please enter a full, valid postcode</p>
```

For more information, see WAI Tutorials - Form Instructions, Validating Input, User Notifications, and MDN - focus.

Return to priority table

ADR_18910-61 MEDIUM PRIORITY OPEN

Error messages that appear on blur or submission have no programmatic call-to-action

Success Criteria	3.3.1: Error Identification [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	11, 13, 14, 15, 16, 17
Users Affected	Vision
Component	Input Field

What happened

Error messages must be described with text and compatible with assistive technology.

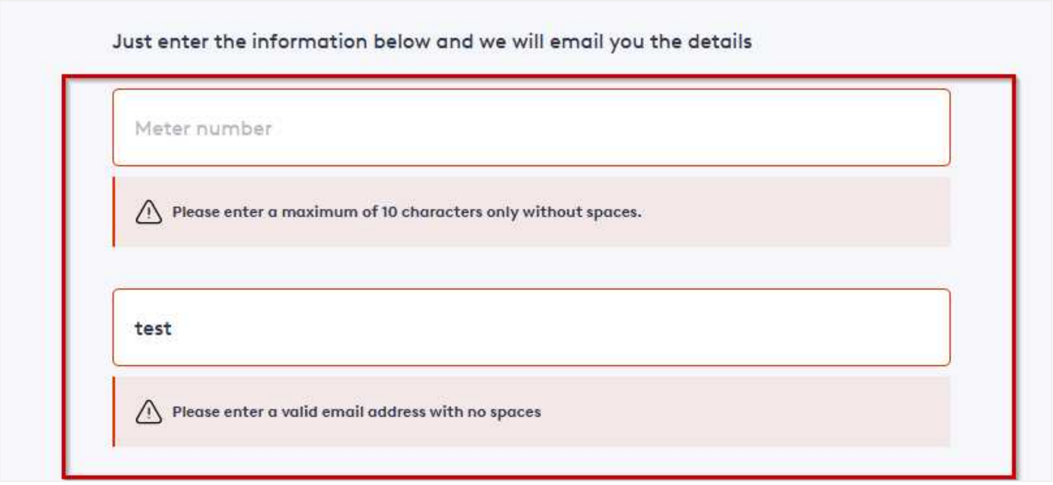
There are error messages that appear on the page with no programmatic call-to-action. For example, keyboard focus is not moved and there is not a live region. In this case, the errors appear dynamically when navigating away from form fields. As a result, assistive technology will not automatically announce the presence of error messages.

This may particularly disadvantage users that navigate using assistive technology, such as screen readers. Users may struggle to identify and remediate the errors. The lack of a programmatic call-to-action may result in users missing the errors.

Where it happened

This can be seen on page 11, with the “Meter number” and “Email address” input fields.

After tabbing away from a field or entering an invalid/inappropriate value, an error message is dynamically added to the page. There are no live regions. As a result, the error message does not have a programmatic call-to-action.



Just enter the information below and we will email you the details

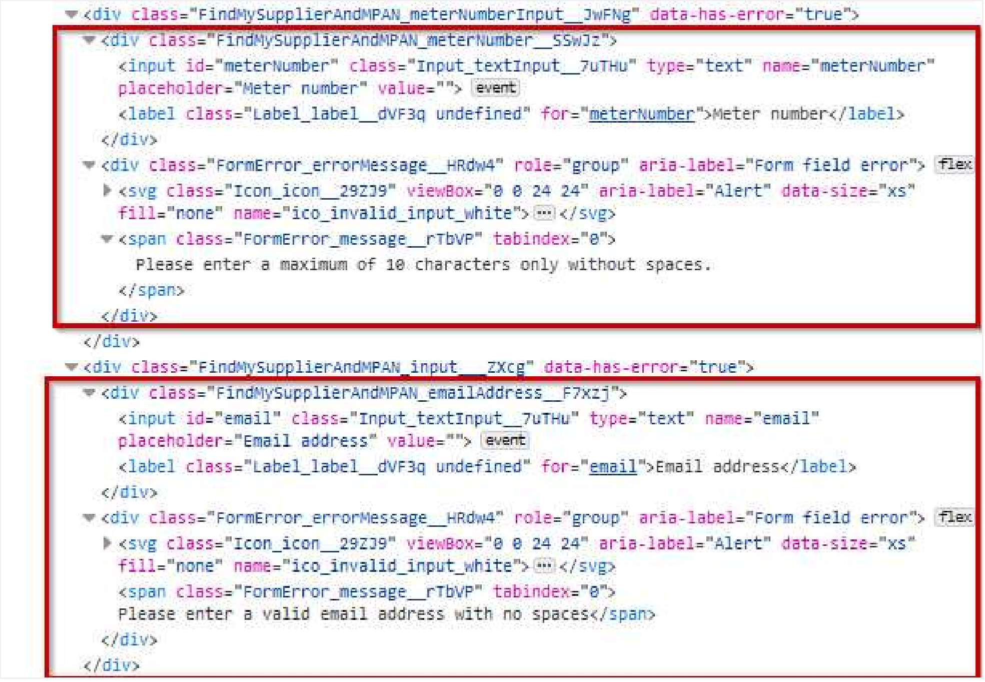
Meter number

⚠ Please enter a maximum of 10 characters only without spaces.

test

⚠ Please enter a valid email address with no spaces

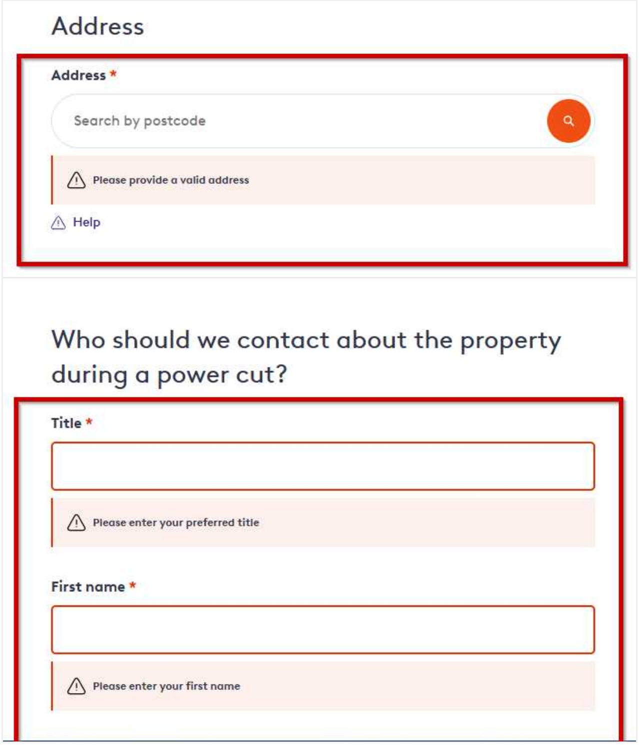
Page 11: Desktop, Error messages for “Meter number” and “Email address” input fields



```
▼<div class="FindMySupplierAndMPAN_meterNumberInput__JwFNg" data-has-error="true">
  ▼<div class="FindMySupplierAndMPAN_meterNumber__SSwJz">
     <input id="meterNumber" class="Input_textInput__7uTHu" type="text" name="meterNumber"
     placeholder="Meter number" value=""> event
     <label class="Label_label__dVF3q undefined" for="meterNumber">Meter number</label>
   </div>
  ▼<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs"
     fill="none" name="ico_invalid_input_white"> ⋯ </svg>
    ▼<span class="FormError_message__rTbVP" tabindex="0">
       Please enter a maximum of 10 characters only without spaces.
     </span>
   </div>
 </div>
▼<div class="FindMySupplierAndMPAN_input__ZXcg" data-has-error="true">
  ▼<div class="FindMySupplierAndMPAN_emailAddress__F7xzj">
     <input id="email" class="Input_textInput__7uTHu" type="text" name="email"
     placeholder="Email address" value=""> event
     <label class="Label_label__dVF3q undefined" for="email">Email address</label>
   </div>
  ▼<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs"
     fill="none" name="ico_invalid_input_white"> ⋯ </svg>
     <span class="FormError_message__rTbVP" tabindex="0">
     Please enter a valid email address with no spaces</span>
   </div>
 </div>
```

Page 11: DOM, Error messages on blur/submission for "Meter number" and "Email address" input fields have no programmatic call-to-action

This can also be seen on page 13, with the "Address", "Title", and so on mandatory input fields. After tabbing away from a field or entering an invalid/inappropriate value, an error message is dynamically added to the page. There are no live regions. As a result, the error message does not have a programmatic call-to-action.



Address

Address *

Search by postcode

Please provide a valid address

Help

Who should we contact about the property during a power cut?

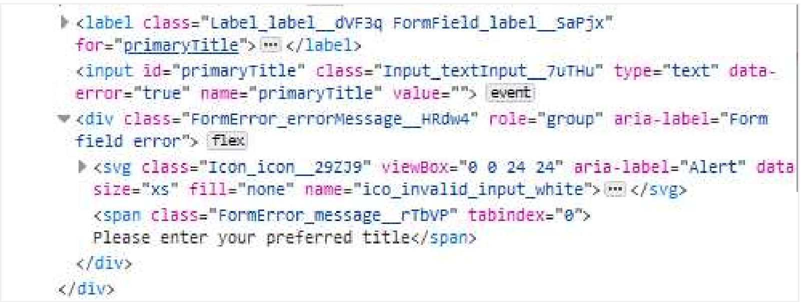
Title *

Please enter your preferred title

First name *

Please enter your first name

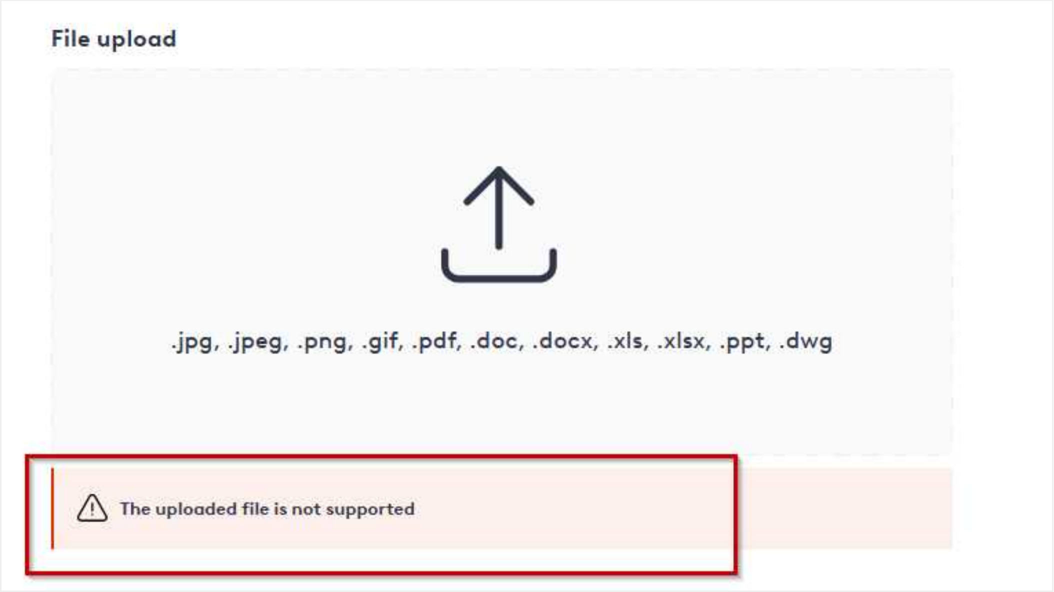
Page 13: desktop, error messages for mandatory input fields



```
<label class="Label_label__dVF3q FormField_label__SaPjx"
for="primaryTitle"> ⋯ </label>
<input id="primaryTitle" class="Input_textInput__7uTHu" type="text" data-
error="true" name="primaryTitle" value=""> event
<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form
field error"> flex
  <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data
  size="xs" fill="none" name="ico_invalid_input_white"> ⋯ </svg>
  <span class="FormError_message__rTbVP" tabindex="0">
  Please enter your preferred title</span>
</div>
</div>
```

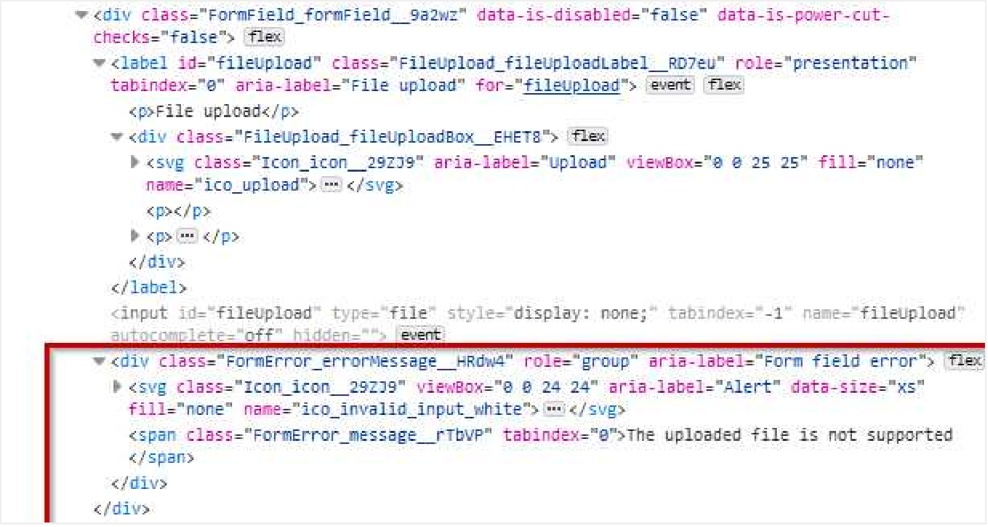
Page 13: DOM, markup for the input field

This can also be seen on page 14, with the “File upload” input field. After tabbing away from a field or uploading an invalid/inappropriate value, an error message is dynamically added to the page. There are no live regions. As a result, the error message does not have a programmatic call-to-action.


File upload
.jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .dwg

The uploaded file is not supported

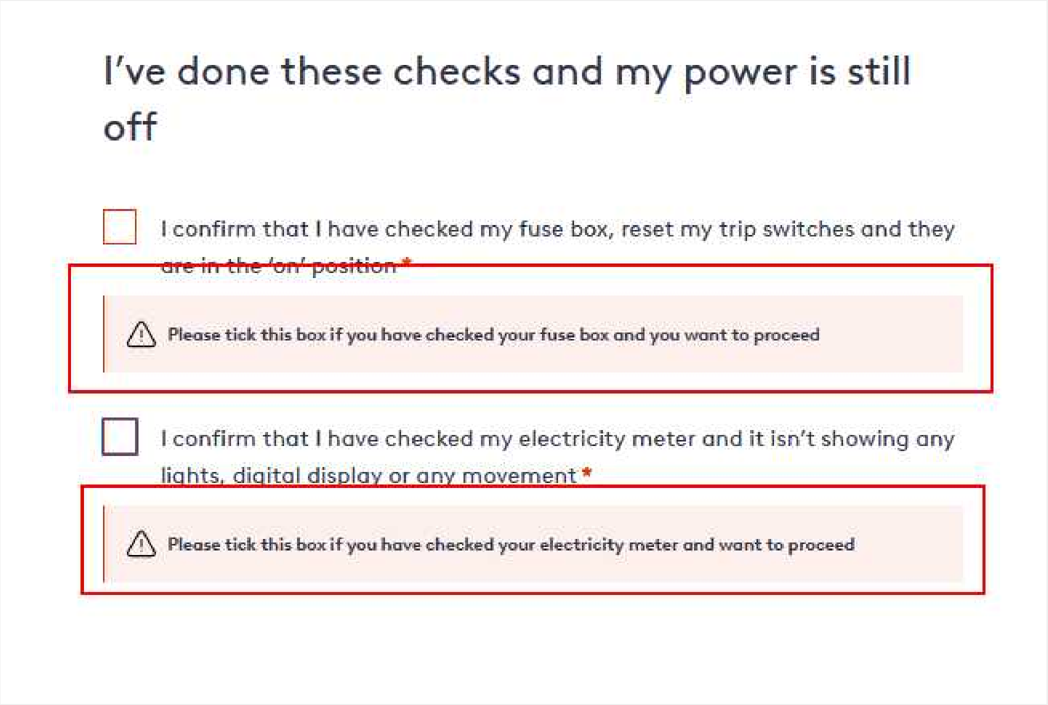
Page 14: desktop, error messages for “File upload” input field



```
<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
checks="false"> flex
  <label id="fileUpload" class="FileUpload_fileUploadLabel__RD7eu" role="presentation"
  tabindex="0" aria-label="File upload" for="fileUpload"> event flex
    <p>File upload</p>
    <div class="FileUpload_fileUploadBox__EHET8"> flex
      <svg class="Icon_icon__29ZJ9" aria-label="Upload" viewBox="0 0 25 25" fill="none"
      name="ico_upload"> ⋯ </svg>
      <p></p>
      <p> ⋯ </p>
    </div>
  </label>
  <input id="fileUpload" type="file" style="display: none;" tabindex="-1" name="fileUpload"
  autocomplete="off" hidden=""> event
  <div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs"
    fill="none" name="ico_invalid_input_white"> ⋯ </svg>
    <span class="FormError_message__rTbVP" tabindex="0">The uploaded file is not supported
    </span>
  </div>
</div>
```

Page 14: DOM, markup for the “File upload” input field

This can also be seen on page 15, with the checkbox errors under “I’ve done these checks and my power is still off”. After tabbing away from an unticked checkbox, an error message is dynamically added to the page. There are no live regions. As a result, the error message does not have a programmatic call-to-action.



I've done these checks and my power is still off

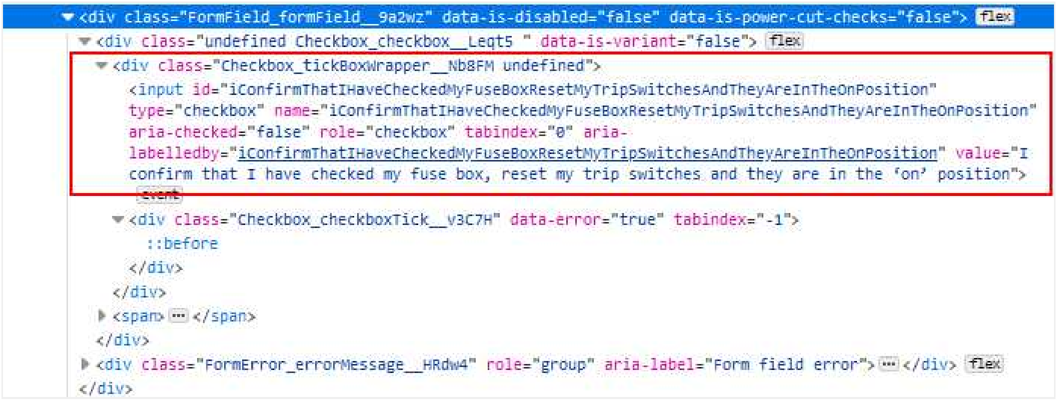
□ I confirm that I have checked my fuse box, reset my trip switches and they are in the 'on' position *

Please tick this box if you have checked your fuse box and you want to proceed

□ I confirm that I have checked my electricity meter and it isn't showing any lights, digital display or any movement *

Please tick this box if you have checked your electricity meter and want to proceed

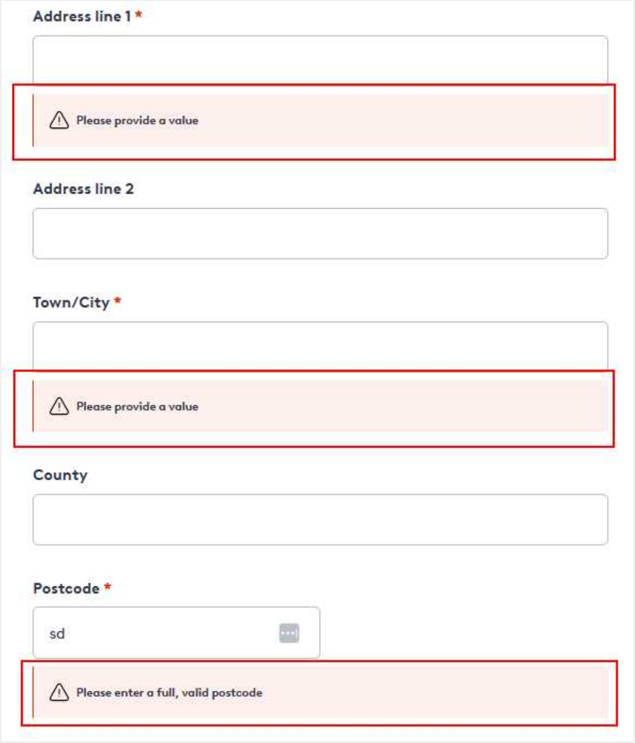
Page 15: desktop, checkbox errors



```
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  ▼<div class="undefined Checkbox_checkbox__Leqt5 " data-is-variant="false"> flex
    ▼<div class="Checkbox_tickBoxWrapper__Nb8FM undefined">
       <input id="iConfirmThatIHaveCheckedMyFuseBoxResetMyTripSwitchesAndTheyAreInTheOnPosition"
       type="checkbox" name="iConfirmThatIHaveCheckedMyFuseBoxResetMyTripSwitchesAndTheyAreInTheOnPosition"
       aria-checked="false" role="checkbox" tabindex="0" aria-
       labelledby="iConfirmThatIHaveCheckedMyFuseBoxResetMyTripSwitchesAndTheyAreInTheOnPosition" value="I
       confirm that I have checked my fuse box, reset my trip switches and they are in the 'on' position">
        event
      ▼<div class="Checkbox_checkboxTick__v3C7H" data-error="true" tabindex="-1">
         ::before
       </div>
     </div>
    ▶<span> ··· </span>
   </div>
  ▶<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> ··· </div> flex
  </div>
```

Page 15: DOM, markup for the first checkbox element

This can also be seen on page 16, with the "Address line 1", "Town/City", and so on mandatory input fields. After tabbing away from a field or entering an invalid/inappropriate value, an error message is dynamically added to the page. There are no live regions. As a result, the error message does not have a programmatic call-to-action.



Address line 1 *

Please provide a value

Address line 2

Town/City *

Please provide a value

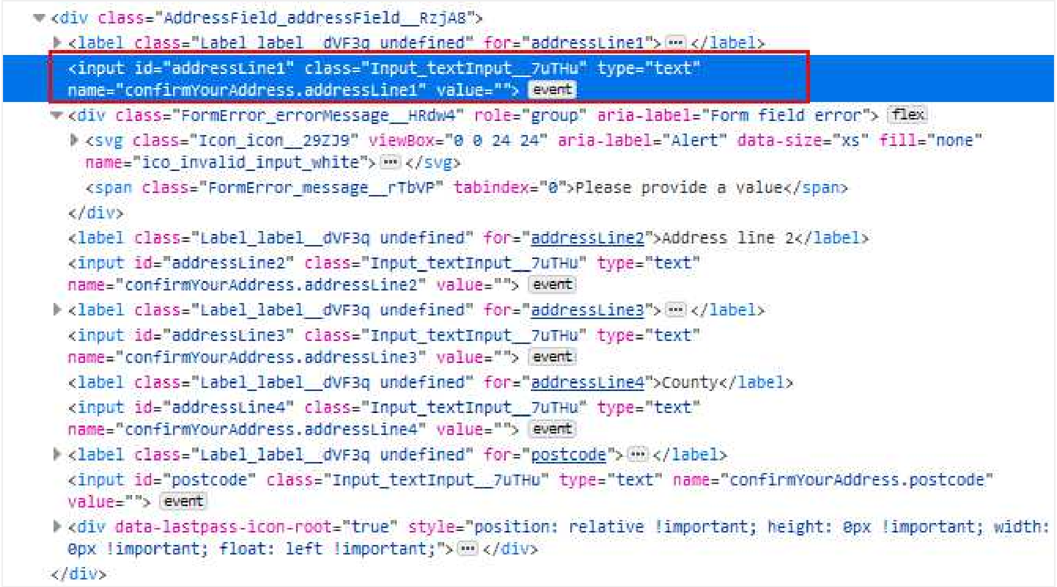
County

Postcode *

sd

Please enter a full, valid postcode

Page 16: desktop, error messages



```
<div class="AddressField_addressField__RzjA8">
  <label class="Label_label__dVF3q undefined" for="addressLine1"> ··· </label>
  <input id="addressLine1" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine1" value=""> event
  <div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs" fill="none"
    name="ico_invalid_input_white"> ··· </svg>
    <span class="FormError_message__rTbVP" tabindex="0">Please provide a value</span>
  </div>
  <label class="Label_label__dVF3q undefined" for="addressLine2">Address line 2</label>
  <input id="addressLine2" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine2" value=""> event
  <label class="Label_label__dVF3q undefined" for="addressLine3"> ··· </label>
  <input id="addressLine3" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine3" value=""> event
  <label class="Label_label__dVF3q undefined" for="addressLine4">County</label>
  <input id="addressLine4" class="Input_textInput__7uTHu" type="text"
  name="confirmYourAddress.addressLine4" value=""> event
  <label class="Label_label__dVF3q undefined" for="postcode"> ··· </label>
  <input id="postcode" class="Input_textInput__7uTHu" type="text" name="confirmYourAddress.postcode"
  value=""> event
  <div data-lastpass-icon-root="true" style="position: relative !important; height: 0px !important; width:
  0px !important; float: left !important;"> ··· </div>
</div>
```

Page 16: DOM, markup for the input field

Steps to reproduce

1. Using a screen reader, prompt the fields to be in an error state.
2. Observe that there is not a call-to-action that identifies the presence of errors.

Recommendation

Make sure that error messages include a programmatic call-to-action. This can be done through live regions on the relevant input field. When error messages appear dynamically, you can prompt assistive technology to automatically identify them using assertive live regions. For example:

```
<span id="ErrorMessage" role="alert">Please enter a valid email address with no
spaces</span>
```

Note that you cannot have multiple live regions announced simultaneously. As well, to work correctly, make sure that you have an empty container with the live region role (such as `role="alert"` or `aria-live="assertive"`) on it already and then dynamically populate this container when the errors are triggered.

When the error messages are inline, make sure that the errors are associated with the relevant form fields. This is not strictly required by this success criterion, but is instead required by 1.3.1: Info and Relationships. Nonetheless, we have identified the requirement here for completeness. For example:

```
<label for="email">Email address</label>
<input type="text" id="email" aria-describedby="nEmptyError">
<span id="EmptyError">Please enter a valid email address with no spaces</span>
```

For more information, see WAI Tutorials - Form Instructions, Validating Input, User Notifications, and MDN - focus.

Return to priority table

ADR_18910-65 **MEDIUM PRIORITY** **RESOLVED**

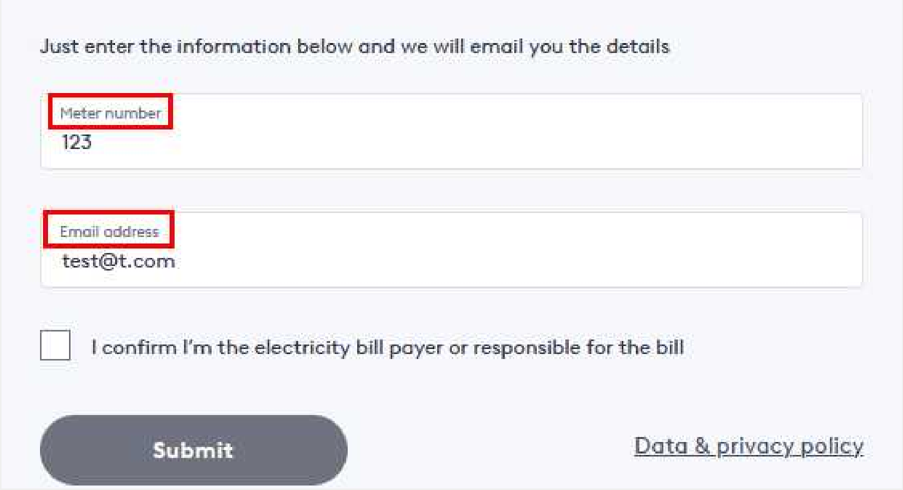
Interactive elements do not have a permanent label

Success Criteria	3.3.2: Labels or Instructions [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	11
Users Affected	Vision, Cognitive
Component	Input Field

Recheck comment 14/03/24

This issue is fixed.

On page 11, the “Meter number” and “Email address” input fields now have permanent visual label.



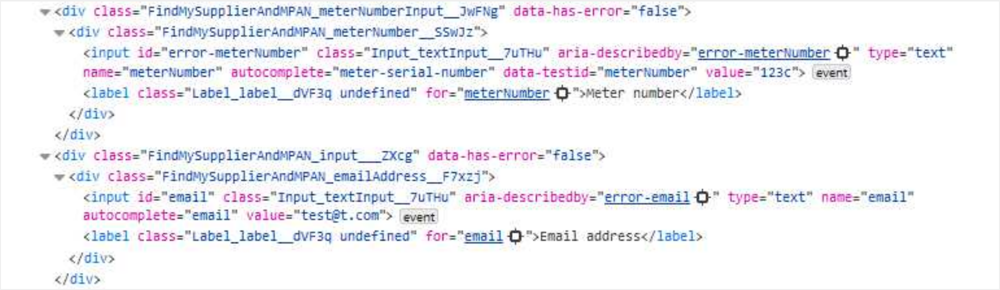
Just enter the information below and we will email you the details

Meter number
123

Email address
test@t.com

□ I confirm I'm the electricity bill payer or responsible for the bill

Page 11: desktop, interactive elements now have a permanent label



```
▼<div class="FindMySupplierAndMPAN_meterNumberInput__JwFNg" data-has-error="false">
  ▼<div class="FindMySupplierAndMPAN_meterNumber__SSwJz">
     <input id="error-meterNumber" class="Input_textInput__7uTHu" aria-describedby="error-meterNumber ⌖" type="text"
     name="meterNumber" autocomplete="meter-serial-number" data-testid="meterNumber" value="123c"> event
     <label class="Label_label__dVF3q undefined" for="meterNumber ⌖">Meter number</label>
   </div>
 </div>
▼<div class="FindMySupplierAndMPAN_input___ZXcg" data-has-error="false">
  ▼<div class="FindMySupplierAndMPAN_emailAddress__F7xzj">
     <input id="email" class="Input_textInput__7uTHu" aria-describedby="error-email ⌖" type="text" name="email"
     autocomplete="email" value="test@t.com"> event
     <label class="Label_label__dVF3q undefined" for="email ⌖">Email address</label>
   </div>
 </div>
```

Page 11: DOM, interactive elements now have a permanent label

What happened

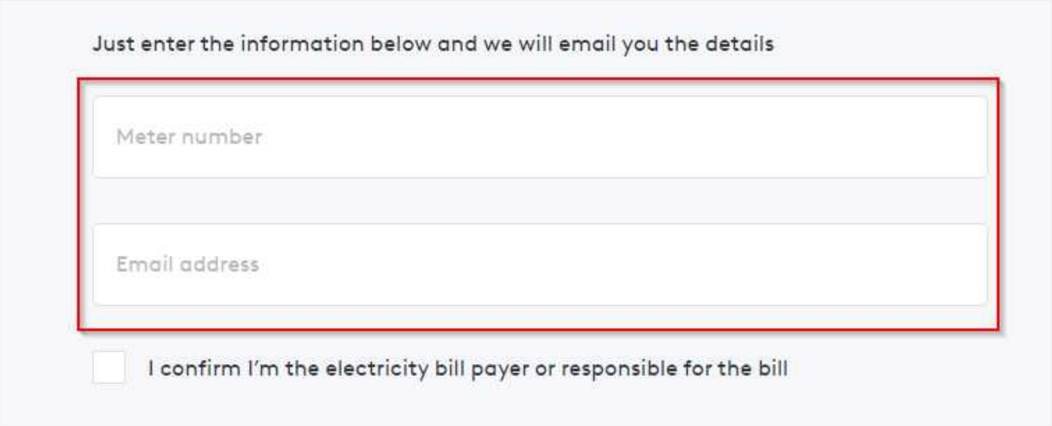
Interactive elements must have labels. In the context of this success criterion, the label is the visual signifier that communicates the nature of the form field. These visual signifiers must appropriately communicate the purpose of the form fields.

There are elements do not have a permanent label. This may particularly disadvantage users that find navigating the web cognitively challenging. Users may struggle to understand the purpose and operation of the interactive elements. The temporary labels may confuse or misguide users.

Where it happened

This can be seen on page 11, with the “Meter number” and “Email address” input fields. These input fields are missing a permanent visual label.

Note, that these input fields are given hidden label and also `placeholder` attribute labels. This has been addressed under ADR_18910 -4. However, in both cases the visual label is not permanent.



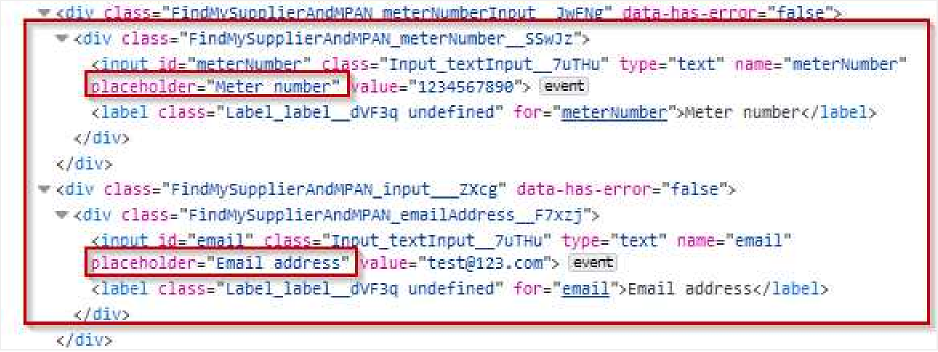
Just enter the information below and we will email you the details

Meter number

Email address

□ I confirm I'm the electricity bill payer or responsible for the bill

Page 11: desktop, “Meter number” and “Email address” input fields



```
▼<div class="FindMySupplierAndMPAN_meterNumberInput__JwFNg" data-has-error="false">
  ▼<div class="FindMySupplierAndMPAN_meterNumber__SSwJz">
     <input id="meterNumber" class="Input_textInput__7uTHu" type="text" name="meterNumber"
     placeholder="Meter number" value="1234567890"> event
     <label class="Label_label__dVF3q undefined" for="meterNumber">Meter number</label>
   </div>
 </div>
▼<div class="FindMySupplierAndMPAN_input__ZXcg" data-has-error="false">
  ▼<div class="FindMySupplierAndMPAN_emailAddress__F7xzj">
     <input id="email" class="Input_textInput__7uTHu" type="text" name="email"
     placeholder="Email address" value="test@123.com"> event
     <label class="Label_label__dVF3q undefined" for="email">Email address</label>
   </div>
 </div>
```

Page 11: DOM, “Meter number” and “Email address” input fields have no permanent visual label

Steps to reproduce

1. Observe the functionality associated with the interactive elements.
2. Observe the label that is temporarily available to users.
3. Observe that there is no visual signifier that describes the functionality and is permanently available.

Recommendation

Use clear and descriptive labels. Make sure that the labels are visible and permanent.

Make sure that you do not rely on placeholder text. In this context of this success criterion, the visual signifier must be available to all users for as long as the input field is operable. Placeholder text does not meet this requirement as it is not visible once the user has entered some text.

Make sure that the label is not hidden. The label must not only be available as hidden text or through the accessible name of elements

As well, this success criterion allows you to label elements with adjacent elements. For example, the success criterion allows an input field to be labelled by a search button next to the field. In this context, the search button is the visual signifier that communicates the nature of the interactive element.

For more information, see WCAG - G131 Providing descriptive labels, H71 Providing a description for groups of form controls, and G167 Using an adjacent button.

Return to priority table

ADR_18910-87 **MEDIUM PRIORITY** **OPEN**

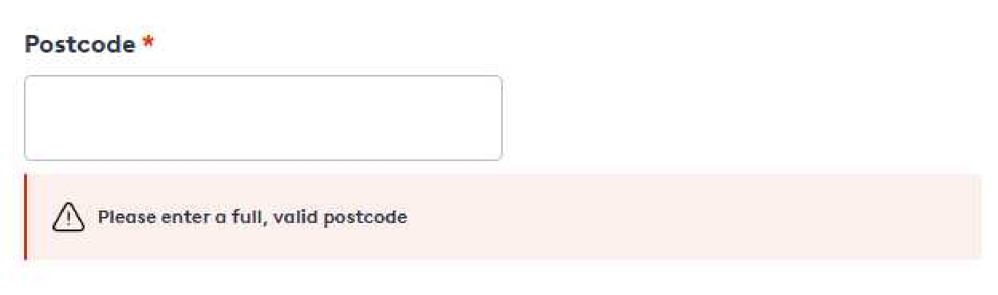
Required formats are not identified

Success Criteria	3.3.2: Labels or Instructions [2.0 A]
Devices	Desktop
Pages Affected	16
Users Affected	Cognitive
Component	Input Field

Recheck comment 13/03/24

This issue is not fixed.

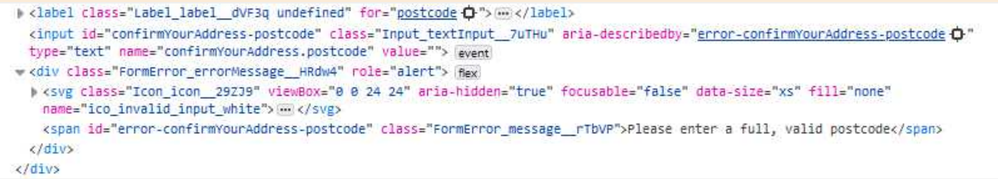
On page 16, there is still no instruction to advise on the correct format for the “Postcode” required input field.



Postcode *

⚠ Please enter a full, valid postcode

Page 16: desktop, required formats are not identified



```
▶ <label class="Label_label__dVF3q undefined" for="postcode ⌖"> ⋯ </label>
  <input id="confirmYourAddress-postcode" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-postcode ⌖"
  type="text" name="confirmYourAddress.postcode" value=""> event
▼ <div class="FormError_errorMessage__HRdw4" role="alert"> flex
  ▶ <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-hidden="true" focusable="false" data-size="xs" fill="none"
    name="ico_invalid_input_white"> ⋯ </svg>
    <span id="error-confirmYourAddress-postcode" class="FormError_message__rTbVP">Please enter a full, valid postcode</span>
  </div>
</div>
```

Page 16: DOM, required formats are not identified

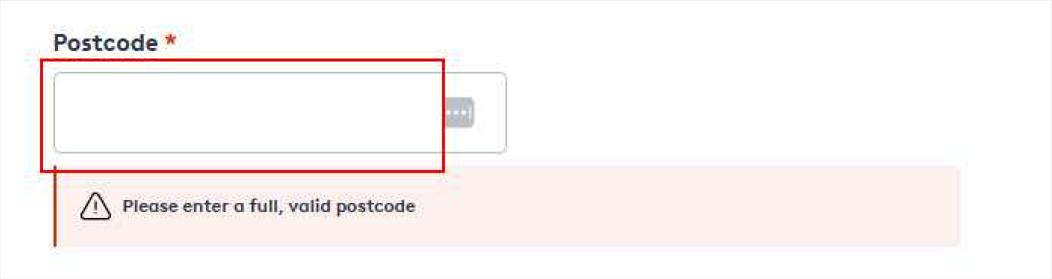
What happened

Interactive elements must clearly communicate when they have required formats.

There are elements that do not identify required formatting. This may particularly disadvantage users that find navigating the web cognitively challenging. Users may struggle to understand the purpose and operation of the interactive elements. The lack of instructions may confuse or misguide users.

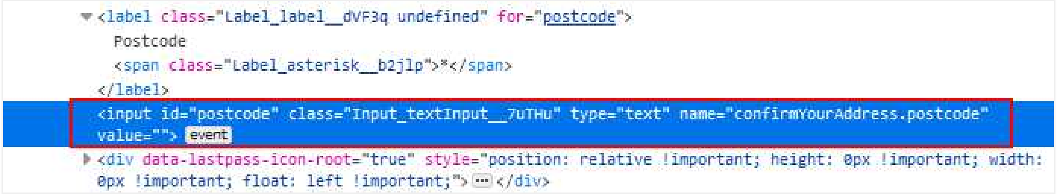
Where it happened

This can be seen on page 16, with the “Postcode” required field. There is no instruction to advise of the correct format for the input.


Postcode *

Please enter a full, valid postcode

Page 16: desktop, “Postcode” input field


```
▾<label class="Label_label__dVF3q undefined" for="postcode">
   Postcode
   <span class="Label_asterisk__b2jlp">*</span>
 </label>
 <input id="postcode" class="Input_textInput__7uTHu" type="text" name="confirmYourAddress.postcode"
 value=""> event
▸<div data-lastpass-icon-root="true" style="position: relative !important; height: 0px !important; width:
 0px !important; float: left !important;"> ⋯ </div>
```

Page 16: DOM, “Postcode” input field

Steps to reproduce

1. Observe that the interactive elements require specific formatting.
2. Observe that there are no instructions that communicate this information.
3. Observe that is not reasonable to expect all users to know the required format.

Recommendation

Use clear and descriptive instructions. Make sure that the instructions are visible and permanent.

This success criterion does not necessarily mean the `<label>` element or the accessible name of the element. The requirement that labels are associated with form fields is covered by 1.3.1: Info and Relationships. The requirement that interactive elements have an accessible name is covered by 4.1.2 Name, Role, Value.

In the context of this success criterion, the label is the visual signifier that communicates the nature of the interactive element. Make sure that the fields with required formats have some visual signifier. The preferred method is visible text. For example:

```
<label for="postcode">Postcode (xxx xxx / xxxx xxx)</label>
<input type="text" id="postcode" aria-describedby="PostcodeIncorrectFormat" ...>
<span id="dateEmptyError">The Postcode field cannot be left blank or with an invalid
postcode</span>
```

Make sure that the instructions are not hidden. The instructions must not only be available as hidden text or through the accessible name of elements

For more information, see [WCAG - G184 Providing text instructions]() and [G89 Providing expected data format and example]().

[Return to priority table]()

ADR_18910-74 **MEDIUM PRIORITY** **OPEN**

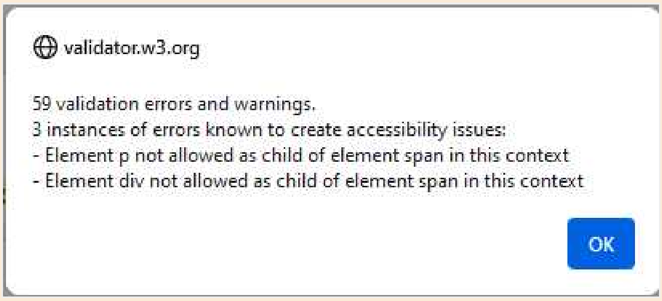
There are multiple parsing errors

Success Criteria	4.1.1: Parsing [2.0 A]
Devices	Desktop
Pages Affected	14, 19
Users Affected	Vision
Component	Not Applicable

Recheck comment 13/03/24

This issue is not fixed.

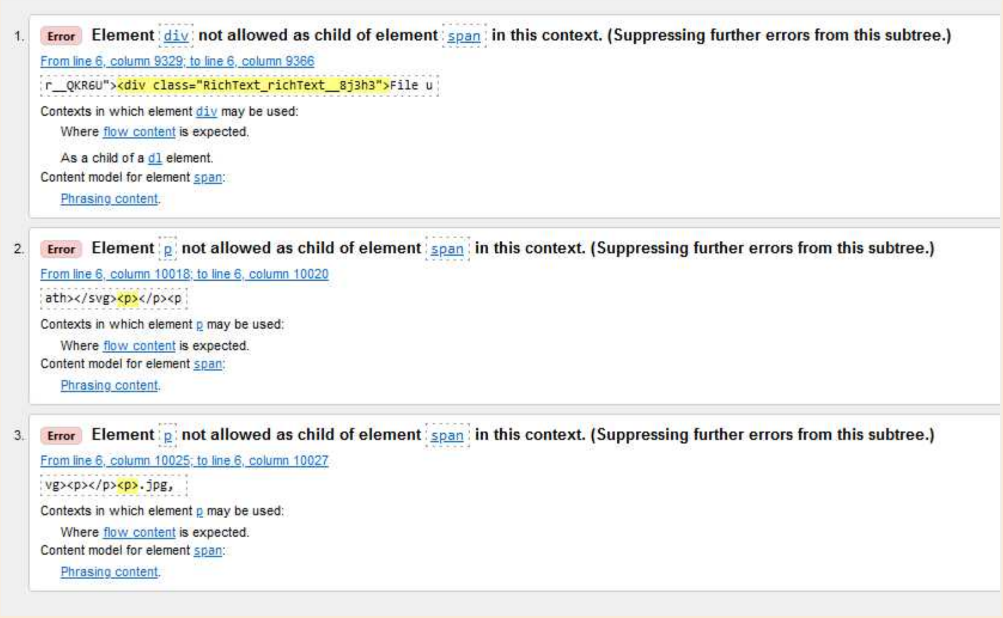
Not fixed: on page 14, there are still 3 issues with regards to elements with invalid nesting that are causing accessibility issues.



validator.w3.org

59 validation errors and warnings.
3 instances of errors known to create accessibility issues:
- Element p not allowed as child of element span in this context
- Element div not allowed as child of element span in this context

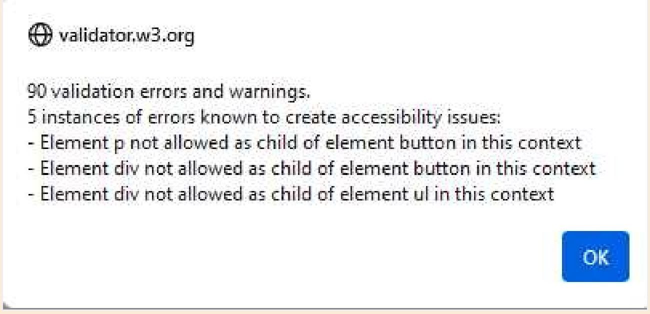
Page 14: summary of the parsing issues Nu HTML checker



1. Error Element div not allowed as child of element span in this context. (Suppressing further errors from this subtree.)
   From line 6, column 9329; to line 6, column 9366
   `r__QKR6U"><div class="RichText_richText__8j3h3">File u`
   Contexts in which element div may be used:
   Where flow content is expected.
   As a child of a dl element.
   Content model for element span:
   Phrasing content.
2. Error Element p not allowed as child of element span in this context. (Suppressing further errors from this subtree.)
   From line 6, column 10018; to line 6, column 10020
   `ath></svg><p></p><p`
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element span:
   Phrasing content.
3. Error Element p not allowed as child of element span in this context. (Suppressing further errors from this subtree.)
   From line 6, column 10025; to line 6, column 10027
   `vg><p></p><p>.jpg,`
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element span:
   Phrasing content.

Page 14: description of the parsing issues Nu HTML checker

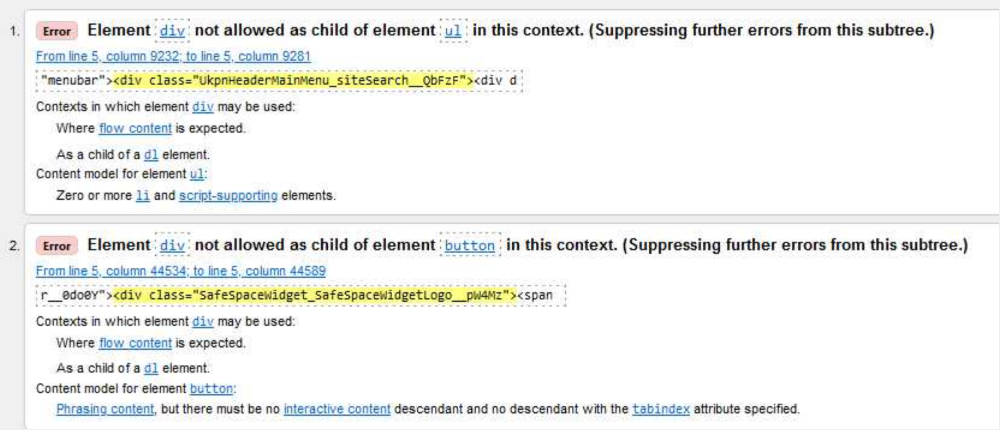
Not fixed: on page 19, there are still 5 issues with regards to elements with invalid nesting.



validator.w3.org

90 validation errors and warnings.
5 instances of errors known to create accessibility issues:
- Element p not allowed as child of element button in this context
- Element div not allowed as child of element button in this context
- Element div not allowed as child of element ul in this context

Page 19: summary of the parsing issues Nu HTML checker



1. Error Element `div` not allowed as child of element `ul` in this context. (Suppressing further errors from this subtree.)

From line 5, column 9232; to line 5, column 9281

```
"menubar"><div class="UkpnHeaderMainMenu_siteSearch__QbFzF"><div d
```

Contexts in which element `div` may be used:

Where flow content is expected.

As a child of a `dl` element.

Content model for element `ul`:

Zero or more `li` and script-supporting elements.

2. Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)

From line 5, column 44534; to line 5, column 44589

```
r__0do0Y"><div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz"><span
```

Contexts in which element `div` may be used:

Where flow content is expected.

As a child of a `dl` element.

Content model for element `button`:

Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.

Page 19: description of the parsing issues Nu HTML checker

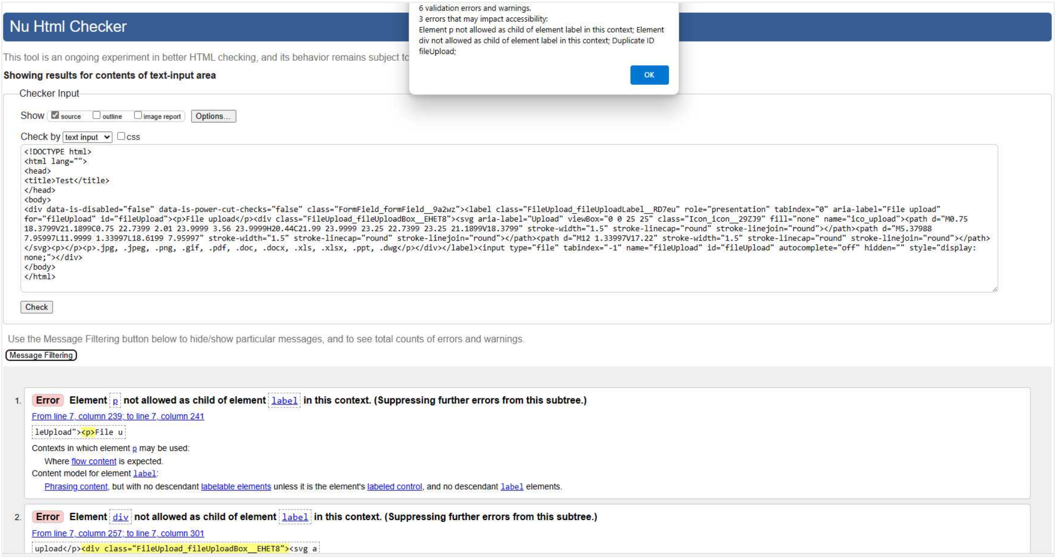
What happened

There are multiple parsing errors. Browsers are generally forgiving of these errors and warnings. However, assistive technologies more-so struggle to process semantics that deviates from the HTML specifications. Users may experience strange behaviour or diminished accessibility. The parsing errors include the following.

- Element not nested correctly according to HTML specification.
- Elements with duplicate `id`.

Where it happened

This can be found on page 14, where there are 3 issues with regards to elements with invalid nesting and elements with duplicate `id`.



6 validation errors and warnings.
3 errors that may impact accessibility:
Element p not allowed as child of element label in this context; Element div not allowed as child of element label in this context; Duplicate ID fileUpload;

This tool is an ongoing experiment in better HTML checking, and its behavior remains subject to

Showing results for contents of text-input area

Checker Input

Show ☑ source □ outline □ image report

Check by text input □ css

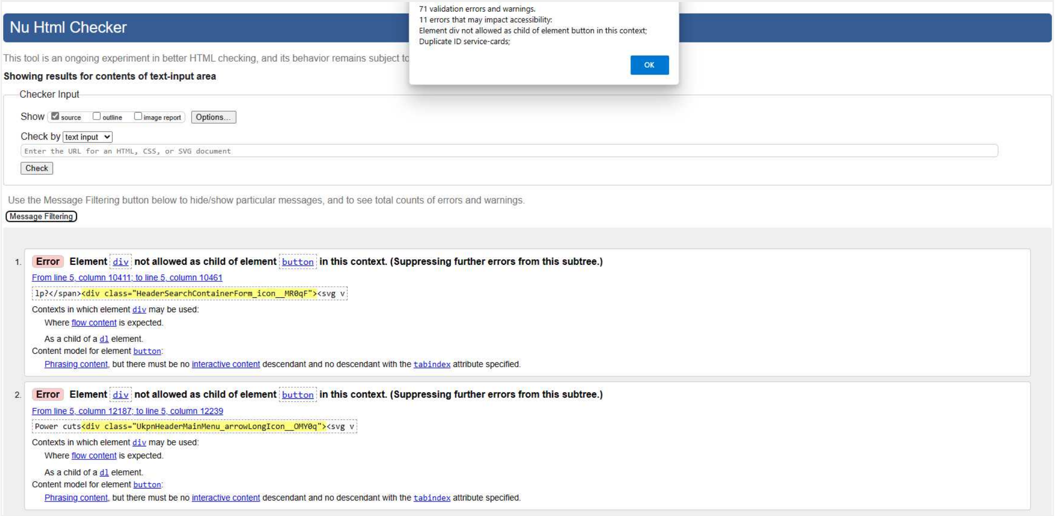
```
<!DOCTYPE html>
<html lang="">
<head>
<title>Test</title>
</head>
<body>
<div data-is-disabled="false" data-is-power-cut-checks="false" class="FormField_formField__9a2wz"><label class="FileUpload_fileUploadLabel__RD7eu" role="presentation" tabindex="0" aria-label="File upload"
for="fileUpload" id="fileUpload"><p>File upload</p><div class="FileUpload_fileUploadBox__EHET8"><svg aria-label="Upload" viewBox="0 0 25 25" class="Icon_icon__29ZJ9" fill="none" name="ico_upload"><path d="M0.75
18.3799V21.1899C0.75 22.7399 2.01 23.9999 3.56 23.9999H20.44C21.99 23.9999 23.25 22.7399 23.25 21.1899V18.3799" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path><path d="M5.37988
7.95997L11.9999 1.33997L18.6199 7.95997" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path><path d="M12 1.33997V17.22" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
</svg><p></p><p>.jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .dwg</p></div></label><input type="file" tabindex="-1" name="fileUpload" id="fileUpload" autocomplete="off" hidden="" style="display:
none;"></div>
</body>
</html>
```

Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

1. **Error Element `p` not allowed as child of element `label` in this context. (Suppressing further errors from this subtree.)**
   From line 7, column 239; to line 7, column 241
   `leUpload"><p>File u`
   Contexts in which element `p` may be used:
   Where flow content is expected.
   Content model for element `label`:
   Phrasing content, but with no descendant labelable elements unless it is the element's labeled control, and no descendant `label` elements.
2. **Error Element `div` not allowed as child of element `label` in this context. (Suppressing further errors from this subtree.)**
   From line 7, column 257; to line 7, column 301
   `upload</p><div class="FileUpload_fileUploadBox__EHET8"><svg a`

Page 14: multiple parsing errors

This can be also found on page 19, where there are 11 issues with regards to elements with invalid nesting and elements with duplicate `id`.



71 validation errors and warnings.
11 errors that may impact accessibility:
Element div not allowed as child of element button in this context;
Duplicate ID service-cards;

This tool is an ongoing experiment in better HTML checking, and its behavior remains subject to

Showing results for contents of text-input area

Checker Input

Show ☑ source □ outline □ image report

Check by text input

Enter the URL for an HTML, CSS, or SVG document

Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

1. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 5, column 10411; to line 5, column 10461
   `lp?</span><div class="HeaderSearchContainerForm_icon__MR0qF"><svg v`
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `button`:
   Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.
2. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 5, column 12187; to line 5, column 12239
   `Power cuts<div class="UkpnHeaderMainMenu_arrowLongIcon__OMY0q"><svg v`
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `button`:
   Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.

Page 19: multiple parsing errors

Steps to reproduce

1. Take the base URL OR copy the generated page source.
2. Use the Nu Html Checker to check for validation errors.
3. Use a tool such as the WCAG Parsing Bookmarklet to filter the results.
4. Note the multiple different parsing errors.

Recommendation

Make sure that there are no parsing failures. This includes the following.

- Make sure that elements are nested according to their HTML specifications.
- Make sure that elements use unique `id` values.

For more information, see MDN - Debugging HTML, W3C - Syntax Errors, Attribute Values, and About the HTML Checker.

Return to priority table

ADR_18910-7 **MEDIUM PRIORITY** **OPEN**

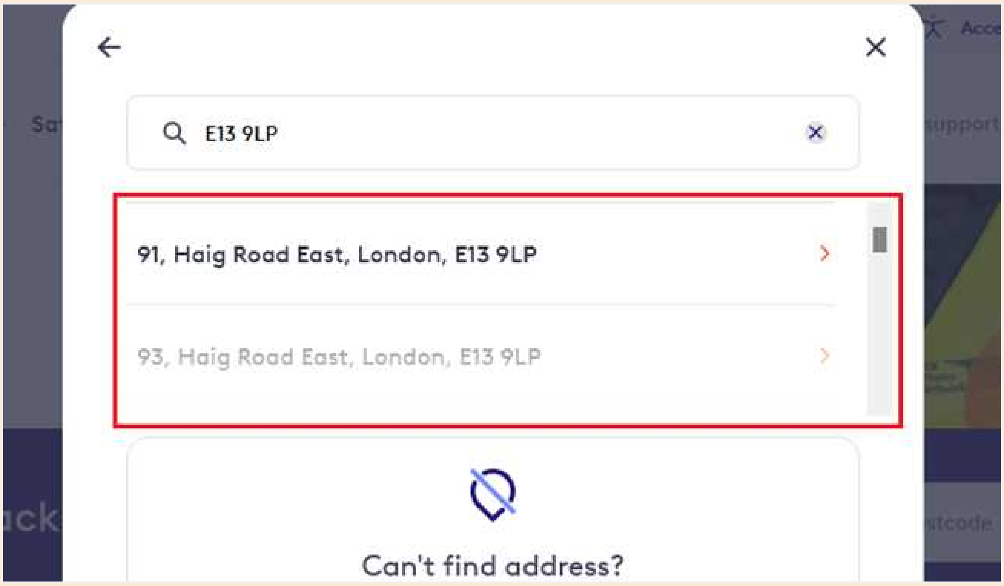
Interactive element has the wrong role

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 10, 11, 17, 19, 20
Users Affected	Vision
Component	Button

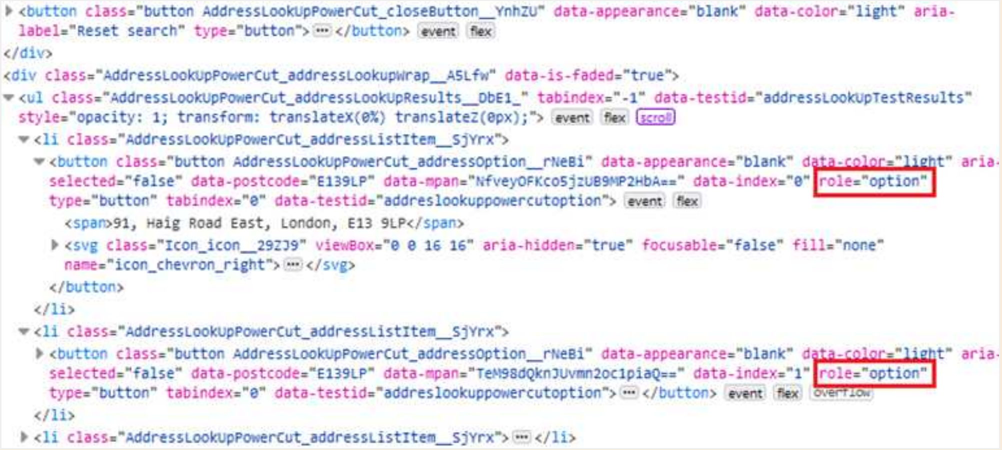
Recheck comment 15/03/24

This issue is not fixed.

On pages 2, 3, 10, 11, 17, 19 and 20, the plain `<button>` elements in the list that appears beneath the “Search by postcode” input field still inappropriately have an `role="option"` attribute.


E13 9LP
91, Haig Road East, London, E13 9LP
93, Haig Road East, London, E13 9LP
Can't find address?

Page 2: desktop, buttons for addresses



```
▶ <button class="button AddressLookUpPowerCut_closeButton__YnhZU" data-appearance="blank" data-color="light" aria-
  label="Reset search" type="button"> ··· </button> event flex
</div>
<div class="AddressLookUpPowerCut_addressLookupWrap__A5Lfw" data-is-faded="true">
▼ <ul class="AddressLookUpPowerCut_addressLookUpResults__DbE1_" tabindex="-1" data-testid="addressLookUpTestResults"
  style="opacity: 1; transform: translateX(0%) translateZ(0px);"> event flex scroll
  ▼ <li class="AddressLookUpPowerCut_addressListItem__SjYrx">
    ▼ <button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
      selected="false" data-postcode="E139LP" data-mpan="NfveyOFKco5jzUB9MP2HbA==" data-index="0" role="option"
      type="button" tabindex="0" data-testid="addreslookuppowercutoption"> event flex
        <span>91, Haig Road East, London, E13 9LP</span>
      ▶ <svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none"
        name="icon_chevron_right"> ··· </svg>
      </button>
    </li>
  ▼ <li class="AddressLookUpPowerCut_addressListItem__SjYrx">
    ▶ <button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
      selected="false" data-postcode="E139LP" data-mpan="TeM98dQknJUvmn2oc1piaQ==" data-index="1" role="option"
      type="button" tabindex="0" data-testid="addreslookuppowercutoption"> ··· </button> event flex overflow
    </li>
  ▶ <li class="AddressLookUpPowerCut_addressListItem__SjYrx"> ··· </li>
```

Page 2: DOM, plain buttons have the “option” role

What happened

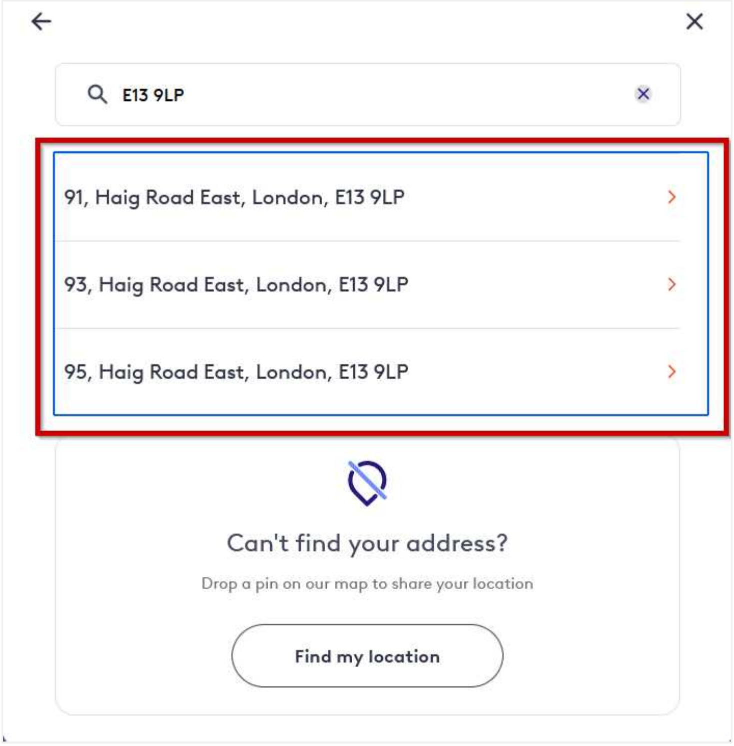
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that have a role. However, they use the wrong role. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That elements have inappropriate roles may confuse or mislead users.

Where it happened

This can be found on pages 2, 3, 10, 11, 17, 19 and 20 with the “Searh by postcode” search field. When searching for a valid postcode within this field, a list of address belonging to the searched postcode are dynamically added beneath the field.

However, the individual button elements within the list are assigned with `role="option"`. However, the elements do not have list-box functionality. Instead, they have standard button functionality.



91, Haig Road East, London, E13 9LP

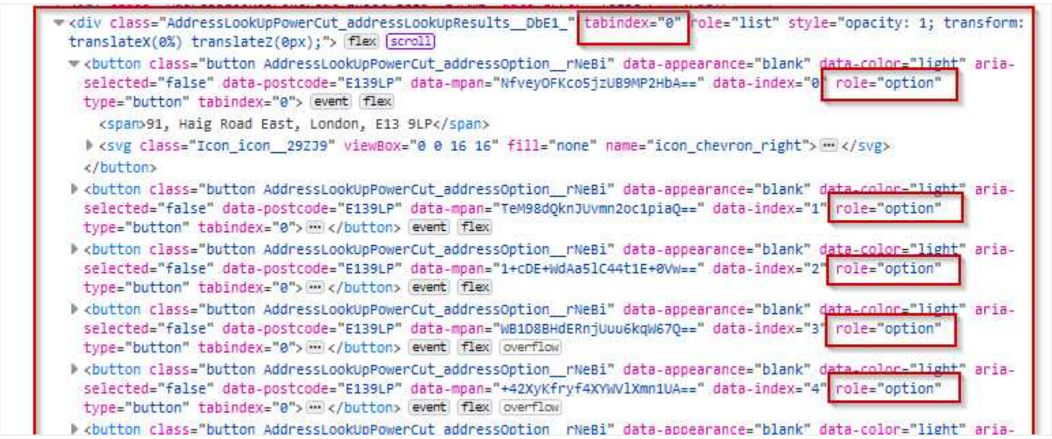
93, Haig Road East, London, E13 9LP

95, Haig Road East, London, E13 9LP

Can't find your address?

Drop a pin on our map to share your location

Page 2: Desktop, Searched list of buttons



```
▼<div class="AddressLookUpPowerCut_addressLookUpResults__DbE1_" tabindex="0" role="list" style="opacity: 1; transform:
 translateX(0%) translateZ(0px);"> flex scroll
  ▼<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
   selected="false" data-postcode="E139LP" data-mpan="NfveyOFKco5jzUB9MP2HbA==" data-index="0" role="option"
   type="button" tabindex="0"> event flex
     <span>91, Haig Road East, London, E13 9LP</span>
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" fill="none" name="icon_chevron_right"> ··· </svg>
   </button>
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
   selected="false" data-postcode="E139LP" data-mpan="TeM98dQknJUvmn2oc1piaQ==" data-index="1" role="option"
   type="button" tabindex="0"> ··· </button> event flex
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
   selected="false" data-postcode="E139LP" data-mpan="1+cDE+WdAa5lC44t1E+0Vw==" data-index="2" role="option"
   type="button" tabindex="0"> ··· </button> event flex
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
   selected="false" data-postcode="E139LP" data-mpan="WB1D8BHdERnjUuu6kqW67Q==" data-index="3" role="option"
   type="button" tabindex="0"> ··· </button> event flex overflow
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank" data-color="light" aria-
   selected="false" data-postcode="E139LP" data-mpan="+42XyKfryf4XYWVlXmn1UA==" data-index="4" role="option"
   type="button" tabindex="0"> ··· </button> event flex overflow
  ▶<button class="button AddressLookUpPowerCut addressOption  rNeBi" data-appearance="blank" data-color="light" aria-
```

Page 2: DOM, Button elements are assigned an inappropriate role

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the role is inappropriate.

Recommendation

Make sure that interactive elements have an appropriate role. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` which have an accessible role by default. To add roles onto custom components, use the `role` attribute with an appropriate value.

In this instance, please remove the redundant `role="option"` attribute from the individual button elements. For example:

```
<button>91, Haig Road East, E13 9LP</button>
<button>93, Haig Road East, E13 9LP</button>
<button>95, Haig Road East, E13 9LP</button>
...
```

For a list of the ARIA roles available, see ARIA Specification - Role Definitions and MDN - Using ARIA Roles.

For more information, see WAI-ARIA Practices, Inclusive Components, a11y Project, and Accessibility Developer Guide. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-15 MEDIUM PRIORITY PARTIALLY FIXED

Expandable element is not programmatically identified

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01, 05, 13, 20
Users Affected	Vision
Component	Button

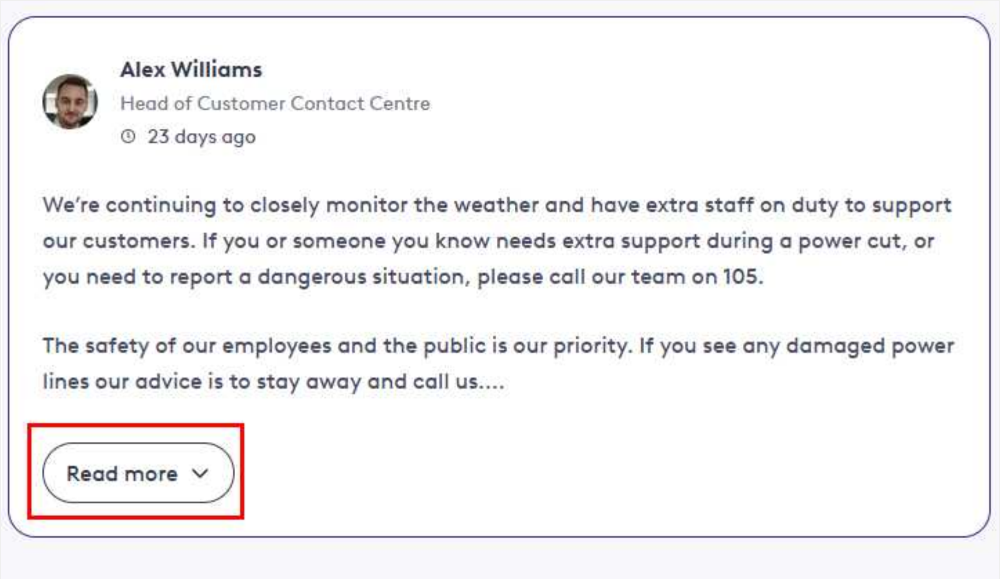
Recheck comment 18/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instances on page 20 but not the instances on the other pages.

Recheck comment 15/03/24

This issue is partially fixed.

Fixed: on page 20, the “Read more” and “Read less” are expand/collapsible buttons and their state is now programmatically determined.



Alex Williams

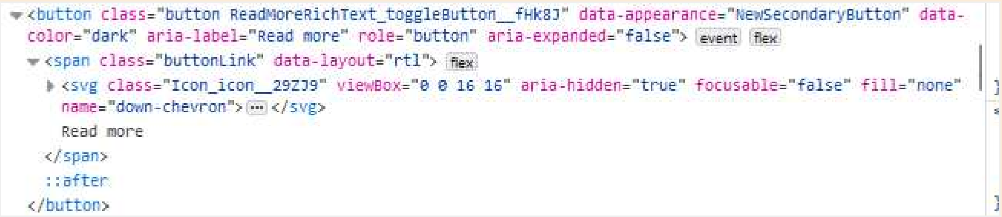
Head of Customer Contact Centre

23 days ago

We’re continuing to closely monitor the weather and have extra staff on duty to support our customers. If you or someone you know needs extra support during a power cut, or you need to report a dangerous situation, please call our team on 105.

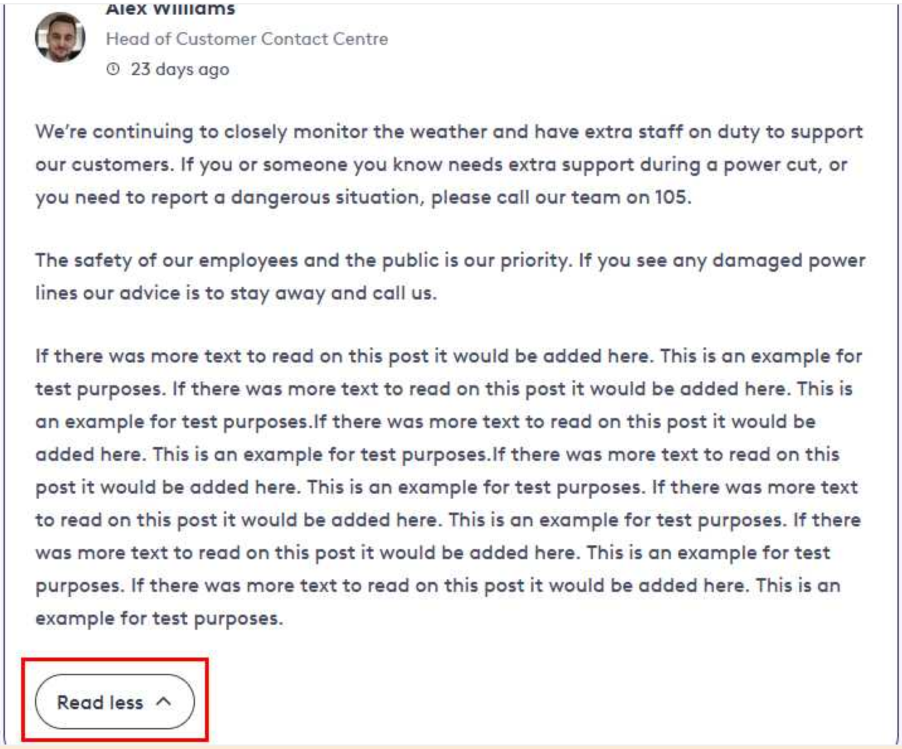
The safety of our employees and the public is our priority. If you see any damaged power lines our advice is to stay away and call us....

Page 20: desktop, expandable element is programmatically identified



```
<button class="button ReadMoreRichText_toggleButton__fHk8J" data-appearance="NewSecondaryButton" data-
color="dark" aria-label="Read more" role="button" aria-expanded="false"> event flex
  <span class="buttonLink" data-layout="rtl"> flex
    <svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none"
    name="down-chevron"> … </svg>
    Read more
  </span>
  ::after
</button>
```

Page 20: DOM, expandable element is programmatically identified



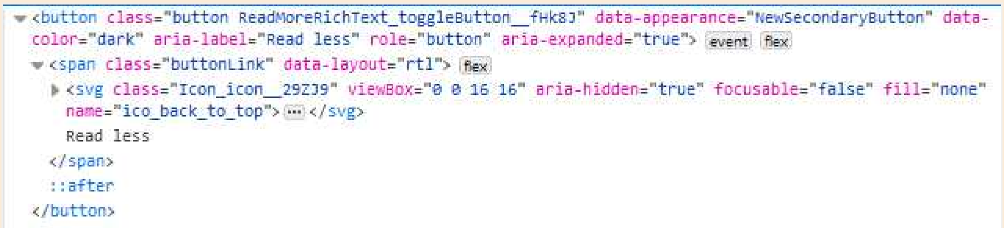
Alex Williams
Head of Customer Contact Centre
23 days ago

We're continuing to closely monitor the weather and have extra staff on duty to support our customers. If you or someone you know needs extra support during a power cut, or you need to report a dangerous situation, please call our team on 105.

The safety of our employees and the public is our priority. If you see any damaged power lines our advice is to stay away and call us.

If there was more text to read on this post it would be added here. This is an example for test purposes. If there was more text to read on this post it would be added here. This is an example for test purposes.If there was more text to read on this post it would be added here. This is an example for test purposes.If there was more text to read on this post it would be added here. This is an example for test purposes. If there was more text to read on this post it would be added here. This is an example for test purposes. If there was more text to read on this post it would be added here. This is an example for test purposes. If there was more text to read on this post it would be added here. This is an example for test purposes.

Page 20: desktop, collapsible element is programmatically identified



```
▼ <button class="button ReadMoreRichText_toggleButton__fHk8J" data-appearance="NewSecondaryButton" data-
  color="dark" aria-label="Read less" role="button" aria-expanded="true"> event  flex
  ▼ <span class="buttonLink" data-layout="rtl"> flex
    ▶ <svg class="Icon_icon__29Z J9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none"
      name="ico_back_to_top"> ⋯ </svg>
      Read less
    </span>
    ::after
  </button>
```

Page 20: DOM, collapsible element is programmatically identified

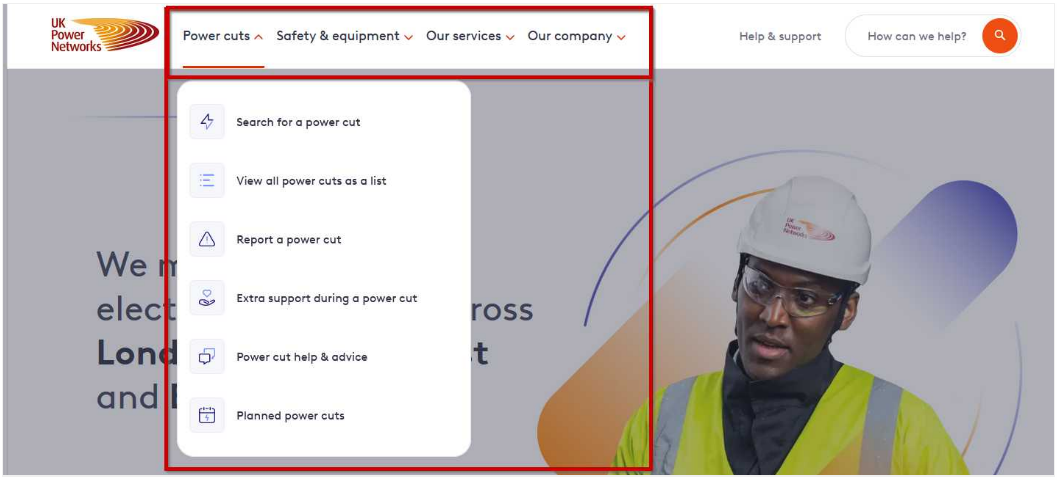
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

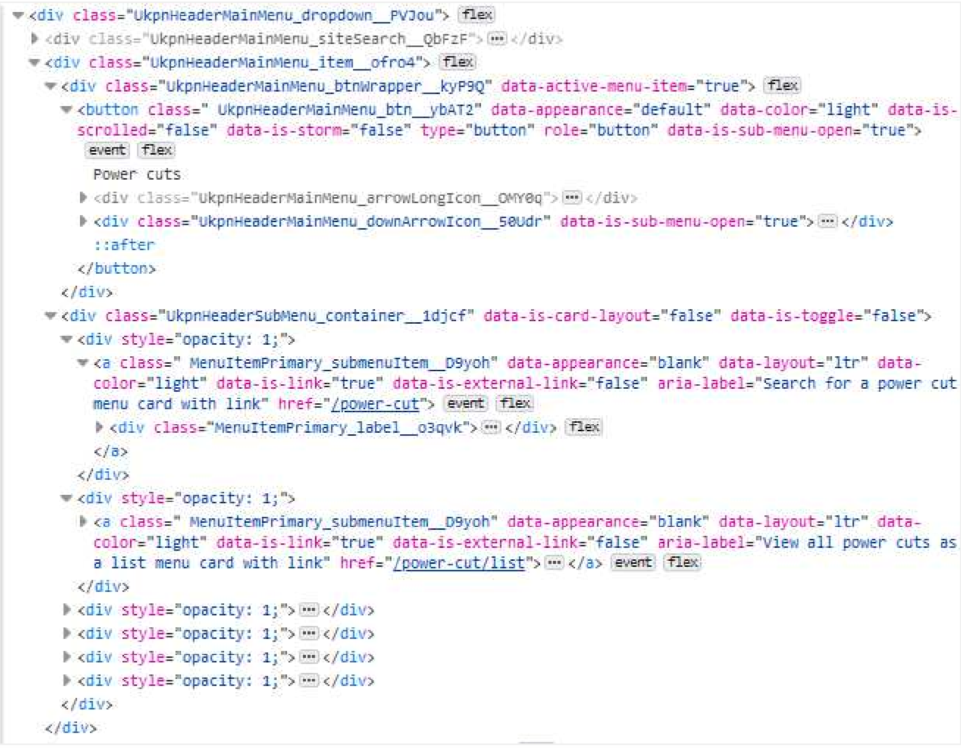
There are expandable elements that are not programmatically determined as such. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the expandable state is not programmatically determined may confuse or mislead users.

Where it happened

This can be found on page 1, with the header menu expandable elements. These elements' expandable states are not programmatically determined.



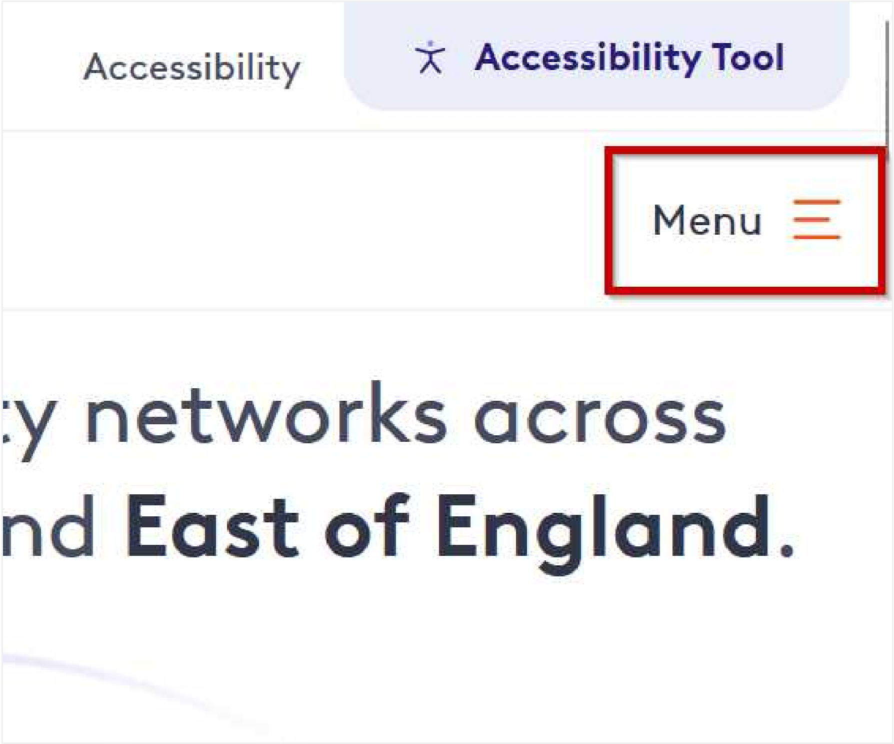
Page 1: desktop, expandable menu links



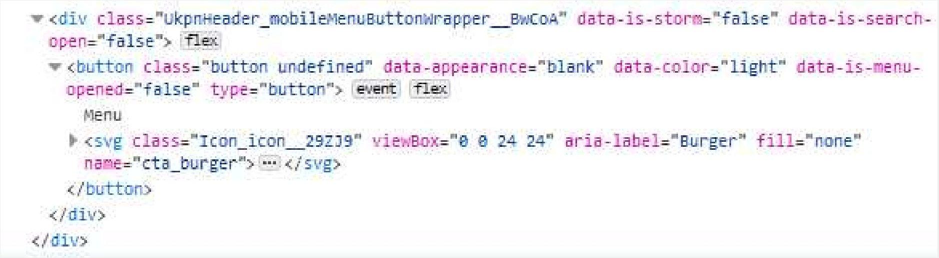
```
▼<div class="UkpnHeaderMainMenu_dropdown__PVJou"> flex
  ▶<div class="UkpnHeaderMainMenu_siteSearch__QbFzF"> … </div>
  ▼<div class="UkpnHeaderMainMenu_item__ofro4"> flex
    ▼<div class="UkpnHeaderMainMenu_btnWrapper__kyP9Q" data-active-menu-item="true"> flex
      ▼<button class=" UkpnHeaderMainMenu_btn__ybAT2" data-appearance="default" data-color="light" data-is-
        scrolled="false" data-is-storm="false" type="button" role="button" data-is-sub-menu-open="true">
         event  flex
          Power cuts
        ▶<div class="UkpnHeaderMainMenu_arrowLongIcon__OMY0q"> … </div>
        ▶<div class="UkpnHeaderMainMenu_downArrowIcon__50Udr" data-is-sub-menu-open="true"> … </div>
          ::after
        </button>
      </div>
    ▼<div class="UkpnHeaderSubMenu_container__1djcf" data-is-card-layout="false" data-is-toggle="false">
      ▼<div style="opacity: 1;">
        ▼<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-
          color="light" data-is-link="true" data-is-external-link="false" aria-label="Search for a power cut
          menu card with link" href="/power-cut"> event  flex
          ▶<div class="MenuItemPrimary_label__o3qvk"> … </div> flex
          </a>
        </div>
      ▼<div style="opacity: 1;">
        ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-
          color="light" data-is-link="true" data-is-external-link="false" aria-label="View all power cuts as
          a list menu card with link" href="/power-cut/list"> … </a> event  flex
        </div>
      ▶<div style="opacity: 1;"> … </div>
      ▶<div style="opacity: 1;"> … </div>
      ▶<div style="opacity: 1;"> … </div>
      ▶<div style="opacity: 1;"> … </div>
      </div>
    </div>
```

Page 1: DOM, “Power cuts” expandable menu links

This can be also found on page 1 on iOS, with the “Burger Menu” and accordion footer links expandable elements. These elements’ expandable states are not programmatically determined.

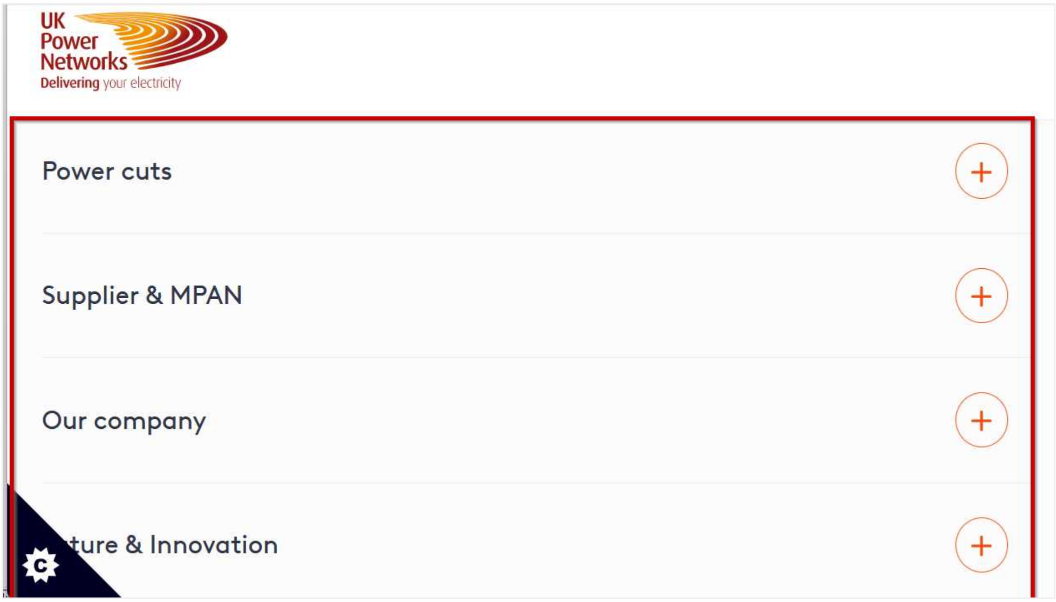


Page 1: desktop, expandable burger menu

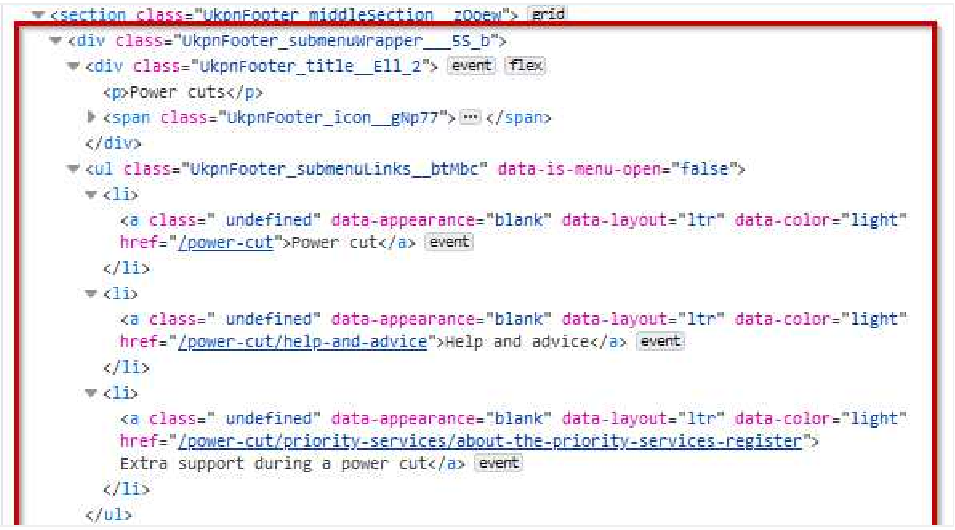


```
▼<div class="UkpnHeader_mobileMenuButtonWrapper__BwCoA" data-is-storm="false" data-is-search-
 open="false"> flex
  ▼<button class="button undefined" data-appearance="blank" data-color="light" data-is-menu-
   opened="false" type="button"> event flex
     Menu
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Burger" fill="none"
     name="cta_burger"> ⋯ </svg>
   </button>
 </div>
</div>
```

Page 1: DOM, expandable burger menu



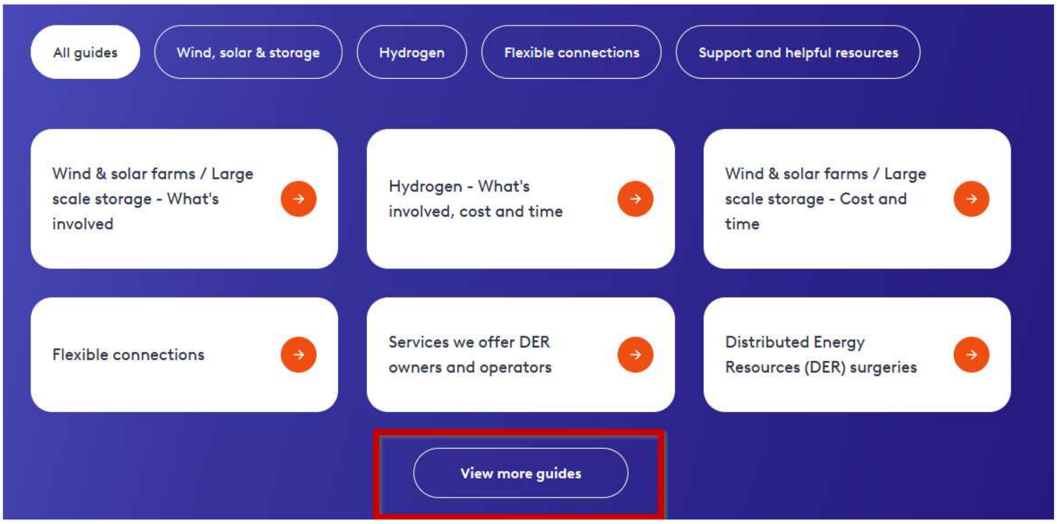
Page 1: desktop, expandable accordion elements



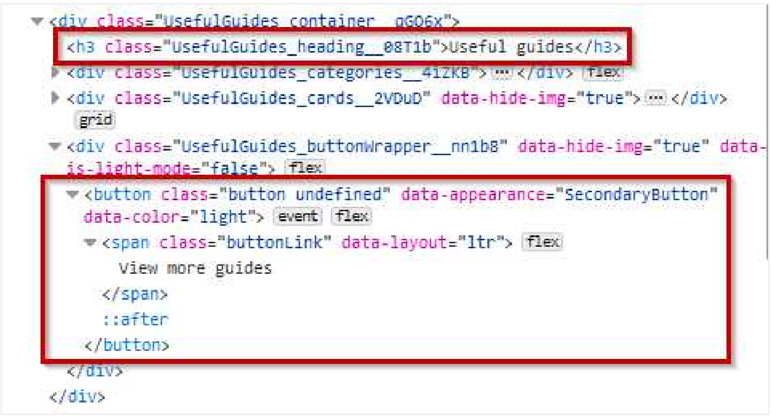
```
▼<section class="UkpnFooter_middleSection__zOoew"> grid
  ▼<div class="UkpnFooter_submenuWrapper___5S_b">
    ▼<div class="UkpnFooter_title__Ell_2"> event flex
       <p>Power cuts</p>
      ▶<span class="UkpnFooter_icon__gNp77"> ··· </span>
     </div>
    ▼<ul class="UkpnFooter_submenuLinks__btMbc" data-is-menu-open="false">
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut">Power cut</a> event
       </li>
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut/help-and-advice">Help and advice</a> event
       </li>
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut/priority-services/about-the-priority-services-register">
         Extra support during a power cut</a> event
       </li>
     </ul>
```

Page 1: DOM, expandable accordion elements

This can be also found on page 5, with the expandable button, “View more guides”. The button’s expandable state is not programmatically determined.


All guides
Wind, solar & storage
Hydrogen
Flexible connections
Support and helpful resources
Wind & solar farms / Large scale storage - What's involved
Hydrogen - What's involved, cost and time
Wind & solar farms / Large scale storage - Cost and time
Flexible connections
Services we offer DER owners and operators
Distributed Energy Resources (DER) surgeries
View more guides

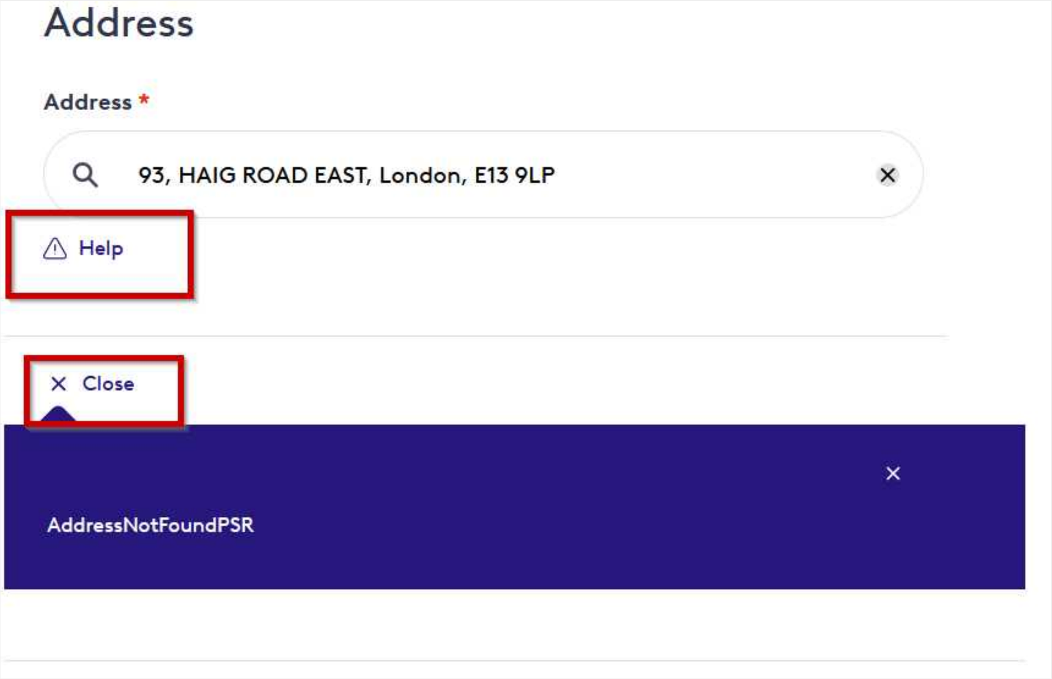
Page 5: desktop, “View more guides” expandable buttons - Collapsed



```
▼<div class="UsefulGuides_container__gGO6x">
   <h3 class="UsefulGuides_heading__08T1b">Useful guides</h3>
  ▶<div class="UsefulGuides_categories__41ZKB"> ··· </div> flex
  ▶<div class="UsefulGuides_cards__2VDuD" data-hide-img="true"> ··· </div>
    grid
  ▼<div class="UsefulGuides_buttonWrapper__nn1b8" data-hide-img="true" data-
   is-light-mode="false"> flex
    ▼<button class="button undefined" data-appearance="SecondaryButton"
     data-color="light"> event flex
      ▼<span class="buttonLink" data-layout="ltr"> flex
         View more guides
       </span>
       ::after
     </button>
   </div>
 </div>
```

Page 5: DOM, “View more guides” expandable buttons

This can be also found on page 13, with the expandable button, “Help”. The button’s expandable state is not programmatically determined.



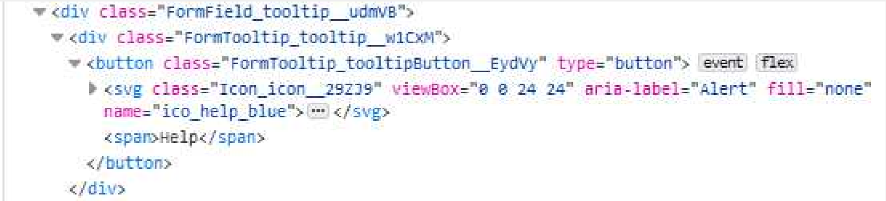
Address

Address *

93, HAIG ROAD EAST, London, E13 9LP

AddressNotFoundPSR

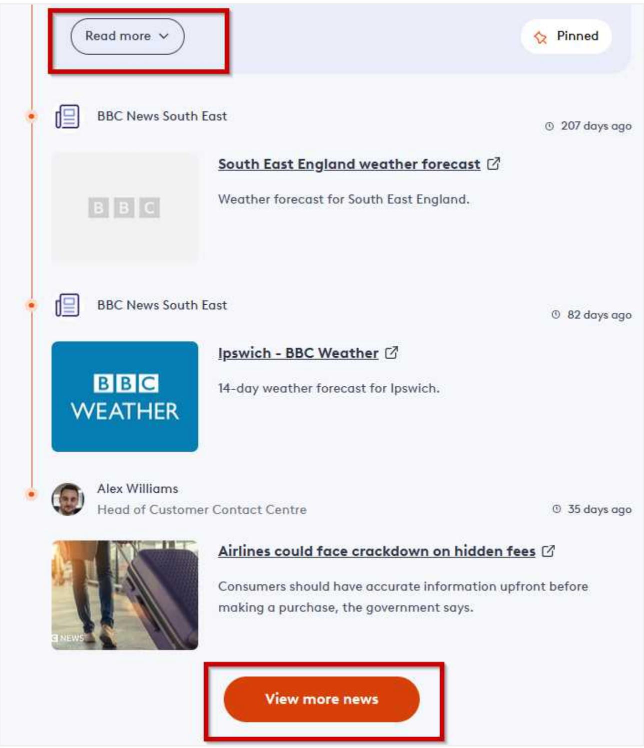
Page 13: desktop, "Help" expandable button



```
▼<div class="FormField_tooltip__udmVB">
  ▼<div class="FormTooltip_tooltip__w1CxM">
    ▼<button class="FormTooltip_tooltipButton__EydVy" type="button"> event flex
      ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" fill="none"
       name="ico_help_blue"> ··· </svg>
       <span>Help</span>
    </button>
  </div>
```

Page 13: DOM, "Help" expandable button

This can be also found on page 20, with the "Read more" and "View more news" expendable buttons. The button's expandable state is not programmatically determined.



BBC News South East

207 days ago

South East England weather forecast

Weather forecast for South East England.

BBC News South East

82 days ago

Ipswich - BBC Weather

14-day weather forecast for Ipswich.

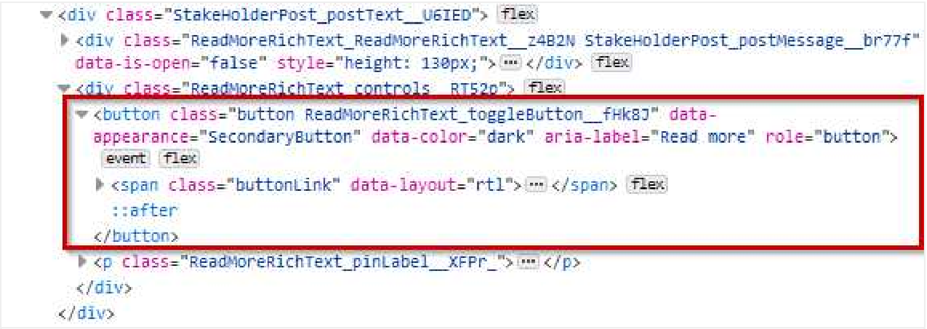
Alex Williams
Head of Customer Contact Centre

35 days ago

Airlines could face crackdown on hidden fees

Consumers should have accurate information upfront before making a purchase, the government says.

Page 20: desktop, expandable "Read more" and "View more news" buttons



```
▼<div class="StakeHolderPost_postText__U6IED"> flex
  ▶<div class="ReadMoreRichText_ReadMoreRichText__z4B2N StakeHolderPost_postMessage__br77f"
  data-is-open="false" style="height: 130px;"> ··· </div> flex
  ▼<div class="ReadMoreRichText_controls__RT52p"> flex
    ▼<button class="button ReadMoreRichText_toggleButton__fHk8J" data-
    appearance="SecondaryButton" data-color="dark" aria-label="Read more" role="button">
     event  flex
      ▶<span class="buttonLink" data-layout="rtl"> ··· </span> flex
       ::after
    </button>
    ▶<p class="ReadMoreRichText_pinLabel__XFPr_"> ··· </p>
  </div>
</div>
```

Page 20: DOM, “Read more” expandable button

Steps to reproduce

1. Observe the expandable interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the expandable state is not programmatically determined.
5. Observe that the state is not available through text.

Recommendation

Make sure that the expandable state is programmatically determined.

Use `aria-expanded` and update the `true` and `false` value appropriately. Make sure that the attribute is on the interactive elements themselves, rather than parent or child elements. For example:

```
<button aria-expanded="true">This is expanded</button>
<button aria-expanded="false">This is collapsed</button>
<span role="button" aria-expanded="true" tabindex="0">This is expanded</span>
<span role="button" aria-expanded="false" tabindex="0">This is collapsed</span>
```

For more information, see WAI-ARIA Practices - Accordion, WAI ARIA - Disclosure, and ADG - Marking elements expandable. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-17 MEDIUM PRIORITY PARTIALLY FIXED

Interactive elements with overridden name

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 05, 10, 11, 15, 17, 19, 20
Users Affected	Vision
Component	Button

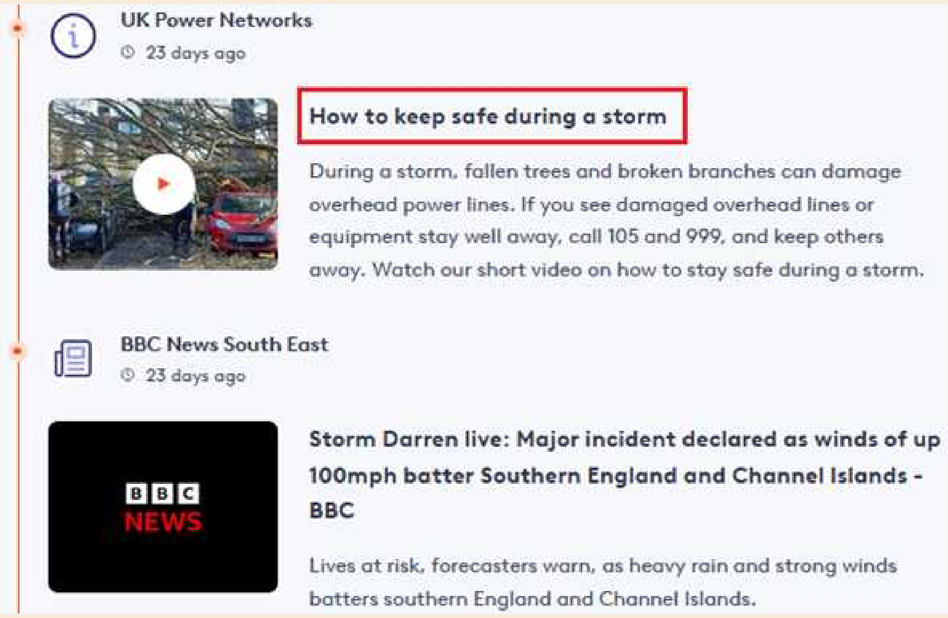
Recheck comment 18/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instances on page 20 but not the instances on the other pages.

Recheck comment 15/03/24

This issue is partially fixed.

Fixed: on page 20, in the live feed the YouTube video text “How to keep safe during a storm” is no longer a link, but instead is a heading. That these texts in certain card-types should not be links is dealt with in ADR_18910 - 14.



UK Power Networks

23 days ago

How to keep safe during a storm

During a storm, fallen trees and broken branches can damage overhead power lines. If you see damaged overhead lines or equipment stay well away, call 105 and 999, and keep others away. Watch our short video on how to stay safe during a storm.

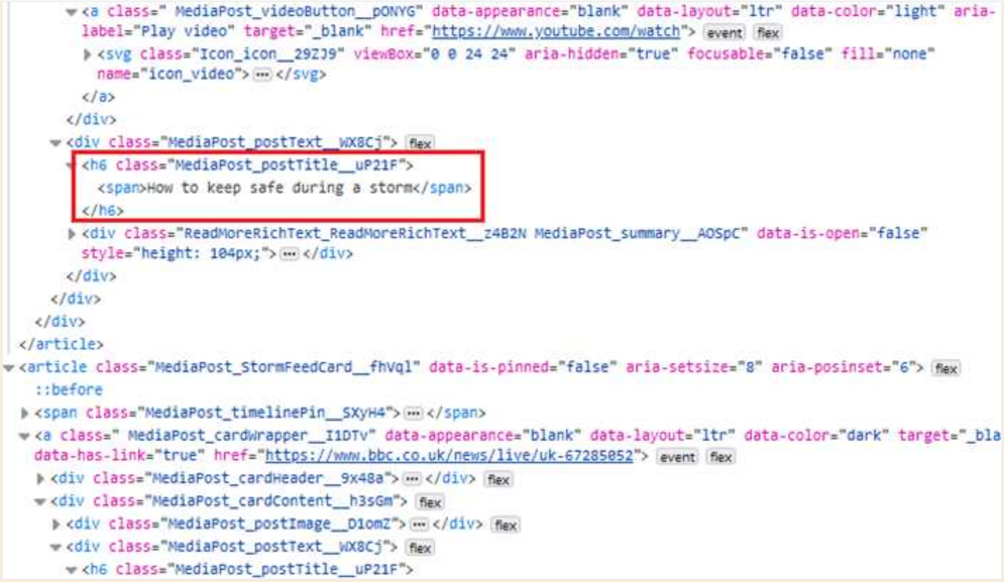
BBC News South East

23 days ago

Storm Darren live: Major incident declared as winds of up 100mph batter Southern England and Channel Islands - BBC

Lives at risk, forecasters warn, as heavy rain and strong winds batters southern England and Channel Islands.

Page 20: desktop, YouTube text in live feed



```
        ▾<a class=" MediaPost_videoButton__pONYG" data-appearance="blank" data-layout="ltr" data-color="light" aria-
         label="Play video" target="_blank" href="https://www.youtube.com/watch"> event flex
          ▸<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-hidden="true" focusable="false" fill="none"
           name="icon_video"> ⋯ </svg>
         </a>
       </div>
      ▾<div class="MediaPost_postText__WX8Cj"> flex
        ▾<h6 class="MediaPost_postTitle__uP21F">
           <span>How to keep safe during a storm</span>
         </h6>
        ▸<div class="ReadMoreRichText_ReadMoreRichText__z4B2N MediaPost_summary__AOSpC" data-is-open="false"
         style="height: 104px;"> ⋯ </div>
       </div>
     </div>
   </div>
 </article>
▾<article class="MediaPost_StormFeedCard__fhVql" data-is-pinned="false" aria-setsize="8" aria-posinset="6"> flex
   ::before
  ▸<span class="MediaPost_timelinePin__SXyH4"> ⋯ </span>
  ▾<a class=" MediaPost_cardWrapper__I1DTv" data-appearance="blank" data-layout="ltr" data-color="dark" target="_bla
   data-has-link="true" href="https://www.bbc.co.uk/news/live/uk-67285052"> event flex
    ▸<div class="MediaPost_cardHeader__9x48a"> ⋯ </div> flex
    ▾<div class="MediaPost_cardContent__h3sGm"> flex
      ▸<div class="MediaPost_postImage__D1omZ"> ⋯ </div> flex
      ▾<div class="MediaPost_postText__WX8Cj"> flex
        ▾<h6 class="MediaPost_postTitle__uP21F">
```

Page 20: DOM, YouTube text is no longer a link

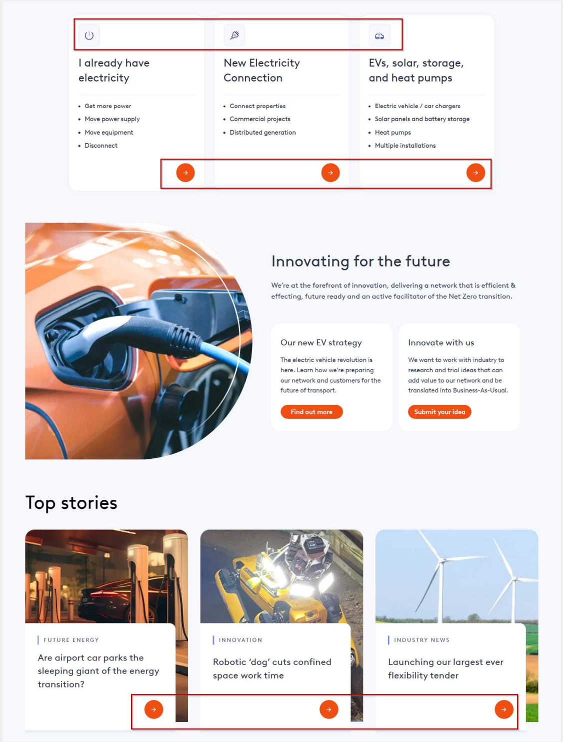
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements with overridden accessible names. The result is that the names are inappropriate. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. The overridden accessible names may confuse or mislead users.

Where it happened

This can be also found on page 2, with the decorative icons appended to the interactive elements labelled “I already have electricity…”, “New electricity connection…”, etc. The interactive elements’ accessible names are overridden by the redundant alternative of the decorative icons, for example “Right arrow”.



I already have electricity

- Get more power
- Move power supply
- Move equipment
- Disconnect

New Electricity Connection

- Connect properties
- Commercial projects
- Distributed generation

EVs, solar, storage, and heat pumps

- Electric vehicle / car chargers
- Solar panels and battery storage
- Heat pumps
- Multiple installations

Innovating for the future

We're at the forefront of innovation, delivering a network that is efficient & effecting, future ready and an active facilitator of the Net Zero transition.

Our new EV strategy

The electric vehicle revolution is here. Learn how we're preparing our network and customers for the future of transport.

Find out more

Innovate with us

We want to work with industry to research and trial ideas that can add value to our network and be translated into Business-As-Usual.

Submit your idea

Top stories

FUTURE ENERGY

Are airport car parks the sleeping giant of the energy transition?

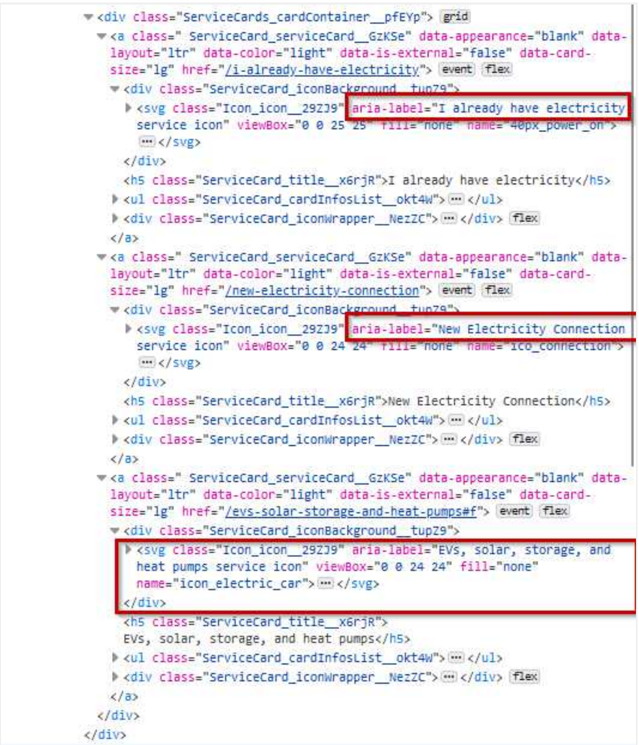
INNOVATION

Robotic 'dog' cuts confined space work time

INDUSTRY NEWS

Launching our largest ever flexibility tender

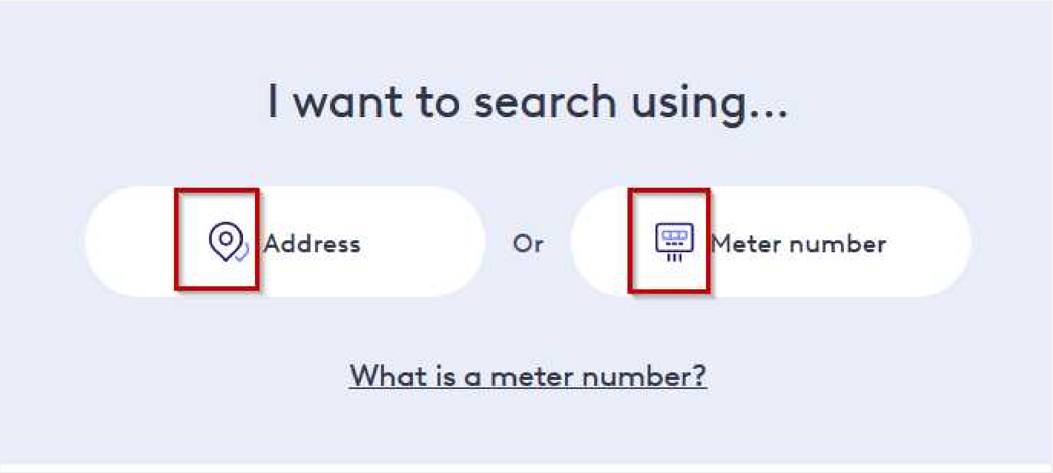
Page 2: Desktop, Decorative icons appended to interactive elements



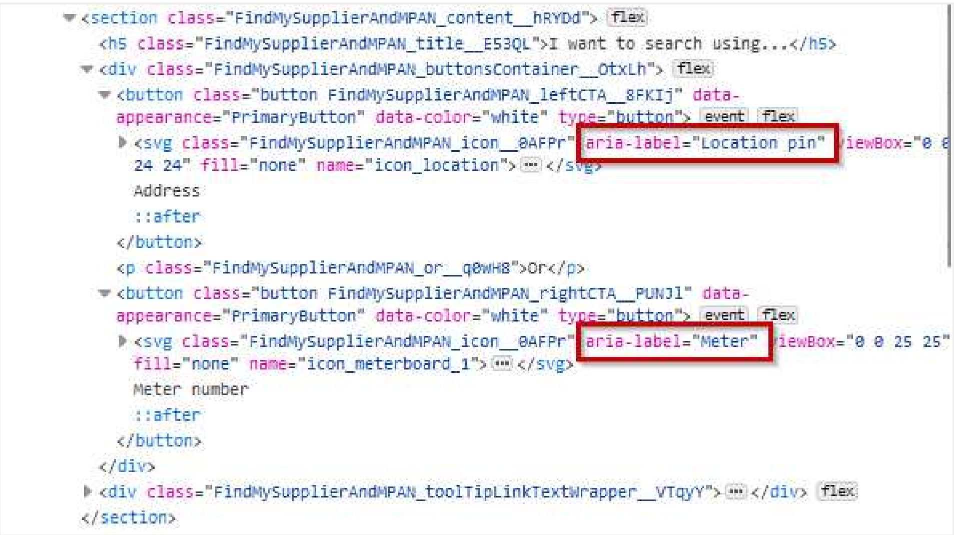
```
▼<div class="ServiceCards_cardContainer__pfEYp"> grid
  ▼<a class=" ServiceCard_serviceCard__GzKSe" data-appearance="blank" data-
   layout="ltr" data-color="light" data-is-external="false" data-card-
   size="lg" href="/i-already-have-electricity"> event flex
    ▼<div class="ServiceCard_iconBackground__tupZ9">
      ▶<svg class="Icon_icon__29ZJ9" aria-label="I already have electricity
       service icon" viewBox="0 0 25 25" fill="none" name="40px_power_on">
       ⋯ </svg>
     </div>
     <h5 class="ServiceCard_title__x6rjR">I already have electricity</h5>
    ▶<ul class="ServiceCard_cardInfosList__okt4W"> ⋯ </ul>
    ▶<div class="ServiceCard_iconWrapper__NezZC"> ⋯ </div> flex
   </a>
  ▼<a class=" ServiceCard_serviceCard__GzKSe" data-appearance="blank" data-
   layout="ltr" data-color="light" data-is-external="false" data-card-
   size="lg" href="/new-electricity-connection"> event flex
    ▼<div class="ServiceCard_iconBackground__tupZ9">
      ▶<svg class="Icon_icon__29ZJ9" aria-label="New Electricity Connection
       service icon" viewBox="0 0 24 24" fill="none" name="ico_connection">
       ⋯ </svg>
     </div>
     <h5 class="ServiceCard_title__x6rjR">New Electricity Connection</h5>
    ▶<ul class="ServiceCard_cardInfosList__okt4W"> ⋯ </ul>
    ▶<div class="ServiceCard_iconWrapper__NezZC"> ⋯ </div> flex
   </a>
  ▼<a class=" ServiceCard_serviceCard__GzKSe" data-appearance="blank" data-
   layout="ltr" data-color="light" data-is-external="false" data-card-
   size="lg" href="/evs-solar-storage-and-heat-pumps#f"> event flex
    ▼<div class="ServiceCard_iconBackground__tupZ9">
      ▶<svg class="Icon_icon__29ZJ9" aria-label="EVs, solar, storage, and
       heat pumps service icon" viewBox="0 0 24 24" fill="none"
       name="icon_electric_car"> ⋯ </svg>
     </div>
     <h5 class="ServiceCard_title__x6rjR">
     EVs, solar, storage, and heat pumps</h5>
    ▶<ul class="ServiceCard_cardInfosList__okt4W"> ⋯ </ul>
    ▶<div class="ServiceCard_iconWrapper__NezZC"> ⋯ </div> flex
   </a>
  </div>
</div>
```

Page 2: DOM, Decorative icons redundant alternative overrides accessible name

This can be also found on page 11, with the decorative icons appended to the interactive elements labelled "Address", and "Meter number". The interactive elements' accessible names are overridden by the redundant alternative of the decorative icons, for example "Location pin".



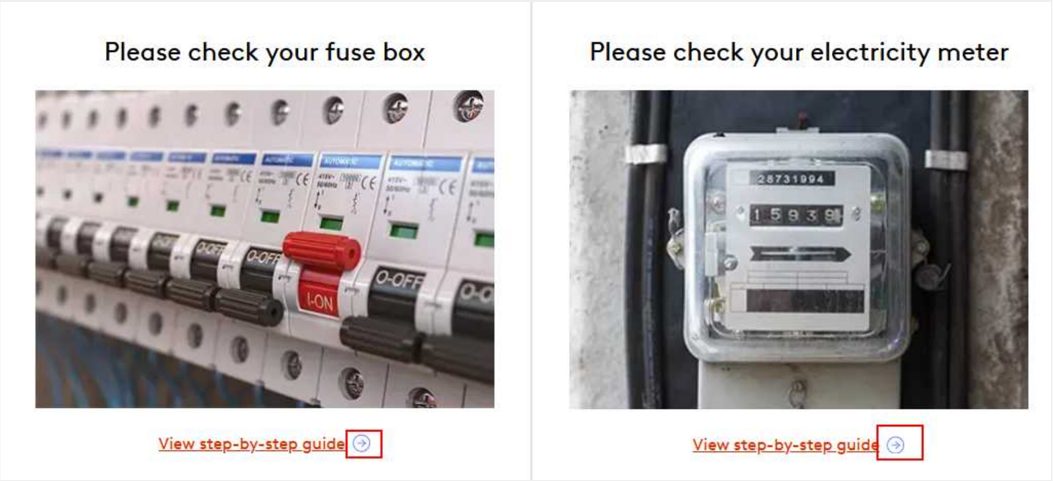
Page 11: Desktop, Decorative icons appended to interactive elements



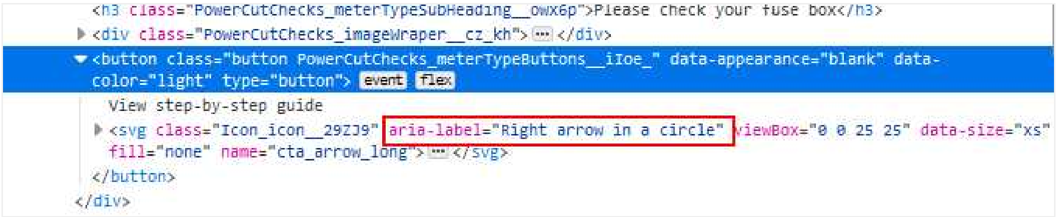
```
▼<section class="FindMySupplierAndMPAN_content__hRYDd"> flex
   <h5 class="FindMySupplierAndMPAN_title__E53QL">I want to search using...</h5>
  ▼<div class="FindMySupplierAndMPAN_buttonsContainer__OtxLh"> flex
    ▼<button class="button FindMySupplierAndMPAN_leftCTA__8FKIj" data-
     appearance="PrimaryButton" data-color="white" type="button"> event  flex
      ▶<svg class="FindMySupplierAndMPAN_icon__0AFPr" aria-label="Location pin" viewBox="0 0
       24 24" fill="none" name="icon_location"> ⋯ </svg>
       Address
       ::after
     </button>
     <p class="FindMySupplierAndMPAN_or__q0wH8">Or</p>
    ▼<button class="button FindMySupplierAndMPAN_rightCTA__PUNJl" data-
     appearance="PrimaryButton" data-color="white" type="button"> event  flex
      ▶<svg class="FindMySupplierAndMPAN_icon__0AFPr" aria-label="Meter" viewBox="0 0 25 25"
       fill="none" name="icon_meterboard_1"> ⋯ </svg>
       Meter number
       ::after
     </button>
   </div>
  ▶<div class="FindMySupplierAndMPAN_toolTipLinkTextWrapper__VTqyY"> ⋯ </div> flex
 </section>
```

Page 11: DOM, Decorative icons redundant alternative overrides accessible name

This can also be found on page 15, with the arrows adjacent to the links "View step-by-step guide". The icons have the redundant accessible name of "Right arrow in a circle".


Please check your fuse box
View step-by-step guide
Please check your electricity meter
View step-by-step guide

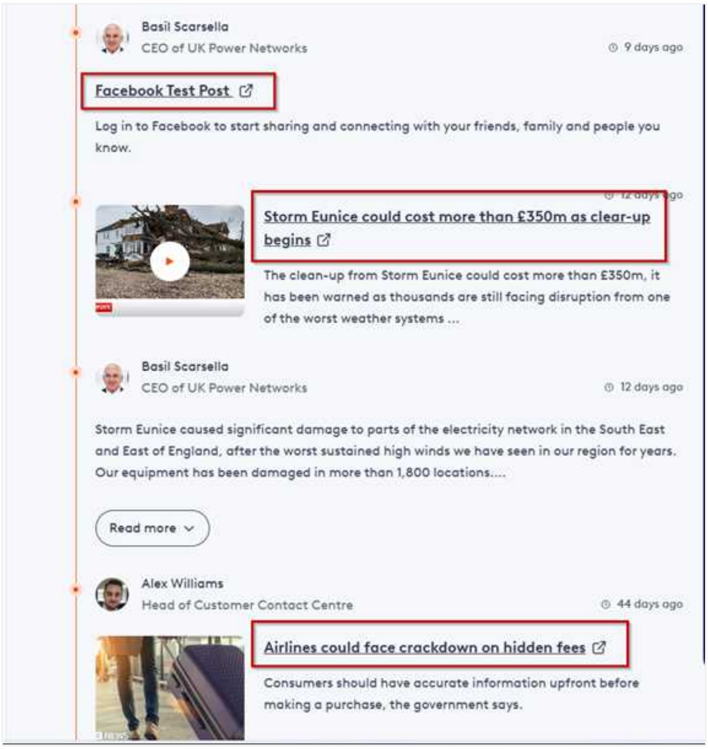
Page 15: Desktop, Decorative icons appended to interactive elements



```
    <h3 class="PowerCutChecks_meterTypeSubHeading__owx6p">Please check your fuse box</h3>
  ▶<div class="PowerCutChecks_imageWraper__cz_kh">⋯</div>
  ▼<button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-
    color="light" type="button"> event flex
      View step-by-step guide
    ▶<svg class="Icon_icon__29ZJ9" aria-label="Right arrow in a circle" viewBox="0 0 25 25" data-size="xs"
      fill="none" name="cta_arrow_long">⋯</svg>
    </button>
  </div>
```

Page 15: DOM, Decorative icons redundant alternative overrides accessible name

This can also be found on page 20, with the decorative icons appended to the interactive elements labelled “Facebook Test Post”, “Storm Eunice…”, etc. The interactive elements’ accessible names are overridden by the redundant alternative of the decorative icons, for example “Open Link”.



Basil Scarsella
CEO of UK Power Networks
9 days ago

Facebook Test Post

Log in to Facebook to start sharing and connecting with your friends, family and people you know.

12 days ago

Storm Eunice could cost more than £350m as clear-up begins

The clean-up from Storm Eunice could cost more than £350m, it has been warned as thousands are still facing disruption from one of the worst weather systems ...

Basil Scarsella
CEO of UK Power Networks
12 days ago

Storm Eunice caused significant damage to parts of the electricity network in the South East and East of England, after the worst sustained high winds we have seen in our region for years. Our equipment has been damaged in more than 1,800 locations....

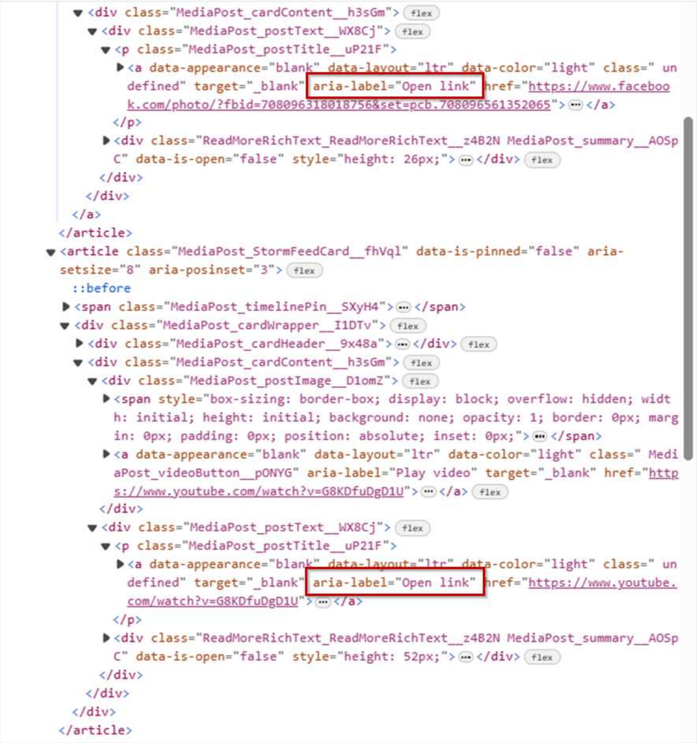
Read more

Alex Williams
Head of Customer Contact Centre
44 days ago

Airlines could face crackdown on hidden fees

Consumers should have accurate information upfront before making a purchase, the government says.

Page 20: Desktop, Decorative icons appended to interactive elements



```
      ▼<div class="MediaPost_cardContent__h3sGm"> flex
        ▼<div class="MediaPost_postText__WX8Cj"> flex
          ▼<p class="MediaPost_postTitle__uP21F">
            ▶<a data-appearance="blank" data-layout="ltr" data-color="light" class=" un
             defined" target="_blank" aria-label="Open link" href="https://www.faceboo
             k.com/photo/?fbid=708096318018756&set=pcb.708096561352065"> ••• </a>
           </p>
          ▶<div class="ReadMoreRichText_ReadMoreRichText__z4B2N MediaPost_summary__AOSp
           C" data-is-open="false" style="height: 26px;"> ••• </div> flex
         </div>
       </div>
     </a>
   </article>
 ▼<article class="MediaPost_StormFeedCard__fhVql" data-is-pinned="false" aria-
   setsize="8" aria-posinset="3"> flex
     ::before
   ▶<span class="MediaPost_timelinePin__SXyH4"> ••• </span>
   ▼<div class="MediaPost_cardWrapper__I1DTv"> flex
     ▶<div class="MediaPost_cardHeader__9x48a"> ••• </div> flex
     ▼<div class="MediaPost_cardContent__h3sGm"> flex
       ▼<div class="MediaPost_postImage__D1omZ"> flex
         ▶<span style="box-sizing: border-box; display: block; overflow: hidden; widt
          h: initial; height: initial; background: none; opacity: 1; border: 0px; marg
          in: 0px; padding: 0px; position: absolute; inset: 0px;"> ••• </span>
         ▶<a data-appearance="blank" data-layout="ltr" data-color="light" class=" Medi
          aPost_videoButton__pONYG" aria-label="Play video" target="_blank" href="http
          s://www.youtube.com/watch?v=G8KDfuDgD1U"> ••• </a> flex
         </div>
       ▼<div class="MediaPost_postText__WX8Cj"> flex
         ▼<p class="MediaPost_postTitle__uP21F">
           ▶<a data-appearance="blank" data-layout="ltr" data-color="light" class=" un
            defined" target="_blank" aria-label="Open link" href="https://www.youtube.
            com/watch?v=G8KDfuDgD1U"> ••• </a>
          </p>
         ▶<div class="ReadMoreRichText_ReadMoreRichText__z4B2N MediaPost_summary__AOSp
          C" data-is-open="false" style="height: 52px;"> ••• </div> flex
         </div>
       </div>
     </div>
   </article>
```

Page 20: DOM, Decorative icons redundant alternative overrides accessible name

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the accessible name has been overridden.
5. Observe that the overridden name value is inappropriate.

Recommendation

Make sure that interactive elements have an appropriate name. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` and provide them with an accessible name through labels or internal text.

When there is no visible text and you cannot add text to the page, use `aria-label` to manually name elements. For example:

```
<button class="backIcon" aria-label="Back"></button>
```

Use these techniques to provide appropriate accessible names. Accessible names should succinctly describe purpose and functionality.

As well, avoid using multiple labelling techniques on the same form field. For example, using `<label>` and `aria-label` together will cause the `aria-label` to overwrite the `<label>`. As well, using `aria-labelledby` will overwrite any other labelling techniques. For example:

```
<!-- the valid internal text is overridden by an inappropriate aria-label -->
<button aria-label="placeholder_xyz">Submit</button>
```

For more information, see WAI Tutorials - Labelling Controls. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-19 **MEDIUM PRIORITY** **RESOLVED**

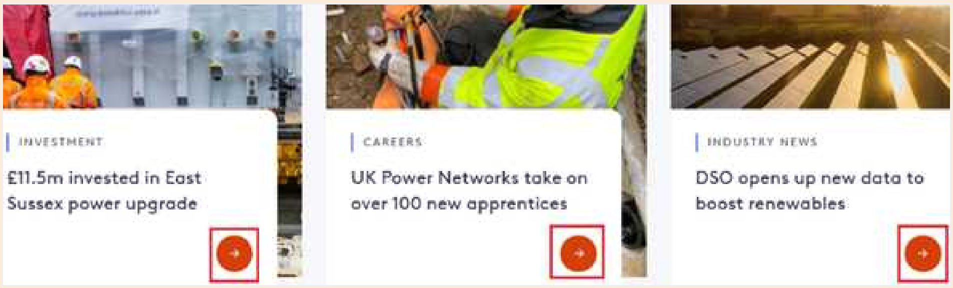
Link with inappropriate name

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02
Users Affected	Vision
Component	Link

Recheck comment 13/03/24

This issue is fixed.

On page 2, the links for the cards now have appropriate accessible names, for example, “More on UK Power Networks invests 11.5m in East Sussex power upgrade”. This is provided using an `aria-label`.



INVESTMENT

£11.5m invested in East Sussex power upgrade

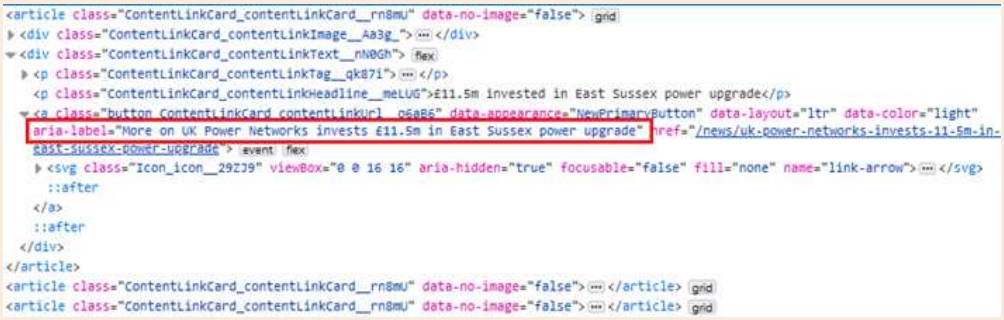
CAREERS

UK Power Networks take on over 100 new apprentices

INDUSTRY NEWS

DSO opens up new data to boost renewables

Page 2: desktop, links for the cards



```
<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> grid
 ▸<div class="ContentLinkCard_contentLinkImage__Aa3g_"> ··· </div>
 ▾<div class="ContentLinkCard_contentLinkText__nN0Gh"> flex
   ▸<p class="ContentLinkCard_contentLinkTag__qk87i"> ··· </p>
    <p class="ContentLinkCard_contentLinkHeadline__meLUG">£11.5m invested in East Sussex power upgrade</p>
   ▾<a class="button ContentLinkCard_contentLinkUrl__o6aB6" data-appearance="NewPrimaryButton" data-layout="ltr" data-color="light"
    aria-label="More on UK Power Networks invests £11.5m in East Sussex power upgrade" href="/news/uk-power-networks-invests-11-5m-in-
    east-sussex-power-upgrade"> event flex
     ▸<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none" name="link-arrow"> ··· </svg>
      ::after
    </a>
    ::after
  </div>
</article>
<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> ··· </article> grid
<article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> ··· </article> grid
```

Page 2: DOM, links have appropriate names, example, “More on UK Power…”

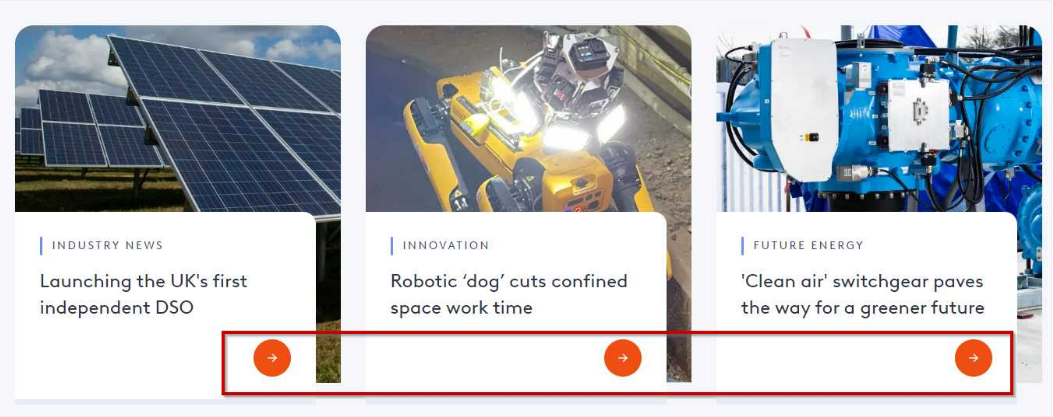
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that have inappropriate accessible names. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the accessible name is inappropriate may confuse or mislead users.

Where it happened

This can be found on page 2, with the cards link element. The accessible name for this link element is “Right arrow”, which is inappropriate.



INDUSTRY NEWS

Launching the UK's first independent DSO

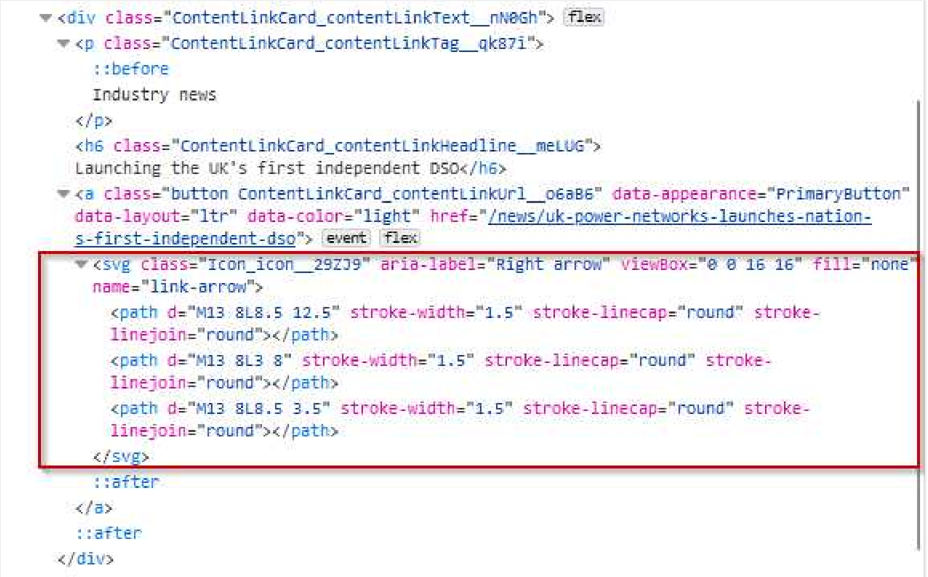
INNOVATION

Robotic 'dog' cuts confined space work time

FUTURE ENERGY

'Clean air' switchgear paves the way for a greener future

Page 2: Desktop, "Cards" link element



```
▼<div class="ContentLinkCard_contentLinkText__nN0Gh"> flex
  ▼<p class="ContentLinkCard_contentLinkTag__qk87i">
     ::before
     Industry news
   </p>
   <h6 class="ContentLinkCard_contentLinkHeadline__meLUG">
   Launching the UK's first independent DSO</h6>
  ▼<a class="button ContentLinkCard_contentLinkUrl__o6aB6" data-appearance="PrimaryButton"
   data-layout="ltr" data-color="light" href="/news/uk-power-networks-launches-nation-
   s-first-independent-dso"> event flex
    ▼<svg class="Icon_icon__29ZJ9" aria-label="Right arrow" viewBox="0 0 16 16" fill="none"
     name="link-arrow">
       <path d="M13 8L8.5 12.5" stroke-width="1.5" stroke-linecap="round" stroke-
       linejoin="round"></path>
       <path d="M13 8L3 8" stroke-width="1.5" stroke-linecap="round" stroke-
       linejoin="round"></path>
       <path d="M13 8L8.5 3.5" stroke-width="1.5" stroke-linecap="round" stroke-
       linejoin="round"></path>
     </svg>
     ::after
   </a>
   ::after
 </div>
```

Page 2: DOM, "Right arrow" as the accessible name for the cards link element

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the name is programmatically determined.
5. Observe that the name is inappropriate.

Recommendation

Make sure that interactive elements have an appropriate name. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` and provide them with an accessible name through labels or internal text.

When there is no visible text and you cannot add text to the page, use `aria-label` to manually name elements. For example:

```
<a class="newPageIcon" aria-label="More on industry news - opens in new page"></a>
```

Use these techniques to provide appropriate accessible names. Accessible names should succinctly describe purpose and functionality.

For more information, see WAI Tutorials - Labelling Controls. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-35 MEDIUM PRIORITY RESOLVED

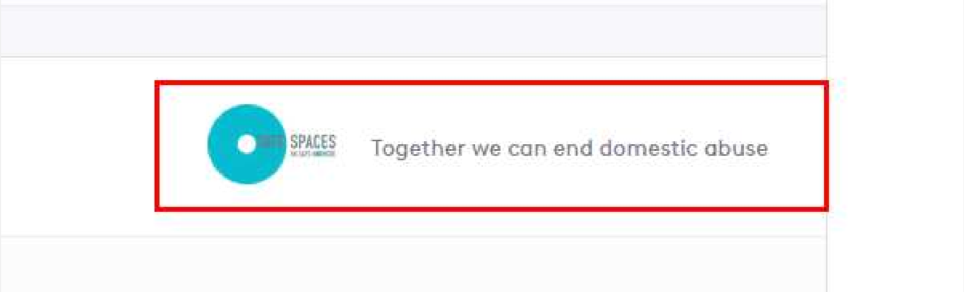
Interactive element has no role - Functional image

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02
Users Affected	Vision
Component	Button

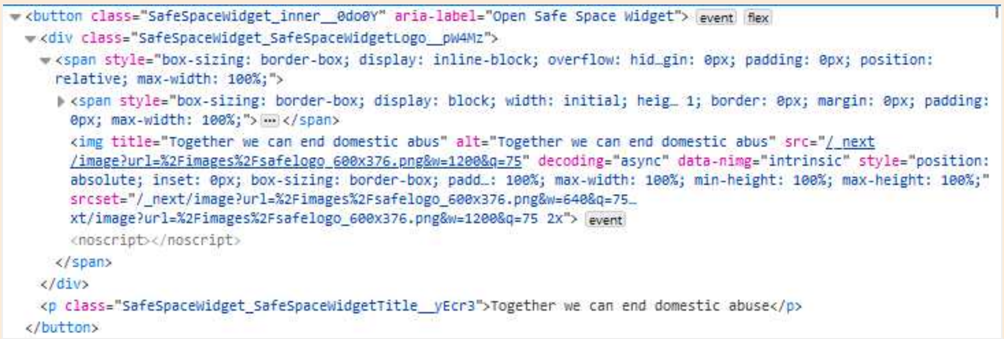
Recheck comment 14/03/24

This issue is fixed.

On page 2, the “Safe spaces - Together we can end abuse” functional image is now enclosed inside a button.



Page 2: desktop, interactive element now has role



```
▾<button class="SafeSpaceWidget_inner__0do0Y" aria-label="Open Safe Space Widget"> event flex
  ▾<div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz">
    ▾<span style="box-sizing: border-box; display: inline-block; overflow: hid…gin: 0px; padding: 0px; position:
     relative; max-width: 100%;">
      ▸<span style="box-sizing: border-box; display: block; width: initial; heig… 1; border: 0px; margin: 0px; padding:
       0px; max-width: 100%;"> ⋯ </span>
       <img title="Together we can end domestic abus" alt="Together we can end domestic abus" src="/_next
       /image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75" decoding="async" data-nimg="intrinsic" style="position:
       absolute; inset: 0px; box-sizing: border-box; padd…: 100%; max-width: 100%; min-height: 100%; max-height: 100%;"
       srcset="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=640&q=75…
       xt/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75 2x"> event
       <noscript></noscript>
     </span>
   </div>
   <p class="SafeSpaceWidget_SafeSpaceWidgetTitle__yEcr3">Together we can end domestic abuse</p>
 </button>
```

Page 2: DOM, interactive element now has role

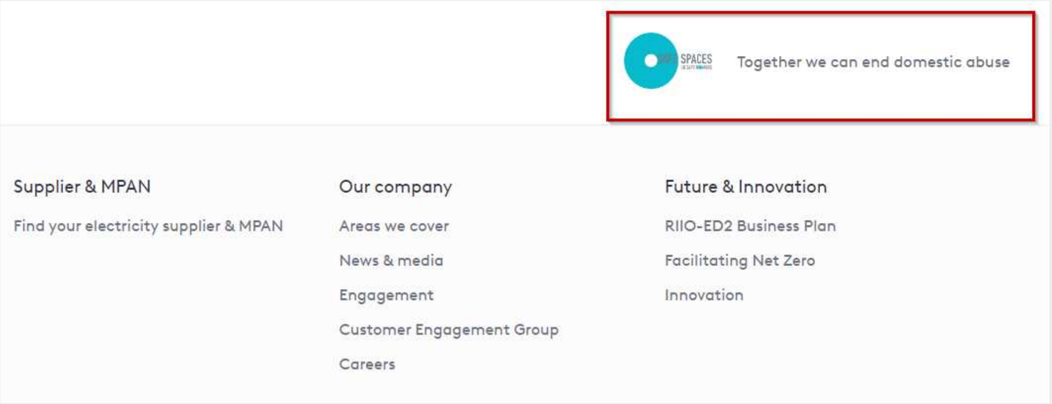
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that do not have an accessible role. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the role has not been programmatically determined may confuse or mislead users.

Where it happened

This can be found on page 2, with the “Safe spaces - Together we can end abuse” functional image. The functional image does not have an appropriate interactive role of button.



Together we can end domestic abuse

Supplier & MPAN

Find your electricity supplier & MPAN

Our company

Areas we cover

News & media

Engagement

Customer Engagement Group

Careers

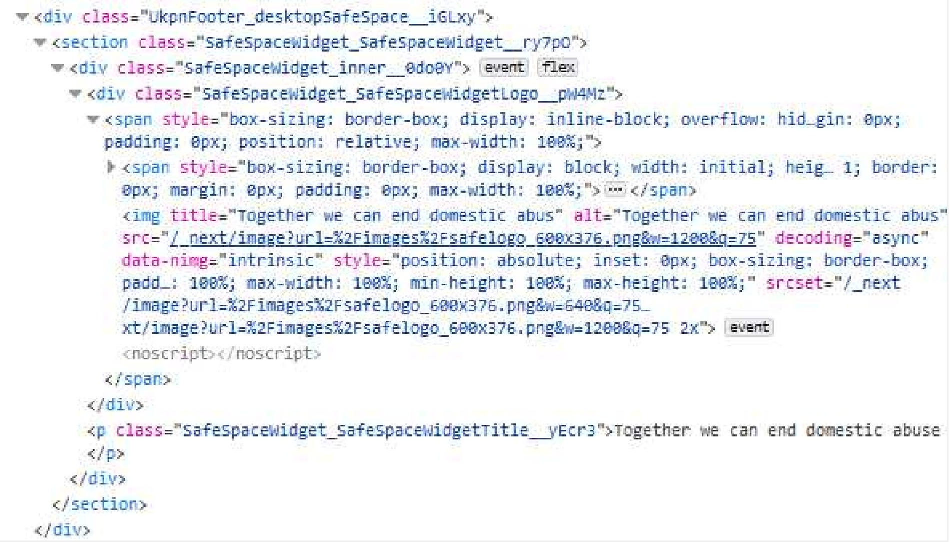
Future & Innovation

RIIO-ED2 Business Plan

Facilitating Net Zero

Innovation

Page 2: desktop, “Safe spaces - Together we can end abuse” functional image



```
▼<div class="UkpnFooter_desktopSafeSpace__iGLxy">
  ▼<section class="SafeSpaceWidget_SafeSpaceWidget__ry7pO">
    ▼<div class="SafeSpaceWidget_inner__0do0Y"> event flex
      ▼<div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz">
        ▼<span style="box-sizing: border-box; display: inline-block; overflow: hid_gin: 0px;
          padding: 0px; position: relative; max-width: 100%;">
          ▶<span style="box-sizing: border-box; display: block; width: initial; heig_ 1; border:
            0px; margin: 0px; padding: 0px; max-width: 100%;"> ⋯ </span>
            <img title="Together we can end domestic abus" alt="Together we can end domestic abus"
            src="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75" decoding="async"
            data-nimg="intrinsic" style="position: absolute; inset: 0px; box-sizing: border-box;
            padd_: 100%; max-width: 100%; min-height: 100%; max-height: 100%;" srcset="/_next
            /image?url=%2Fimages%2Fsafelogo_600x376.png&w=640&q=75_
            xt/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75 2x"> event
            <noscript></noscript>
          </span>
        </div>
        <p class="SafeSpaceWidget_SafeSpaceWidgetTitle__yEcr3">Together we can end domestic abuse
        </p>
      </div>
    </section>
  </div>
```

Page 2: DOM, “Safe spaces - Together we can end abuse” functional image has no interactive role

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the role is not programmatically determined.

Recommendation

Make sure that interactive elements have an appropriate role. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` which have an accessible role by default. To add roles onto custom components, use the `role` attribute with an appropriate value. For example:

```
<button><img src="safeSpaces.png" alt="Safe spaces – Together we can end abuse"></button>
<span tabindex="0" role="button"><img src="safeSpaces.png" alt="Safe spaces – Together we
can end abuse"></span>
```

For a list of the ARIA roles available, see ARIA Specification - Role Definitions and MDN - Using ARIA Roles.

For more information, see WAI-ARIA Practices, Inclusive Components, a11y Project, and Accessibility Developer Guide. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-39 MEDIUM PRIORITY OPEN

Current page is not programmatically identified

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	07, 08, 12, 15, 16
Users Affected	Vision
Component	List, Breadcrumb

What happened

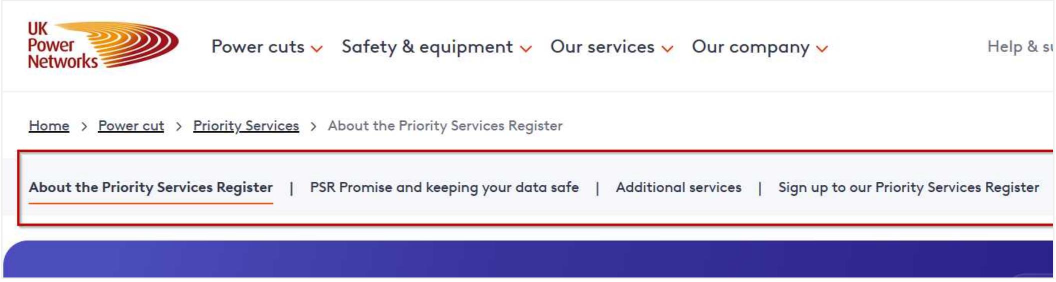
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are elements that are visually highlighted as currently relevant. They are not programmatically determined as such. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users.

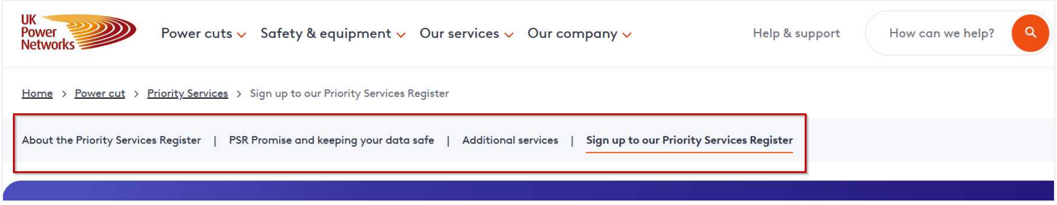
That the current page state is not programmatically determined may confuse or mislead users.

Where it happened

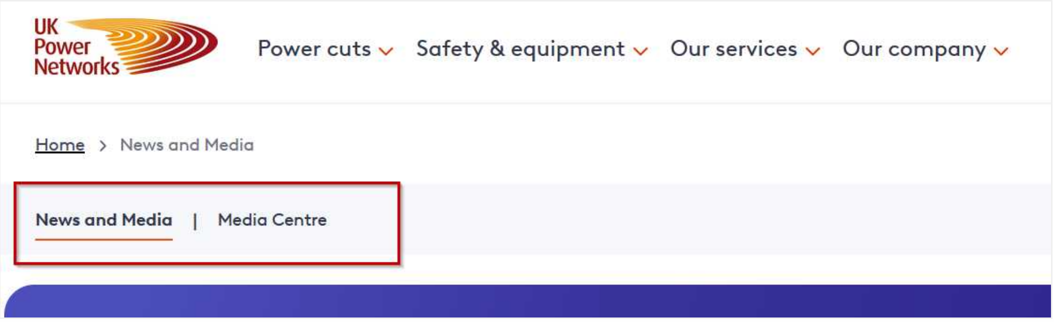
This can be found on pages 7, 8, and 12 with the navigation list at the top of the page to navigate between different pages. The current page within this list is not programmatically identified.


UK Power Networks
Power cuts
Safety & equipment
Our services
Our company
Help & su
Home > Power cut > Priority Services > About the Priority Services Register
About the Priority Services Register | PSR Promise and keeping your data safe | Additional services | Sign up to our Priority Services Register

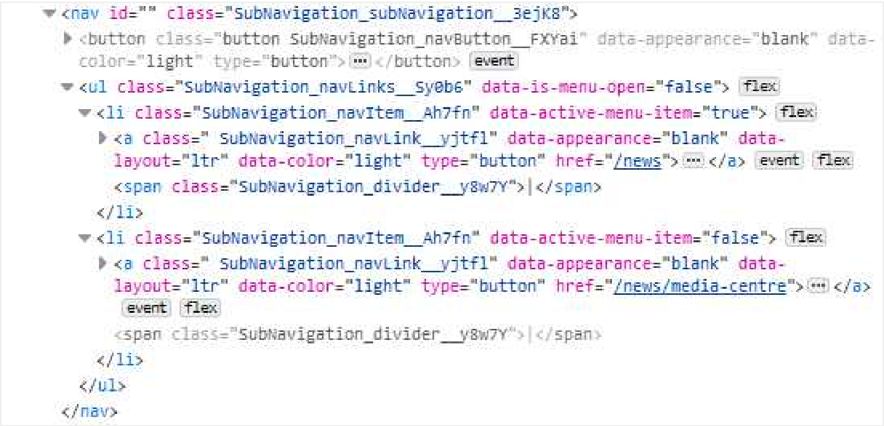
Page 7: Desktop, Navigation link lists


UK Power Networks
Power cuts
Safety & equipment
Our services
Our company
Help & support
How can we help?
Home > Power cut > Priority Services > Sign up to our Priority Services Register
About the Priority Services Register | PSR Promise and keeping your data safe | Additional services | Sign up to our Priority Services Register

Page 8: Desktop, Navigation link lists



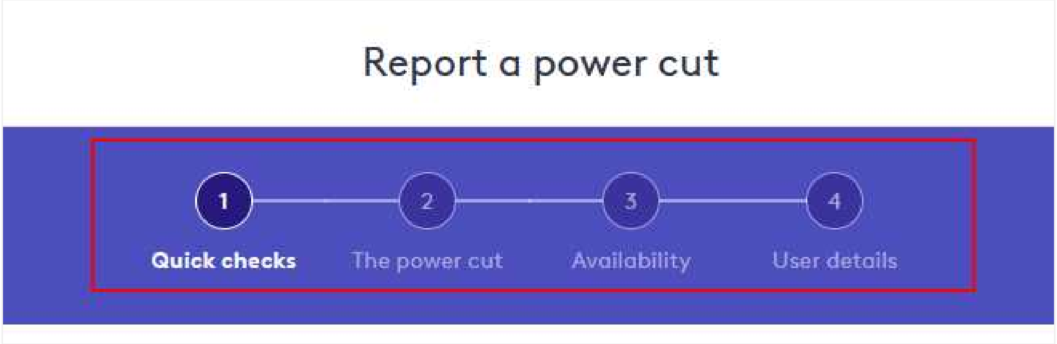
Page 12: Desktop, Navigation link lists



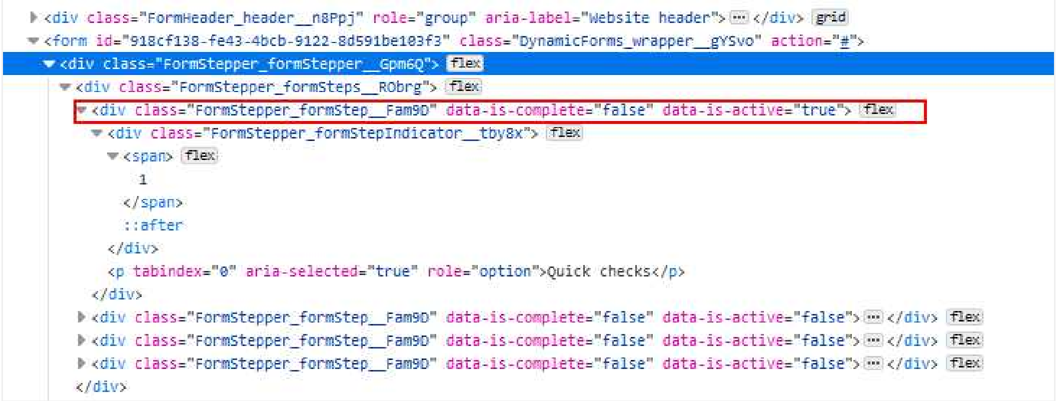
```
▼<nav id="" class="SubNavigation_subNavigation__3ejK8">
  ▶<button class="button SubNavigation_navButton__FXYai" data-appearance="blank" data-
  color="light" type="button">⋯</button> event
  ▼<ul class="SubNavigation_navLinks__Sy0b6" data-is-menu-open="false"> flex
    ▼<li class="SubNavigation_navItem__Ah7fn" data-active-menu-item="true"> flex
      ▶<a class=" SubNavigation_navLink__yjtfl" data-appearance="blank" data-
       layout="ltr" data-color="light" type="button" href="/news">⋯</a> event flex
       <span class="SubNavigation_divider__y8w7Y">|</span>
     </li>
    ▼<li class="SubNavigation_navItem__Ah7fn" data-active-menu-item="false"> flex
      ▶<a class=" SubNavigation_navLink__yjtfl" data-appearance="blank" data-
       layout="ltr" data-color="light" type="button" href="/news/media-centre">⋯</a>
       event flex
       <span class="SubNavigation_divider__y8w7Y">|</span>
     </li>
   </ul>
 </nav>
```

Page 12: DOM, Current page within the navigation list is not programmatically identified as such

This can be found on pages 15 and 16, with the progress page indicators at the top of the page. The current page is visually indicated by a colour change but the current page state is not programmatically determined.



Page 15: desktop, progress indicator



```
▶<div class="FormHeader_header__n8Ppj" role="group" aria-label="Website header">⋯</div> grid
▼<form id="918cf138-fe43-4bcb-9122-8d591be103f3" class="DynamicForms_wrapper__gYSvo" action="#">
  ▼<div class="FormStepper_formStepper__Gpm6Q"> flex
    ▼<div class="FormStepper_formSteps__RObrg"> flex
      ▼<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="true"> flex
        ▼<div class="FormStepper_formStepIndicator__tby8x"> flex
          ▼<span> flex
             1
           </span>
           ::after
         </div>
         <p tabindex="0" aria-selected="true" role="option">Quick checks</p>
       </div>
      ▶<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false">⋯</div> flex
      ▶<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false">⋯</div> flex
      ▶<div class="FormStepper_formStep__Fam9D" data-is-complete="false" data-is-active="false">⋯</div> flex
     </div>
```

Page 15: DOM, markup for the current page indication

Steps to reproduce

1. Observe the elements visually highlighted are currently relevant.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the current state is not programmatically determined.
5. Observe that the state is not available through text.

Recommendation

Make sure that the current state is programmatically determined. Use `aria-current` or hidden text. The possible specific values are `page`, `step`, `location`, `date`, `time`. As well, `true` and `false` can be used as a catch-all value to determine whether an element is current or not. For example:

```
<nav >
   <ul>
      <li><a href="..." class="highlighted" aria-current="page">News and Media</a></li>
      <li><a href="...">Media centre</a></li>
   </ul>
</nav>
```

Make sure that `aria-current` and `aria-selected` are not used interchangeably.

For more information, see ADG - Marking elements as the current one. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-41 **MEDIUM PRIORITY** **RESOLVED**

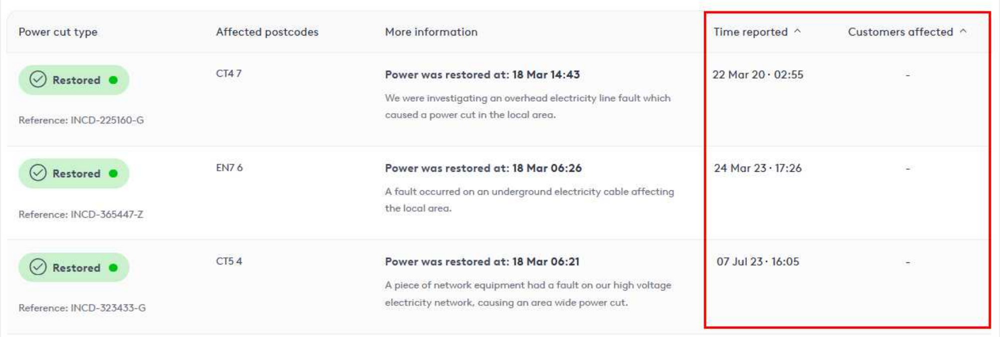
Sort state is not programmatically determined

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop
Pages Affected	04
Users Affected	Vision
Component	Button

Recheck comment 14/03/24

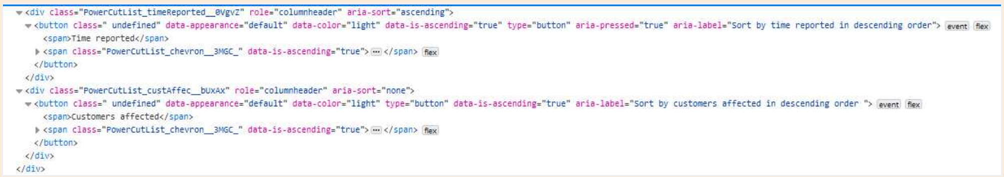
This issue is fixed.

On page 4, on desktop, the buttons “Time reported” and “Customers affected” now have accessible names that include the function of sorting out the information, which is either in ascending or descending order. The accessible names are updated correctly based on the ascending or descending order the information is to be displayed in.



Power cut type	Affected postcodes	More information	Time reported ^	Customers affected ^
Restored Reference: INCD-225160-G	CT4 7	**Power was restored at: 18 Mar 14:43** We were investigating an overhead electricity line fault which caused a power cut in the local area.	22 Mar 20 · 02:55	-
Restored Reference: INCD-365447-Z	EN7 6	**Power was restored at: 18 Mar 06:26** A fault occurred on an underground electricity cable affecting the local area.	24 Mar 23 · 17:26	-
Restored Reference: INCD-323433-G	CT5 4	**Power was restored at: 18 Mar 06:21** A piece of network equipment had a fault on our high voltage electricity network, causing an area wide power cut.	07 Jul 23 · 16:05	-

Page 4: desktop, sort state is now programmatically determined



```
▾<div class="PowerCutList_timeReported__0VgvZ" role="columnheader" aria-sort="ascending">
  ▾<button class=" undefined" data-appearance="default" data-color="light" data-is-ascending="true" type="button" aria-pressed="true" aria-label="Sort by time reported in descending order"> event flex
      <span>Time reported</span>
    ▸<span class="PowerCutList_chevron__3MGC_" data-is-ascending="true"> ··· </span> flex
    </button>
  </div>
▾<div class="PowerCutList_custAffec__bUxAx" role="columnheader" aria-sort="none">
  ▾<button class=" undefined" data-appearance="default" data-color="light" type="button" data-is-ascending="true" aria-label="Sort by customers affected in descending order "> event flex
      <span>Customers affected</span>
    ▸<span class="PowerCutList_chevron__3MGC_" data-is-ascending="true"> ··· </span> flex
    </button>
  </div>
</div>
```

Page 4: DOM, sort state is now programmatically determined

What happened

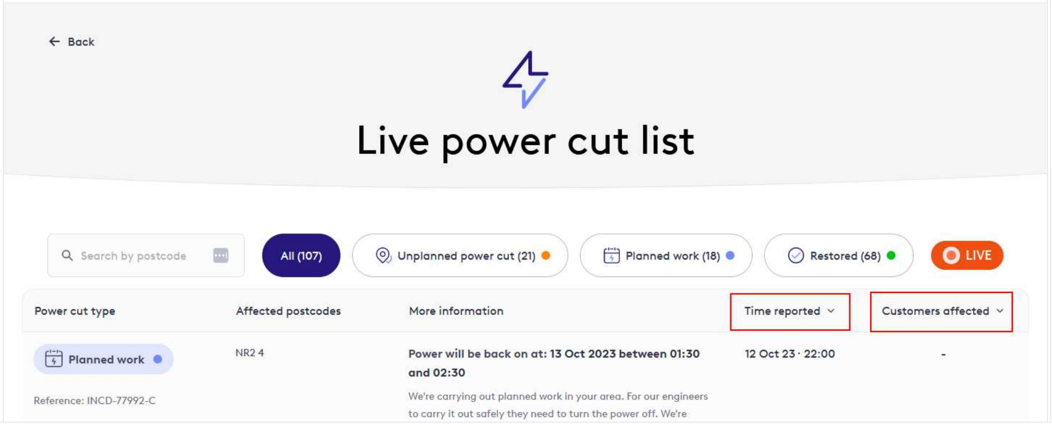
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are elements with custom states that are not programmatically determined as such. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the state is not programmatically determined may confuse or mislead users.

Where it happened

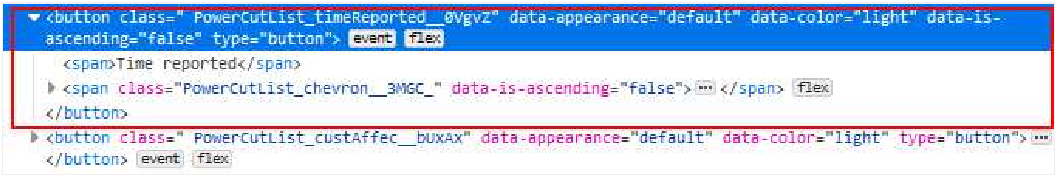
This can be seen on page 4, on desktop, with the buttons “Time reported” and “Customers affected”. The sort-by buttons contain custom states to sort in ascending and descending order.

However, the accessible name of the buttons does not include the current state of either ascending or descending.



Power cut type	Affected postcodes	More information	Time reported ⌄	Customers affected ⌄
Planned work ● Reference: INCD-77992-C	NR2 4	**Power will be back on at: 13 Oct 2023 between 01:30 and 02:30** We're carrying out planned work in your area. For our engineers to carry it out safely they need to turn the power off. We're	12 Oct 23 · 22:00	-

Page 4: Desktop, the "Time reported" and "Customers affected" buttons



```
▼<button class=" PowerCutList_timeReported__0VgvZ" data-appearance="default" data-color="light" data-is-
 ascending="false" type="button"> event flex
   <span>Time reported</span>
  ▶<span class="PowerCutList_chevron__3MGC_" data-is-ascending="false">⋯</span> flex
 </button>
▶<button class=" PowerCutList_custAffec__bUXAx" data-appearance="default" data-color="light" type="button">⋯
 </button> event flex
```

Page 4: DOM, markup for the "Time reported" sort by button

Steps to reproduce

1. Observe the custom states.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the custom state is not programmatically determined.
5. Observe that the state is not available through text.

Recommendation

Make sure that the custom state is programmatically determined. When the HTML and ARIA states such as `checked`, `disabled`, `aria-expended`, `aria-current`, and so on are not appropriate, determine the state through `aria-label` as part of the accessible name on the interactive element. Ensure that the accessible name includes the visual name. For example:

```
<button aria-label="Sort by Time: Sorted in ascending order">Name:</button>
<button aria-label="Sort by Time: Sorted in descending order">Name:</button>
```

For more information, see WAI-ARIA Practices, Inclusive Components, a11y Project, and Accessibility Developer Guide. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-42 **MEDIUM PRIORITY** **RESOLVED**

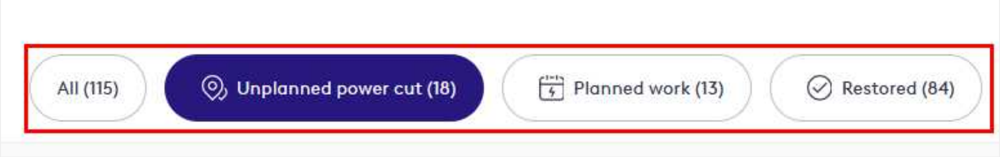
Pressed element is not programmatically identified

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	04, 05, 11
Users Affected	Vision
Component	Button

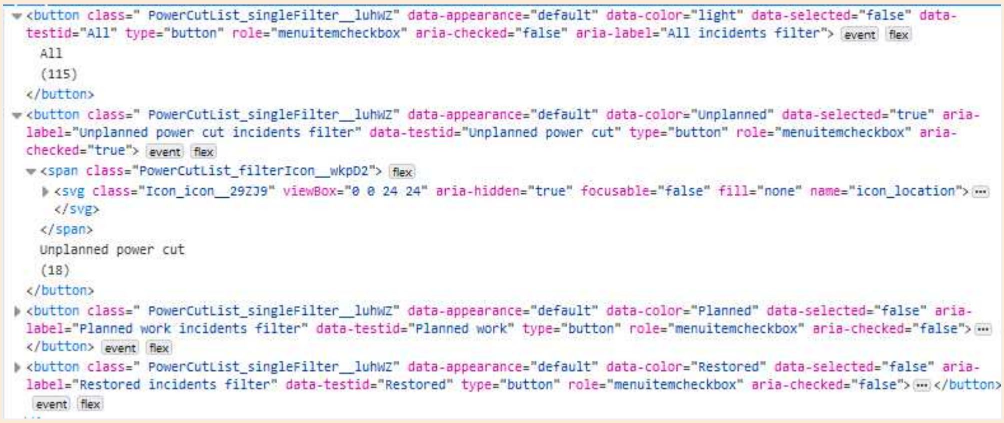
Recheck comment 14/03/24

This issue is fixed.

Fixed: on page 4 on desktop, the filter toggle buttons for toggling the visibility of power cuts are now within a `role="menubar"` and have `role="menuitemcheckbox"`, therefore their selected state is programmatically determined.



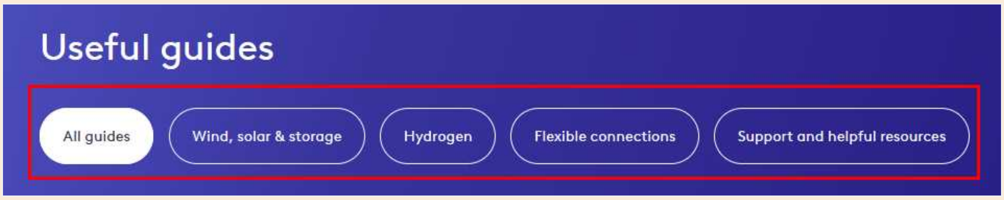
Page 4: desktop, pressed element is not programmatically identified



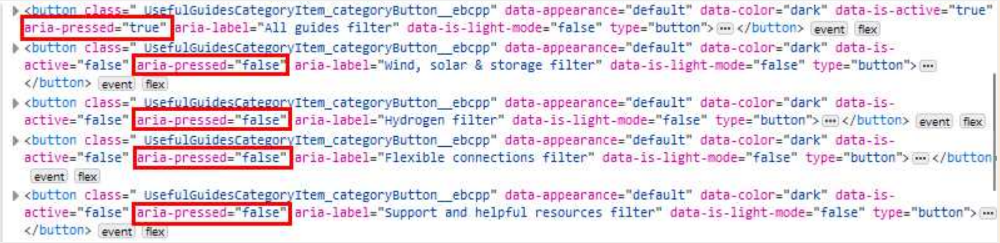
```
▼<button class=" PowerCutList_singleFilter__luhWZ" data-appearance="default" data-color="light" data-selected="false" data-
 testid="All" type="button" role="menuitemcheckbox" aria-checked="false" aria-label="All incidents filter"> event flex
   All
   (115)
 </button>
▼<button class=" PowerCutList_singleFilter__luhWZ" data-appearance="default" data-color="Unplanned" data-selected="true" aria-
 label="Unplanned power cut incidents filter" data-testid="Unplanned power cut" type="button" role="menuitemcheckbox" aria-
 checked="true"> event flex
 ▼<span class="PowerCutList_filterIcon__wkpD2"> flex
   ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-hidden="true" focusable="false" fill="none" name="icon_location"> ⋯
    </svg>
   </span>
   Unplanned power cut
   (18)
 </button>
▶<button class=" PowerCutList_singleFilter__luhWZ" data-appearance="default" data-color="Planned" data-selected="false" aria-
 label="Planned work incidents filter" data-testid="Planned work" type="button" role="menuitemcheckbox" aria-checked="false"> ⋯
 </button> event flex
▶<button class=" PowerCutList_singleFilter__luhWZ" data-appearance="default" data-color="Restored" data-selected="false" aria-
 label="Restored incidents filter" data-testid="Restored" type="button" role="menuitemcheckbox" aria-checked="false"> ⋯ </button>
  event flex
```

Page 4: DOM, pressed element is not programmatically identified

Fixed: on page 5 on Desktop and iOS, the “All guides”, “Wind, Solar and Storage”, and so on toggle button elements now have a programmatically determined pressed state.



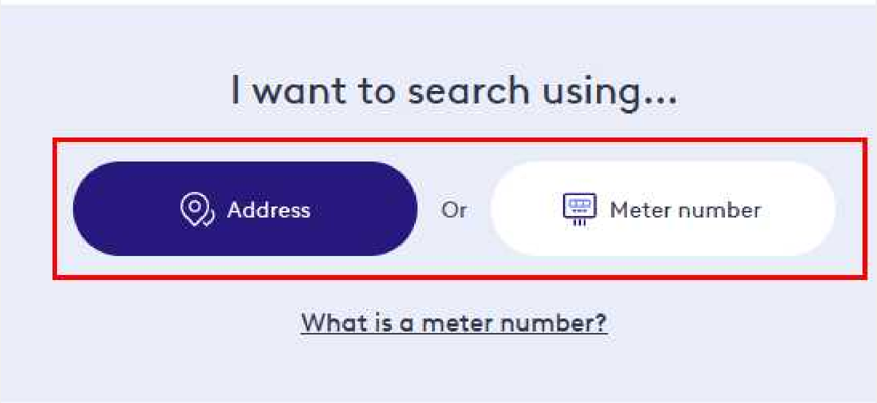
Page 5: desktop, pressed element is programmatically identified



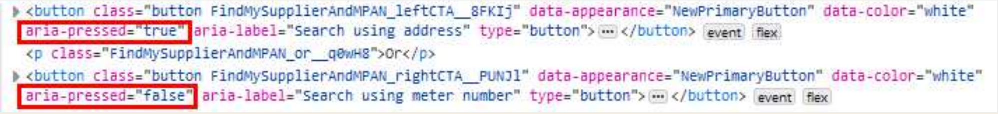
```
▶ <button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-color="dark" data-is-active="true"
  aria-pressed="true" aria-label="All guides filter" data-is-light-mode="false" type="button"> ··· </button> event flex
▶ <button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-color="dark" data-is-
  active="false" aria-pressed="false" aria-label="Wind, solar & storage filter" data-is-light-mode="false" type="button"> ···
  </button> event flex
▶ <button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-color="dark" data-is-
  active="false" aria-pressed="false" aria-label="Hydrogen filter" data-is-light-mode="false" type="button"> ··· </button> event flex
▶ <button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-color="dark" data-is-
  active="false" aria-pressed="false" aria-label="Flexible connections filter" data-is-light-mode="false" type="button"> ··· </button
   event flex
▶ <button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-color="dark" data-is-
  active="false" aria-pressed="false" aria-label="Support and helpful resources filter" data-is-light-mode="false" type="button"> ···
  </button> event flex
```

Page 5: DOM, pressed element is programmatically identified

Fixed: on page 11 on Desktop and iOS, the "Address" and "Meter number" toggle button elements now have a programmatically determined pressed state.



Page 11: desktop, pressed element is programmatically identified



```
▶ <button class="button FindMySupplierAndMPAN_leftCTA__8FKIj" data-appearance="NewPrimaryButton" data-color="white"
  aria-pressed="true" aria-label="Search using address" type="button"> ··· </button> event flex
  <p class="FindMySupplierAndMPAN_or__q0wH8">Or</p>
▶ <button class="button FindMySupplierAndMPAN_rightCTA__PUNJl" data-appearance="NewPrimaryButton" data-color="white"
  aria-pressed="false" aria-label="Search using meter number" type="button"> ··· </button> event flex
```

Page 11: DOM, pressed element is programmatically identified

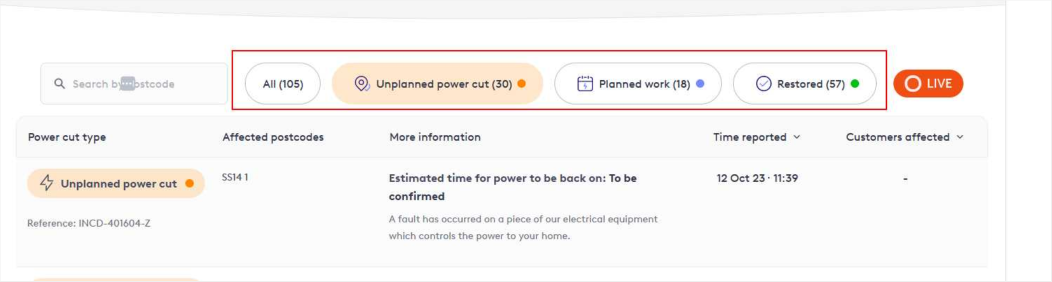
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are pressed elements that are not programmatically determined as such. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the pressed state is not programmatically determined may confuse or mislead users.

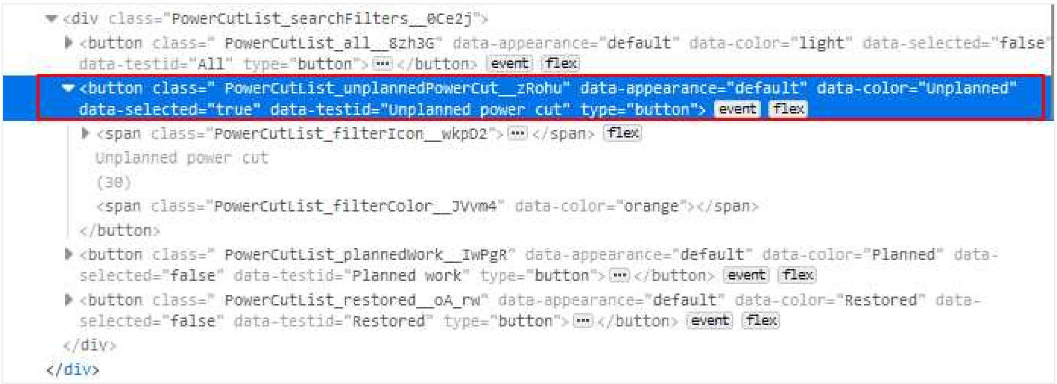
Where it happened

This can be found on page 4 on Desktop. The filter toggle buttons for toggling the visibility of power cuts do not have a programmatically determined pressed state.



Power cut type	Affected postcodes	More information	Time reported ⌄	Customers affected ⌄
Unplanned power cut ● Reference: INCD-401604-Z	SS14 1	**Estimated time for power to be back on: To be confirmed** A fault has occurred on a piece of our electrical equipment which controls the power to your home.	12 Oct 23 · 11:39	-

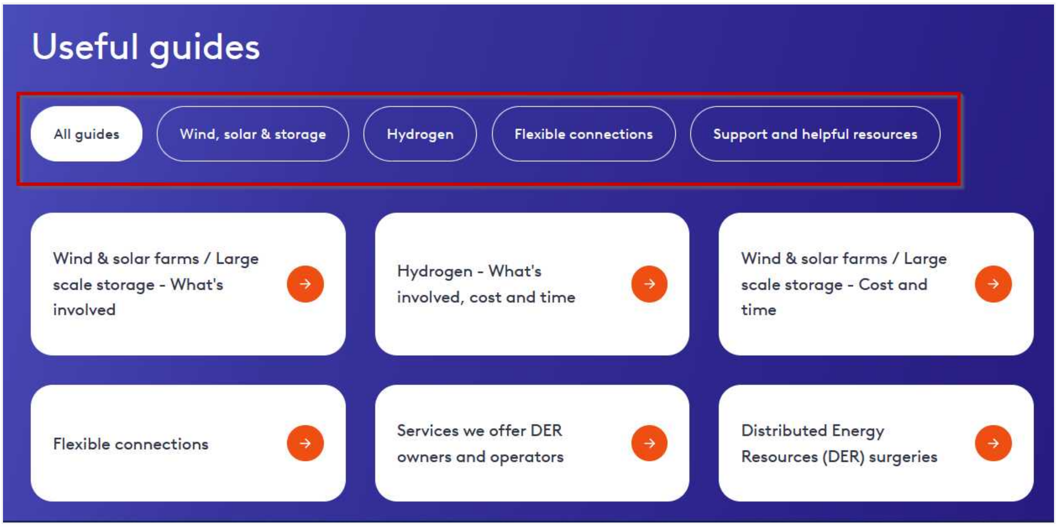
Page 4: Desktop, the filter toggle buttons



```
▼<div class="PowerCutList_searchFilters__0Ce2j">
  ▶<button class=" PowerCutList_all__8zh3G" data-appearance="default" data-color="light" data-selected="false"
   data-testid="All" type="button"> ··· </button> event flex
  ▼<button class=" PowerCutList_unplannedPowerCut__zRohu" data-appearance="default" data-color="Unplanned"
   data-selected="true" data-testid="Unplanned power cut" type="button"> event flex
    ▶<span class="PowerCutList_filterIcon__wkpD2"> ··· </span> flex
     Unplanned power cut
     (30)
     <span class="PowerCutList_filterColor__JVvm4" data-color="orange"></span>
   </button>
  ▶<button class=" PowerCutList_plannedWork__IwPgR" data-appearance="default" data-color="Planned" data-
   selected="false" data-testid="Planned work" type="button"> ··· </button> event flex
  ▶<button class=" PowerCutList_restored__oA_rw" data-appearance="default" data-color="Restored" data-
   selected="false" data-testid="Restored" type="button"> ··· </button> event flex
 </div>
</div>
```

Page 4: DOM showing markup for the "Unplanned power cut" filter toggle button

This can be also found on page 5 on Desktop and iOS, with the "All guides", "Wind, Solar and Storage", and so on toggle button elements. The toggle buttons do not have a programmatically determined pressed state.



Useful guides

All guides | Wind, solar & storage | Hydrogen | Flexible connections | Support and helpful resources

Wind & solar farms / Large scale storage - What's involved →

Hydrogen - What's involved, cost and time →

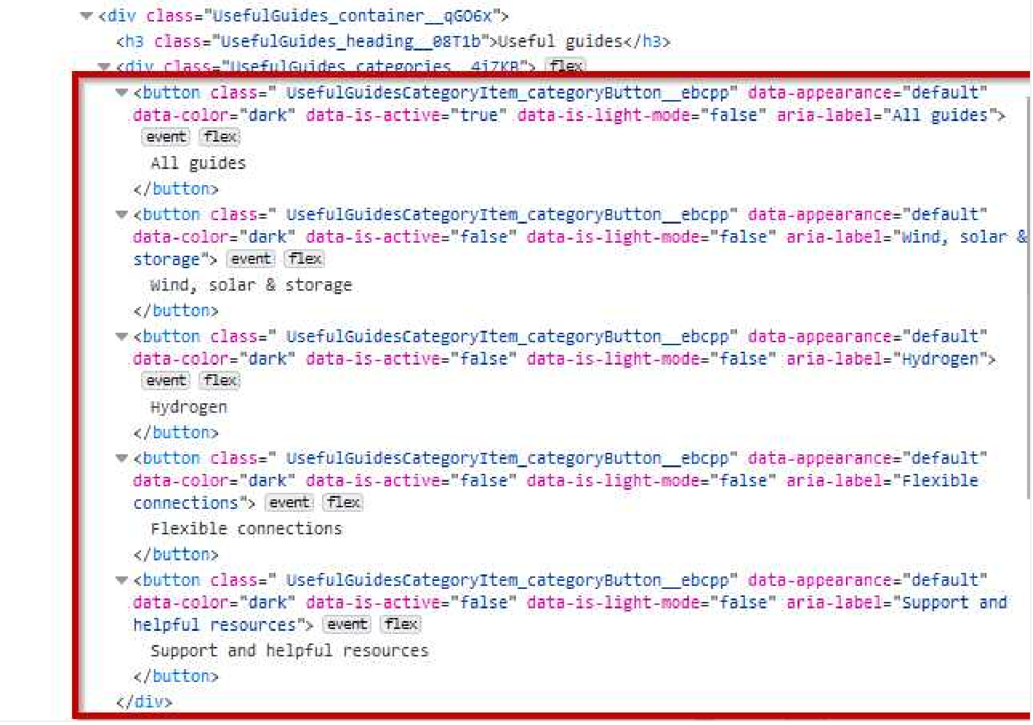
Wind & solar farms / Large scale storage - Cost and time →

Flexible connections →

Services we offer DER owners and operators →

Distributed Energy Resources (DER) surgeries →

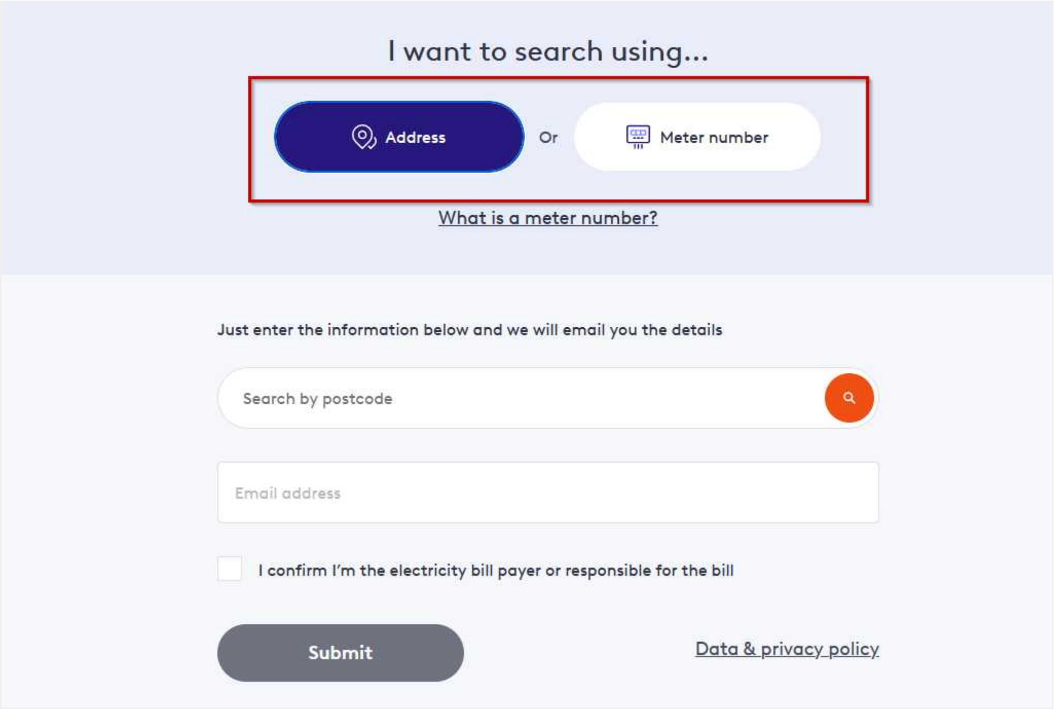
Page 5: Desktop, Toggle button elements



```
▼<div class="UsefulGuides_container__qGO6x">
   <h3 class="UsefulGuides_heading__08T1b">Useful guides</h3>
  ▼<div class="UsefulGuides_categories__4i7KB"> flex
    ▼<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default"
     data-color="dark" data-is-active="true" data-is-light-mode="false" aria-label="All guides">
      event flex
       All guides
     </button>
    ▼<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default"
     data-color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Wind, solar &
     storage"> event flex
       Wind, solar & storage
     </button>
    ▼<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default"
     data-color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Hydrogen">
      event flex
       Hydrogen
     </button>
    ▼<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default"
     data-color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Flexible
     connections"> event flex
       Flexible connections
     </button>
    ▼<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default"
     data-color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Support and
     helpful resources"> event flex
       Support and helpful resources
     </button>
   </div>
```

Page 5: DOM, Toggle button elements do not have programmatically determined pressed state

This can be also found on page 11 on Desktop and iOS, with the “Address” and “Meter number” toggle button elements. The toggle buttons do not have a programmatically determined pressed state.

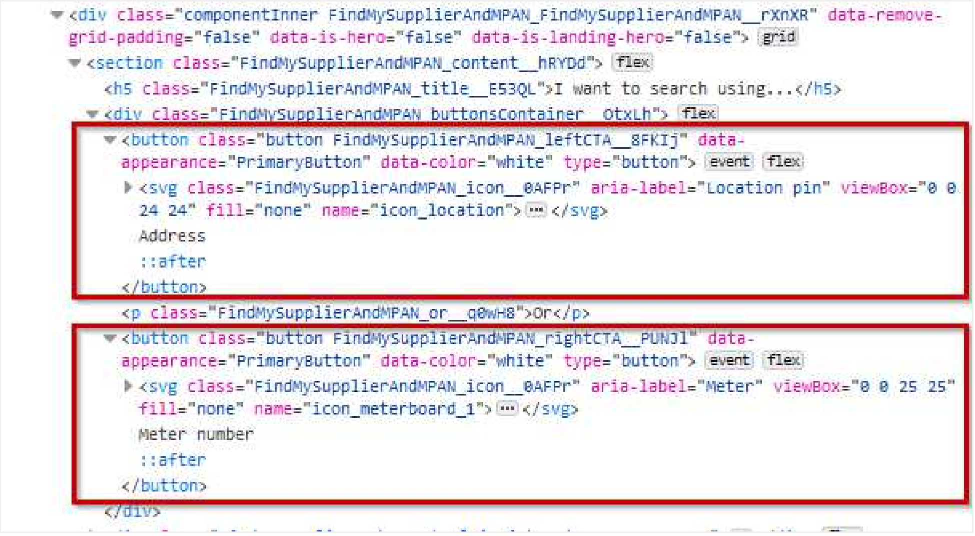


I want to search using...

Just enter the information below and we will email you the details

□ I confirm I'm the electricity bill payer or responsible for the bill

Page 11: Desktop, Toggle button elements



```
▼<div class="componentInner FindMySupplierAndMPAN_FindMySupplierAndMPAN__rXnXR" data-remove-
 grid-padding="false" data-is-hero="false" data-is-landing-hero="false"> grid
  ▼<section class="FindMySupplierAndMPAN_content__hRYDd"> flex
      <h5 class="FindMySupplierAndMPAN_title__E53QL">I want to search using...</h5>
    ▼<div class="FindMySupplierAndMPAN_buttonsContainer__OtxLh"> flex
      ▼<button class="button FindMySupplierAndMPAN_leftCTA__8FKIj" data-
        appearance="PrimaryButton" data-color="white" type="button"> event  flex
        ▶<svg class="FindMySupplierAndMPAN_icon__0AFPr" aria-label="Location pin" viewBox="0 0
          24 24" fill="none" name="icon_location"> ⋯ </svg>
          Address
          ::after
        </button>
        <p class="FindMySupplierAndMPAN_or__q0wH8">Or</p>
      ▼<button class="button FindMySupplierAndMPAN_rightCTA__PUNJ1" data-
        appearance="PrimaryButton" data-color="white" type="button"> event  flex
        ▶<svg class="FindMySupplierAndMPAN_icon__0AFPr" aria-label="Meter" viewBox="0 0 25 25"
          fill="none" name="icon_meterboard_1"> ⋯ </svg>
          Meter number
          ::after
        </button>
      </div>
```

Page 11: DOM, Toggle button elements do not have programmatically determined pressed state

Steps to reproduce

1. Observe the pressable interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the pressed state is not programmatically determined.
5. Observe that the state is not available through text.

Recommendation

Make sure that the pressed state is programmatically determined.

Use `aria-pressed` and update the `true` and `false` value appropriately. Make sure that the attribute is on the interactive elements themselves, rather than parent or child elements. For example:

```
<button aria-pressed="true">This is pressed</button>
<button aria-pressed="false">This is not pressed</button>
<span role="button" aria-pressed="true" tabindex="0">This is pressed</span>
<span role="button" aria-pressed="false" tabindex="0">This is pressed</span>
```

For more information, see WAI-ARIA Practices - Toggle Button, WAI ARIA - Disclosure, and ADG - Marking elements activatable. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-50 **MEDIUM PRIORITY** **RESOLVED**

Missing or malformed ARIA on tabbed interface

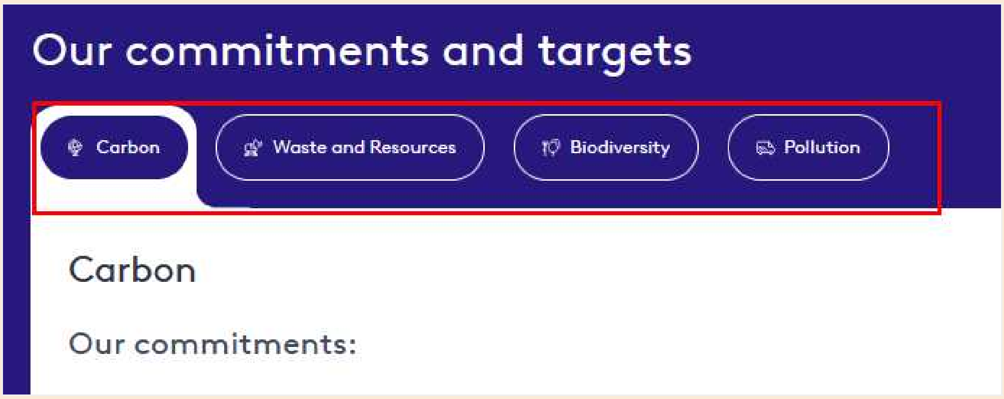
Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	09
Users Affected	Vision
Component	Tabbed Interface

Recheck comment 14/03/24

This issue is fixed.

On page 9, the “Carbon”, “Waste and Resources”, “Biodiversity” and “Pollution” tabbed interfaces are now programmatically determined.

- The tab container now have the role `role="tablist"`.
- Tabs now have the role `role="tab"`.
- Tabs now use the `aria-selected` attribute.
- The tabpanel now have the role `role="tabpanel"`.

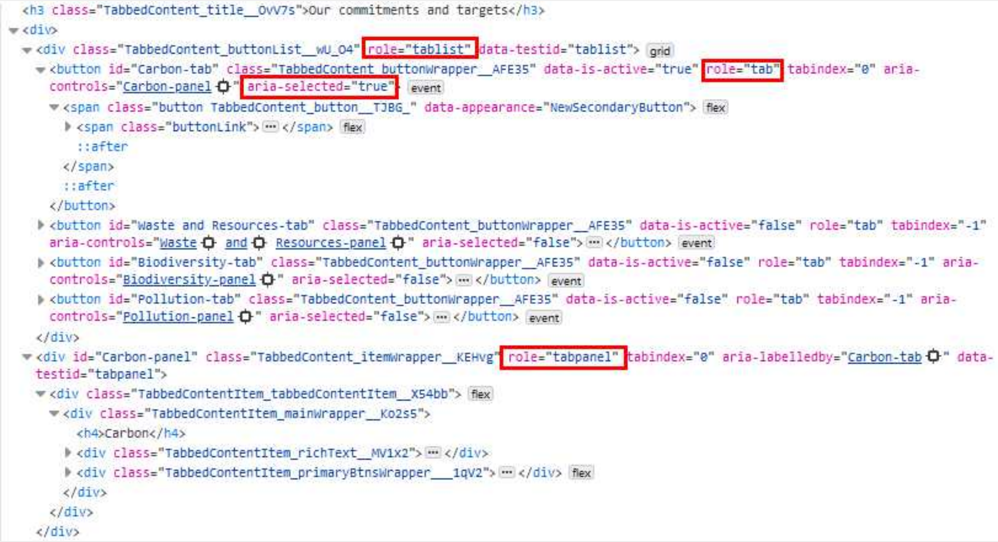


Our commitments and targets

Carbon

Our commitments:

Page 9: desktop, tabbed interfaces are now programmatically determined



```
  <h3 class="TabbedContent_title__OvV7s">Our commitments and targets</h3>
▼<div>
 ▼<div class="TabbedContent_buttonList__wU_O4" role="tablist" data-testid="tablist"> grid
  ▼<button id="Carbon-tab" class="TabbedContent_buttonWrapper__AFE35" data-is-active="true" role="tab" tabindex="0" aria-
    controls="Carbon-panel ⌖" aria-selected="true"> event
   ▼<span class="button TabbedContent_button__TJBG_" data-appearance="NewSecondaryButton"> flex
    ▶<span class="buttonLink"> ⋯ </span> flex
      ::after
    </span>
    ::after
   </button>
  ▶<button id="Waste and Resources-tab" class="TabbedContent_buttonWrapper__AFE35" data-is-active="false" role="tab" tabindex="-1"
    aria-controls="Waste ⌖ and ⌖ Resources-panel ⌖" aria-selected="false"> ⋯ </button> event
  ▶<button id="Biodiversity-tab" class="TabbedContent_buttonWrapper__AFE35" data-is-active="false" role="tab" tabindex="-1" aria-
    controls="Biodiversity-panel ⌖" aria-selected="false"> ⋯ </button> event
  ▶<button id="Pollution-tab" class="TabbedContent_buttonWrapper__AFE35" data-is-active="false" role="tab" tabindex="-1" aria-
    controls="Pollution-panel ⌖" aria-selected="false"> ⋯ </button> event
  </div>
 ▼<div id="Carbon-panel" class="TabbedContent_itemWrapper__KEHvg" role="tabpanel" tabindex="0" aria-labelledby="Carbon-tab ⌖" data-
  testid="tabpanel">
  ▼<div class="TabbedContentItem_tabbedContentItem__X54bb"> flex
   ▼<div class="TabbedContentItem_mainWrapper__Ko2s5">
      <h4>Carbon</h4>
     ▶<div class="TabbedContentItem_richText__MV1x2"> ⋯ </div>
     ▶<div class="TabbedContentItem_primaryBtnsWrapper___1qV2"> ⋯ </div> flex
    </div>
   </div>
  </div>
```

Page 9: DOM, tabbed interfaces are now programmatically determined

What happened

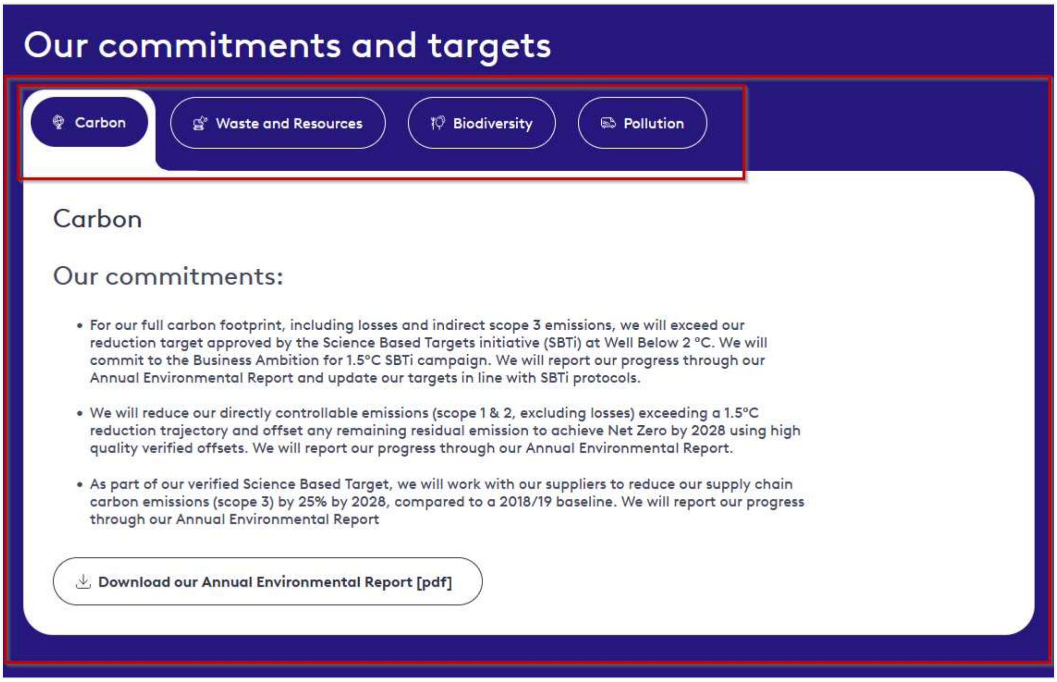
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are tabbed interfaces that are not programmatically determined as such. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. The malformed semantics may confuse or mislead users.

Where it happened

This can be found on page 9, with the “Carbon”, “Waste and Resources”, “Biodiversity” and “Pollution” tabbed interface that is not programmatically determined.

- The tab container does not have the role `role="tablist"`.
- Tabs do not have the role `role="tab"`.
- Tabs do not use the `aria-selected` attribute.
- The tabpanel does not have the role `role="tabpanel"`.



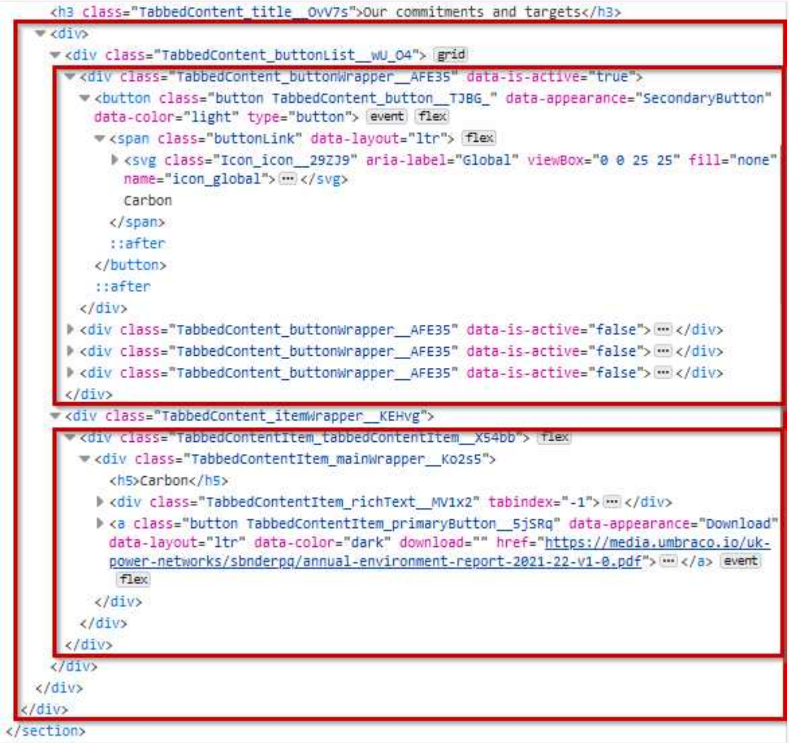
Our commitments and targets

Carbon

Our commitments:

- For our full carbon footprint, including losses and indirect scope 3 emissions, we will exceed our reduction target approved by the Science Based Targets initiative (SBTi) at Well Below 2 °C. We will commit to the Business Ambition for 1.5°C SBTi campaign. We will report our progress through our Annual Environmental Report and update our targets in line with SBTi protocols.
- We will reduce our directly controllable emissions (scope 1 & 2, excluding losses) exceeding a 1.5°C reduction trajectory and offset any remaining residual emission to achieve Net Zero by 2028 using high quality verified offsets. We will report our progress through our Annual Environmental Report.
- As part of our verified Science Based Target, we will work with our suppliers to reduce our supply chain carbon emissions (scope 3) by 25% by 2028, compared to a 2018/19 baseline. We will report our progress through our Annual Environmental Report

Page 9: Desktop, Tabbed interface with “Carbon”, “Waste and Resources”, “Biodiversity” and “Pollution” tabs



```
    <h3 class="TabbedContent_title__OvV7s">Our commitments and targets</h3>
  ▼<div>
   ▼<div class="TabbedContent_buttonList__wU_O4"> grid
    ▼<div class="TabbedContent_buttonWrapper__AFE35" data-is-active="true">
     ▼<button class="button TabbedContent_button__TJBG_" data-appearance="SecondaryButton"
      data-color="light" type="button"> event  flex
      ▼<span class="buttonLink" data-layout="ltr"> flex
       ▶<svg class="Icon_icon__29ZJ9" aria-label="Global" viewBox="0 0 25 25" fill="none"
        name="icon_global"> ⋯ </svg>
        Carbon
      </span>
      ::after
     </button>
     ::after
    </div>
   ▶<div class="TabbedContent_buttonWrapper__AFE35" data-is-active="false"> ⋯ </div>
   ▶<div class="TabbedContent_buttonWrapper__AFE35" data-is-active="false"> ⋯ </div>
   ▶<div class="TabbedContent_buttonWrapper__AFE35" data-is-active="false"> ⋯ </div>
   </div>
  ▼<div class="TabbedContent_itemWrapper__KEHvg">
   ▼<div class="TabbedContentItem_tabbedContentItem__X54bb"> flex
    ▼<div class="TabbedContentItem_mainWrapper__Ko2s5">
      <h5>Carbon</h5>
     ▶<div class="TabbedContentItem_richText__MV1x2" tabindex="-1"> ⋯ </div>
     ▶<a class="button TabbedContentItem_primaryButton__5jSRq" data-appearance="Download"
      data-layout="ltr" data-color="dark" download="" href="https://media.umbraco.io/uk-
      power-networks/sbnderpq/annual-environment-report-2021-22-v1-0.pdf"> ⋯ </a> event
       flex
     </div>
    </div>
   </div>
  </div>
 </div>
</div>
</section>
```

Page 9: DOM, Tabbed interface is not programmatically determined

Steps to reproduce

1. Observe the tabbed interfaces.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the tabbed interface is not programmatically determined.

Recommendation

Make sure that tabbed interfaces are programmatically determined.

On the tab container, use `role="tablist"`. On the individual tabs, use `role="tab"` and extend interactive elements, such as `<button>` elements. Use `aria-selected` to differentiate the active and inactive tabs. On the tab panel container, use `role="tabpanel"`. For example:

```
<div role="tablist" ...>
  <button role="tab" aria-selected="true" aria-controls="panelSend"
id="tabSend">Carbon</button>
  <button role="tab" aria-selected="false" aria-controls="panelTrack" id="tabTrack">Waste
and Resources</button>
  <button role="tab" aria-selected="false" aria-controls="panelReturn"
id="tabReturn">Biodiversity</button>
  <button role="tab" aria-selected="false" aria-controls="panelReturn"
id="tabReturn">Pollution</button>
</div>
<div tabindex="0" role="tabpanel" id="panelSend" aria-labelledby="tabSend">Carbon – panel
content</div>
<div hidden role="tabpanel" id="panelTrack" aria-labelledby="tabTrack">Waste and Resources –
panel content</div>
<div hidden role="tabpanel" id="panelReturn" aria-labelledby="tabReturn">Biodiversity –
panel content</div>
<div hidden role="tabpanel" id="panelReturn" aria-labelledby="tabReturn">Pollution – panel
content</div>
```

Make sure to update the `aria-selected` attributes between `true` and `false` when the user adjusts the tabs. As well, make sure that the off-screen tab panel is hidden from all users, which can be done with `hidden` or `display:none` and that the on-screen panel is available to all users.

The attributes `aria-controls` and `aria-labelledby` cross-references the tabs and panels. This programmatically communicates the parent and child relationship between these elements. It is not strictly required for conformance. However, we strongly encourage you to use these attributes.

For more information, see WAI ARIA Practices - Tabs with Manual Activation, Tabs with Automatic Activation, and Inclusive Components - Tabbed Interfaces.

Make sure that the component can be controlled with a keyboard. The standard approach is that users tab onto the currently active tab, use the arrow keys to adjust which tab is selected, and then tab forward onto the active tab panel. This can be done with using a technique called roving tabindex.

For more information, see Managing focus using a Roving tabindex and MDN - Keyboard-navigable widgets.

Return to priority table

ADR_18910-63 **MEDIUM PRIORITY** **RESOLVED**

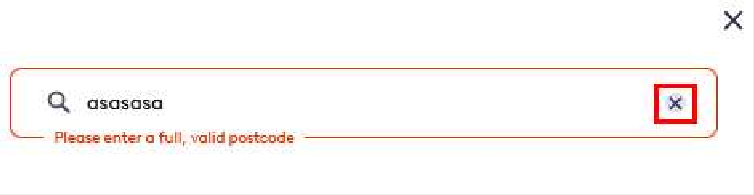
Interactive elements with inappropriate name

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop
Pages Affected	17
Users Affected	Vision
Component	Button

Recheck comment 14/03/24

This issue is fixed.

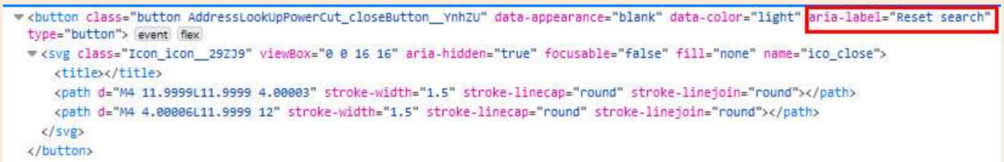
On page 17, in the “Search by postcode” modal. The “x” clear button which appears when an invalid postcode is entered now has an appropriate name as “Reset Search”.



asasasa

Please enter a full, valid postcode

Page 17: desktop, interactive element has appropriate name



```
▼<button class="button AddressLookUpPowerCut_closeButton__YnhZU" data-appearance="blank" data-color="light" aria-label="Reset search"
 type="button"> event flex
  ▼<svg class="Icon_icon__29Z39" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none" name="ico_close">
     <title></title>
     <path d="M4 11.9999L11.9999 4.00003" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
     <path d="M4 4.00006L11.9999 12" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
   </svg>
 </button>
```

Page 17: DOM, interactive element has appropriate name

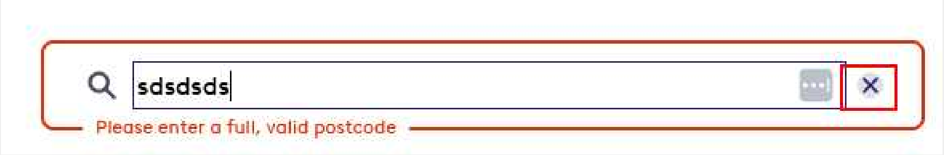
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that have inappropriate accessible names. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the accessible name is inappropriate may confuse or mislead users.

Where it happened

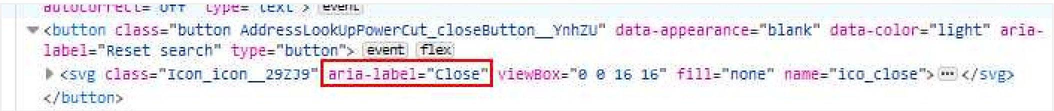
This can be found on page 17, in the “Search by postcode” modal. An “x” clear button appears when an invalid postcode is entered. This button has the accessible name “Close” which is inappropriate, as it does not close the modal, but clears the postcode input field.



sdsdsds

Please enter a full, valid postcode

Page 17: Desktop, “x” clear button



```
autocorrect="off" type="text"> event
▼<button class="button AddressLookUpPowerCut_closeButton__YnhZU" data-appearance="blank" data-color="light" aria-
label="Reset search" type="button"> event flex
 ▶<svg class="Icon_icon__29ZJ9" aria-label="Close" viewBox="0 0 16 16" fill="none" name="ico_close">⋯</svg>
</button>
```

Page 17: DOM, markup for the "x" clear button

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the name is programmatically determined.
5. Observe that the name is inappropriate.

Recommendation

Make sure that interactive elements have an appropriate name. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` and provide them with an accessible name through labels or internal text. For example:

When there is no visible text and you cannot add text to the page, use `aria-label` to manually name elements. For example:

`<button aria-label="Clear"></button>`

Use these techniques to provide appropriate accessible names. Accessible names should succinctly describe purpose and functionality.

For more information, see WAI Tutorials - Labelling Controls. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-69 **MEDIUM PRIORITY** **RESOLVED**

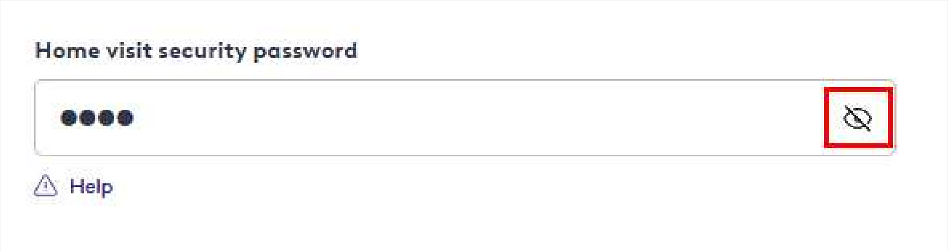
Interactive elements with inappropriate name

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	13
Users Affected	Vision
Component	Button

Recheck comment 13/03/24

This issue is fixed.

On page 13, the “Toggle password visibility” toggle button now has an appropriate accessible name according to its state.

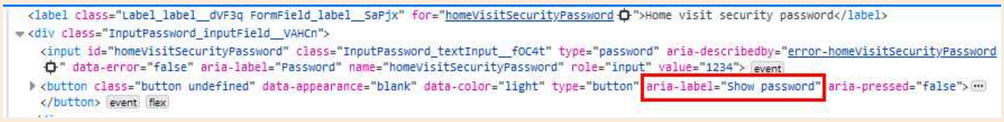


Home visit security password

●●●●

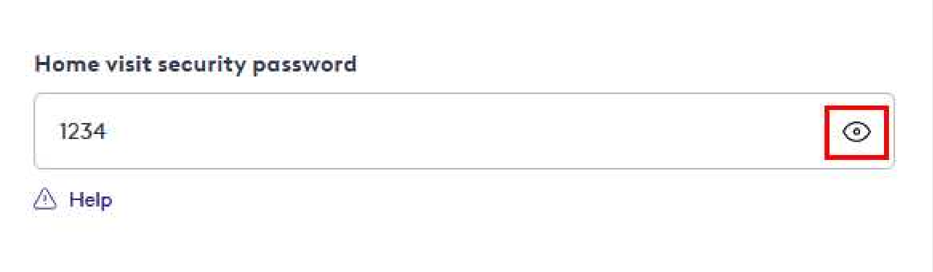
Help

Page 13: desktop, “Toggle password visibility” button - Show password



```
  <label class="Label_label__dVF3q FormField_label__SaPjx" for="homeVisitSecurityPassword ">Home visit security password</label>
▾ <div class="InputPassword_inputField__VAHCn">
    <input id="homeVisitSecurityPassword" class="InputPassword_textInput__fOC4t" type="password" aria-describedby="error-homeVisitSecurityPassword
    " data-error="false" aria-label="Password" name="homeVisitSecurityPassword" role="input" value="1234"> event
  ▸ <button class="button undefined" data-appearance="blank" data-color="light" type="button" aria-label="Show password" aria-pressed="false"> ...
    </button> event flex
```

Page 13: DOM, “Toggle password visibility” button - Show password

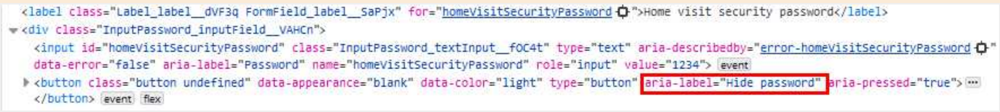


Home visit security password

1234

Help

Page 13: desktop, “Toggle password visibility” button - Hide password



```
  <label class="Label_label__dVF3q FormField_label__SaPjx" for="homeVisitSecurityPassword ">Home visit security password</label>
▾ <div class="InputPassword_inputField__VAHCn">
    <input id="homeVisitSecurityPassword" class="InputPassword_textInput__fOC4t" type="text" aria-describedby="error-homeVisitSecurityPassword "
    data-error="false" aria-label="Password" name="homeVisitSecurityPassword" role="input" value="1234"> event
  ▸ <button class="button undefined" data-appearance="blank" data-color="light" type="button" aria-label="Hide password" aria-pressed="true"> ...
    </button> event flex
```

Page 13: DOM, “Toggle password visibility” button - Hide password

What happened

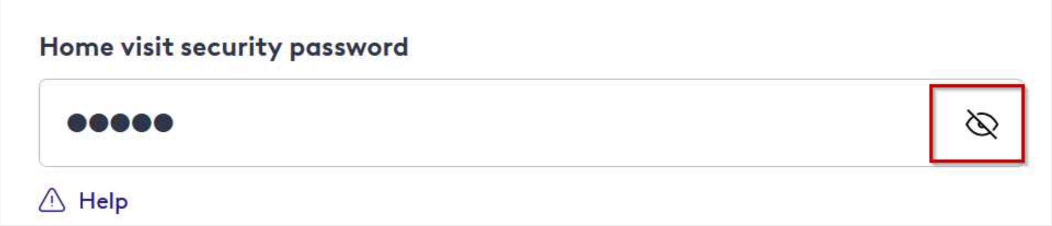
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that have inappropriate accessible names. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the accessible name is inappropriate may confuse or mislead users.

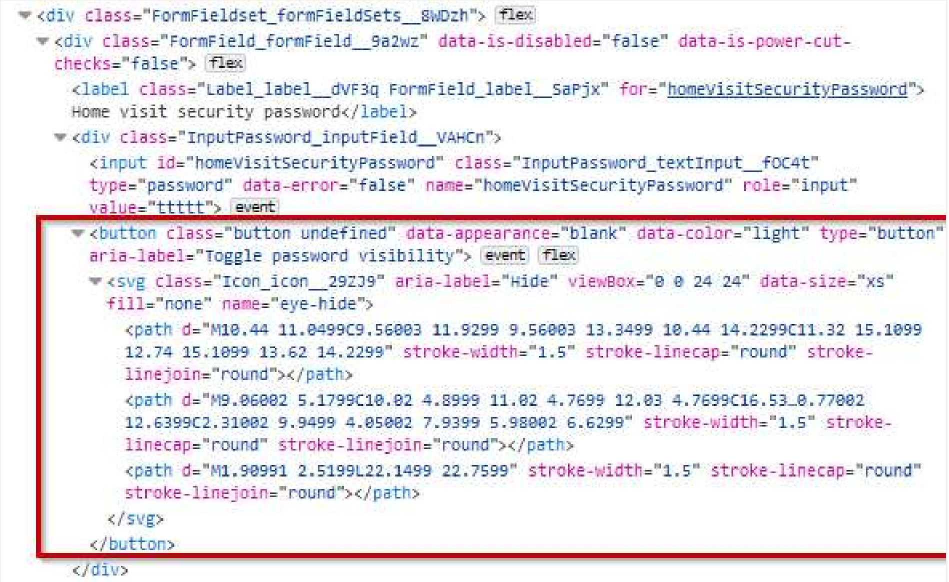
Where it happened

This can be found on page 13, with the “Toggle password visibility” toggle button. This toggle button state actively changes, when triggered. However, the accessible name is the same for both the state, and does not accurately and appropriately describe the triggered state.

Note, the svg icon has been given an alternative. However, they are inaccurate as they describe the current state rather than the triggering state. Also, the accessible name “Toggle password visibility” via `aria-label` already overrides any other alternatives.

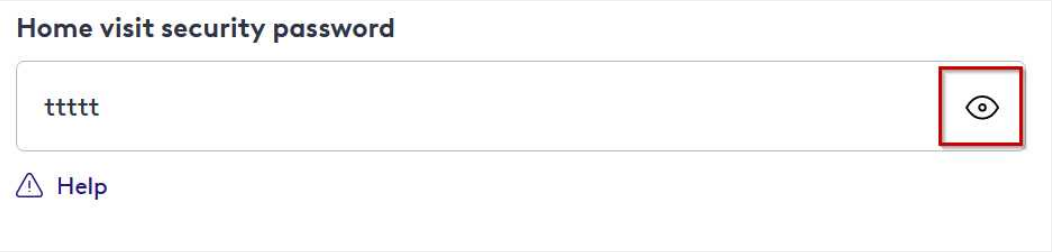


Page 13: desktop, “Toggle password visibility” button - Show password

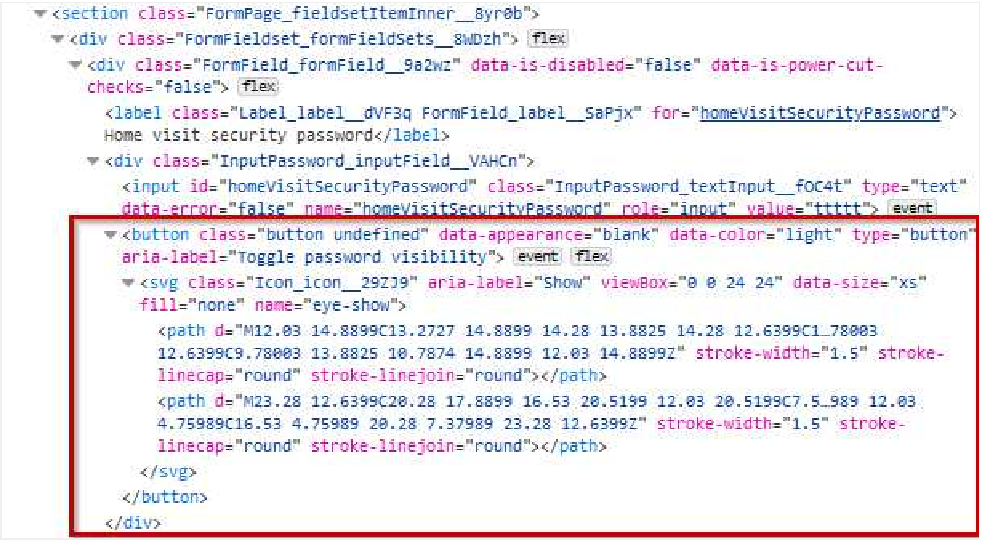


```
▼<div class="FormFieldset_formFieldSets__8WDzh"> flex
  ▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
   checks="false"> flex
     <label class="Label_label__dVF3q FormField_label__SaPjx" for="homeVisitSecurityPassword">
     Home visit security password</label>
    ▼<div class="InputPassword_inputField__VAHCn">
       <input id="homeVisitSecurityPassword" class="InputPassword_textInput__fOC4t"
       type="password" data-error="false" name="homeVisitSecurityPassword" role="input"
       value="ttttt"> event
      ▼<button class="button undefined" data-appearance="blank" data-color="light" type="button"
       aria-label="Toggle password visibility"> event flex
        ▼<svg class="Icon_icon__29ZJ9" aria-label="Hide" viewBox="0 0 24 24" data-size="xs"
         fill="none" name="eye-hide">
           <path d="M10.44 11.0499C9.56003 11.9299 9.56003 13.3499 10.44 14.2299C11.32 15.1099
           12.74 15.1099 13.62 14.2299" stroke-width="1.5" stroke-linecap="round" stroke-
           linejoin="round"></path>
           <path d="M9.06002 5.1799C10.02 4.8999 11.02 4.7699 12.03 4.7699C16.53…0.77002
           12.6399C2.31002 9.9499 4.05002 7.9399 5.98002 6.6299" stroke-width="1.5" stroke-
           linecap="round" stroke-linejoin="round"></path>
           <path d="M1.90991 2.5199L22.1499 22.7599" stroke-width="1.5" stroke-linecap="round"
           stroke-linejoin="round"></path>
         </svg>
       </button>
     </div>
```

Page 13: DOM, “Toggle password visibility” button - Show password



Page 13: desktop, “Toggle password visibility” button - Hide password



```
▼<section class="FormPage_fieldsetItemInner__8yr0b">
  ▼<div class="FormFieldset_formFieldSets__8WDzh"> flex
    ▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
     checks="false"> flex
       <label class="Label_label__dVF3q FormField_label__SaPjx" for="homeVisitSecurityPassword">
       Home visit security password</label>
      ▼<div class="InputPassword_inputField__VAHCn">
         <input id="homeVisitSecurityPassword" class="InputPassword_textInput__fOC4t" type="text"
         data-error="false" name="homeVisitSecurityPassword" role="input" value="ttttt"> event
        ▼<button class="button undefined" data-appearance="blank" data-color="light" type="button"
         aria-label="Toggle password visibility"> event flex
          ▼<svg class="Icon_icon__29ZJ9" aria-label="Show" viewBox="0 0 24 24" data-size="xs"
           fill="none" name="eye-show">
             <path d="M12.03 14.8899C13.2727 14.8899 14.28 13.8825 14.28 12.6399C1…78003
             12.6399C9.78003 13.8825 10.7874 14.8899 12.03 14.8899Z" stroke-width="1.5" stroke-
             linecap="round" stroke-linejoin="round"></path>
             <path d="M23.28 12.6399C20.28 17.8899 16.53 20.5199 12.03 20.5199C7.5…989 12.03
             4.75989C16.53 4.75989 20.28 7.37989 23.28 12.6399Z" stroke-width="1.5" stroke-
             linecap="round" stroke-linejoin="round"></path>
           </svg>
         </button>
       </div>
```

Page 13: DOM, "Toggle password visibility" button - Hide password

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the name is programmatically determined.
5. Observe that the name is inappropriate.

Recommendation

Make sure that interactive elements have an appropriate name. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` and provide them with an accessible name through labels or internal text.

In this case make sure the accessible name is indicative of it's current state. For example:

```
<button class="HideEyeIcon" aria-label="Toggle password visibility - Show Password">...
</button>
<button class="OpenEyeIcon" aria-label="Toggle password visibility - Hide Password">...
</button>
<span role="button" class="HideEyeIcon" aria-label="Toggle password visibility - Show
Password" tabindex="0">...</span>
<span role="button" class="OpenEyeIcon" aria-label="Toggle password visibility - Hide
Password" tabindex="0">...</span>
```

Use these techniques to provide appropriate accessible names. Accessible names should succinctly describe purpose and functionality.

For more information, see WAI Tutorials - Labelling Controls. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-71 **MEDIUM PRIORITY** **RESOLVED**

Missing or malformed ARIA on collapsible combobox

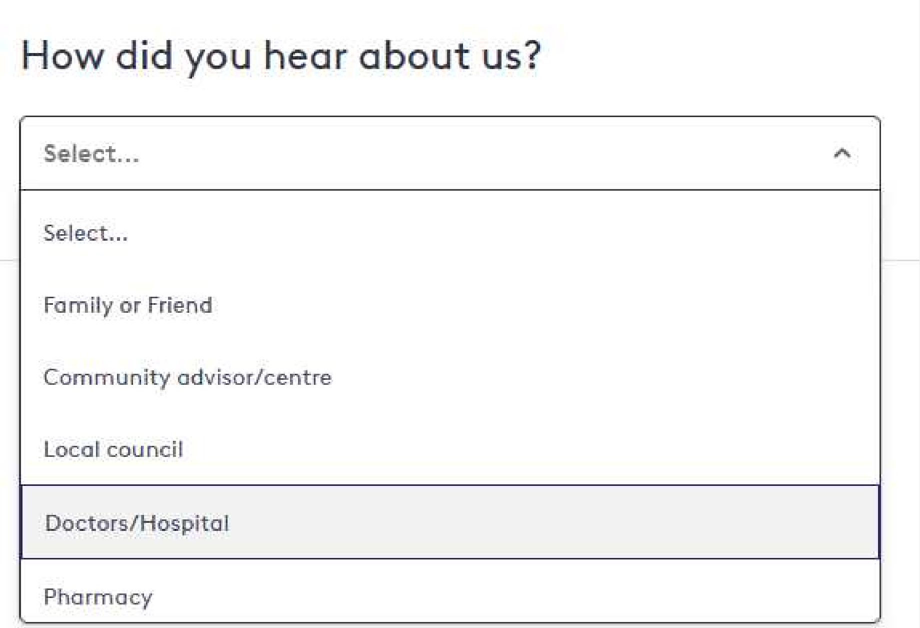
Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	13
Users Affected	Vision
Component	Combobox

Recheck comment 13/03/24

This issue is fixed.

On page 13, with the “How did you hear about us?” combobox. The following issues are now resolved:

- The element now uses `aria-activedescendant` to indicate the currently active option in the list.
- The list of options does now use `role="listbox"`.
- The options in the list do now use `role="option"`.
- The options in the list do now use `aria-selected` to differentiate between the active and inactive options.

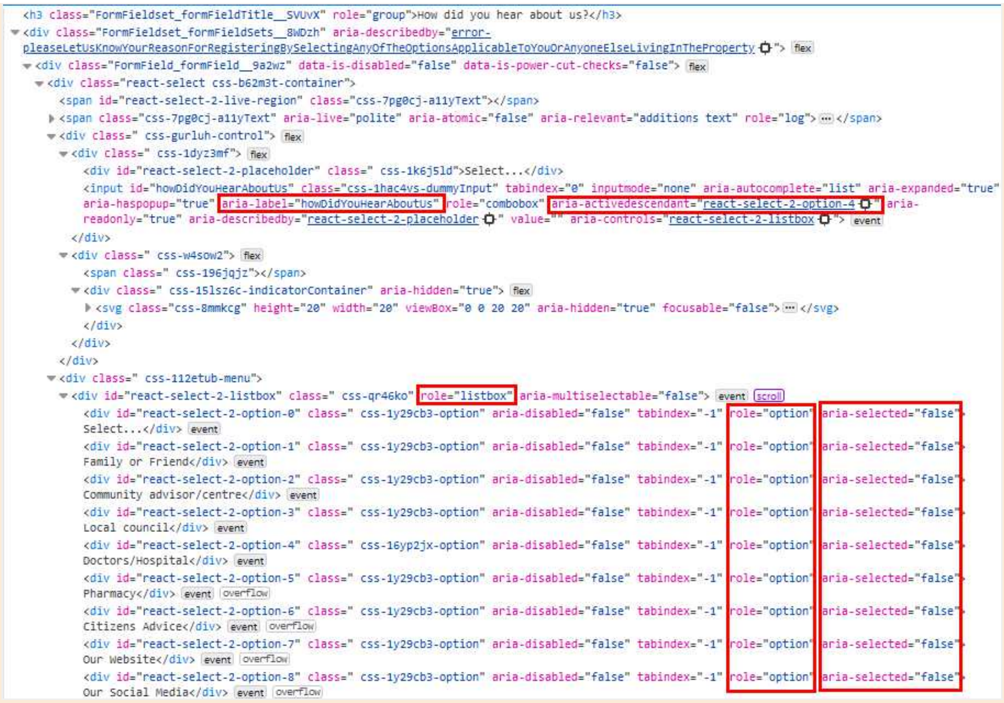


How did you hear about us?

Select...

- Select...
- Family or Friend
- Community advisor/centre
- Local council
- Doctors/Hospital
- Pharmacy

Page 13: desktop, collapsible combobox no longer has malformed ARIA



```
  <h3 class="FormFieldset_formFieldTitle__SVUvX" role="group">How did you hear about us?</h3>
▼ <div class="FormFieldset_formFieldSets__8WDzh" aria-describedby="error-
  pleaseLetUsKnowYourReasonForRegisteringBySelectingAnyOfTheOptionsApplicableToYouOrAnyoneElseLivingInTheProperty ⌖"> flex
  ▼ <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
    ▼ <div class="react-select css-b62m3t-container">
        <span id="react-select-2-live-region" class="css-7pg0cj-a11yText"></span>
      ▶ <span class="css-7pg0cj-a11yText" aria-live="polite" aria-atomic="false" aria-relevant="additions text" role="log"> ⋯ </span>
      ▼ <div class=" css-gurluh-control"> flex
        ▼ <div class=" css-1dyz3mf"> flex
            <div id="react-select-2-placeholder" class=" css-1k6j5ld">Select...</div>
            <input id="howDidYouHearAboutUs" class="css-1hac4vs-dummyInput" tabindex="0" inputmode="none" aria-autocomplete="list" aria-expanded="true"
            aria-haspopup="true" aria-label="howDidYouHearAboutUs" role="combobox" aria-activedescendant="react-select-2-option-4 ⌖" aria-
            readonly="true" aria-describedby="react-select-2-placeholder ⌖" value="" aria-controls="react-select-2-listbox ⌖"> event
          </div>
        ▼ <div class=" css-w4sow2"> flex
            <span class=" css-196jqjz"></span>
          ▼ <div class=" css-15lsz6c-indicatorContainer" aria-hidden="true"> flex
            ▶ <svg class="css-8mmkcg" height="20" width="20" viewBox="0 0 20 20" aria-hidden="true" focusable="false"> ⋯ </svg>
            </div>
          </div>
        </div>
      ▼ <div class=" css-112etub-menu">
        ▼ <div id="react-select-2-listbox" class=" css-qr46ko" role="listbox" aria-multiselectable="false"> event scroll
            <div id="react-select-2-option-0" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Select...</div> event
            <div id="react-select-2-option-1" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Family or Friend</div> event
            <div id="react-select-2-option-2" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Community advisor/centre</div> event
            <div id="react-select-2-option-3" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Local council</div> event
            <div id="react-select-2-option-4" class=" css-16yp2jx-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Doctors/Hospital</div> event
            <div id="react-select-2-option-5" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Pharmacy</div> event overflow
            <div id="react-select-2-option-6" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Citizens Advice</div> event overflow
            <div id="react-select-2-option-7" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Our Website</div> event overflow
            <div id="react-select-2-option-8" class=" css-1y29cb3-option" aria-disabled="false" tabindex="-1" role="option" aria-selected="false">
            Our Social Media</div> event overflow
```

Page 13: DOM, collapsible combobox no longer has malformed ARIA

What happened

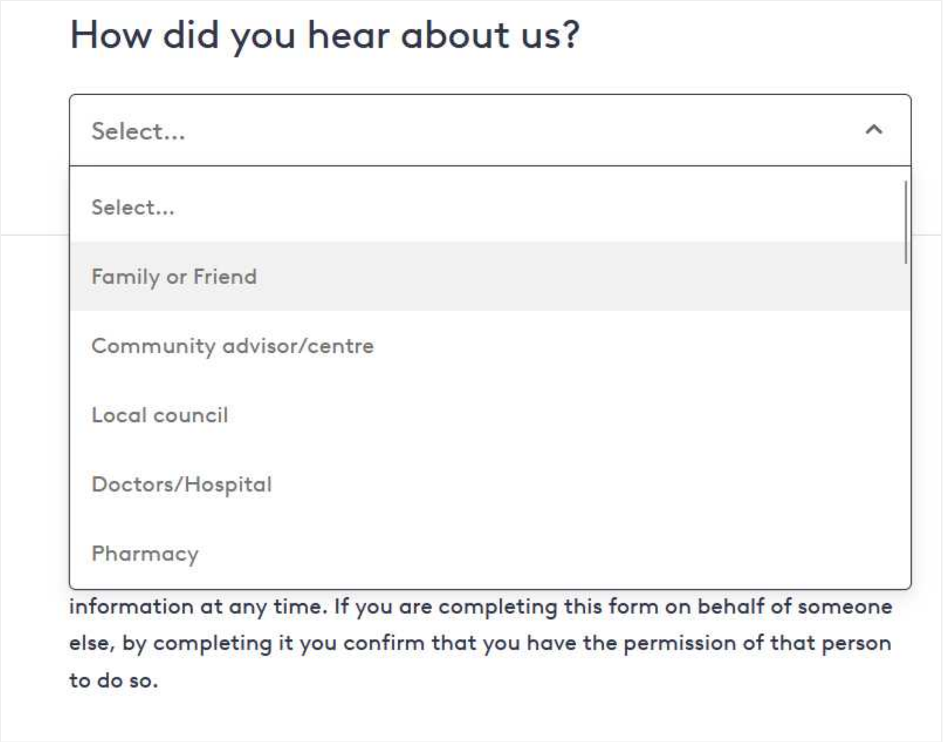
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are comboboxes that are not correctly programmatically determined. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. The malformed semantics may confuse or mislead users.

Where it happened

This can be seen on page 13, with the “How did you hear about us?” combobox. The following issues are observed with the combobox:

- The `<input>` element does not use `aria-activedescendant` to indicate the currently active option in the list.
- The listbox element has no accessible name.
- The list of options does not use `role="listbox"`.
- The options in the list do not use `role="option"`.
- The options in the list do not use `aria-selected` to differentiate between the active and inactive options.



How did you hear about us?

Select...

Select...

Family or Friend

Community advisor/centre

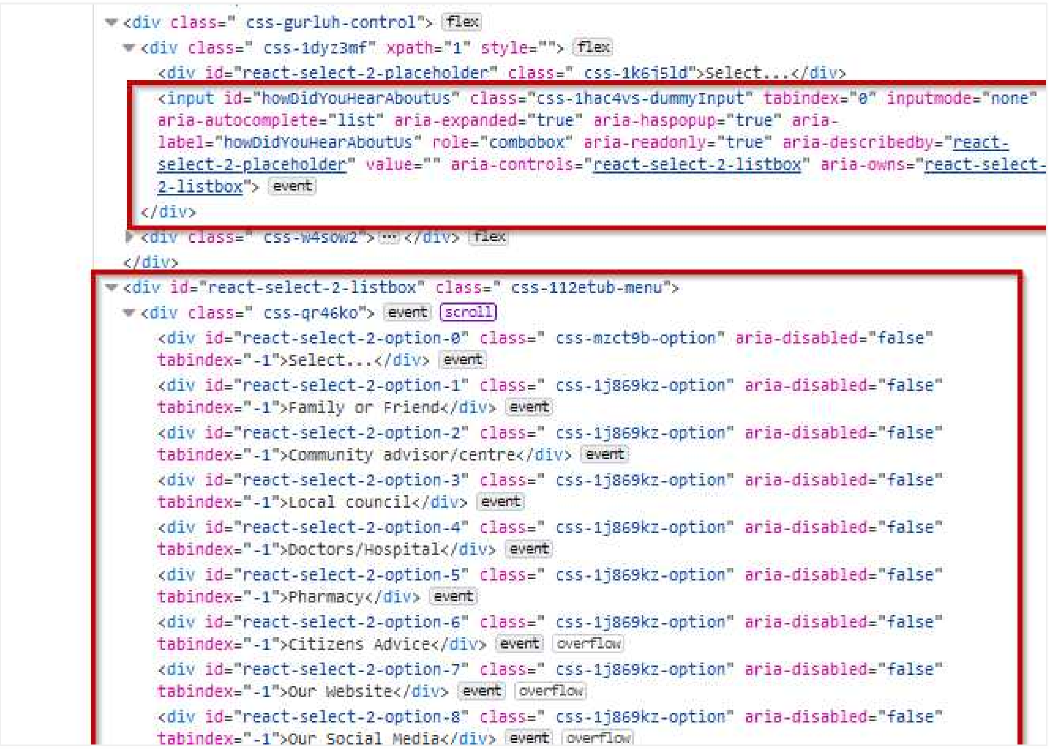
Local council

Doctors/Hospital

Pharmacy

information at any time. If you are completing this form on behalf of someone else, by completing it you confirm that you have the permission of that person to do so.

Page 13: Desktop, “How did you hear about us?” combobox



```
▼<div class=" css-gurluh-control"> flex
  ▼<div class=" css-1dyz3mf" xpath="1" style=""> flex
     <div id="react-select-2-placeholder" class=" css-1k6j5ld">Select...</div>
     <input id="howDidYouHearAboutUs" class="css-1hac4vs-dummyInput" tabindex="0" inputmode="none"
     aria-autocomplete="list" aria-expanded="true" aria-haspopup="true" aria-
     label="howDidYouHearAboutUs" role="combobox" aria-readonly="true" aria-describedby="react-
     select-2-placeholder" value="" aria-controls="react-select-2-listbox" aria-owns="react-select-
     2-listbox"> event
   </div>
  ▶<div class=" css-w4sow2">⋯</div> flex
 </div>
▼<div id="react-select-2-listbox" class=" css-112etub-menu">
  ▼<div class=" css-qr46ko"> event scroll
     <div id="react-select-2-option-0" class=" css-mzct9b-option" aria-disabled="false"
     tabindex="-1">Select...</div> event
     <div id="react-select-2-option-1" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Family or Friend</div> event
     <div id="react-select-2-option-2" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Community advisor/centre</div> event
     <div id="react-select-2-option-3" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Local council</div> event
     <div id="react-select-2-option-4" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Doctors/Hospital</div> event
     <div id="react-select-2-option-5" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Pharmacy</div> event
     <div id="react-select-2-option-6" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Citizens Advice</div> event overflow
     <div id="react-select-2-option-7" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Our Website</div> event overflow
     <div id="react-select-2-option-8" class=" css-1j869kz-option" aria-disabled="false"
     tabindex="-1">Our Social Media</div> event overflow
```

Page 13: Desktop, DOM, “How did you hear about us?” input and listbox

Steps to reproduce

1. Observe the combobox component.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the combobox is not correctly programmatically determined.

Recommendation

Make sure that combobox components are programmatically determined. If possible, use a native `<select>` element. These have out-of-the-box accessibility. If this is not possible, create a combobox with ARIA.

On the combobox, use `role="combobox"`. Where possible, expand a native `<input>`. Make sure that the `<input>` is labelled. This can be done with `<label>` or `aria-labelledby`. For more information, see [WAI Tutorials - Labelling Controls]().

On the combobox, use `aria-expanded` to differentiate when the listbox is expanded and collapsed. As well, use `aria-activedescendant` to programmatically determine the active option. This attribute uses the `id` of the active option.

On the listbox, use `role="listbox"`. Where possible, expand a list container such as `<ul>`. On the options, use `role="option"`. Where possible, expand `<li>`. As well, use `aria-selected` to differentiate of the active and inactive options. For example:

```
<label for="ex">How did you hear about us?</label>
<input id="ex" type="search" role="combobox"
  aria-activedescendant="01" aria-autocomplete="list"
  aria-expanded="true" aria-controls="results" aria-haspopup="listbox" value="Family or
Friend">
<ul id="results" role="listbox" aria-label="List of options">
  <li id="01" role="option" aria-selected="true">Family or Friend</li>
  <li id="02" role="option">Local council</li>
...
</ul>
```

For more information, see [WAI ARIA Practices - Combobox]() and [24a11y - Select Your Poison]().

Make sure that the component can be controlled with a keyboard. The standard approach is that users tab onto the input, types into it, and uses Arrow Keys to adjust the listbox. This can be done in parallel with the aforementioned `aria-activedescendant` and `aria-selected`.

For more information, see [Managing focus using aria-activedescendant]() and [MDN - Keyboard-navigable widgets]().

[Return to priority table]()

ADR_18910-73 MEDIUM PRIORITY RESOLVED

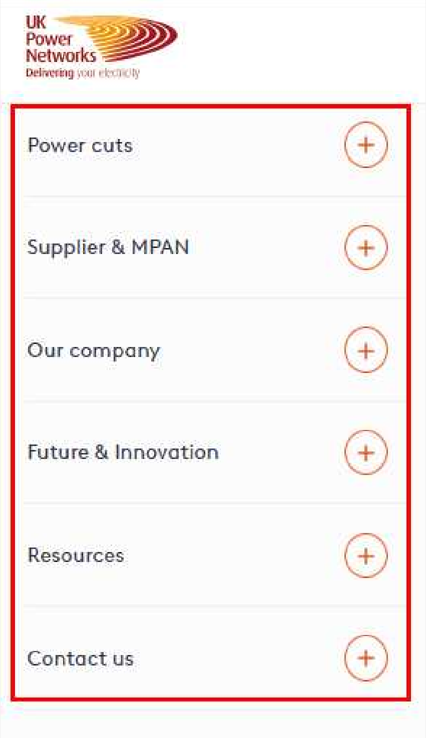
Interactive element has no role

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01, 02
Users Affected	Vision
Component	Link, Button

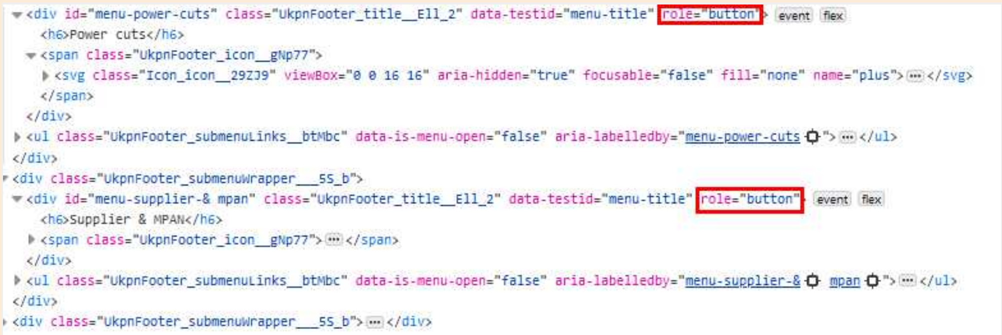
Recheck comment 13/03/24

This issue is fixed.

Fixed: on page 1 on iOS, the accordions for the footer links are now appropriately marked up as button element.



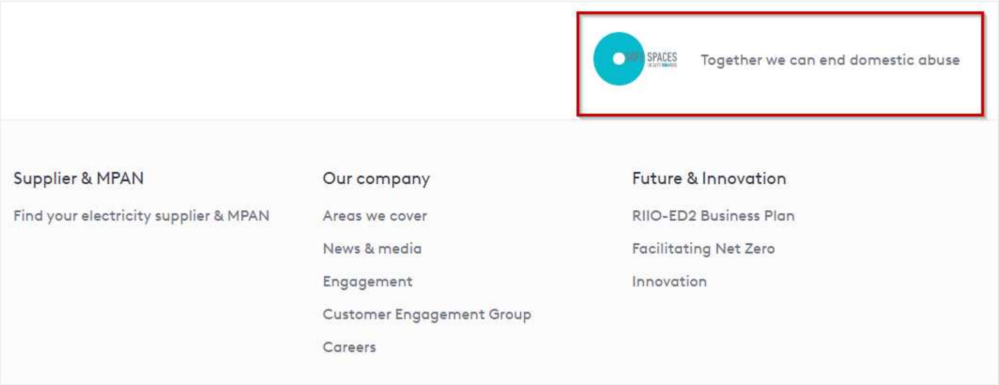
Page 1: iOS, interactive element has button role



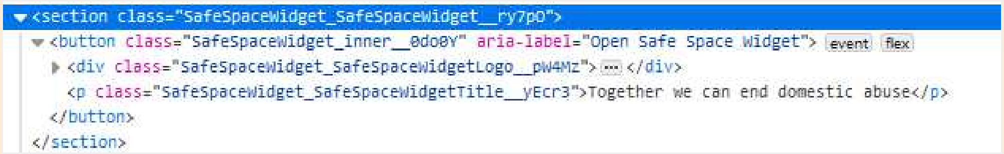
```
▾<div id="menu-power-cuts" class="UkpnFooter_title__Ell_2" data-testid="menu-title" role="button"> event flex
    <h6>Power cuts</h6>
  ▾<span class="UkpnFooter_icon__gNp77">
    ▸<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none" name="plus">⋯</svg>
    </span>
  </div>
▸<ul class="UkpnFooter_submenuLinks__btMbc" data-is-menu-open="false" aria-labelledby="menu-power-cuts ">⋯</ul>
</div>
▾<div class="UkpnFooter_submenuWrapper___5S_b">
▾<div id="menu-supplier-& mpan" class="UkpnFooter_title__Ell_2" data-testid="menu-title" role="button"> event flex
    <h6>Supplier & MPAN</h6>
  ▸<span class="UkpnFooter_icon__gNp77">⋯</span>
  </div>
▸<ul class="UkpnFooter_submenuLinks__btMbc" data-is-menu-open="false" aria-labelledby="menu-supplier-& mpan ">⋯</ul>
</div>
▸<div class="UkpnFooter_submenuWrapper___5S_b">⋯</div>
```

Page 1: DOM, interactive element has button role

Fixed: on page 2, the “Safe Spaces - Together we can…” functional image is now wrapped within an interactive button element.



Page 2: desktop, functional image is now wrapped within an interactive element, such as a button



```
▼<section class="SafeSpaceWidget_SafeSpaceWidget__ry7pD">
  ▼<button class="SafeSpaceWidget_inner__0do0Y" aria-label="Open Safe Space Widget"> event flex
    ▶<div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz"> ⋯ </div>
     <p class="SafeSpaceWidget_SafeSpaceWidgetTitle__yEcr3">Together we can end domestic abuse</p>
   </button>
 </section>
```

Page 2: DOM, functional image is now wrapped within an interactive element, such as a button

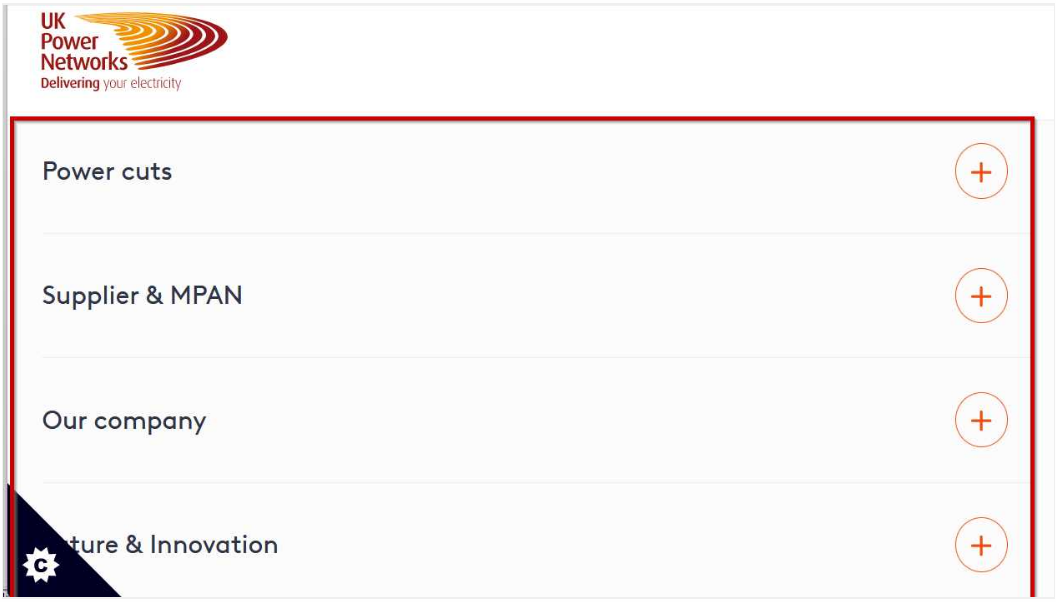
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

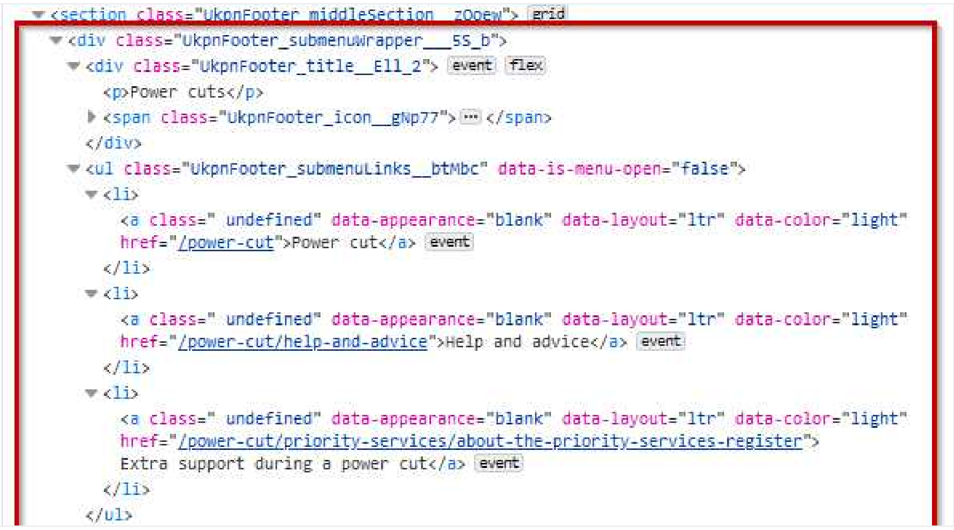
There are interactive elements that do not have an accessible role. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the role has not been programmatically determined may confuse or mislead users.

Where it happened

This can be also found on page 1 on iOS, with the accordions for the footer links. The accordions are not appropriately marked up as an expandable button element.



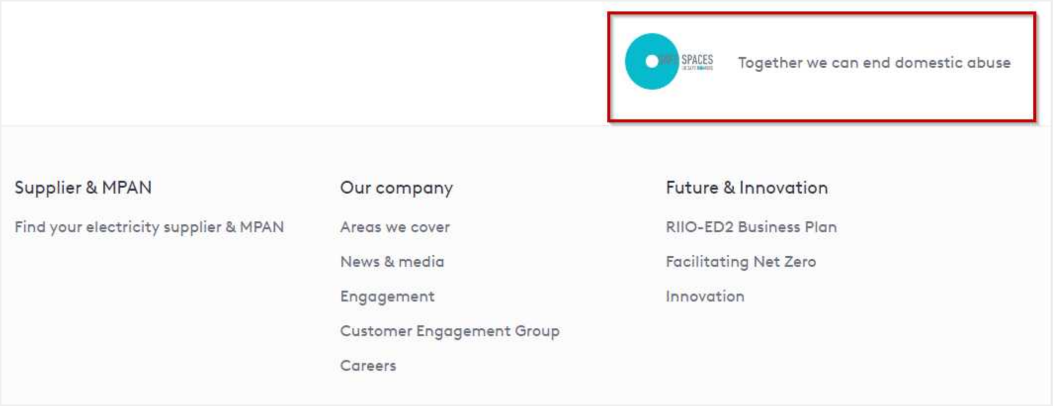
Page 1: iOS, Accordions for the footer links



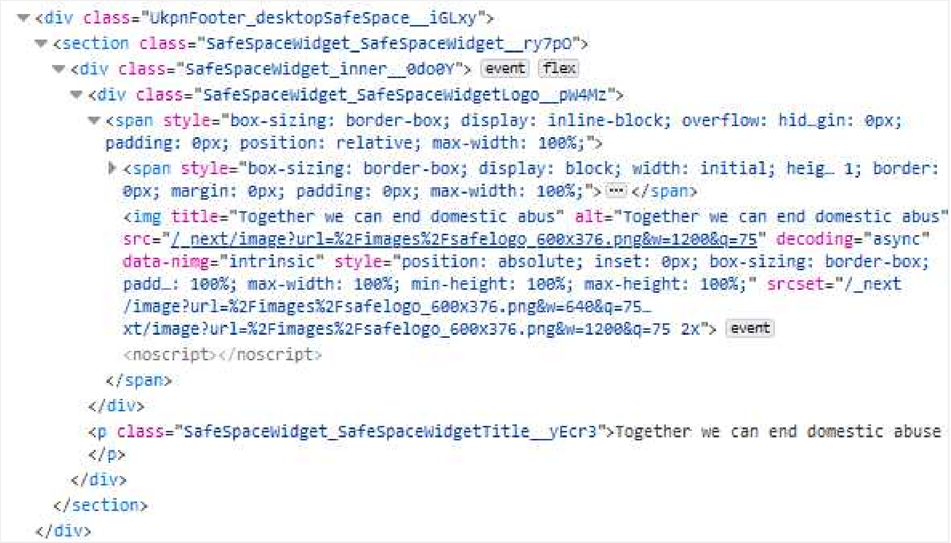
```
▼<section class="UkpnFooter_middleSection__zOoew"> grid
  ▼<div class="UkpnFooter_submenuWrapper___5S_b">
    ▼<div class="UkpnFooter_title__Ell_2"> event flex
       <p>Power cuts</p>
     ▶<span class="UkpnFooter_icon__gNp77"> ⋯ </span>
     </div>
    ▼<ul class="UkpnFooter_submenuLinks__btMbc" data-is-menu-open="false">
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut">Power cut</a> event
       </li>
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut/help-and-advice">Help and advice</a> event
       </li>
      ▼<li>
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         href="/power-cut/priority-services/about-the-priority-services-register">
         Extra support during a power cut</a> event
       </li>
     </ul>
```

Page 1: iOS, Accordions not marked up as an interactive element

This can be also found on page 2, with the “Safe Spaces - Together we can…” functional image. The functional image is not wrapped within an interactive element, such as a button or a link.



Page 2: Desktop, “Safe Spaces - Together we can…” functional image



```
▼<div class="UkpnFooter_desktopSafeSpace__iGLxy">
  ▼<section class="SafeSpaceWidget_SafeSpaceWidget__ry7pO">
    ▼<div class="SafeSpaceWidget_inner__0do0Y"> event flex
      ▼<div class="SafeSpaceWidget_SafeSpaceWidgetLogo__pW4Mz">
        ▼<span style="box-sizing: border-box; display: inline-block; overflow: hid…gin: 0px;
         padding: 0px; position: relative; max-width: 100%;">
          ▶<span style="box-sizing: border-box; display: block; width: initial; heig… 1; border:
           0px; margin: 0px; padding: 0px; max-width: 100%;"> ⋯ </span>
           <img title="Together we can end domestic abus" alt="Together we can end domestic abus"
           src="/_next/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75" decoding="async"
           data-nimg="intrinsic" style="position: absolute; inset: 0px; box-sizing: border-box;
           padd…: 100%; max-width: 100%; min-height: 100%; max-height: 100%;" srcset="/_next
           /image?url=%2Fimages%2Fsafelogo_600x376.png&w=640&q=75…
           xt/image?url=%2Fimages%2Fsafelogo_600x376.png&w=1200&q=75 2x"> event
           <noscript></noscript>
         </span>
       </div>
       <p class="SafeSpaceWidget_SafeSpaceWidgetTitle__yEcr3">Together we can end domestic abuse
       </p>
     </div>
   </section>
 </div>
```

Page 2: DOM, “Safe Spaces - Together we can…” functional image not wrapped within a interactive element

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.

3. Review the computed accessibility properties.
4. Observe that the role is not programmatically determined.

Recommendation

Make sure that interactive elements have an appropriate role. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` which have an accessible role by default. To add roles onto custom components, use the `role` attribute with an appropriate value. For example:

```
<a href="#"><img src="Logo.png" alt="Safe Spaces Logo">Together we can end domestic abuse - Opens in new site</a>
```

For a list of the ARIA roles available, see ARIA Specification - Role Definitions and MDN - Using ARIA Roles.

For more information, see WAI-ARIA Practices, Inclusive Components, a11y Project, and Accessibility Developer Guide. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-86 MEDIUM PRIORITY RESOLVED

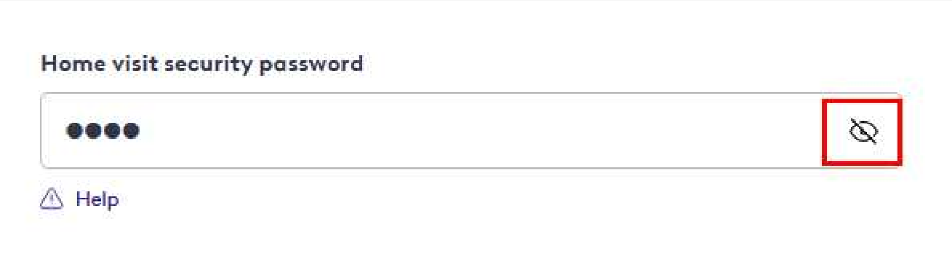
Pressed element is not programmatically identified

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	13
Users Affected	Vision
Component	Button

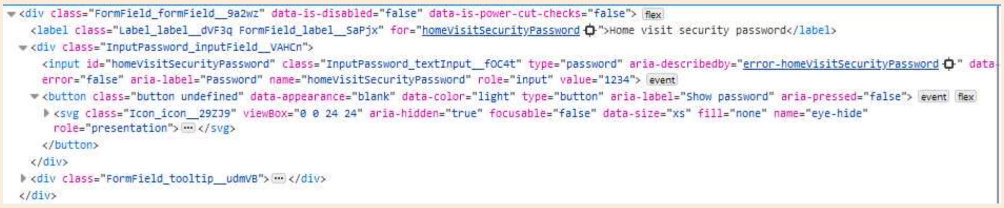
Recheck comment 13/03/24

This issue is fixed.

On page 13, with the “Toggle password visibility” toggle button. The pressed state, which indicates whether the button is in its show or hide password state, is now programmatically identified with `aria-pressed`.



Page 13: desktop, pressed element is now programmatically identified



```
▾ <div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
    <label class="Label_label__dVF3q FormField_label__SaPjx" for="homeVisitSecurityPassword ⌖">Home visit security password</label>
  ▾ <div class="InputPassword_inputField__VAHCn">
      <input id="homeVisitSecurityPassword" class="InputPassword_textInput__fOC4t" type="password" aria-describedby="error-homeVisitSecurityPassword ⌖" data-
      error="false" aria-label="Password" name="homeVisitSecurityPassword" role="input" value="1234"> event
    ▾ <button class="button undefined" data-appearance="blank" data-color="light" type="button" aria-label="Show password" aria-pressed="false"> event flex
      ▸ <svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-hidden="true" focusable="false" data-size="xs" fill="none" name="eye-hide"
        role="presentation"> ⋯ </svg>
      </button>
    </div>
  ▸ <div class="FormField_tooltip__udmVB"> ⋯ </div>
  </div>
```

Page 13: DOM, pressed element is now programmatically identified

What happened

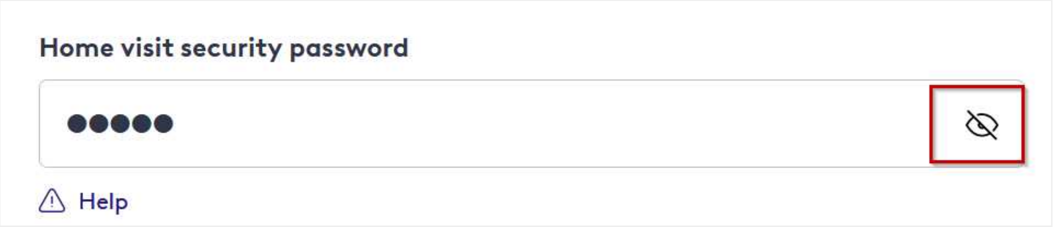
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are pressed elements that are not programmatically determined as such. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the pressed state is not programmatically determined may confuse or mislead users.

Where it happened

This can be found on page 13, with the “Toggle password visibility” toggle button. The pressed state, which indicates whether the button is in its show or hide password state, is not programmatically identified.

Note, a separate issue has been raised under ADR_18910 - 69 to address the accessible name which closely interlinks with this issue.

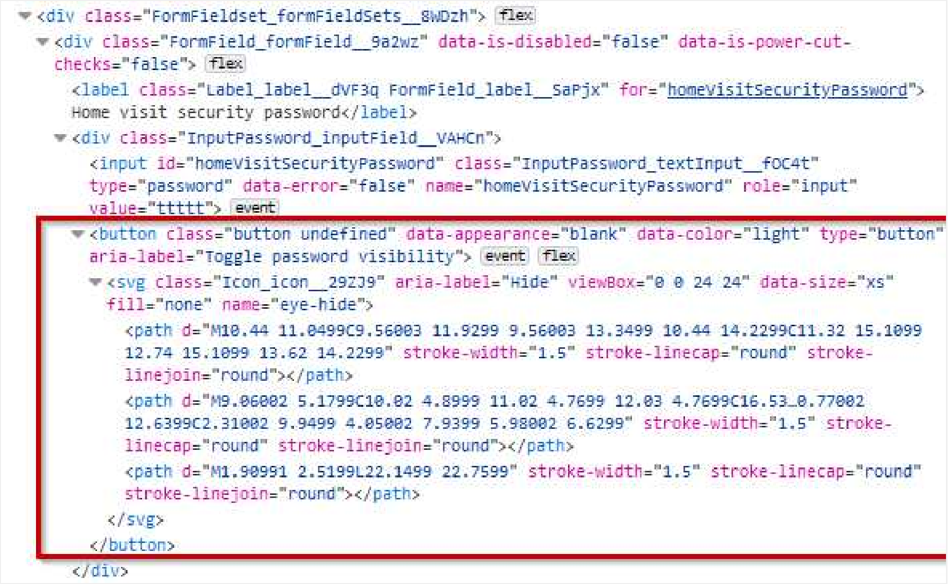


Home visit security password

●●●●●

Help

Page 13: Desktop, “Toggle password visibility” button - Show password



```
▼<div class="FormFieldset_formFieldSets__8WDzh"> flex
  ▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-
   checks="false"> flex
     <label class="Label_label__dVF3q FormField_label__SaPjx" for="homeVisitSecurityPassword">
     Home visit security password</label>
   ▼<div class="InputPassword_inputField__VAHCn">
       <input id="homeVisitSecurityPassword" class="InputPassword_textInput__fOC4t"
       type="password" data-error="false" name="homeVisitSecurityPassword" role="input"
       value="ttttt"> event
     ▼<button class="button undefined" data-appearance="blank" data-color="light" type="button"
       aria-label="Toggle password visibility"> event flex
       ▼<svg class="Icon_icon__29ZJ9" aria-label="Hide" viewBox="0 0 24 24" data-size="xs"
         fill="none" name="eye-hide">
           <path d="M10.44 11.0499C9.56003 11.9299 9.56003 13.3499 10.44 14.2299C11.32 15.1099
           12.74 15.1099 13.62 14.2299" stroke-width="1.5" stroke-linecap="round" stroke-
           linejoin="round"></path>
           <path d="M9.06002 5.1799C10.02 4.8999 11.02 4.7699 12.03 4.7699C16.53…0.77002
           12.6399C2.31002 9.9499 4.05002 7.9399 5.98002 6.6299" stroke-width="1.5" stroke-
           linecap="round" stroke-linejoin="round"></path>
           <path d="M1.90991 2.5199L22.1499 22.7599" stroke-width="1.5" stroke-linecap="round"
           stroke-linejoin="round"></path>
         </svg>
       </button>
     </div>
```

Page 13: DOM, “Toggle password visibility” button - Show password is not programmatically identified

Steps to reproduce

1. Observe the pressable interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the pressed state is not programmatically determined.
5. Observe that the state is not available through text.

Recommendation

Make sure that the pressed state is programmatically determined.

Use `aria-pressed` and update the `true` and `false` value appropriately. Make sure that the attribute is on the interactive elements themselves, rather than parent or child elements. For example:

```
<button aria-pressed="true" aria-label="password visibility off">...</button>
<button aria-pressed="false" aria-label="password visibility on">...</button>
<span role="button" aria-pressed="true" tabindex="0" aria-label="password visibility
off">...</span>
<span role="button" aria-pressed="false" tabindex="0" aria-label="password visibility
on">...</span>
```

For more information, see WAI-ARIA Practices - Toggle Button, WAI ARIA - Disclosure, and ADG - Marking elements activatable. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-98 **MEDIUM PRIORITY** **OPEN**

Interactive element has no role

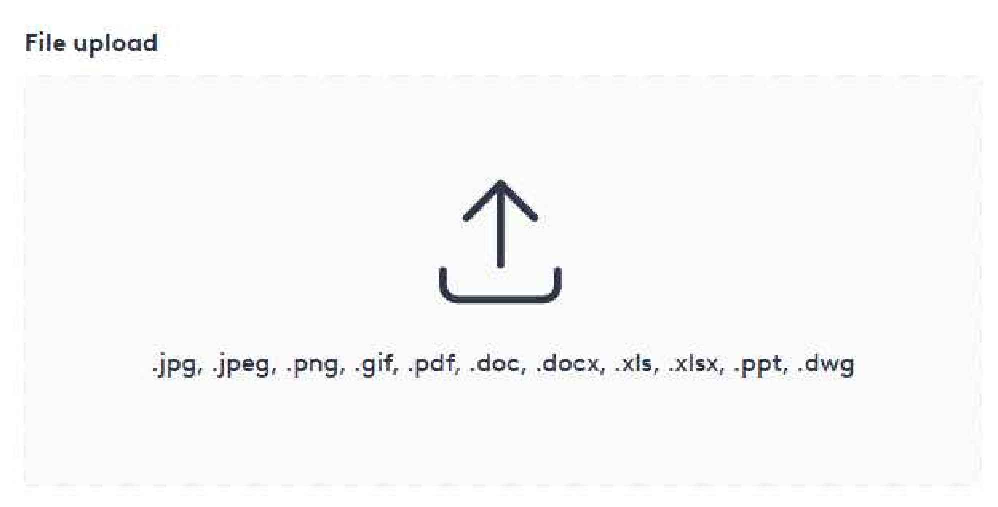
Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	14
Users Affected	Vision
Component	Input Field

Recheck comment 13/03/24

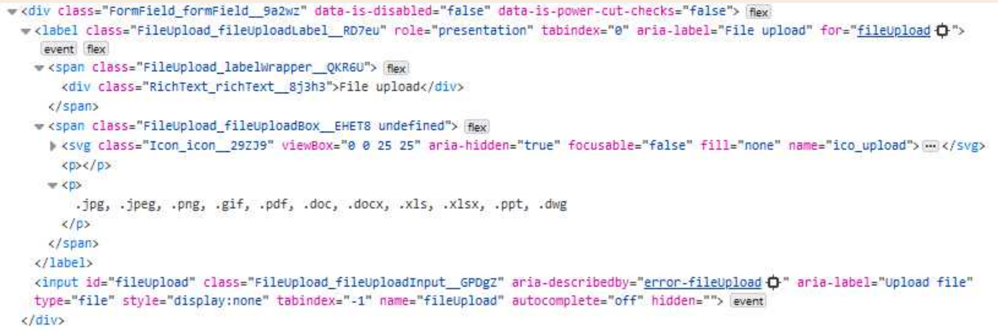
This issue is not fixed.

Not fixed: on page 14, the “File upload” label, which still receives focus, still has an inappropriate role as presentation.

Follow the initial recommendation to fix this issue, with a preference for native interactive elements.


File upload
.jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .dwg

Page 14: interactive element has inappropriate role



```
<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false"> flex
  <label class="FileUpload_fileUploadLabel__RD7eu" role="presentation" tabindex="0" aria-label="File upload" for="fileUpload">
   event flex
    <span class="FileUpload_labelWrapper__QKR6U"> flex
      <div class="RichText_richText__8j3h3">File upload</div>
    </span>
    <span class="FileUpload_fileUploadBox__EHET8 undefined"> flex
      <svg class="Icon_icon__29ZJ9" viewBox="0 0 25 25" aria-hidden="true" focusable="false" fill="none" name="ico_upload"> ··· </svg>
      <p></p>
      <p>
        .jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .dwg
      </p>
    </span>
  </label>
  <input id="fileUpload" class="FileUpload_fileUploadInput__GPDgZ" aria-describedby="error-fileUpload" aria-label="Upload file"
  type="file" style="display:none" tabindex="-1" name="fileUpload" autocomplete="off" hidden=""> event
</div>
```

Page 14: DOM, interactive element has inappropriate role

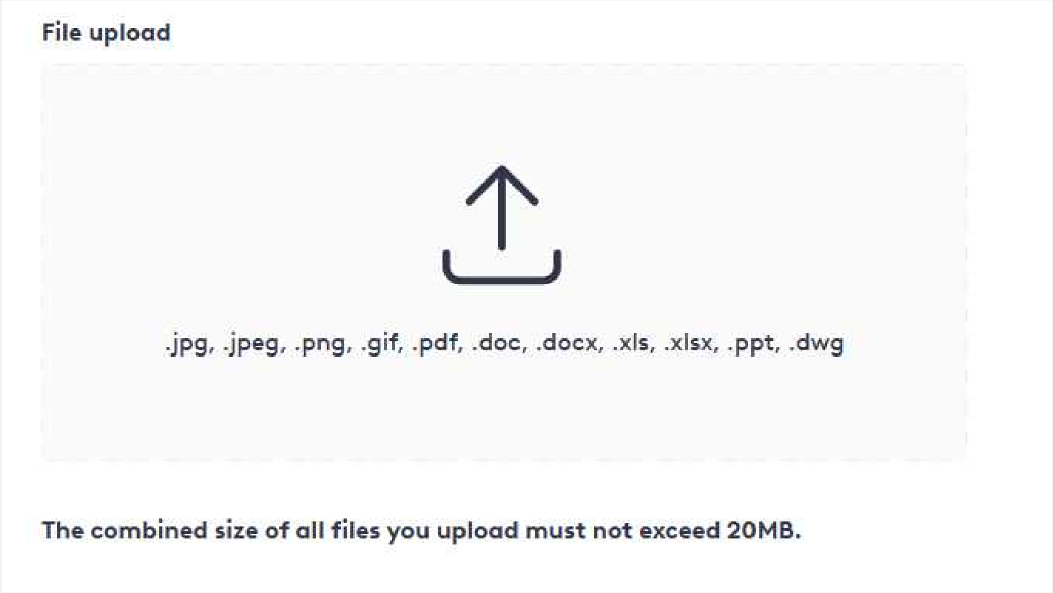
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that do not have an accessible role. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the role has not been programmatically determined may confuse or mislead users.

Where it happened

This can be found on page 14, with the "File upload" input. The "File upload" input has been given an appropriate role of input. However, this input is hidden and it's native semantics are supressed via `style="display: none;"` and `hidden` attribute.

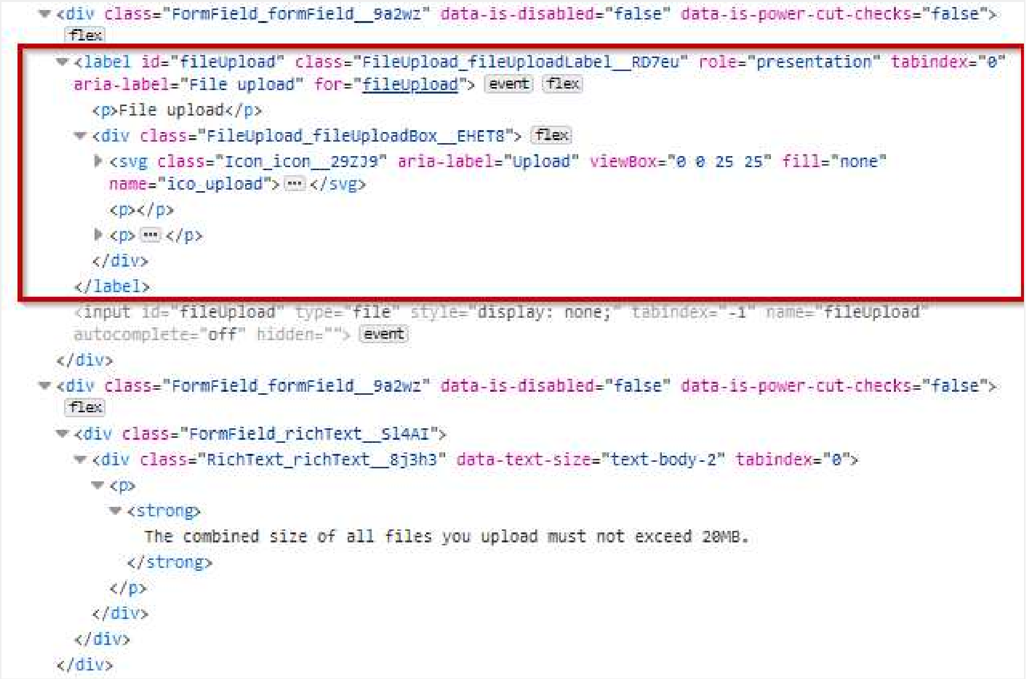


File upload

.jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .dwg

The combined size of all files you upload must not exceed 20MB.

Page 14: Desktop, "File upload" input



```
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false">
 flex
  ▼<label id="fileUpload" class="FileUpload_fileUploadLabel__RD7eu" role="presentation" tabindex="0"
    aria-label="File upload" for="fileUpload"> event flex
      <p>File upload</p>
    ▼<div class="FileUpload_fileUploadBox__EHET8"> flex
      ▶<svg class="Icon_icon__29ZJ9" aria-label="Upload" viewBox="0 0 25 25" fill="none"
        name="ico_upload"> … </svg>
        <p></p>
      ▶<p> … </p>
      </div>
    </label>
    <input id="fileUpload" type="file" style="display: none;" tabindex="-1" name="fileUpload"
    autocomplete="off" hidden=""> event
  </div>
▼<div class="FormField_formField__9a2wz" data-is-disabled="false" data-is-power-cut-checks="false">
 flex
  ▼<div class="FormField_richText__Sl4AI">
    ▼<div class="RichText_richText__8j3h3" data-text-size="text-body-2" tabindex="0">
      ▼<p>
        ▼<strong>
            The combined size of all files you upload must not exceed 20MB.
          </strong>
        </p>
      </div>
    </div>
  </div>
```

Page 14: DOM, "File upload" input semantics are hidden

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the role is not programmatically determined.

Recommendation

Make sure that interactive elements have an appropriate role. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` which have an accessible role by default. To add roles onto custom components, use the `role` attribute with an appropriate value.

In this case make sure that it's native semantics are not hidden. For example:

```
<label class="file-upload">
  <span class="file-upload__text">
    File upload
  </span>
  <span role="presentation" class="file-upload__file-name" id="FileUploadFileName">
    .jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .dwg
  </span>
  <input type="file" class="file-upload__input" id="FileUploadInput">
</label>
```

if that's not possible then provide `aria-label as` "File upload button" or provide a hint such as "activate to upload file" or a combo of both.

For more information, see customise file upload control, Github ally styled form controls

For a list of the ARIA roles available, see ARIA Specification - Role Definitions and MDN - Using ARIA Roles. WAI-ARIA Practices, Inclusive Components, a11y Project, and Accessibility Developer Guide. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-43 MEDIUM PRIORITY PARTIALLY FIXED

Search results not programmatically identified

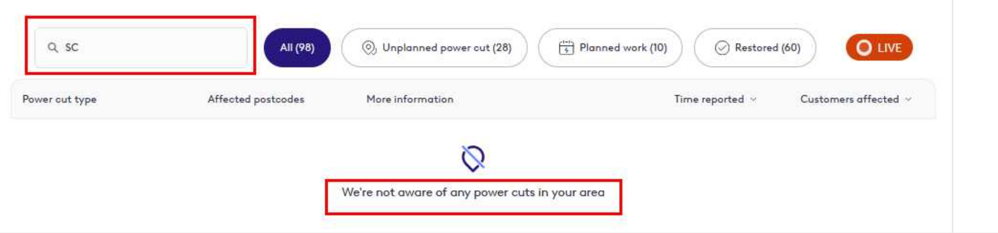
Success Criteria	4.1.3: Status Messages [2.1 AA]
Devices	Desktop
Pages Affected	04, 10
Users Affected	Vision
Component	Input Field, Plain Text

Recheck comment 15/03/24

This issue is partially fixed.

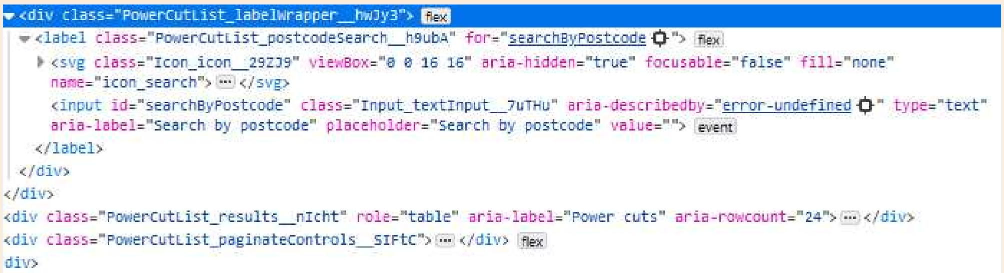
Partially fixed: on page 4 on desktop, with the search results generated by inputting text into the “Search postcode” input field. As text is inputted, results are dynamically added to the list below.

`aria-atomic` and `role-status` have been added to section. However, during our testing with NVDA, these status messages were not announced. For live regions to work, an empty container with live region semantics must be present on page load (before the region message is triggered). The live region message needs to be dynamically added to the container when triggered. For example, rather than toggling the visibility of the text using CSS. Also note, that you need to empty this container again, before dynamically adding a new message.



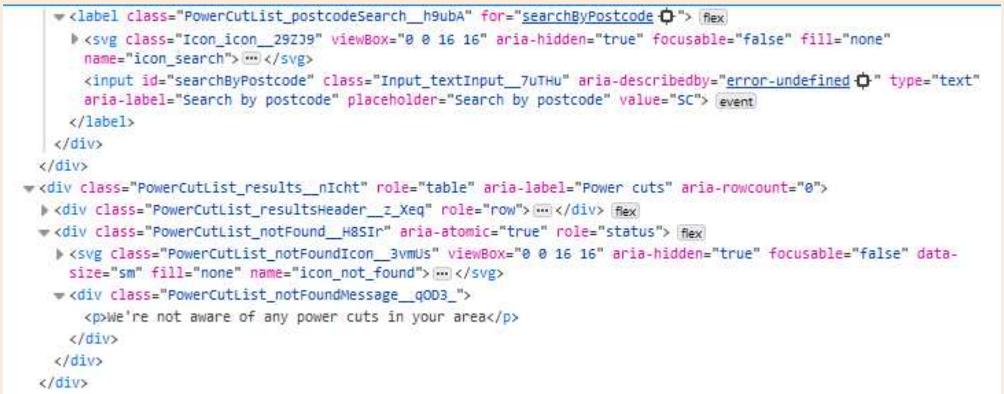
We're not aware of any power cuts in your area

Page 4: search results not programmatically identified



```
▾<div class="PowerCutList_labelWrapper__hwJy3"> flex
  ▾<label class="PowerCutList_postcodeSearch__h9ubA" for="searchByPostcode"> flex
    ▸<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none"
     name="icon_search"> ··· </svg>
     <input id="searchByPostcode" class="Input_textInput__7uTHu" aria-describedby="error-undefined" type="text"
     aria-label="Search by postcode" placeholder="Search by postcode" value=""> event
   </label>
  </div>
</div>
<div class="PowerCutList_results__nIcht" role="table" aria-label="Power cuts" aria-rowcount="24"> ··· </div>
<div class="PowerCutList_paginateControls__SIFtC"> ··· </div> flex
div>
```

Page 4: an empty container not present on page load

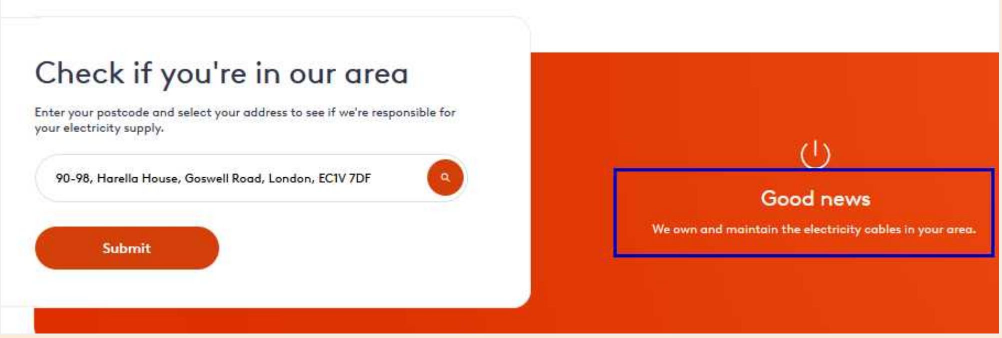


```
    ▾<label class="PowerCutList_postcodeSearch__h9ubA" for="searchByPostcode"> flex
      ▸<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none"
       name="icon_search"> ··· </svg>
       <input id="searchByPostcode" class="Input_textInput__7uTHu" aria-describedby="error-undefined" type="text"
       aria-label="Search by postcode" placeholder="Search by postcode" value="SC"> event
     </label>
    </div>
  </div>
 ▾<div class="PowerCutList_results__nIcht" role="table" aria-label="Power cuts" aria-rowcount="0">
   ▸<div class="PowerCutList_resultsHeader__z_Xeq" role="row"> ··· </div> flex
   ▾<div class="PowerCutList_notFound__H8SIr" aria-atomic="true" role="status"> flex
     ▸<svg class="PowerCutList_notFoundIcon__3vmUs" viewBox="0 0 16 16" aria-hidden="true" focusable="false" data-
     size="sm" fill="none" name="icon_not_found"> ··· </svg>
     ▾<div class="PowerCutList_notFoundMessage__qOD3_">
       <p>We're not aware of any power cuts in your area</p>
      </div>
    </div>
  </div>
```

Page 4: DOM, search results not programmatically identified

Partially fixed: on page 10 on desktop, with the search results generated by searching using a postcode with area checker tool to identify the electricity distributor. When activating the "Submit" button with a valid and within the coverage postcode, search results are dynamically displayed.

`aria-atomic` and `role-status` have been added to section. However, during our testing with NVDA, these status messages were not announced. For live regions to work, an empty container with live region semantics must be present on page load (before the region message is triggered). The live region message needs to be dynamically added to the container when triggered. For example, rather than toggling the visibility of the text using CSS. Also note, that you need to empty this container again, before dynamically adding a new message.



Check if you're in our area

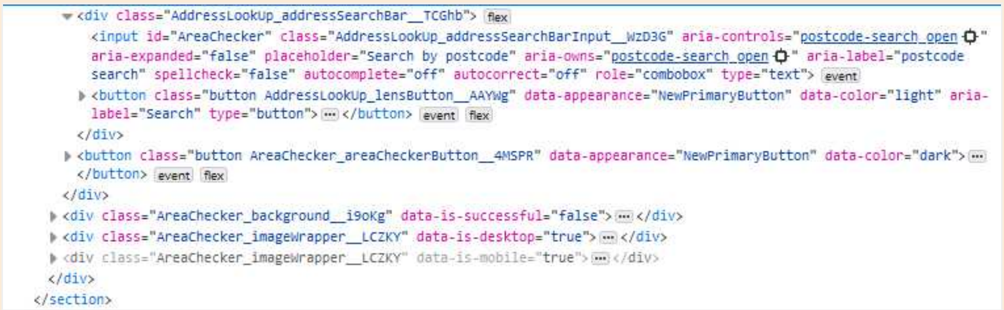
Enter your postcode and select your address to see if we're responsible for your electricity supply.

90-98, Harella House, Goswell Road, London, EC1V 7DF

Good news

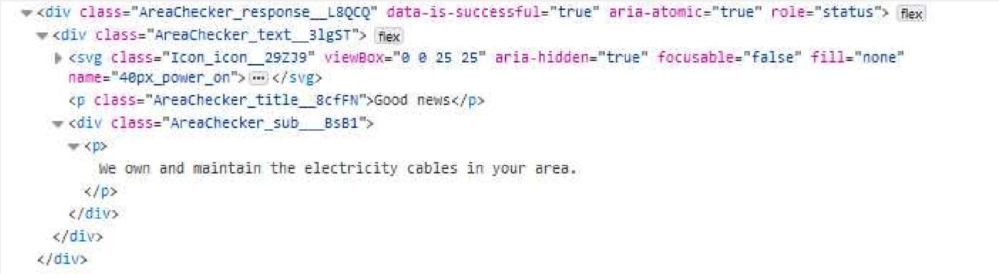
We own and maintain the electricity cables in your area.

Page 10: when activating the "Submit" button with a valid and within the coverage postcode, search results not programmatically identified



```
    ▼<div class="AddressLookup_addressSearchBar__TCGhb"> flex
       <input id="AreaChecker" class="AddressLookup_addressSearchBarInput__WzD3G" aria-controls="postcode-search_open ⌖"
       aria-expanded="false" placeholder="Search by postcode" aria-owns="postcode-search_open ⌖" aria-label="postcode
       search" spellcheck="false" autocomplete="off" autocorrect="off" role="combobox" type="text"> event
      ▶<button class="button AddressLookup_lensButton__AAYWg" data-appearance="NewPrimaryButton" data-color="light" aria-
       label="Search" type="button"> ⋯ </button> event flex
     </div>
    ▶<button class="button AreaChecker_areaCheckerButton__4MSPR" data-appearance="NewPrimaryButton" data-color="dark"> ⋯
     </button> event flex
    </div>
  ▶<div class="AreaChecker_background__i9oKg" data-is-successful="false"> ⋯ </div>
  ▶<div class="AreaChecker_imageWrapper__LCZKY" data-is-desktop="true"> ⋯ </div>
  ▶<div class="AreaChecker_imageWrapper__LCZKY" data-is-mobile="true"> ⋯ </div>
  </div>
</section>
```

Page 10: an empty container not present on page load

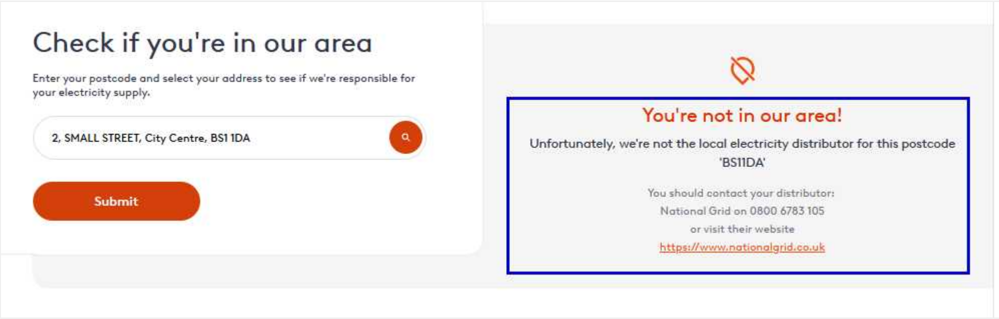


```
▼<div class="AreaChecker_response__L8QCQ" data-is-successful="true" aria-atomic="true" role="status"> flex
  ▼<div class="AreaChecker_text__3lgST"> flex
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 25 25" aria-hidden="true" focusable="false" fill="none"
     name="40px_power_on"> ⋯ </svg>
     <p class="AreaChecker_title__8cfFN">Good news</p>
    ▼<div class="AreaChecker_sub___BsB1">
      ▼<p>
         We own and maintain the electricity cables in your area.
       </p>
     </div>
   </div>
 </div>
```

Page 10: DOM, when activating the "Submit" button with a valid and within the coverage postcode, search results not programmatically identified

Partially fixed: on page 10 on Desktop, with the search results generated by searching using a postcode with area checker tool to identify the electricity distributor. When activating the "Submit" button with a valid but outside the coverage postcode, search results are dynamically displayed.

`aria-atomic` and `role-status` have been added to section. However, during our testing with NVDA, these status messages were not announced. For live regions to work, an empty container with live region semantics must be present on page load (before the region message is triggered). The live region message needs to be dynamically added to the container when triggered. For example, rather than toggling the visibility of the text using CSS. Also note, that you need to empty this container again, before dynamically adding a new message.



Check if you're in our area

Enter your postcode and select your address to see if we're responsible for your electricity supply.

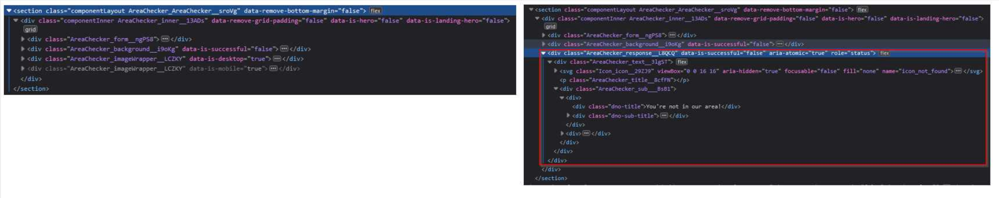
2, SMALL STREET, City Centre, BS1 1DA

You're not in our area!

Unfortunately, we're not the local electricity distributor for this postcode 'BS11DA'

You should contact your distributor:
National Grid on 0800 6783 105
or visit their website
https://www.nationalgrid.co.uk

Page 10: when activating the "Submit" button with a valid but outside the coverage postcode, search results not programmatically identified



```
▼<section class="componentLayout AreaChecker_AreaChecker__sroVg" data-remove-bottom-margin="false"> flex
  ▼<div class="componentInner AreaChecker_inner__13ADs" data-remove-grid-padding="false" data-is-hero="false" data-is-landing-hero="false">
    grid
    ▶<div class="AreaChecker_form__ngPS8">⋯</div>
    ▶<div class="AreaChecker_background__i9oKg" data-is-successful="false">⋯</div>
    ▶<div class="AreaChecker_imageWrapper__LCZKY" data-is-desktop="true">⋯</div>
    ▶<div class="AreaChecker_imageWrapper__LCZKY" data-is-mobile="true">⋯</div>
   </div>
 </section>
```

```
▼<section class="componentLayout AreaChecker_AreaChecker__sroVg" data-remove-bottom-margin="false"> flex
  ▼<div class="componentInner AreaChecker_inner__13ADs" data-remove-grid-padding="false" data-is-hero="false" data-is-landing-hero="false">
    grid
    ▶<div class="AreaChecker_form__ngPS8">⋯</div>
    ▶<div class="AreaChecker_background__i9oKg" data-is-successful="false">⋯</div>
    ▼<div class="AreaChecker_response__L8QCQ" data-is-successful="false" aria-atomic="true" role="status"> flex
      ▼<div class="AreaChecker_text__3lgST"> flex
        ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none" name="icon_not_found">⋯</svg>
         <p class="AreaChecker_title__8cfFN"></p>
        ▼<div class="AreaChecker_sub__8sB1">
          ▼<div>
             <div class="dno-title">You're not in our area!</div>
            ▶<div class="dno-sub-title">⋯</div>
           </div>
          ▶<div>⋯</div>
         </div>
       </div>
     </div>
   </div>
 </section>
```

Page 10: DOM, when activating the "Submit" button with a valid but outside the coverage postcode, search results not programmatically identified

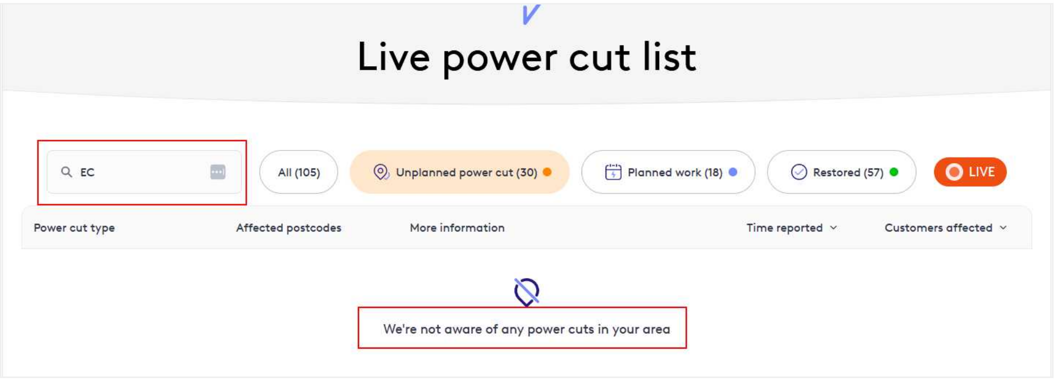
What happened

Dynamic updates need to be programmatically determined.

There are dynamic search results that are not programmatically determined as such. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the updates are not programmatically determined may confuse or mislead users.

Where it happened

This can be found on page 4 on Desktop, with the search results generated by inputting text into the "Search postcode" input field. As text is inputted, results are dynamically added to the list below. However, these updates are not programmatically determined.

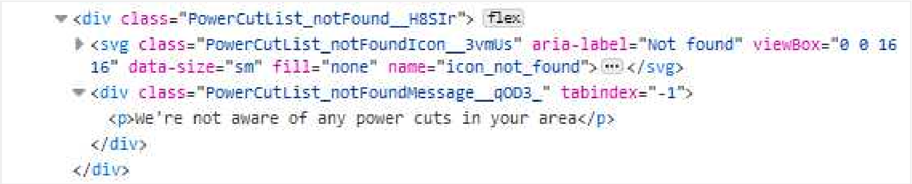


Live power cut list

Power cut type	Affected postcodes	More information	Time reported	Customers affected

We're not aware of any power cuts in your area

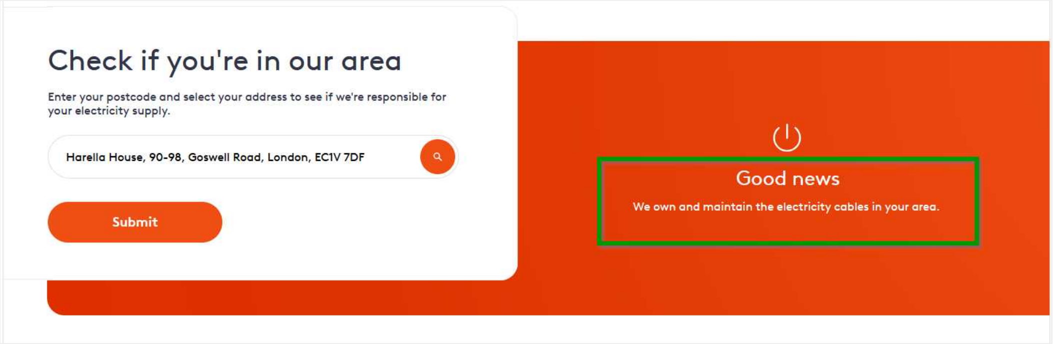
Page 4: Desktop, search results



```
▼<div class="PowerCutList_notFound__H8SIr"> flex
  ▶<svg class="PowerCutList_notFoundIcon__3vmUs" aria-label="Not found" viewBox="0 0 16
   16" data-size="sm" fill="none" name="icon_not_found">⋯</svg>
  ▼<div class="PowerCutList_notFoundMessage__qOD3_" tabindex="-1">
     <p>We're not aware of any power cuts in your area</p>
   </div>
 </div>
```

Page 4: DOM, Dynamically updated search results not programmatically determined

This can be also found on page 10 on Desktop, with the search results generated by searching using a postcode with area checker tool to identify the electricity distributor. When activating the “Submit” button with a valid and within the coverage postcode, search results are dynamically displayed. However, this update is not programmatically determined.



Check if you're in our area

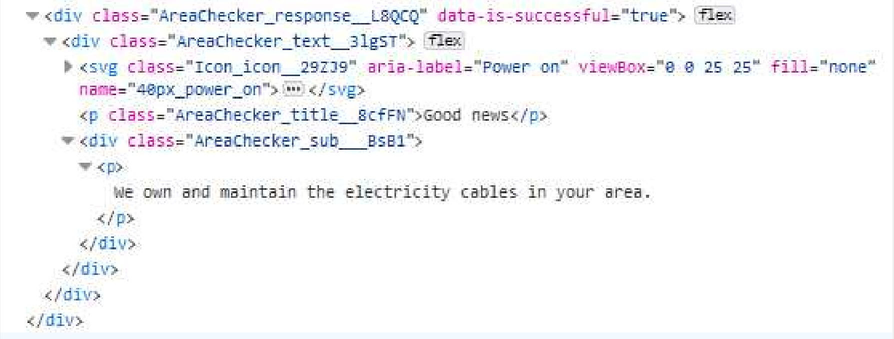
Enter your postcode and select your address to see if we're responsible for your electricity supply.

Harella House, 90-98, Goswell Road, London, EC1V 7DF

Good news

We own and maintain the electricity cables in your area.

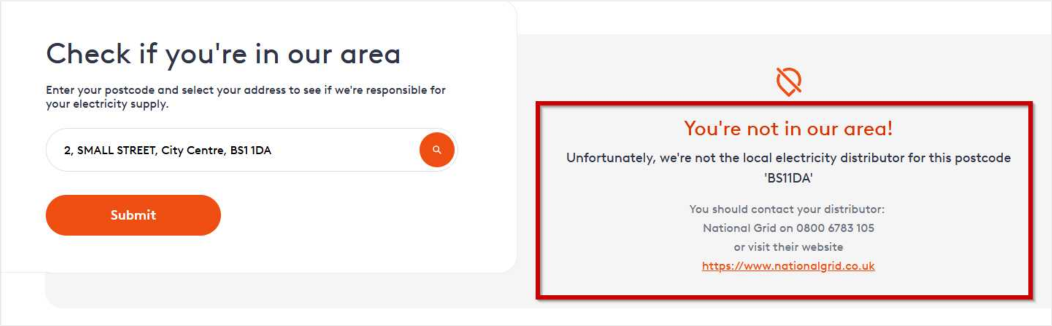
Page 10: Desktop, Postcode within the UK Power Networks coverage



```
▼<div class="AreaChecker_response__L8QCQ" data-is-successful="true"> flex
  ▼<div class="AreaChecker_text__3lgST"> flex
    ▶<svg class="Icon_icon__29ZJ9" aria-label="Power on" viewBox="0 0 25 25" fill="none"
     name="40px_power_on"> ⋯ </svg>
     <p class="AreaChecker_title__8cfFN">Good news</p>
    ▼<div class="AreaChecker_sub__BsB1">
      ▼<p>
         We own and maintain the electricity cables in your area.
       </p>
     </div>
   </div>
 </div>
</div>
```

Page 10: DOM, Dynamically updated search results not programmatically determined

This can be also found on page 10 on Desktop, with the search results generated by searching using a postcode with area checker tool to identify the electricity distributor. When activating the “Submit” button with a valid but outside the coverage postcode, search results are dynamically displayed. However, this update is not programmatically determined.



Check if you're in our area

Enter your postcode and select your address to see if we're responsible for your electricity supply.

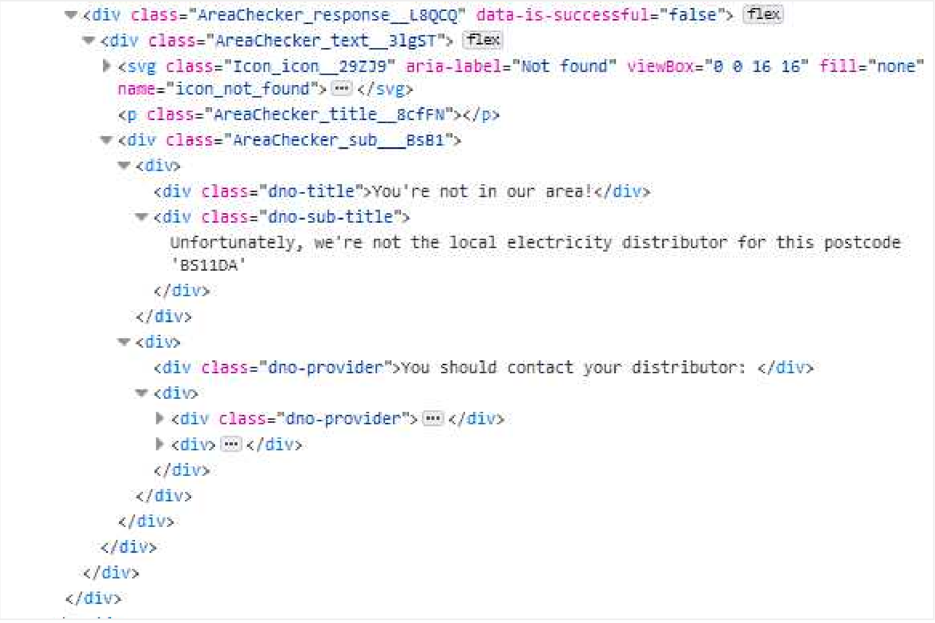
2, SMALL STREET, City Centre, BS1 1DA

You're not in our area!

Unfortunately, we're not the local electricity distributor for this postcode 'BS11DA'

You should contact your distributor:
National Grid on 0800 6783 105
or visit their website
https://www.nationalgrid.co.uk

Page 10: Desktop, Postcode outside the UK Power Networks coverage



```
<div class="AreaChecker_response__L8QCQ" data-is-successful="false"> flex
  <div class="AreaChecker_text__3lgST"> flex
    <svg class="Icon_icon__29ZJ9" aria-label="Not found" viewBox="0 0 16 16" fill="none"
    name="icon_not_found"> ··· </svg>
    <p class="AreaChecker_title__8cfFN"></p>
    <div class="AreaChecker_sub___BsB1">
      <div>
        <div class="dno-title">You're not in our area!</div>
        <div class="dno-sub-title">
          Unfortunately, we're not the local electricity distributor for this postcode
          'BS11DA'
        </div>
      </div>
      <div>
        <div class="dno-provider">You should contact your distributor: </div>
        <div>
          <div class="dno-provider"> ··· </div>
          <div> ··· </div>
        </div>
      </div>
    </div>
  </div>
</div>
```

Page 10: DOM, Dynamically updated search results not programmatically determined

Steps to reproduce

1. Observe the dynamic search results that are visually communicated.
2. Inspect the update and review the DOM.
3. Note that the dynamic search results are not programmatically determined.
4. Observe that focus is not moved and a new page is not loaded.
5. Observe that the update will not otherwise be immediately obvious to all users.

Recommendation

Make sure that status messages are programmatically determined. To achieve this, use a polite live region, such as `role=“status”`, and `aria-atomic` to make sure that the entire text node is always announced.

```
<span role="status" aria-atomic="true">We're not aware of any power cuts in your area</span>
```

Another solution is to move focus or prompt a page load. In such cases, you do not need to programmatically determine the status message as the change of context, such as focus moving to the added content or a new page being loaded, provides an acceptable call-to-action.

For more information, see MDN - Using the status role and MDN - ARIA Live Regions.

Return to priority table

ADR_18910-40 **LOW PRIORITY** **RESOLVED**

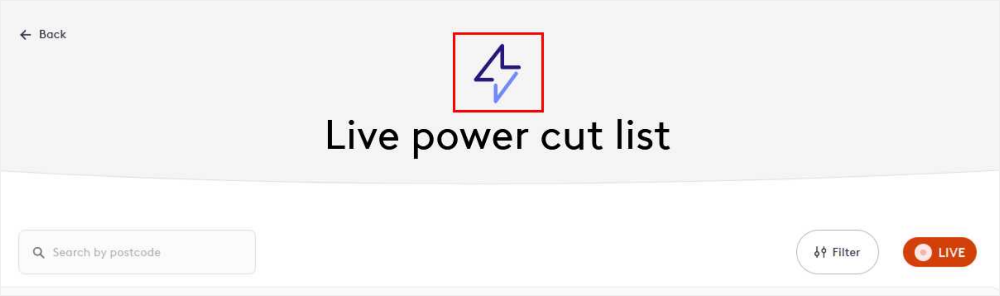
Decorative icon not hidden from assistive technology

Success Criteria	1.1.1: Non-text content [2.0 A]
Devices	Desktop
Pages Affected	04
Users Affected	Vision
Component	Image

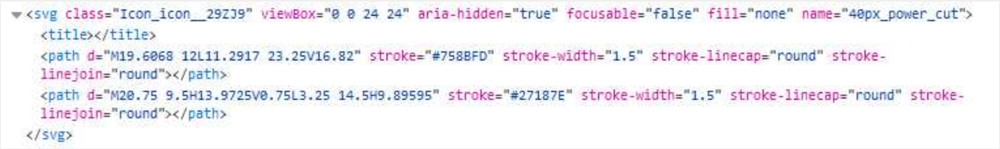
Recheck comment 14/03/24

This issue is fixed.

On page 4, on desktop, the decorative image at the top of the page is now hidden from assistive technology.



Page 4: desktop, decorative icon



```
<svg class="Icon_icon__29Z39" viewBox="0 0 24 24" aria-hidden="true" focusable="false" fill="none" name="40px_power_cut">
  <title></title>
  <path d="M19.6068 12L11.2917 23.25V16.82" stroke="#758BFD" stroke-width="1.5" stroke-linecap="round" stroke-
  linejoin="round"></path>
  <path d="M20.75 9.5H13.9725V0.75L3.25 14.5H9.89595" stroke="#27187E" stroke-width="1.5" stroke-linecap="round" stroke-
  linejoin="round"></path>
</svg>
```

Page 4: DOM, decorative icon

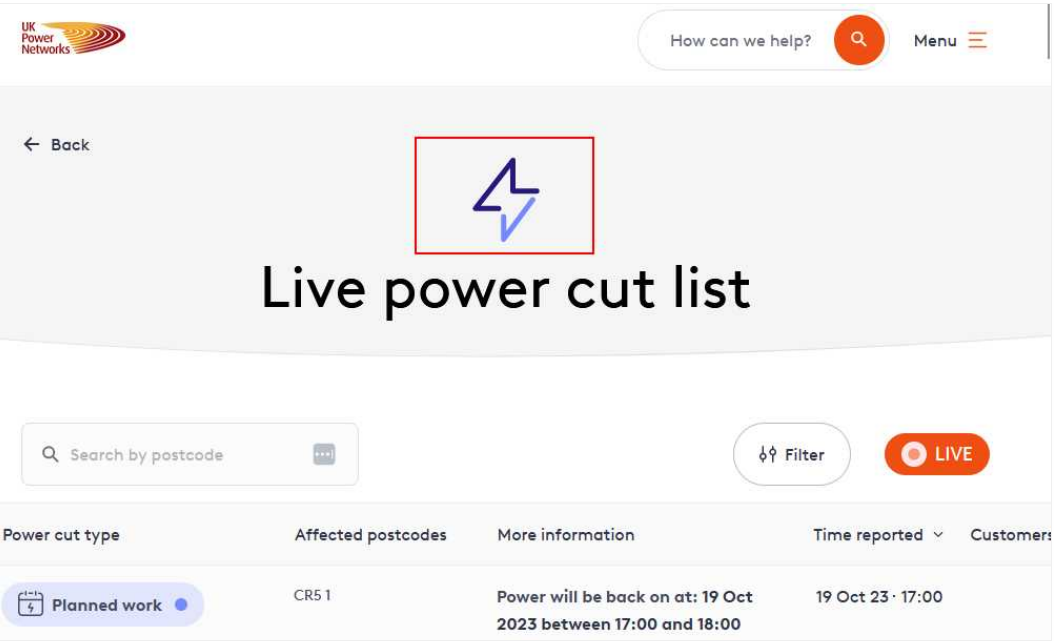
What happened

Non-text content must have appropriate alternatives. This is required for the content to be understood by all users. Images, icons and so on may otherwise be miscommunicated by assistive technology. There are decorative icons that have not been hidden from assistive technology.

We have classed the images as decorative as they do not communicate any information that is not otherwise available on the page.

Where it happened

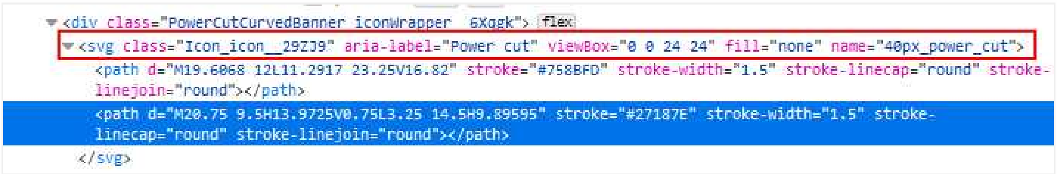
This can be found on page 4, on desktop, with the image at the top of the page. The image is decorative but is not hidden from assistive technology.



Live power cut list

Power cut type	Affected postcodes	More information	Time reported	Customers
Planned work	CR5 1	Power will be back on at: 19 Oct 2023 between 17:00 and 18:00	19 Oct 23 · 17:00	

Page 4: desktop, decorative image



```
▼<div class="PowerCutCurvedBanner_iconWrapper__6Xqgk"> flex
  ▼<svg class="Icon_icon__29ZJ9" aria-label="Power cut" viewBox="0 0 24 24" fill="none" name="40px_power_cut">
     <path d="M19.6068 12L11.2917 23.25V16.82" stroke="#758BFD" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
     <path d="M20.75 9.5H13.9725V0.75L3.25 14.5H9.89595" stroke="#27187E" stroke-width="1.5" stroke-linecap="round" stroke-linejoin="round"></path>
   </svg>
```

Page 4: DOM, markup for image

Steps to reproduce

1. Observe the icons.
2. Observe that they do not visually communicate any more information than is other available.
3. Observe that they do not provide any further context or clarity than the information on the page.
4. Inspect the icons.
5. Confirm that they have not been hidden from assistive technology.

Recommendation

Images marked up with an `<img>` tag must have an alt attribute. Use the attribute to provide an appropriate text alternative. Decorative images that do not convey meaning or unique information need an empty alt attribute. For example:

```
<span><img src="errorIcon.png" alt="">Live power cut list</span>
```

Inline SVG images can use `aria-hidden` and `focusable="false"` for the same purpose. For example:

```
<svg aria-hidden="true" focusable="false">
...
</svg>
```

The `aria-hidden` attribute can also be used with icon fonts and CSS generated content. For example:

```
<div>
<span aria-hidden="true">::before</span>
Error: The email address field cannot be left blank
</div>
<div>
<i class="fas fa-exclamation-triangle" aria-hidden="true"></i>
Error: The email address field cannot be left blank
</div>
```

For more information, see Web Accessibility Tutorials - Decorative Images, Alt Attribute Decision Tree, and CSS Tricks - Accessible SVGs.

Return to priority table

ADR_18910-8 **LOW PRIORITY** **OPEN**

Unordered list not marked up semantically

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	01, 02, 03, 04, 05, 07, 09, 10, 17, 19, 20
Users Affected	Vision
Component	List

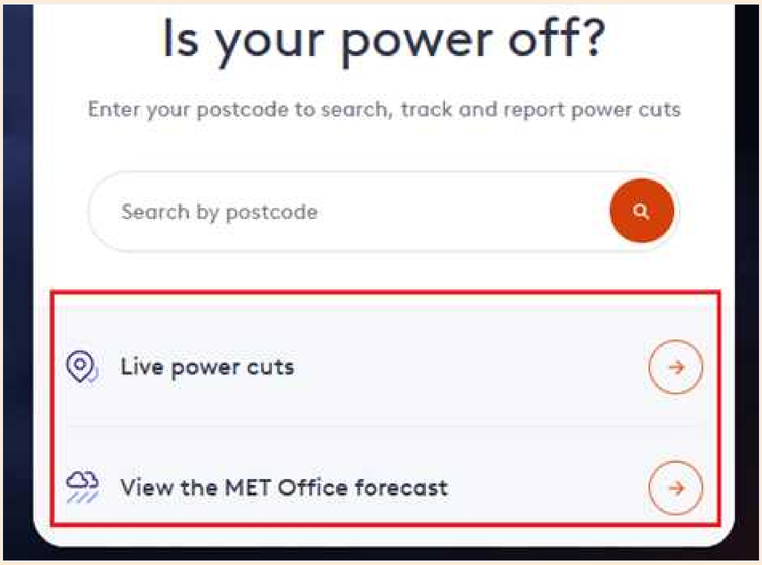
Recheck comment 18/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instances on page 20 but not the instances on the other pages.

Recheck comment 15/03/24

This issue is not fixed.

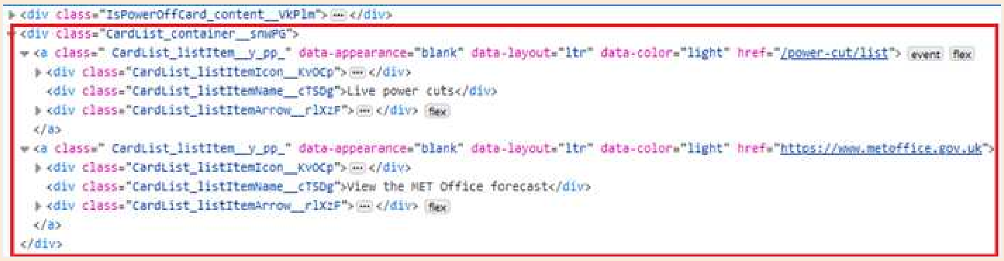
Not Fixed: on page 20, the link items, “Live power cuts” and “View the MET Office forecast” are not marked up semantically as a list.



Is your power off?

Enter your postcode to search, track and report power cuts

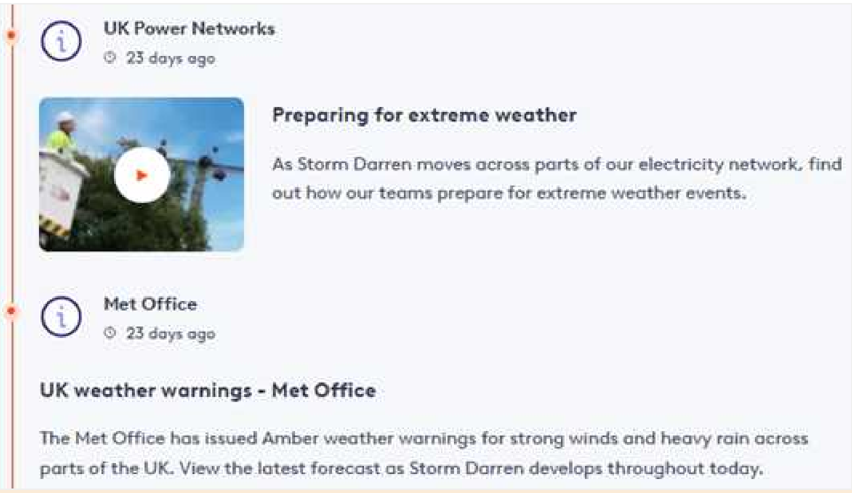
Page 20: desktop, “Live power cuts” item



```
▶ <div class="IsPowerOffCard_content__VkPlm"> ⋯ </div>
▼ <div class="CardList_container__snWPG">
  ▼ <a class=" CardList_listItem__y_pp_" data-appearance="blank" data-layout="ltr" data-color="light" href="/power-cut/list"> event flex
    ▶ <div class="CardList_listItemIcon__KvOCp"> ⋯ </div>
      <div class="CardList_listItemName__cTSDg">Live power cuts</div>
    ▶ <div class="CardList_listItemArrow__rlXzF"> ⋯ </div> flex
    </a>
  ▼ <a class=" CardList_listItem__y_pp_" data-appearance="blank" data-layout="ltr" data-color="light" href="https://www.metoffice.gov.uk">
    ▶ <div class="CardList_listItemIcon__KvOCp"> ⋯ </div>
      <div class="CardList_listItemName__cTSDg">View the MET Office forecast</div>
    ▶ <div class="CardList_listItemArrow__rlXzF"> ⋯ </div> flex
    </a>
  </div>
```

Page 20: DOM, “Live power cuts” not marked up as a list item

Not Fixed: on page 20, live update card items are not marked up semantically as a list. Instead they use `<article>` elements. Note that `aria-setsize` and `aria-posinset` have no effect with `<article>`.



UK Power Networks

23 days ago

Preparing for extreme weather

As Storm Darren moves across parts of our electricity network, find out how our teams prepare for extreme weather events.

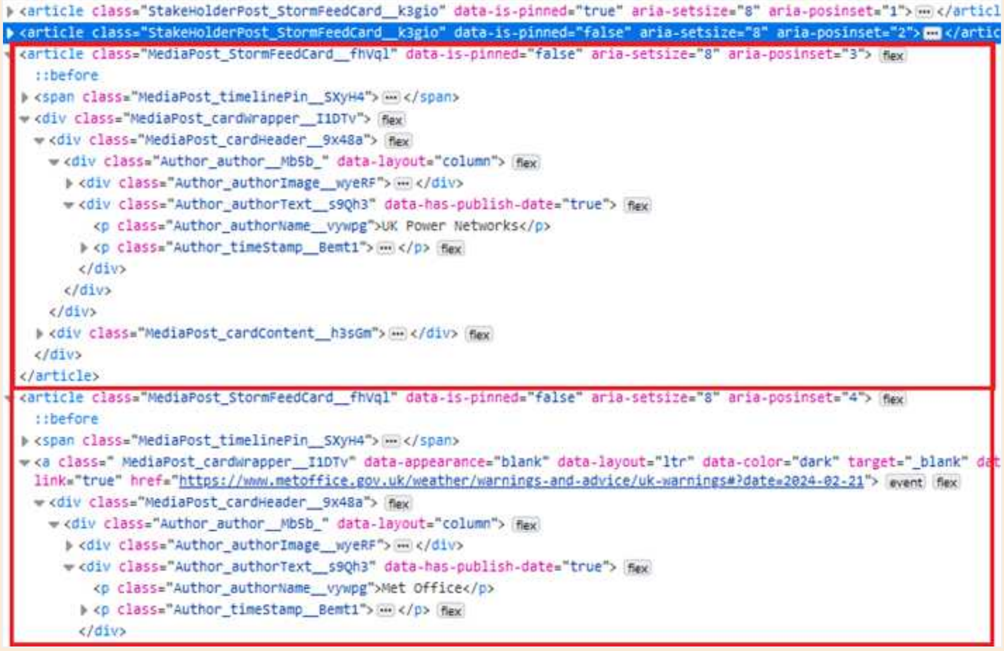
Met Office

23 days ago

UK weather warnings - Met Office

The Met Office has issued Amber weather warnings for strong winds and heavy rain across parts of the UK. View the latest forecast as Storm Darren develops throughout today.

Page 20: desktop, live update card items



```
▸ <article class="StakeHolderPost_StormFeedCard__k3gio" data-is-pinned="true" aria-setsize="8" aria-posinset="1"> ⋯ </articl
▸ <article class="StakeHolderPost_StormFeedCard__k3gio" data-is-pinned="false" aria-setsize="8" aria-posinset="2"> ⋯ </artic
▾ <article class="MediaPost_StormFeedCard__fhVql" data-is-pinned="false" aria-setsize="8" aria-posinset="3"> flex
    ::before
  ▸ <span class="MediaPost_timelinePin__SXyH4"> ⋯ </span>
  ▾ <div class="MediaPost_cardWrapper__I1DTv"> flex
    ▾ <div class="MediaPost_cardHeader__9x48a"> flex
      ▾ <div class="Author_author__Mb5b_" data-layout="column"> flex
        ▸ <div class="Author_authorImage__wyeRF"> ⋯ </div>
        ▾ <div class="Author_authorText__s9Qh3" data-has-publish-date="true"> flex
            <p class="Author_authorName__vywpg">UK Power Networks</p>
          ▸ <p class="Author_timeStamp__Bemt1"> ⋯ </p> flex
          </div>
        </div>
      </div>
    ▸ <div class="MediaPost_cardContent__h3sGm"> ⋯ </div> flex
    </div>
  </article>
▾ <article class="MediaPost_StormFeedCard__fhVql" data-is-pinned="false" aria-setsize="8" aria-posinset="4"> flex
    ::before
  ▸ <span class="MediaPost_timelinePin__SXyH4"> ⋯ </span>
  ▾ <a class=" MediaPost_cardWrapper__I1DTv" data-appearance="blank" data-layout="ltr" data-color="dark" target="_blank" dat
    link="true" href="https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings#?date=2024-02-21"> event flex
    ▾ <div class="MediaPost_cardHeader__9x48a"> flex
      ▾ <div class="Author_author__Mb5b_" data-layout="column"> flex
        ▸ <div class="Author_authorImage__wyeRF"> ⋯ </div>
        ▾ <div class="Author_authorText__s9Qh3" data-has-publish-date="true"> flex
            <p class="Author_authorName__vywpg">Met Office</p>
          ▸ <p class="Author_timeStamp__Bemt1"> ⋯ </p> flex
          </div>
```

Page 20: DOM, live update cards are not marked up as a list

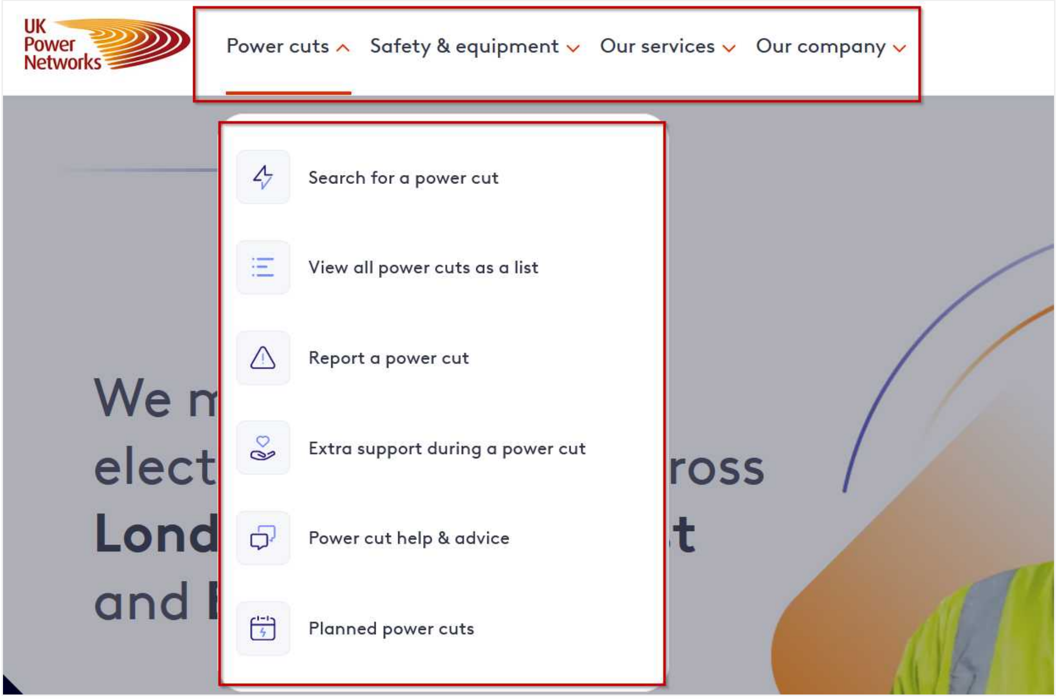
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

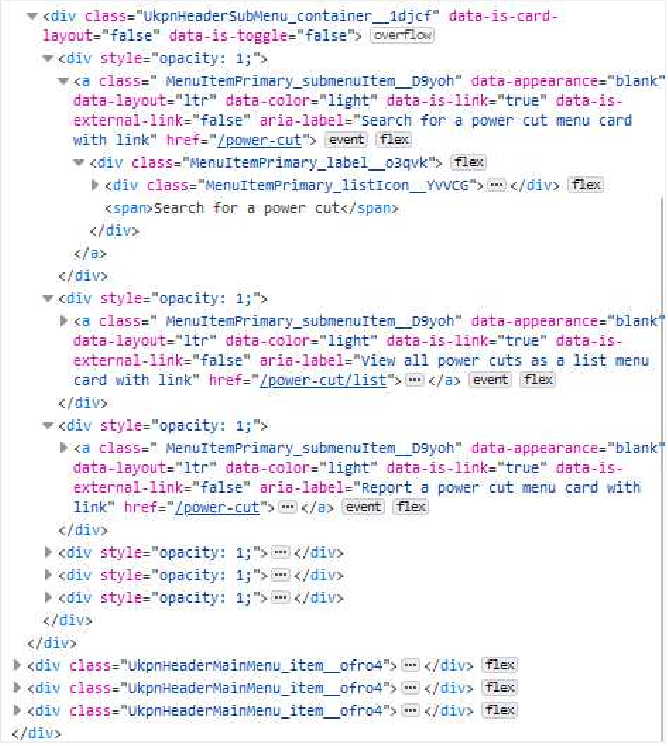
That are elements that are visually communicated as being interrelated, unordered list items. However, this structure has not been programmatically determined.

Where it happened

This can be seen on page 1, with the interactive list items as part of the expandable menu elements within the header and the list of the expandable menu elements. None of these list items within the different expandable menu elements and the list of the expandable menu elements are semantically declared as such.



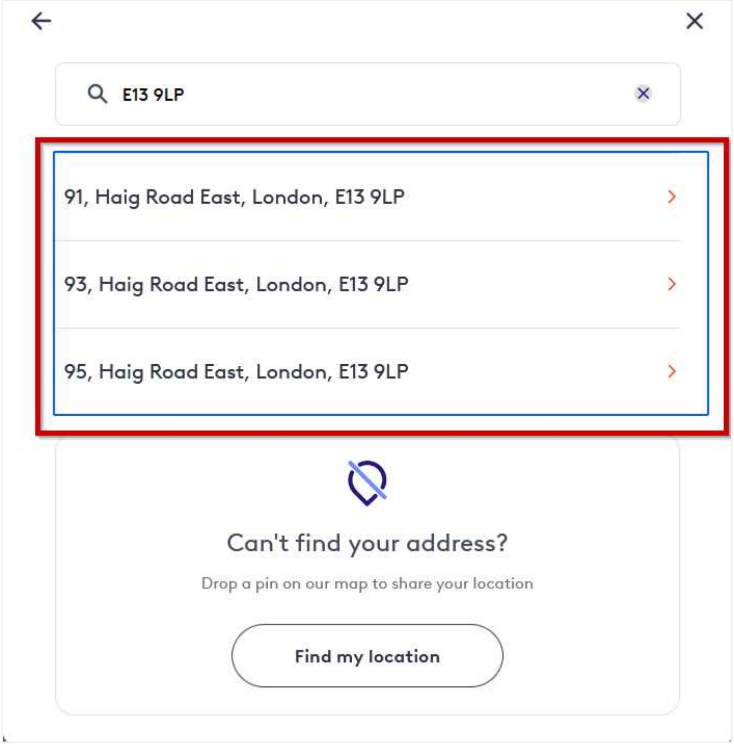
Page 1: Desktop, unordered list items



```
▼<div class="UkpnHeaderSubMenu_container__1djcf" data-is-card-
 layout="false" data-is-toggle="false"> overflow
  ▼<div style="opacity: 1;">
    ▼<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank"
      data-layout="ltr" data-color="light" data-is-link="true" data-is-
      external-link="false" aria-label="Search for a power cut menu card
      with link" href="/power-cut"> event flex
      ▼<div class="MenuItemPrimary_label__o3qvk"> flex
        ▶<div class="MenuItemPrimary_listIcon__YvVCG"> ⋯ </div> flex
         <span>Search for a power cut</span>
       </div>
     </a>
   </div>
  ▼<div style="opacity: 1;">
    ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank"
      data-layout="ltr" data-color="light" data-is-link="true" data-is-
      external-link="false" aria-label="View all power cuts as a list menu
      card with link" href="/power-cut/list"> ⋯ </a> event flex
   </div>
  ▼<div style="opacity: 1;">
    ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank"
      data-layout="ltr" data-color="light" data-is-link="true" data-is-
      external-link="false" aria-label="Report a power cut menu card with
      link" href="/power-cut"> ⋯ </a> event flex
   </div>
  ▶<div style="opacity: 1;"> ⋯ </div>
  ▶<div style="opacity: 1;"> ⋯ </div>
  ▶<div style="opacity: 1;"> ⋯ </div>
  </div>
 </div>
▶<div class="UkpnHeaderMainMenu_item__ofro4"> ⋯ </div> flex
▶<div class="UkpnHeaderMainMenu_item__ofro4"> ⋯ </div> flex
▶<div class="UkpnHeaderMainMenu_item__ofro4"> ⋯ </div> flex
</div>
```

Page 1: Desktop, DOM showing markup for unordered list items

This can be also seen on pages 2, 3, 4, 5, 7, 10, 17, 19, and 20, with the search results list when a valid postcode is submitted. This search results list is not semantically declared as such.



E13 9LP

91, Haig Road East, London, E13 9LP

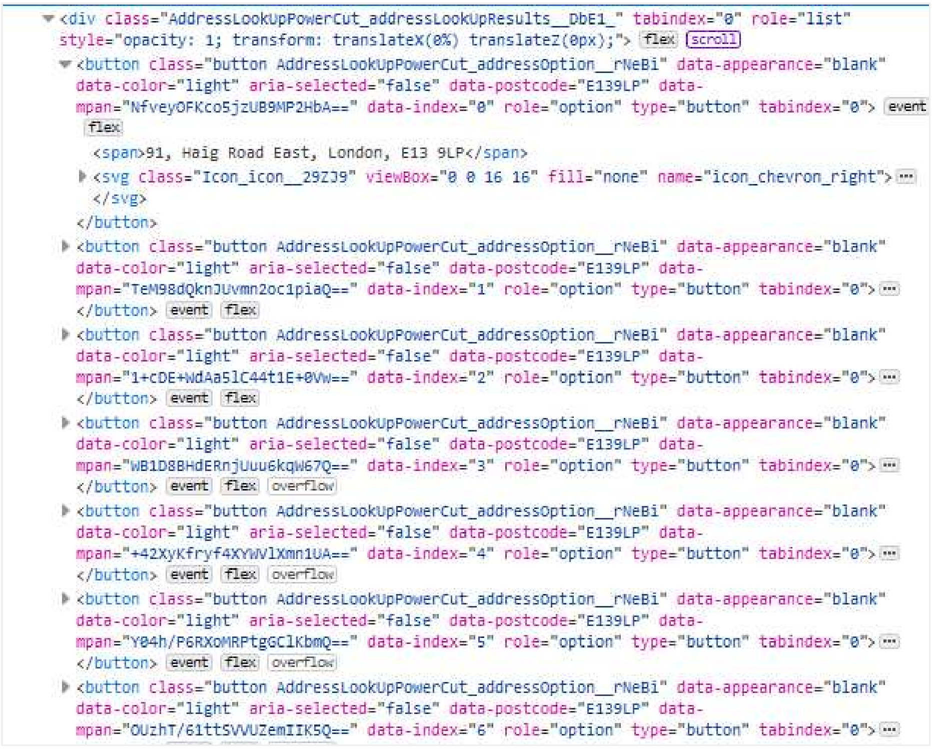
93, Haig Road East, London, E13 9LP

95, Haig Road East, London, E13 9LP

Can't find your address?

Drop a pin on our map to share your location

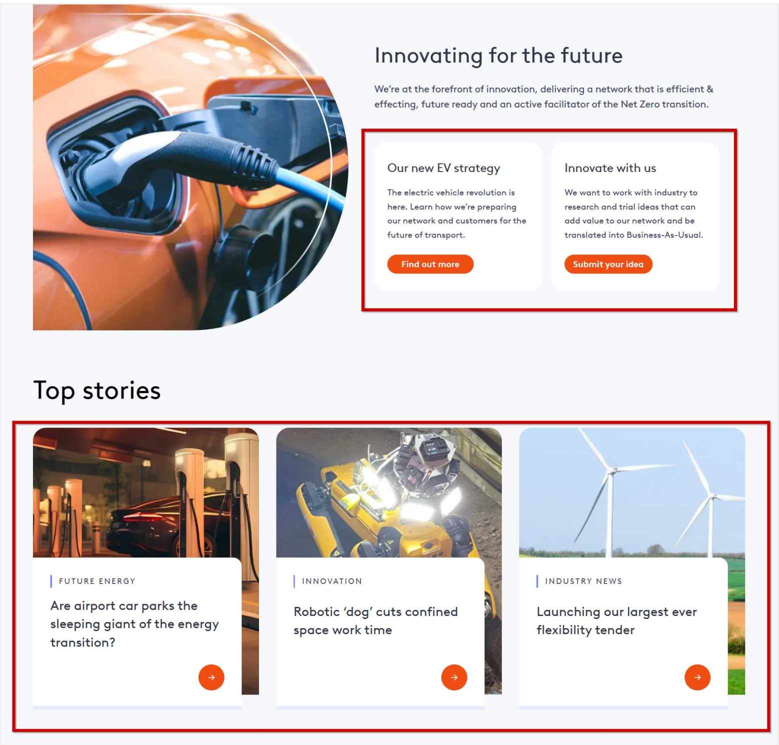
Page 2: Desktop, unordered list items



```
▼<div class="AddressLookUpPowerCut_addressLookUpResults__DbE1_" tabindex="0" role="list"
 style="opacity: 1; transform: translateX(0%) translateZ(0px);"> flex scroll
  ▼<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
   data-color="light" aria-selected="false" data-postcode="E139LP" data-
   mpan="NfveyOFKco5jzUB9MP2HbA==" data-index="0" role="option" type="button" tabindex="0"> event
    flex
     <span>91, Haig Road East, London, E13 9LP</span>
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" fill="none" name="icon_chevron_right"> ⋯
     </svg>
   </button>
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
   data-color="light" aria-selected="false" data-postcode="E139LP" data-
   mpan="TeM98dQknJUvmn2oc1piaQ==" data-index="1" role="option" type="button" tabindex="0"> ⋯
   </button> event flex
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
   data-color="light" aria-selected="false" data-postcode="E139LP" data-
   mpan="1+cDE+WdAa5lC44t1E+0Vw==" data-index="2" role="option" type="button" tabindex="0"> ⋯
   </button> event flex
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
   data-color="light" aria-selected="false" data-postcode="E139LP" data-
   mpan="WB1D8BHdERnjUuu6kqW67Q==" data-index="3" role="option" type="button" tabindex="0"> ⋯
   </button> event flex overflow
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
   data-color="light" aria-selected="false" data-postcode="E139LP" data-
   mpan="+42XyKfryf4XYWVlXmn1UA==" data-index="4" role="option" type="button" tabindex="0"> ⋯
   </button> event flex overflow
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
   data-color="light" aria-selected="false" data-postcode="E139LP" data-
   mpan="Y04h/P6RXoMRPtgGClKbmQ==" data-index="5" role="option" type="button" tabindex="0"> ⋯
   </button> event flex overflow
  ▶<button class="button AddressLookUpPowerCut_addressOption__rNeBi" data-appearance="blank"
   data-color="light" aria-selected="false" data-postcode="E139LP" data-
   mpan="OUzhT/61ttSVVUZemIIK5Q==" data-index="6" role="option" type="button" tabindex="0"> ⋯
```

Page 2: Desktop, DOM showing markup for unordered list items

This can be also seen on page 2, with the different interactive card elements. These interactive card elements are not semantically declared as an unordered list.



Innovating for the future

We're at the forefront of innovation, delivering a network that is efficient & effecting, future ready and an active facilitator of the Net Zero transition.

Our new EV strategy

The electric vehicle revolution is here. Learn how we're preparing our network and customers for the future of transport.

Innovate with us

We want to work with industry to research and trial ideas that can add value to our network and be translated into Business-As-Usual.

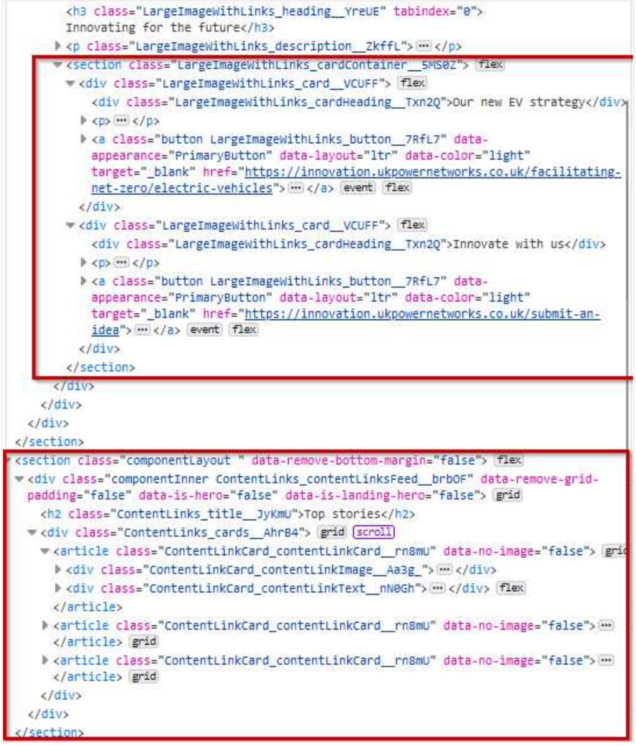
Top stories

Are airport car parks the sleeping giant of the energy transition?

Robotic 'dog' cuts confined space work time

Launching our largest ever flexibility tender

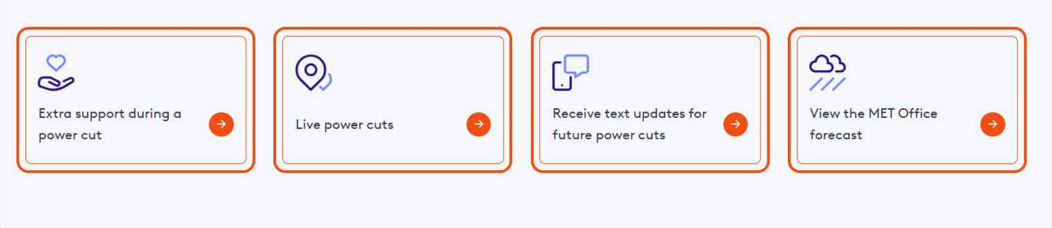
Page 2: Desktop, unordered list interactive card elements



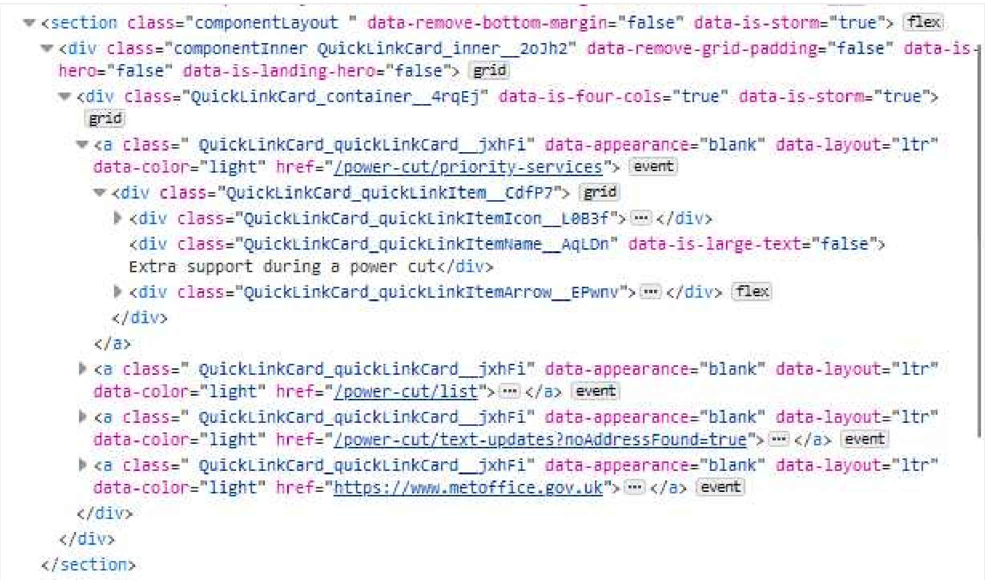
```
        <h3 class="LargeImageWithLinks_heading__YreUE" tabindex="0">
        Innovating for the future</h3>
      ▶ <p class="LargeImageWithLinks_description__ZkffL"> ⋯ </p>
      ▼ <section class="LargeImageWithLinks_cardContainer__5MS0Z"> flex
        ▼ <div class="LargeImageWithLinks_card__VCUFF"> flex
            <div class="LargeImageWithLinks_cardHeading__Txn2Q">Our new EV strategy</div>
          ▶ <p> ⋯ </p>
          ▶ <a class="button LargeImageWithLinks_button__7RfL7" data-
            appearance="PrimaryButton" data-layout="ltr" data-color="light"
            target="_blank" href="https://innovation.ukpowernetworks.co.uk/facilitating-
            net-zero/electric-vehicles"> ⋯ </a> event flex
          </div>
        ▼ <div class="LargeImageWithLinks_card__VCUFF"> flex
            <div class="LargeImageWithLinks_cardHeading__Txn2Q">Innovate with us</div>
          ▶ <p> ⋯ </p>
          ▶ <a class="button LargeImageWithLinks_button__7RfL7" data-
            appearance="PrimaryButton" data-layout="ltr" data-color="light"
            target="_blank" href="https://innovation.ukpowernetworks.co.uk/submit-an-
            idea"> ⋯ </a> event flex
          </div>
        </section>
      </div>
    </div>
  </div>
</section>
<section class="componentLayout " data-remove-bottom-margin="false"> flex
▼ <div class="componentInner ContentLinks_contentLinksFeed__brbOF" data-remove-grid-
  padding="false" data-is-hero="false" data-is-landing-hero="false"> grid
    <h2 class="ContentLinks_title__JyKmU">Top stories</h2>
  ▼ <div class="ContentLinks_cards__AhrB4"> grid scroll
    ▼ <article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> grid
      ▶ <div class="ContentLinkCard_contentLinkImage__Aa3g_"> ⋯ </div>
      ▶ <div class="ContentLinkCard_contentLinkText__nN0Gh"> ⋯ </div> flex
      </article>
    ▶ <article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> ⋯
      </article> grid
    ▶ <article class="ContentLinkCard_contentLinkCard__rn8mU" data-no-image="false"> ⋯
      </article> grid
    </div>
  </div>
</section>
```

Page 2: Desktop, DOM showing markup for interactive card list

This can be also seen on pages 3 and 19, with the "Extra support…", "Live power cuts", and so on interactive card elements. These interactive card elements are not semantically declared as an unordered list.

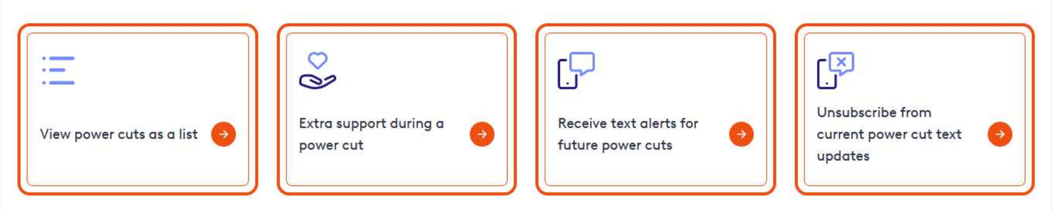

Extra support during a power cut
Live power cuts
Receive text updates for future power cuts
View the MET Office forecast

Page 3: Desktop, unordered list interactive card elements

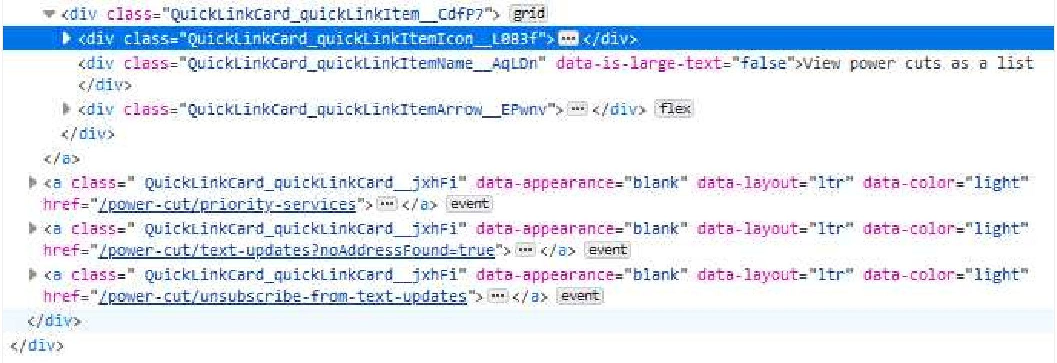


```
▼<section class="componentLayout " data-remove-bottom-margin="false" data-is-storm="true"> flex
  ▼<div class="componentInner QuickLinkCard_inner__2oJh2" data-remove-grid-padding="false" data-is-
   hero="false" data-is-landing-hero="false"> grid
    ▼<div class="QuickLinkCard_container__4rqEj" data-is-four-cols="true" data-is-storm="true">
     grid
      ▼<a class=" QuickLinkCard_quickLinkCard__jxhFi" data-appearance="blank" data-layout="ltr"
       data-color="light" href="/power-cut/priority-services"> event
        ▼<div class="QuickLinkCard_quickLinkItem__CdfP7"> grid
          ▶<div class="QuickLinkCard_quickLinkItemIcon__L0B3f"> … </div>
           <div class="QuickLinkCard_quickLinkItemName__AqLDn" data-is-large-text="false">
           Extra support during a power cut</div>
          ▶<div class="QuickLinkCard_quickLinkItemArrow__EPwnv"> … </div> flex
         </div>
       </a>
      ▶<a class=" QuickLinkCard_quickLinkCard__jxhFi" data-appearance="blank" data-layout="ltr"
       data-color="light" href="/power-cut/list"> … </a> event
      ▶<a class=" QuickLinkCard_quickLinkCard__jxhFi" data-appearance="blank" data-layout="ltr"
       data-color="light" href="/power-cut/text-updates?noAddressFound=true"> … </a> event
      ▶<a class=" QuickLinkCard_quickLinkCard__jxhFi" data-appearance="blank" data-layout="ltr"
       data-color="light" href="https://www.metoffice.gov.uk"> … </a> event
     </div>
   </div>
 </section>
```

Page 3: Desktop, DOM showing markup for interactive card list


View power cuts as a list
Extra support during a power cut
Receive text alerts for future power cuts
Unsubscribe from current power cut text updates

Page 19: Desktop, unordered list interactive card elements

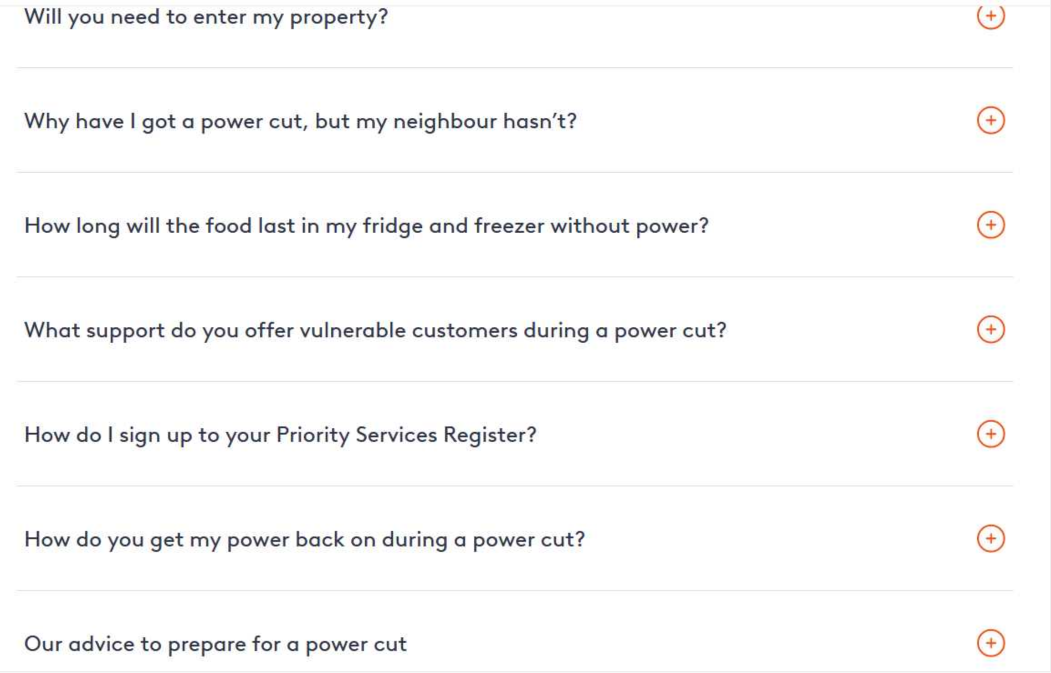


```
    ▼<div class="QuickLinkCard_quickLinkItem__CdfP7"> grid
      ▶<div class="QuickLinkCard_quickLinkItemIcon__L0B3f"> … </div>
       <div class="QuickLinkCard_quickLinkItemName__AqLDn" data-is-large-text="false">View power cuts as a list
       </div>
      ▶<div class="QuickLinkCard_quickLinkItemArrow__EPwnv"> … </div> flex
     </div>
   </a>
  ▶<a class=" QuickLinkCard_quickLinkCard__jxhFi" data-appearance="blank" data-layout="ltr" data-color="light"
   href="/power-cut/priority-services"> … </a> event
  ▶<a class=" QuickLinkCard_quickLinkCard__jxhFi" data-appearance="blank" data-layout="ltr" data-color="light"
   href="/power-cut/text-updates?noAddressFound=true"> … </a> event
  ▶<a class=" QuickLinkCard_quickLinkCard__jxhFi" data-appearance="blank" data-layout="ltr" data-color="light"
   href="/power-cut/unsubscribe-from-text-updates"> … </a> event
 </div>
</div>
```

Page 19: Desktop, DOM showing markup for interactive card list

This can be also seen on page 3, with the list of accordion items. These list of accordions are not semantically declared as such.

Note, the accordions are inappropriate marked up as a description list. This has been addressed under ADR_18910 -13.



Will you need to enter my property?

Why have I got a power cut, but my neighbour hasn't?

How long will the food last in my fridge and freezer without power?

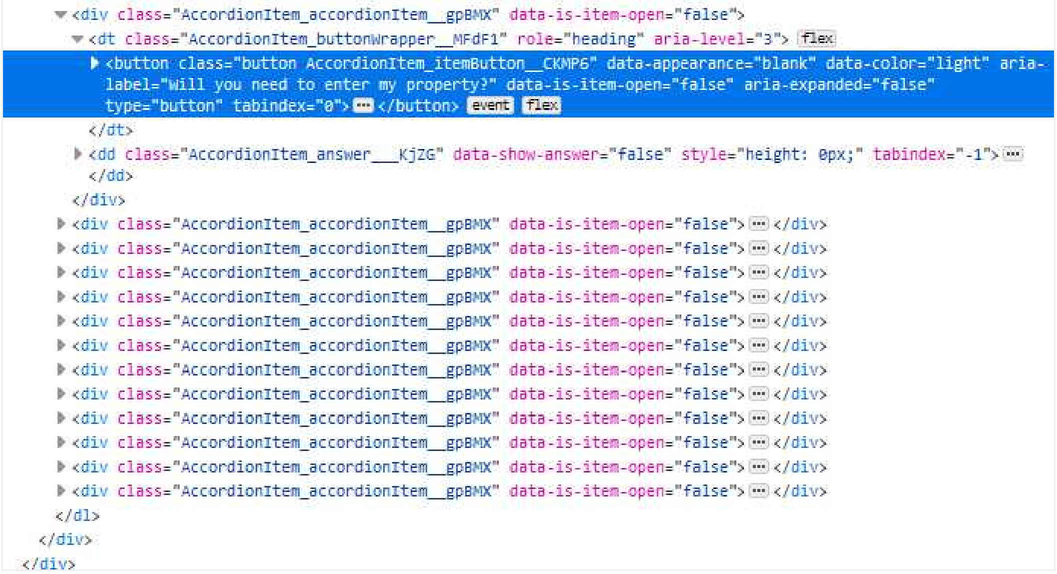
What support do you offer vulnerable customers during a power cut?

How do I sign up to your Priority Services Register?

How do you get my power back on during a power cut?

Our advice to prepare for a power cut

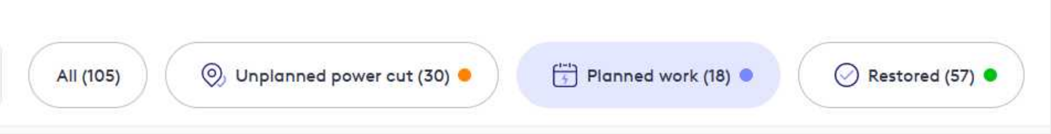
Page 3: Desktop, unordered accordion list items



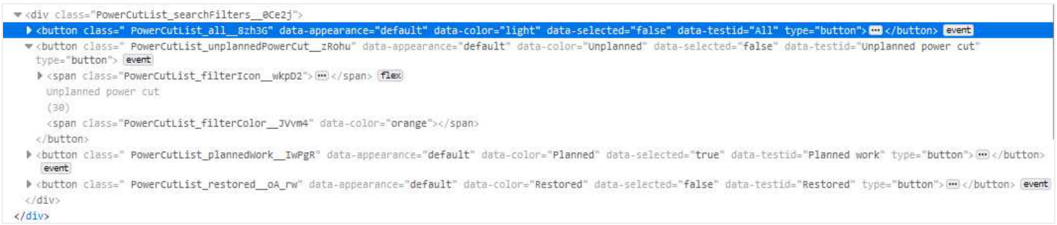
```
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false">
      <dt class="AccordionItem_buttonWrapper__MFdF1" role="heading" aria-level="3"> flex
        <button class="button AccordionItem_itemButton__CKMP6" data-appearance="blank" data-color="light" aria-
        label="Will you need to enter my property?" data-is-item-open="false" aria-expanded="false"
        type="button" tabindex="0"> ··· </button> event flex
      </dt>
      <dd class="AccordionItem_answer___KjZG" data-show-answer="false" style="height: 0px;" tabindex="-1"> ···
      </dd>
    </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
    <div class="AccordionItem_accordionItem__gpBMX" data-is-item-open="false"> ··· </div>
  </dl>
 </div>
</div>
```

Page 3: Desktop, DOM showing markup for unordered accordion list items

This can be also seen on page 4, with the list of filter buttons. These list of filter buttons are not semantically declared as such.



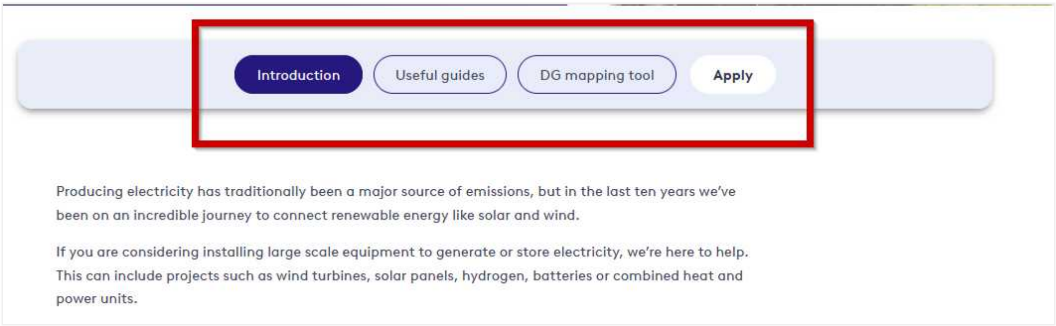
Page 4: desktop, list of filter buttons



```
▼ <div class="PowerCutList_searchFilters__0Ce2j">
  ▶ <button class=" PowerCutList_all__8zh3G" data-appearance="default" data-color="light" data-selected="false" data-testid="All" type="button"> ••• </button> event
  ▼ <button class=" PowerCutList_unplannedPowerCut__zRohu" data-appearance="default" data-color="Unplanned" data-selected="false" data-testid="Unplanned power cut"
    type="button"> event
    ▶ <span class="PowerCutList_filterIcon__wkpD2"> ••• </span> flex
      Unplanned power cut
      (38)
      <span class="PowerCutList_filterColor__JVvm4" data-color="orange"></span>
    </button>
  ▶ <button class=" PowerCutList_plannedWork__IwPgR" data-appearance="default" data-color="Planned" data-selected="true" data-testid="Planned work" type="button"> ••• </button>
    event
  ▶ <button class=" PowerCutList_restored__oA_rw" data-appearance="default" data-color="Restored" data-selected="false" data-testid="Restored" type="button"> ••• </button> event
  </div>
</div>
```

Page 4: desktop, DOM showing markup for list of filter buttons

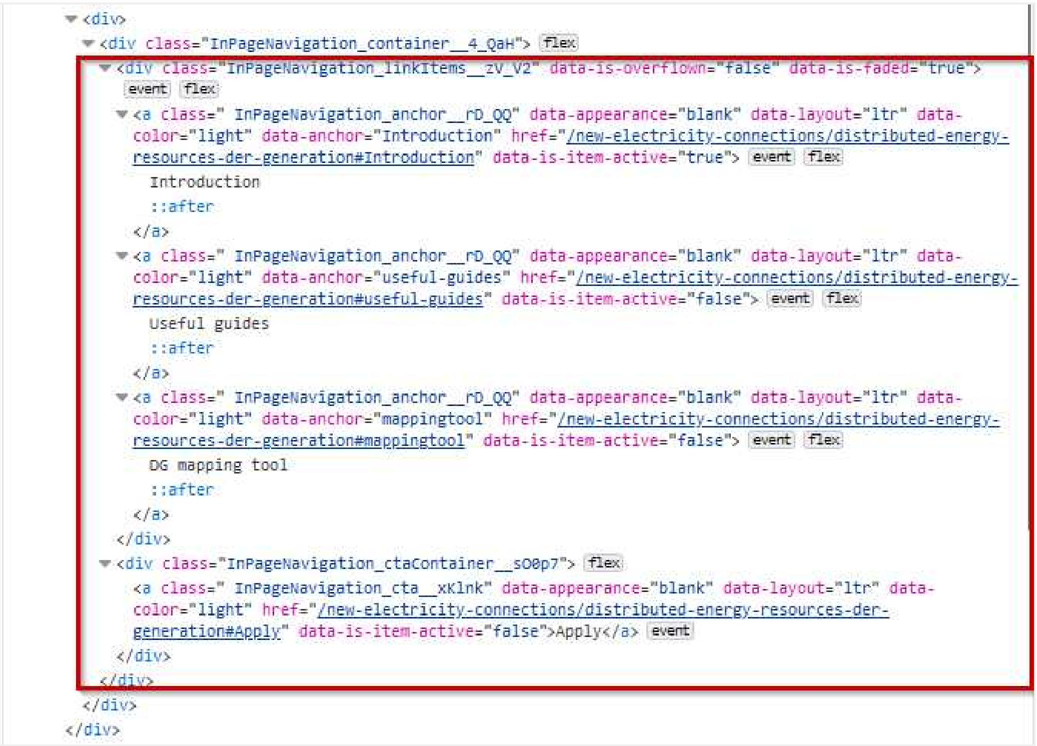
This can be also seen on page 5, with the page navigation links. These list of links are not semantically declared as such.



Producing electricity has traditionally been a major source of emissions, but in the last ten years we've been on an incredible journey to connect renewable energy like solar and wind.

If you are considering installing large scale equipment to generate or store electricity, we're here to help. This can include projects such as wind turbines, solar panels, hydrogen, batteries or combined heat and power units.

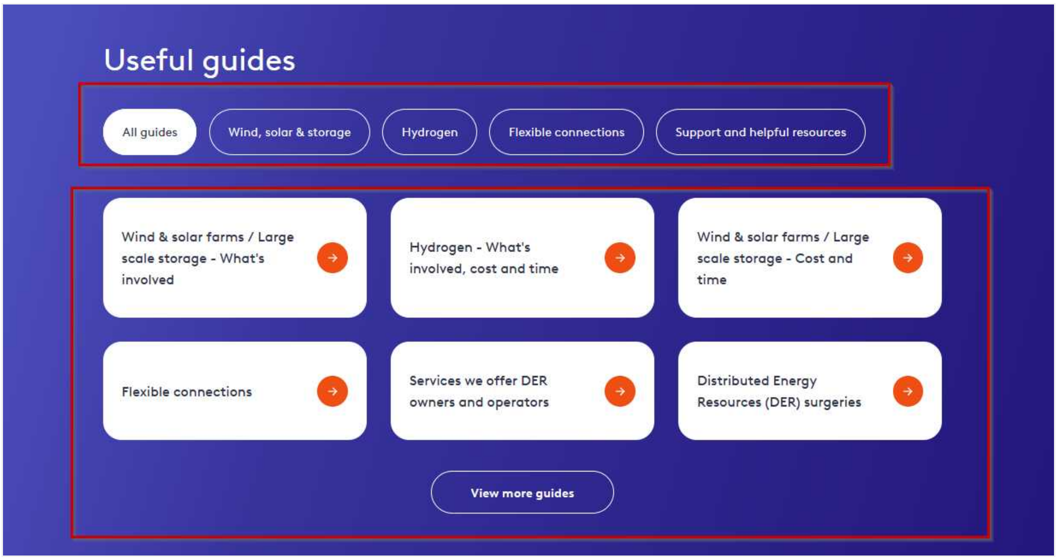
Page 5: desktop, list of in-page navigation links



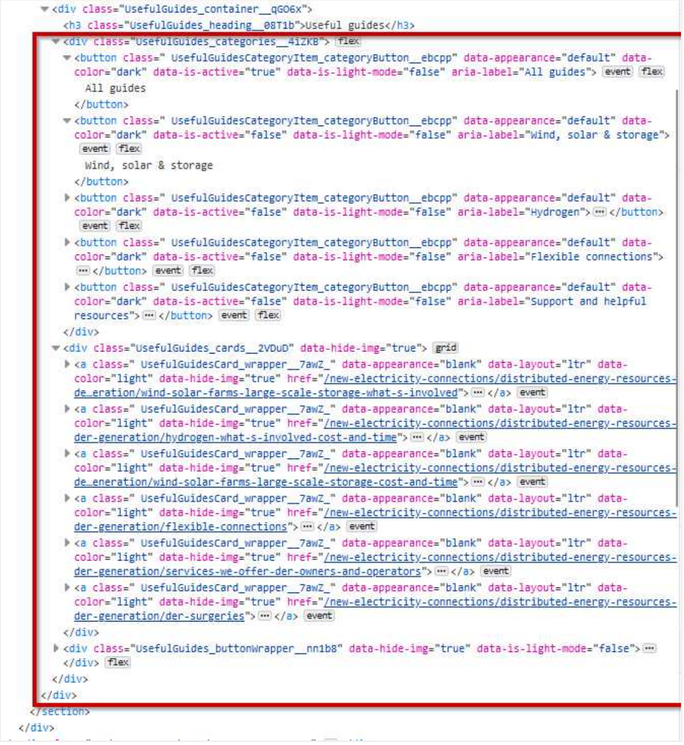
```
▼ <div>
  ▼ <div class="InPageNavigation_container__4_QaH"> flex
    ▼ <div class="InPageNavigation_linkItems__zV_V2" data-is-overflown="false" data-is-faded="true">
      event flex
      ▼ <a class=" InPageNavigation_anchor__rD_QQ" data-appearance="blank" data-layout="ltr" data-
        color="light" data-anchor="Introduction" href="/new-electricity-connections/distributed-energy-
        resources-der-generation#Introduction" data-is-item-active="true"> event flex
          Introduction
          ::after
        </a>
      ▼ <a class=" InPageNavigation_anchor__rD_QQ" data-appearance="blank" data-layout="ltr" data-
        color="light" data-anchor="useful-guides" href="/new-electricity-connections/distributed-energy-
        resources-der-generation#useful-guides" data-is-item-active="false"> event flex
          Useful guides
          ::after
        </a>
      ▼ <a class=" InPageNavigation_anchor__rD_QQ" data-appearance="blank" data-layout="ltr" data-
        color="light" data-anchor="mappingtool" href="/new-electricity-connections/distributed-energy-
        resources-der-generation#mappingtool" data-is-item-active="false"> event flex
          DG mapping tool
          ::after
        </a>
      </div>
    ▼ <div class="InPageNavigation_ctaContainer__sO8p7"> flex
        <a class=" InPageNavigation_cta__xKlnk" data-appearance="blank" data-layout="ltr" data-
        color="light" href="/new-electricity-connections/distributed-energy-resources-der-
        generation#Apply" data-is-item-active="false">Apply</a> event
      </div>
    </div>
  </div>
</div>
```

Page 5: desktop, DOM showing markup for in-page navigation links

This can be also seen on page 5, with the "All guides", "Wind, Solar & storage", and so on toggle button elements and list of links within each of these button elements. Both, the list of toggle button elements and list of links within each of the toggle button elements are not semantically declared as such.


Useful guides
All guides
Wind, solar & storage
Hydrogen
Flexible connections
Support and helpful resources
Wind & solar farms / Large scale storage - What's involved
Hydrogen - What's involved, cost and time
Wind & solar farms / Large scale storage - Cost and time
Flexible connections
Services we offer DER owners and operators
Distributed Energy Resources (DER) surgeries
View more guides

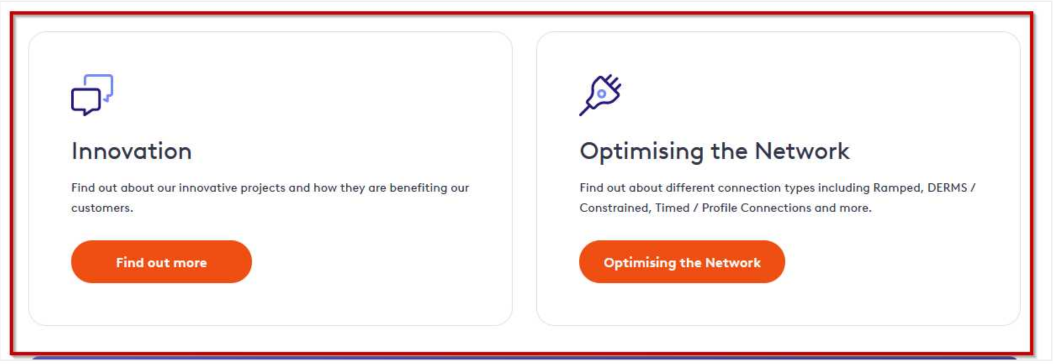
Page 5: desktop, list of toggle buttons and list of links



```
▼<div class="UsefulGuides_container__qGO6x">
   <h3 class="UsefulGuides_heading__08T1b">Useful guides</h3>
  ▼<div class="UsefulGuides_categories__4iZKB"> flex
    ▼<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-
     color="dark" data-is-active="true" data-is-light-mode="false" aria-label="All guides"> event flex
       All guides
     </button>
    ▼<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-
     color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Wind, solar & storage">
      event flex
       Wind, solar & storage
     </button>
    ▶<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-
     color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Hydrogen"> ⋯ </button>
      event flex
    ▶<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-
     color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Flexible connections">
     ⋯ </button> event flex
    ▶<button class=" UsefulGuidesCategoryItem_categoryButton__ebcpp" data-appearance="default" data-
     color="dark" data-is-active="false" data-is-light-mode="false" aria-label="Support and helpful
     resources"> ⋯ </button> event flex
   </div>
  ▼<div class="UsefulGuides_cards__2VDuD" data-hide-img="true"> grid
    ▶<a class=" UsefulGuidesCard_wrapper__7awZ_" data-appearance="blank" data-layout="ltr" data-
     color="light" data-hide-img="true" href="/new-electricity-connections/distributed-energy-resources-
     de…eration/wind-solar-farms-large-scale-storage-what-s-involved"> ⋯ </a> event
    ▶<a class=" UsefulGuidesCard_wrapper__7awZ_" data-appearance="blank" data-layout="ltr" data-
     color="light" data-hide-img="true" href="/new-electricity-connections/distributed-energy-resources-
     der-generation/hydrogen-what-s-involved-cost-and-time"> ⋯ </a> event
    ▶<a class=" UsefulGuidesCard_wrapper__7awZ_" data-appearance="blank" data-layout="ltr" data-
     color="light" data-hide-img="true" href="/new-electricity-connections/distributed-energy-resources-
     de…eneration/wind-solar-farms-large-scale-storage-cost-and-time"> ⋯ </a> event
    ▶<a class=" UsefulGuidesCard_wrapper__7awZ_" data-appearance="blank" data-layout="ltr" data-
     color="light" data-hide-img="true" href="/new-electricity-connections/distributed-energy-resources-
     der-generation/flexible-connections"> ⋯ </a> event
    ▶<a class=" UsefulGuidesCard_wrapper__7awZ_" data-appearance="blank" data-layout="ltr" data-
     color="light" data-hide-img="true" href="/new-electricity-connections/distributed-energy-resources-
     der-generation/services-we-offer-der-owners-and-operators"> ⋯ </a> event
    ▶<a class=" UsefulGuidesCard_wrapper__7awZ_" data-appearance="blank" data-layout="ltr" data-
     color="light" data-hide-img="true" href="/new-electricity-connections/distributed-energy-resources-
     der-generation/der-surgeries"> ⋯ </a> event
   </div>
  ▶<div class="UsefulGuides_buttonWrapper__nn1b8" data-hide-img="true" data-is-light-mode="false"> ⋯
   </div> flex
  </div>
 </div>
</section>
</div>
```

Page 5: desktop, DOM showing markup for unordered list items

This can be also seen on page 5, with the "Innovation…" and "Optimising the Network…" card elements. These card elements are not semantically declared as an unordered list.



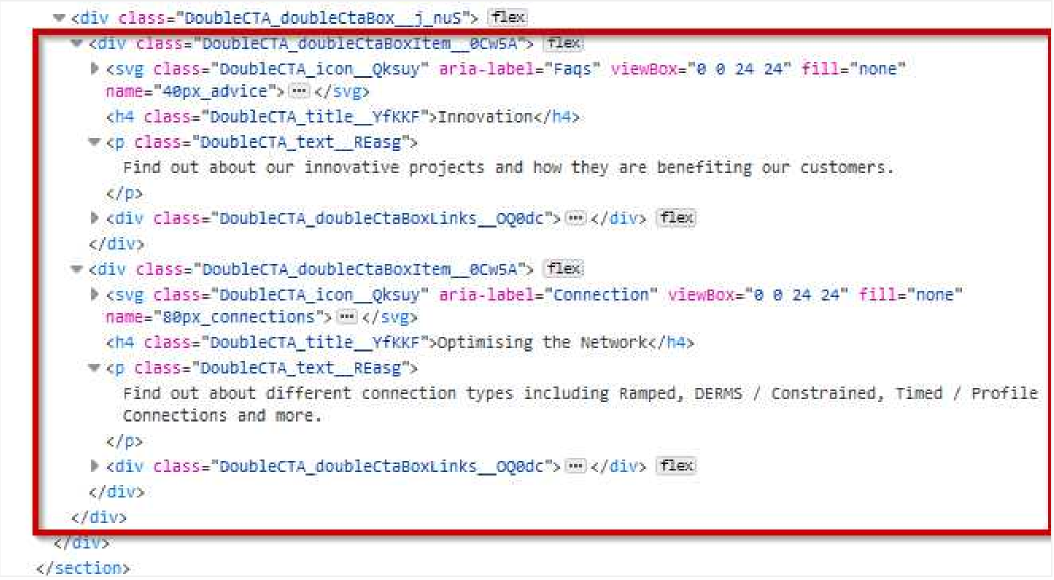
Innovation

Find out about our innovative projects and how they are benefiting our customers.

Optimising the Network

Find out about different connection types including Ramped, DERMS / Constrained, Timed / Profile Connections and more.

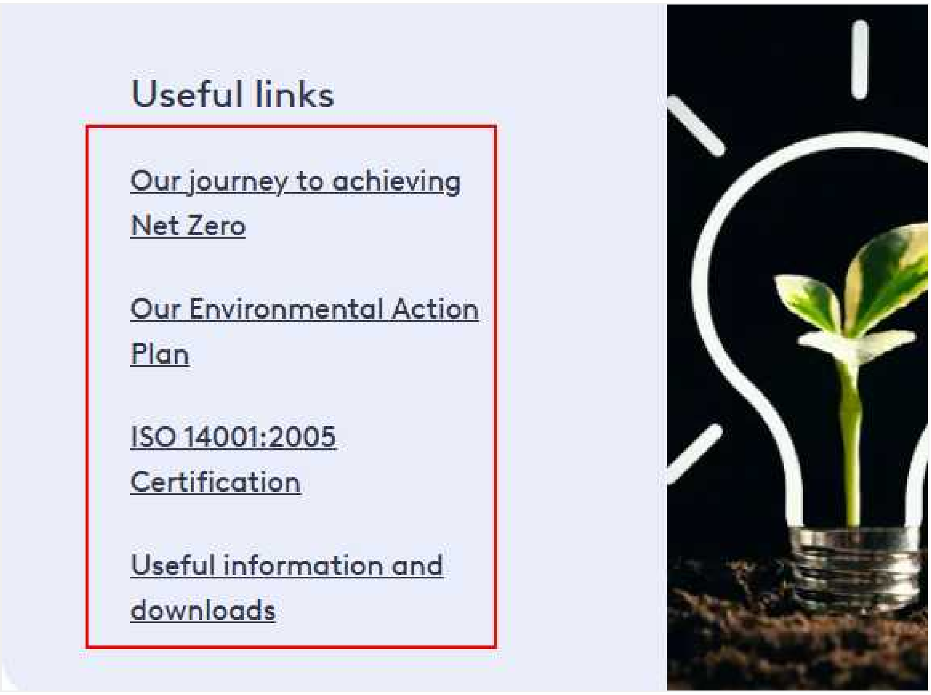
Page 5: desktop, unordered list interactive card elements



```
▼<div class="DoubleCTA_doubleCtaBox__j_nuS"> flex
  ▼<div class="DoubleCTA_doubleCtaBoxItem__0CwSA"> flex
    ▶<svg class="DoubleCTA_icon__Qksuy" aria-label="Faqs" viewBox="0 0 24 24" fill="none"
    name="40px_advice"> ⋯ </svg>
    <h4 class="DoubleCTA_title__YfKKF">Innovation</h4>
    ▼<p class="DoubleCTA_text__REasg">
      Find out about our innovative projects and how they are benefiting our customers.
    </p>
    ▶<div class="DoubleCTA_doubleCtaBoxLinks__OQ0dc"> ⋯ </div> flex
  </div>
  ▼<div class="DoubleCTA_doubleCtaBoxItem__0CwSA"> flex
    ▶<svg class="DoubleCTA_icon__Qksuy" aria-label="Connection" viewBox="0 0 24 24" fill="none"
    name="80px_connections"> ⋯ </svg>
    <h4 class="DoubleCTA_title__YfKKF">Optimising the Network</h4>
    ▼<p class="DoubleCTA_text__REasg">
      Find out about different connection types including Ramped, DERMS / Constrained, Timed / Profile
      Connections and more.
    </p>
    ▶<div class="DoubleCTA_doubleCtaBoxLinks__OQ0dc"> ⋯ </div> flex
  </div>
 </div>
</div>
</section>
```

Page 5: desktop, DOM showing markup for interactive card list

This can also be seen on page 9, with the list of links under “Useful links”. This visual list is not marked up semantically.



Useful links

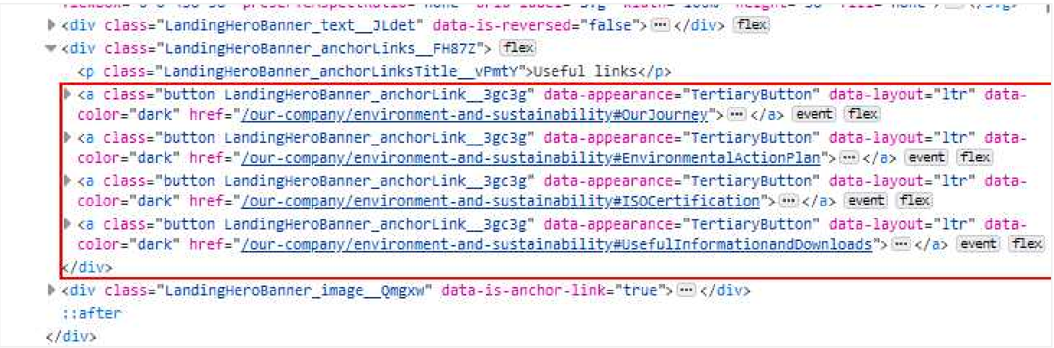
Our journey to achieving Net Zero

Our Environmental Action Plan

ISO 14001:2005 Certification

Useful information and downloads

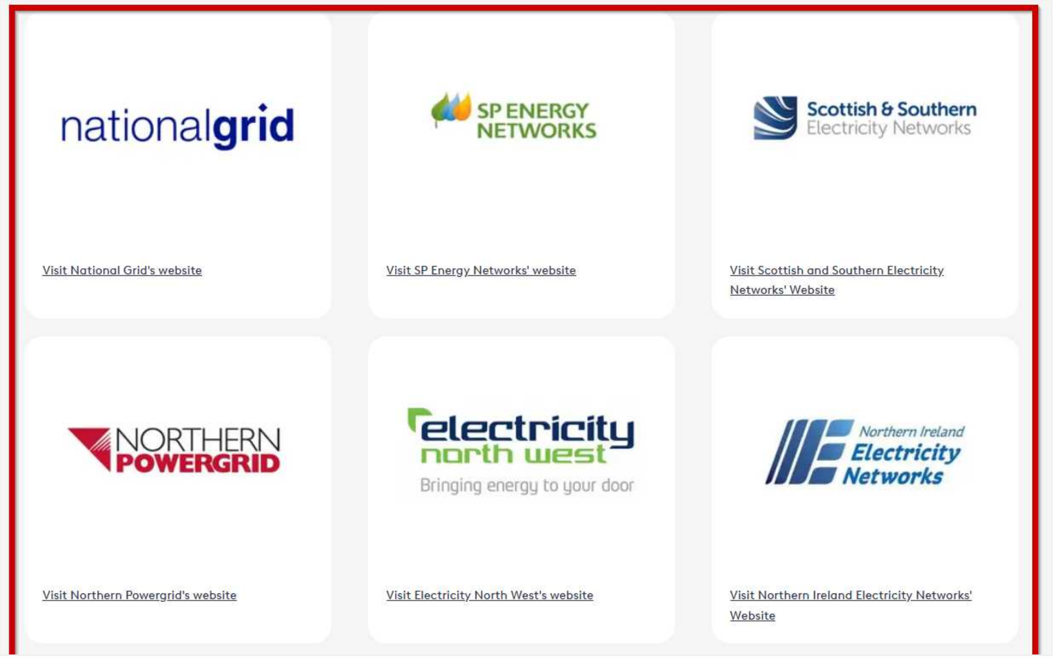
Page 9: desktop, list of links



```
▸ <div class="LandingHeroBanner_text__JLdet" data-is-reversed="false"> ··· </div> flex
▾ <div class="LandingHeroBanner_anchorLinks__FH87Z"> flex
    <p class="LandingHeroBanner_anchorLinksTitle__vPmtY">Useful links</p>
  ▸ <a class="button LandingHeroBanner_anchorLink__3gc3g" data-appearance="TertiaryButton" data-layout="ltr" data-
    color="dark" href="/our-company/environment-and-sustainability#OurJourney"> ··· </a> event flex
  ▸ <a class="button LandingHeroBanner_anchorLink__3gc3g" data-appearance="TertiaryButton" data-layout="ltr" data-
    color="dark" href="/our-company/environment-and-sustainability#EnvironmentalActionPlan"> ··· </a> event flex
  ▸ <a class="button LandingHeroBanner_anchorLink__3gc3g" data-appearance="TertiaryButton" data-layout="ltr" data-
    color="dark" href="/our-company/environment-and-sustainability#ISOCertification"> ··· </a> event flex
  ▸ <a class="button LandingHeroBanner_anchorLink__3gc3g" data-appearance="TertiaryButton" data-layout="ltr" data-
    color="dark" href="/our-company/environment-and-sustainability#UsefulInformationandDownloads"> ··· </a> event flex
  </div>
▸ <div class="LandingHeroBanner_image__Qmgxw" data-is-anchor-link="true"> ··· </div>
  ::after
</div>
```

Page 9: DOM, markup of links

This can also be seen on page 10, with the list of "Electricity distributor companies" link. This list elements are not semantically marked up as such.


nationalgrid
SP ENERGY NETWORKS
Scottish & Southern Electricity Networks
NORTHERN POWERGRID
electricity north west
Bringing energy to your door
Northern Ireland Electricity Networks

Visit National Grid's website

Visit SP Energy Networks' website

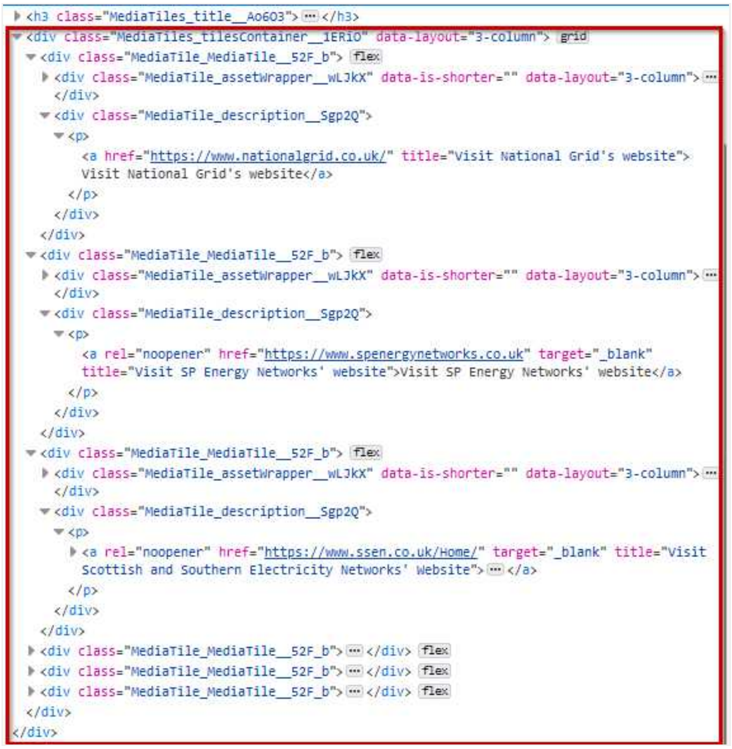
Visit Scottish and Southern Electricity Networks' Website

Visit Northern Powergrid's website

Visit Electricity North West's website

Visit Northern Ireland Electricity Networks' Website

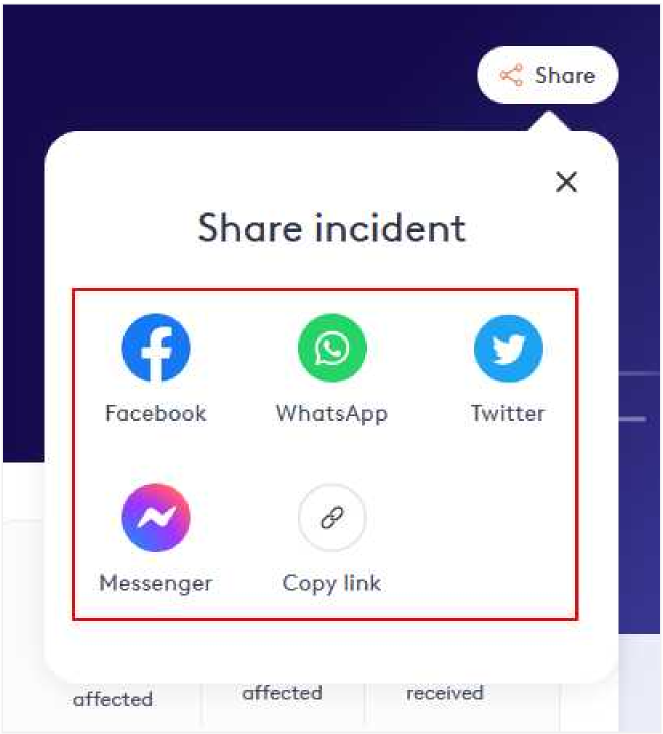
Page 10: desktop, list of "Electricity distributor companies" links



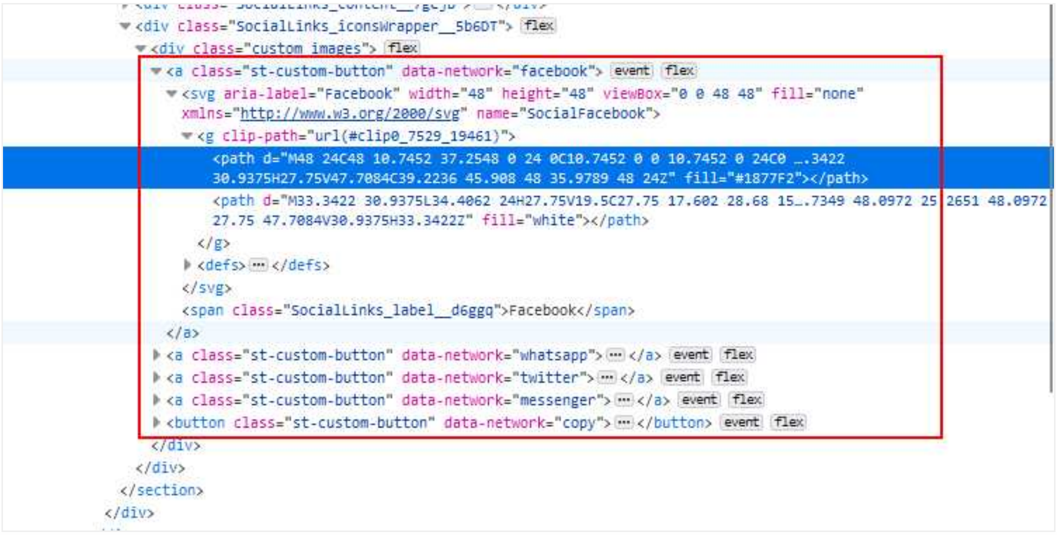
```
▸ <h3 class="MediaTiles_title__Ao6O3">⋯</h3>
▾ <div class="MediaTiles_tilesContainer__1ERiO" data-layout="3-column"> grid
  ▾ <div class="MediaTile_MediaTile__52F_b"> flex
    ▸ <div class="MediaTile_assetWrapper__wLJkX" data-is-shorter="" data-layout="3-column">⋯
      </div>
    ▾ <div class="MediaTile_description__Sgp2Q">
      ▾ <p>
          <a href="https://www.nationalgrid.co.uk/" title="Visit National Grid's website">
          Visit National Grid's website</a>
        </p>
      </div>
    </div>
  ▾ <div class="MediaTile_MediaTile__52F_b"> flex
    ▸ <div class="MediaTile_assetWrapper__wLJkX" data-is-shorter="" data-layout="3-column">⋯
      </div>
    ▾ <div class="MediaTile_description__Sgp2Q">
      ▾ <p>
          <a rel="noopener" href="https://www.spenergynetworks.co.uk" target="_blank"
          title="Visit SP Energy Networks' website">Visit SP Energy Networks' website</a>
        </p>
      </div>
    </div>
  ▾ <div class="MediaTile_MediaTile__52F_b"> flex
    ▸ <div class="MediaTile_assetWrapper__wLJkX" data-is-shorter="" data-layout="3-column">⋯
      </div>
    ▾ <div class="MediaTile_description__Sgp2Q">
      ▾ <p>
        ▸ <a rel="noopener" href="https://www.ssen.co.uk/Home/" target="_blank" title="Visit
          Scottish and Southern Electricity Networks' Website">⋯</a>
        </p>
      </div>
    </div>
  ▸ <div class="MediaTile_MediaTile__52F_b">⋯</div> flex
  ▸ <div class="MediaTile_MediaTile__52F_b">⋯</div> flex
  ▸ <div class="MediaTile_MediaTile__52F_b">⋯</div> flex
  </div>
</div>
```

Page 10: DOM, markup of "Electricity distributor companies" links

This can also be seen on page 17, with the list of button links in the "Share" modal. This visual list is not marked up semantically.



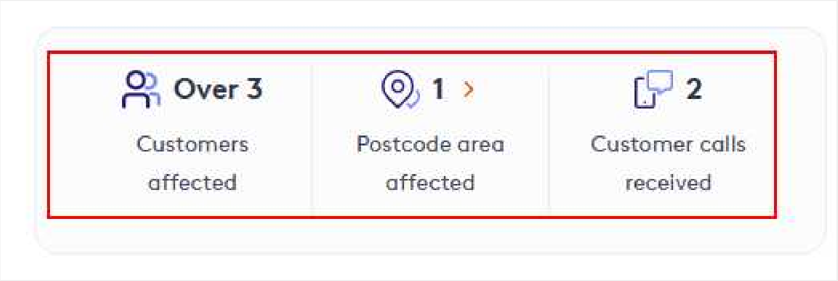
Page 17: desktop, list of social media links



```
  <div class="SocialLinks_iconsWrapper__5b6DT"> flex
    <div class="custom images"> flex
      <a class="st-custom-button" data-network="facebook"> event flex
        <svg aria-label="Facebook" width="48" height="48" viewBox="0 0 48 48" fill="none"
        xmlns="http://www.w3.org/2000/svg" name="SocialFacebook">
          <g clip-path="url(#clip0_7529_19461)">
            <path d="M48 24C48 10.7452 37.2548 0 24 0C10.7452 0 0 10.7452 0 24C0 …3422
            30.9375H27.75V47.7084C39.2236 45.908 48 35.9789 48 24Z" fill="#1877F2"></path>
            <path d="M33.3422 30.9375L34.4062 24H27.75V19.5C27.75 17.602 28.68 15…7349 48.0972 25 2651 48.0972
            27.75 47.7084V30.9375H33.3422Z" fill="white"></path>
          </g>
          <defs> … </defs>
        </svg>
        <span class="SocialLinks_label__d6ggq">Facebook</span>
      </a>
      <a class="st-custom-button" data-network="whatsapp"> … </a> event flex
      <a class="st-custom-button" data-network="twitter"> … </a> event flex
      <a class="st-custom-button" data-network="messenger"> … </a> event flex
      <button class="st-custom-button" data-network="copy"> … </button> event flex
    </div>
  </div>
 </section>
</div>
```

Page 17: DOM, markup for social media links list

This can also be seen on page 17, with the list beginning “Over 3 Customers affected”. This visual list is not marked up semantically.

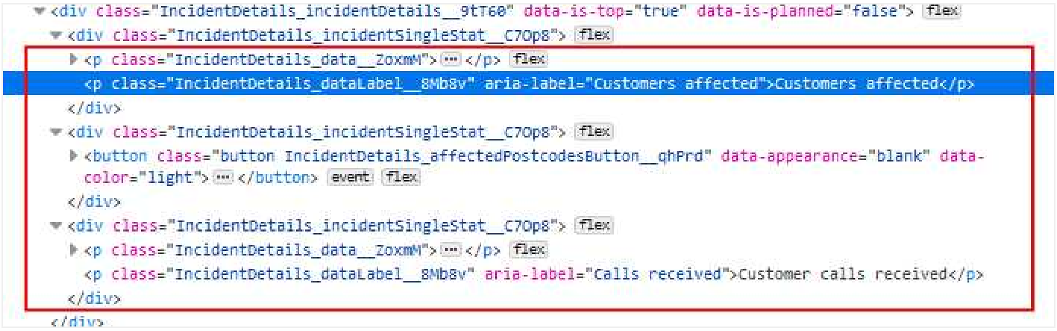


Over 3
Customers affected

1 ›
Postcode area affected

2
Customer calls received

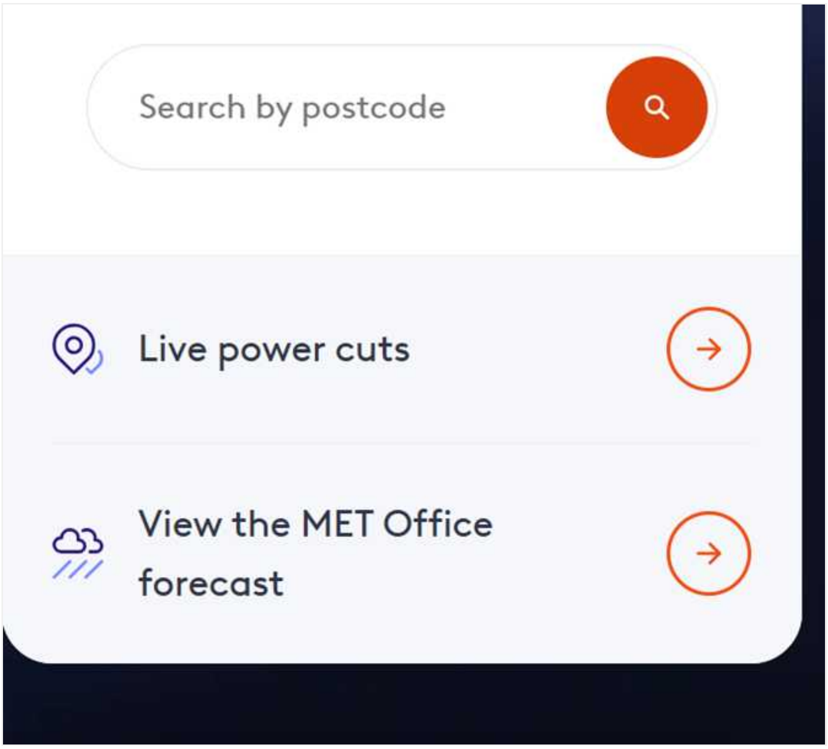
Page 17: desktop, visual list beginning with “Over 3 Customers affected”



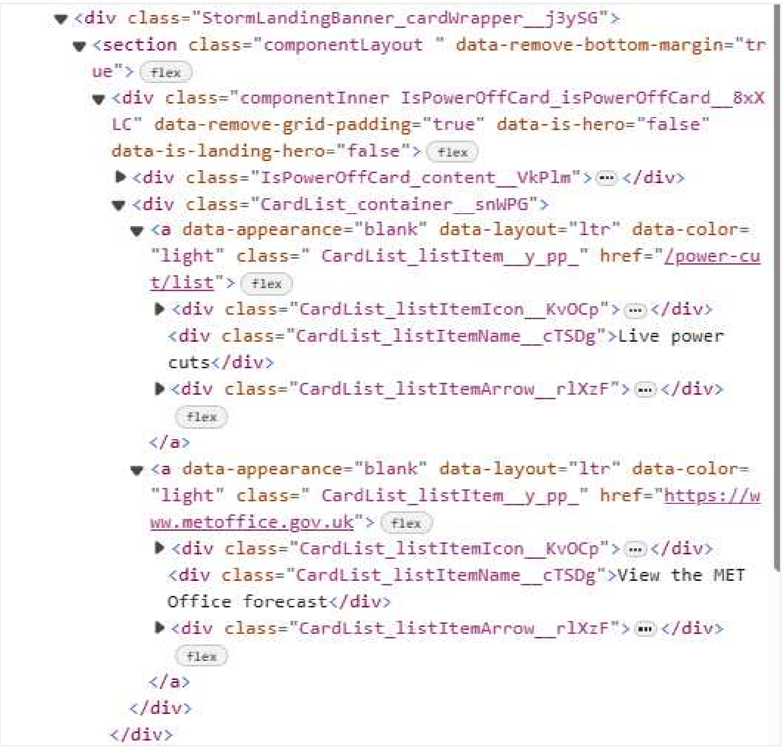
```
<div class="IncidentDetails_incidentDetails__9tT60" data-is-top="true" data-is-planned="false"> flex
  <div class="IncidentDetails_incidentSingleStat__C7Op8"> flex
    <p class="IncidentDetails_data__ZoxmM"> … </p> flex
    <p class="IncidentDetails_dataLabel__8Mb8v" aria-label="Customers affected">Customers affected</p>
  </div>
  <div class="IncidentDetails_incidentSingleStat__C7Op8"> flex
    <button class="button IncidentDetails_affectedPostcodesButton__qhPrd" data-appearance="blank" data-
    color="light"> … </button> event flex
  </div>
  <div class="IncidentDetails_incidentSingleStat__C7Op8"> flex
    <p class="IncidentDetails_data__ZoxmM"> … </p> flex
    <p class="IncidentDetails_dataLabel__8Mb8v" aria-label="Calls received">Customer calls received</p>
  </div>
</div>
```

Page 17: DOM, markup for unordered list items

This can also be seen on page 20, with the interactive list “Live power cuts”, and “View the MET…”. This visual list is not marked up semantically.



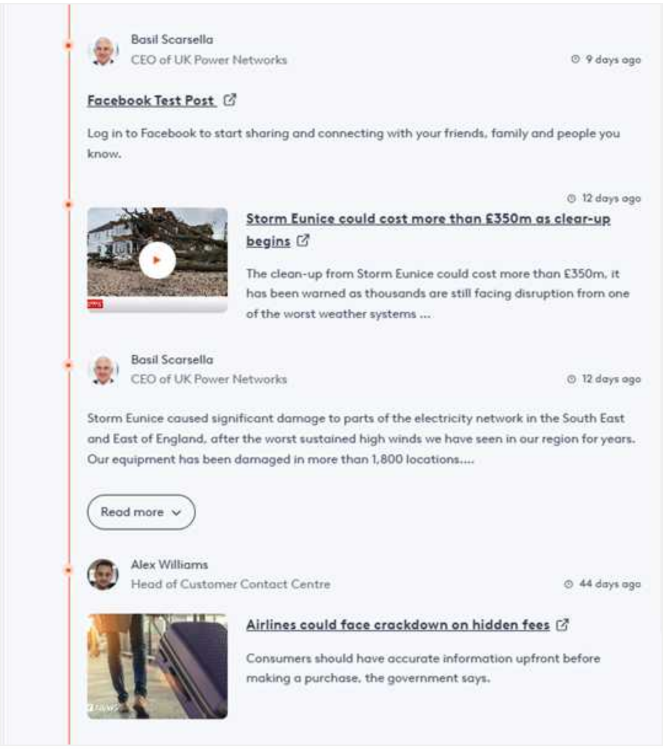
Page 20: desktop, interactive list “Live power cuts”, and “View the MET…”



```
▼<div class="StormLandingBanner_cardWrapper__j3ySG">
  ▼<section class="componentLayout " data-remove-bottom-margin="tr
   ue"> flex
    ▼<div class="componentInner IsPowerOffCard_isPowerOffCard__8xX
     LC" data-remove-grid-padding="true" data-is-hero="false"
     data-is-landing-hero="false"> flex
      ▶<div class="IsPowerOffCard_content__VkPlm">⋯</div>
      ▼<div class="CardList_container__snWPG">
        ▼<a data-appearance="blank" data-layout="ltr" data-color=
         "light" class=" CardList_listItem__y_pp_" href="/power-cu
         t/list"> flex
          ▶<div class="CardList_listItemIcon__KvOCp">⋯</div>
           <div class="CardList_listItemName__cTSDg">Live power
           cuts</div>
          ▶<div class="CardList_listItemArrow__rlXzF">⋯</div>
            flex
         </a>
        ▼<a data-appearance="blank" data-layout="ltr" data-color=
         "light" class=" CardList_listItem__y_pp_" href="https://w
         ww.metoffice.gov.uk"> flex
          ▶<div class="CardList_listItemIcon__KvOCp">⋯</div>
           <div class="CardList_listItemName__cTSDg">View the MET
           Office forecast</div>
          ▶<div class="CardList_listItemArrow__rlXzF">⋯</div>
            flex
         </a>
       </div>
     </div>
```

Page 20: DOM, markup for interactive list “Live power cuts”, and “View the MET…” links list

This can also be seen on page 20, with the “Live Feed” articles. These articles are structurally arranged as a list. However, they are semantically not marked up as such.



Basil Scarsella
CEO of UK Power Networks
9 days ago

Facebook Test Post

Log in to Facebook to start sharing and connecting with your friends, family and people you know.

12 days ago

Storm Eunice could cost more than £350m as clear-up begins

The clean-up from Storm Eunice could cost more than £350m, it has been warned as thousands are still facing disruption from one of the worst weather systems ...

Basil Scarsella
CEO of UK Power Networks
12 days ago

Storm Eunice caused significant damage to parts of the electricity network in the South East and East of England, after the worst sustained high winds we have seen in our region for years. Our equipment has been damaged in more than 1,800 locations....

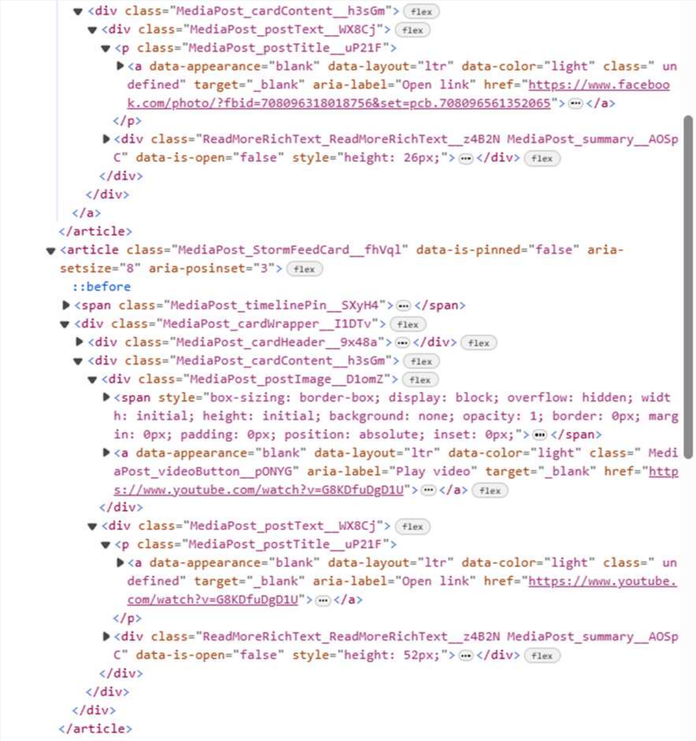
Read more

Alex Williams
Head of Customer Contact Centre
44 days ago

Airlines could face crackdown on hidden fees

Consumers should have accurate information upfront before making a purchase, the government says.

Page 20: Desktop, List of articles



```
    ▼<div class="MediaPost_cardContent__h3sGm"> flex
      ▼<div class="MediaPost_postText__WX8Cj"> flex
        ▼<p class="MediaPost_postTitle__uP21F">
          ▶<a data-appearance="blank" data-layout="ltr" data-color="light" class=" un
           defined" target="_blank" aria-label="Open link" href="https://www.faceboo
           k.com/photo/?fbid=708096318018756&set=pcb.708096561352065">…</a>
         </p>
        ▶<div class="ReadMoreRichText_ReadMoreRichText__z4B2N MediaPost_summary__AOSp
         C" data-is-open="false" style="height: 26px;">…</div> flex
       </div>
     </div>
   </a>
 </article>
▼<article class="MediaPost_StormFeedCard__fhVql" data-is-pinned="false" aria-
 setsize="8" aria-posinset="3"> flex
   ::before
  ▶<span class="MediaPost_timelinePin__SXyH4">…</span>
  ▼<div class="MediaPost_cardWrapper__I1DTv"> flex
    ▶<div class="MediaPost_cardHeader__9x48a">…</div> flex
    ▼<div class="MediaPost_cardContent__h3sGm"> flex
      ▼<div class="MediaPost_postImage__D1omZ"> flex
        ▶<span style="box-sizing: border-box; display: block; overflow: hidden; widt
         h: initial; height: initial; background: none; opacity: 1; border: 0px; marg
         in: 0px; padding: 0px; position: absolute; inset: 0px;">…</span>
        ▶<a data-appearance="blank" data-layout="ltr" data-color="light" class=" Medi
         aPost_videoButton__pONYG" aria-label="Play video" target="_blank" href="http
         s://www.youtube.com/watch?v=G8KDfuDgD1U">…</a> flex
       </div>
      ▼<div class="MediaPost_postText__WX8Cj"> flex
        ▼<p class="MediaPost_postTitle__uP21F">
          ▶<a data-appearance="blank" data-layout="ltr" data-color="light" class=" un
           defined" target="_blank" aria-label="Open link" href="https://www.youtube.
           com/watch?v=G8KDfuDgD1U">…</a>
         </p>
        ▶<div class="ReadMoreRichText_ReadMoreRichText__z4B2N MediaPost_summary__AOSp
         C" data-is-open="false" style="height: 52px;">…</div> flex
       </div>
     </div>
   </div>
 </article>
```

Page 20: DOM, List of articles not marked up semantically as such

Steps to reproduce

1. Observe unordered the list items.
2. Inspect the elements in the DOM.
3. Observe that the list items have not been marked up with `ul` and `li`.

Recommendation

Mark up the unordered list using `<ul>` and `<li>`. Make sure that each set of list items is contained in a single `<ul>` and that the list items themselves are contained within individual `<li>` tags. Only use separate `<ul>` tags when the list items are contained logically and visually in separate, distinct lists. For example:

```
<ul>
  <li>Our Journey to Achieving Net Zero</li>
  <li>Our Environmental plan action</li>
  ...
</ul>
```

For more information, see WAI Tutorials - Unordered Lists.

Return to priority table

ADR_18910-12 LOW PRIORITY PARTIALLY FIXED

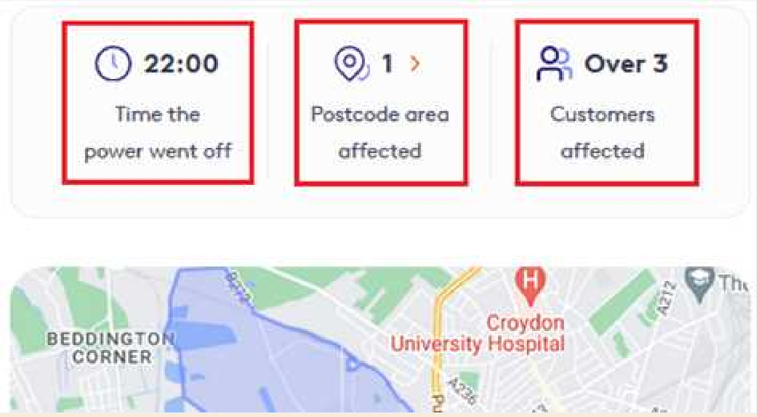
Description list not semantically declared

Success Criteria	1.3.1: Info and Relationships [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	17
Users Affected	Vision
Component	List

Recheck comment 13/03/24

This issue is partially fixed.

Partially Fixed: on page 17, the incident detail items starting “22:00 Time the power went off” are marked up inappropriately as three individual `<dl>` description lists. Also, the second item, “1 Postcode area affected” contains a `<button>` instead of the appropriate `<dt>` and `<dd>` elements.

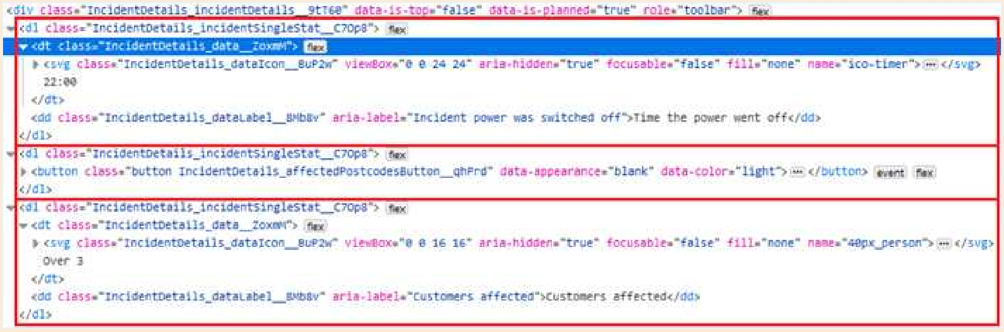


22:00 Time the power went off

1 › Postcode area affected

Over 3 Customers affected

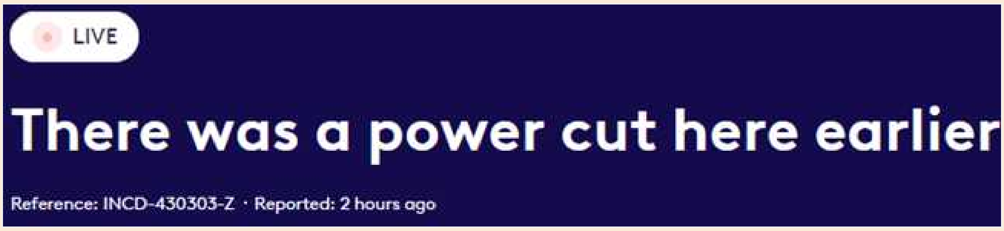
Page 17: desktop, incident detail items



```
<div class="IncidentDetails_incidentDetails__9tT60" data-is-top="false" data-is-planned="true" role="toolbar"> flex
  <dl class="IncidentDetails_incidentSingleStat__C7Op8"> flex
    <dt class="IncidentDetails_data__ZoxmM"> flex
      <svg class="IncidentDetails_dataIcon__8uP2w" viewBox="0 0 24 24" aria-hidden="true" focusable="false" fill="none" name="ico-timer"> ··· </svg>
      22:00
    </dt>
    <dd class="IncidentDetails_dataLabel__8Mb8v" aria-label="Incident power was switched off">Time the power went off</dd>
  </dl>
  <dl class="IncidentDetails_incidentSingleStat__C7Op8"> flex
    <button class="button IncidentDetails_affectedPostcodesButton__qhPrd" data-appearance="blank" data-color="light"> ··· </button> event flex
  </dl>
  <dl class="IncidentDetails_incidentSingleStat__C7Op8"> flex
    <dt class="IncidentDetails_data__ZoxmM"> flex
      <svg class="IncidentDetails_dataIcon__8uP2w" viewBox="0 0 16 16" aria-hidden="true" focusable="false" fill="none" name="40px_person"> ··· </svg>
      Over 3
    </dt>
    <dd class="IncidentDetails_dataLabel__8Mb8v" aria-label="Customers affected">Customers affected</dd>
  </dl>
```

Page 17: DOM, incident detail description list items

Fixed: on page 17, the items under the heading starting “Reference: INCD-…” and “Reported: 2 hours ago” are marked up appropriately as a single `<dl>` description list.

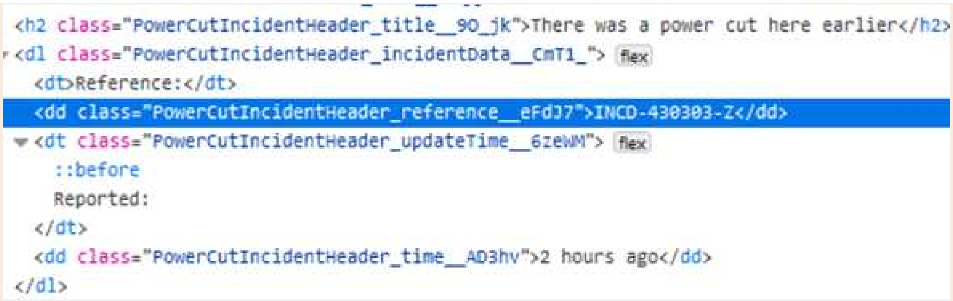


LIVE

There was a power cut here earlier

Reference: INCD-430303-Z · Reported: 2 hours ago

Page 17: desktop, Reference and Reported items



```
<h2 class="PowerCutIncidentHeader_title__9O_jk">There was a power cut here earlier</h2>
<dl class="PowerCutIncidentHeader_incidentData__CmT1_"> flex
  <dt>Reference:</dt>
  <dd class="PowerCutIncidentHeader_reference__eFdJ7">INCD-430303-Z</dd>
  <dt class="PowerCutIncidentHeader_updateTime__6zeWM"> flex
    ::before
    Reported:
  </dt>
  <dd class="PowerCutIncidentHeader_time__AD3hv">2 hours ago</dd>
</dl>
```

Page 17: DOM, Refence and Reported description list items

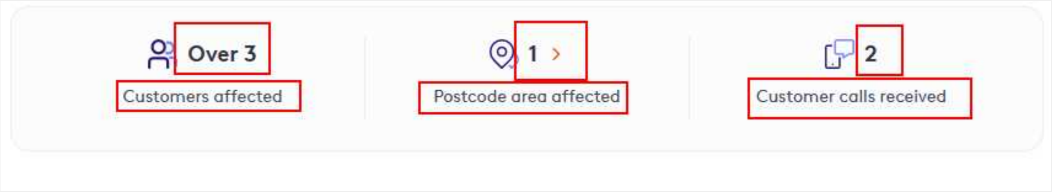
What happened

If a relationship between elements is expressed with visual cues, it also needs to be programmatically determined. This enables assistive technology to communicate the relationships to users. Content may otherwise seem unstructured or disorganised.

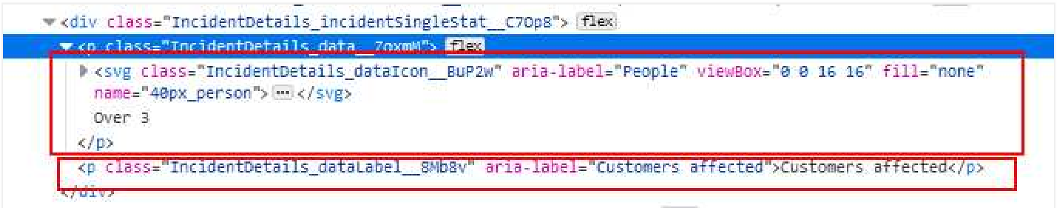
There are elements that are visually communicated as being key and value pairs. However, this structure has not been programmatically determined.

Where it happened

This can be seen on page 17, with the items beginning "Over 3 Customers affected". These elements, such as "Over 3" and "Customers affected" are visually communicated as being key and value pairs. However, this is not programmatically determined.



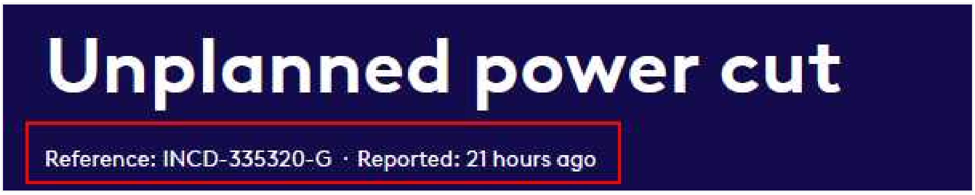
Page 17: desktop, visual key and value pairs "Over 3" and "Customers affected"



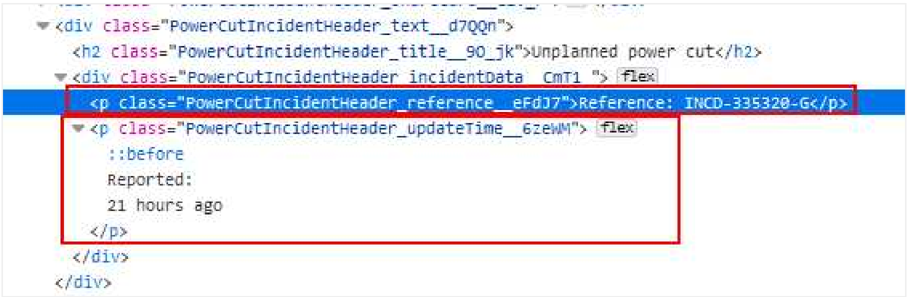
```
<div class="IncidentDetails_incidentSingleStat__C7Op8"> flex
  <p class="IncidentDetails_data__7oxmM"> flex
    <svg class="IncidentDetails_dataIcon__BuP2w" aria-label="People" viewBox="0 0 16 16" fill="none"
    name="40px_person"> ··· </svg>
    Over 3
  </p>
  <p class="IncidentDetails_dataLabel__8Mb8v" aria-label="Customers affected">Customers affected</p>
</div>
```

Page 17: DOM, markup for key and value pairs "Over 3" and "Customers affected"

This can also be seen on page 17, with the items under the "Unplanned power cut" heading. These elements are visually communicated as being key and value pairs. However, this is not programmatically determined.



Page 17: desktop, visual description list



```
▼<div class="PowerCutIncidentHeader_text__d7QQn">
   <h2 class="PowerCutIncidentHeader_title__9O_jk">Unplanned power cut</h2>
  ▼<div class="PowerCutIncidentHeader_incidentData__CmT1_"> flex
     <p class="PowerCutIncidentHeader_reference__eFdJ7">Reference: INCD-335320-G</p>
    ▼<p class="PowerCutIncidentHeader_updateTime__6zeWM"> flex
       ::before
       Reported:
       21 hours ago
     </p>
   </div>
 </div>
```

Page 17: DOM, markup for description list

Steps to reproduce

1. Observe description list items.
2. Inspect the elements in the DOM.
3. Observe that the list items have not been marked up, such as `dl`, `dt`, and `dd`.

Recommendation

Mark up the description list using `<dl>`, `<dt>`, and `<dd>`. Make sure that each set of list items is contained in a single `<dl>`, contain each individual term within `<dt>` tags and each description within `<dd>` tags. Only use separate `<dl>` tags when the list items are contained logically and visually in separate, distinct lists.

Mark up the list using description list semantics to communicate the relationship between terms and their descriptions. For example:

```
<dl>
  <dt>Reference:</dt>
  <dd>INCD-335320-G</dd>
  <dt>Reported:</dt>
  <dd>21 hours ago</dd>
</dl>
```

For more information, see WAI Tutorials - Description Lists.

Return to priority table

ADR_18910-72 LOW PRIORITY OPEN

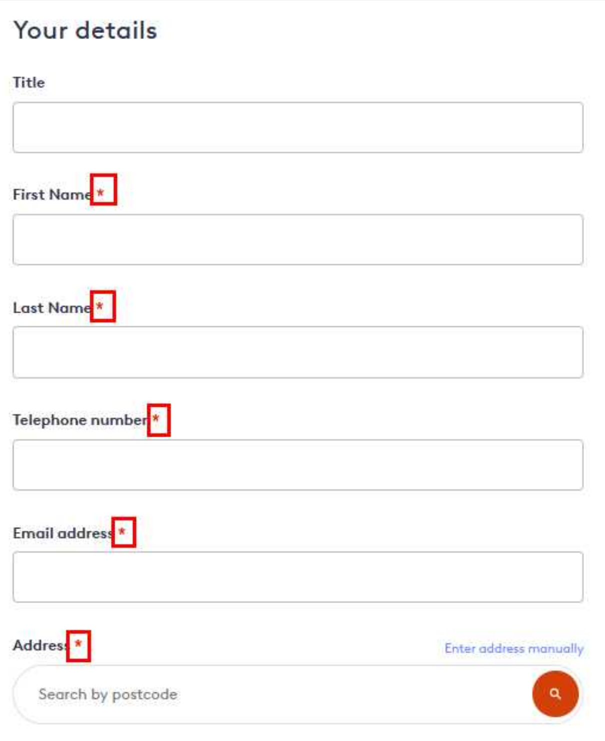
Asterisk indicating required fields is not explained

Success Criteria	3.3.2: Labels or Instructions [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	14, 15
Users Affected	Cognitive
Component	Plain Text

Recheck comment 13/03/24

This issue is not fixed.

Not fixed: on page 14, the meaning of the asterisk symbol adjacent to the required input fields is still not explained. These elements identify themselves as required with an asterisk symbol.



Your details

Title

First Name*

Last Name*

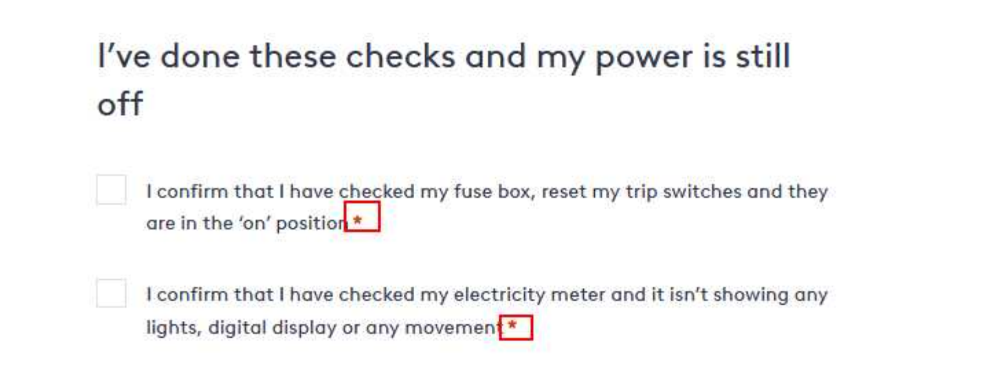
Telephone number*

Email address*

Address*

Page 14: desktop, asterisk indicating required fields is not explained

Not fixed: on page 15, the meaning of the asterisk symbol adjacent to the checkboxes and text under the heading “I’ve done these checks and my power is still off” is still not explained. These elements identify themselves as required with an asterisk symbol.



I’ve done these checks and my power is still off

□ I confirm that I have checked my fuse box, reset my trip switches and they are in the ‘on’ position*

□ I confirm that I have checked my electricity meter and it isn’t showing any lights, digital display or any movement*

Page 15: desktop, asterisk indicating required fields is not explained

What happened

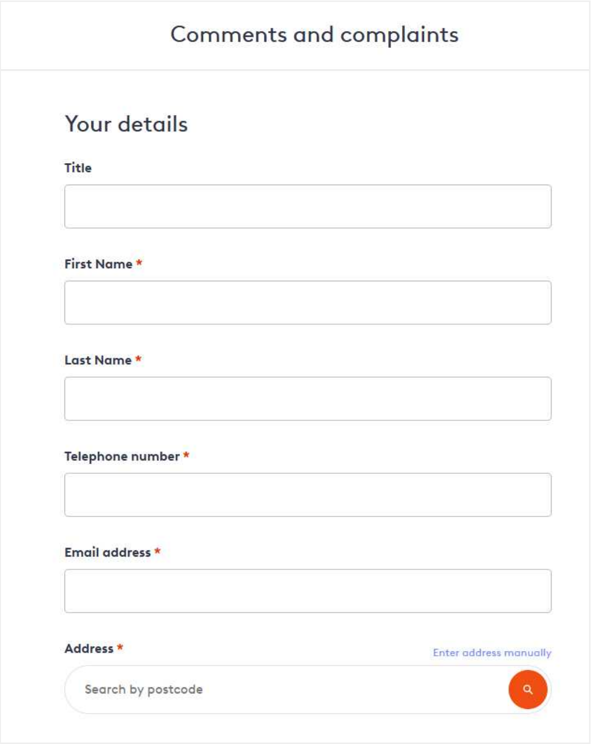
Interactive elements must clearly communicate when they are required.

There are elements that identify themselves are required with an asterisk symbol. However, the meaning of the symbol is not explained.

This may particularly disadvantage users that find navigating the web cognitively challenging. Users may struggle to understand the purpose and operation of the interactive elements. That the symbol is not explained may confuse or misguide users.

Where it happened

This can be seen on page 14, with the asterisk symbols adjacent to the required input fields. These elements identify themselve as required with an asterisk symbol. However, the meaning of the symbol is not explained.



Comments and complaints

Your details

Title

First Name *

Last Name *

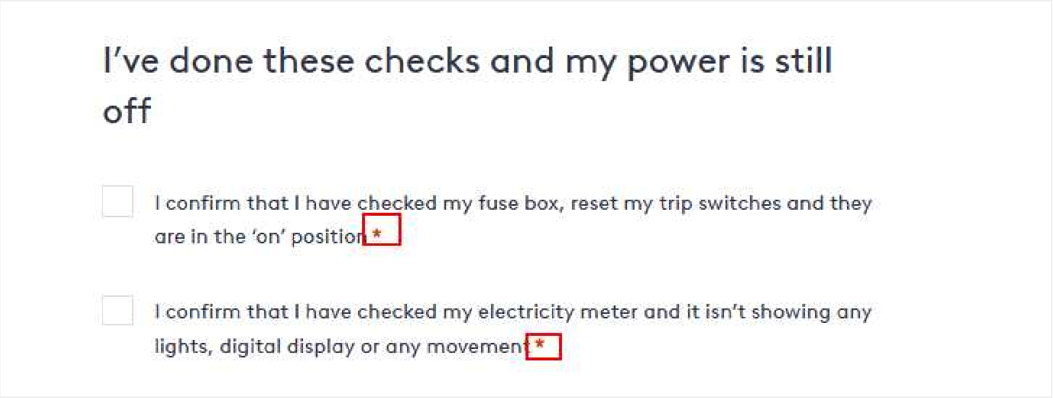
Telephone number *

Email address *

Address *

Page 14: desktop, asterisk symbols not explained

This can also be seen on page 15, with the asterisk symbols adjacent to the checkboxes and text under the heading “I’ve done these checks and my power is still off”. These elements identify themselve as required with an asterisk symbol. However, the meaning of the symbol is not explained.



I’ve done these checks and my power is still off

□ I confirm that I have checked my fuse box, reset my trip switches and they are in the ‘on’ position *

□ I confirm that I have checked my electricity meter and it isn’t showing any lights, digital display or any movement *

Page 15: desktop, asterisk symbols

Steps to reproduce

1. Observe that the interactive elements are required.
2. Observe that there are symbols that communicate this information.
3. Observe that the symbol is not explained on the page or during the process.

Recommendation

Use clear and descriptive instructions. Make sure that the instructions are visible and permanent. When using a symbol to denote required fields, make sure that the symbol is explained and placed before the fields. For example:

```
<span> * denotes required fields</span>
<label for="name">Name *</label>
<input type="text" id="name" aria-describedby="nameEmptyError">
<span id="nameEmptyError">The Name field cannot be left blank</span>
```

Make sure that the instructions are not hidden. The instructions must not only be available as hidden text or through the accessible name of elements.

For more information, see WCAG - G184 Providing text instructions, G83 Providing text descriptions to identify required fields, and H90 Indicating required form controls.

Return to priority table

ADR_18910-33 **LOW PRIORITY** **OPEN**

Elements have invalid nesting

Success Criteria	4.1.1: Parsing [2.0 A]
Devices	Desktop
Pages Affected	01, 02, 03, 04, 05, 07, 10, 11, 16, 20
Users Affected	Vision
Component	Not Applicable

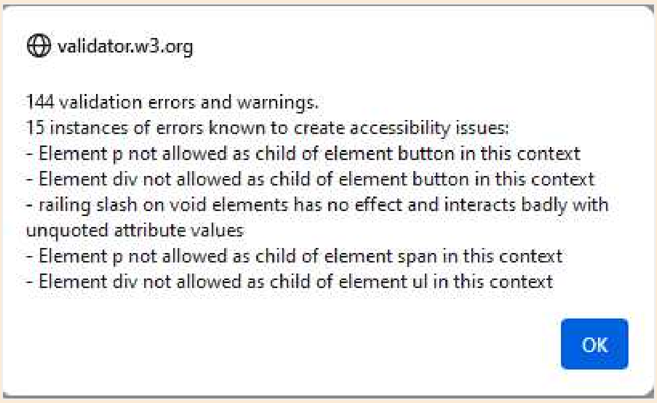
Recheck comment 18/03/24

During the recheck testing period from 11-15/03/2024, there was sufficient time to test the instance on page 20 but not the instances on the other pages.

Recheck comment 15/03/24

This issue is not fixed.

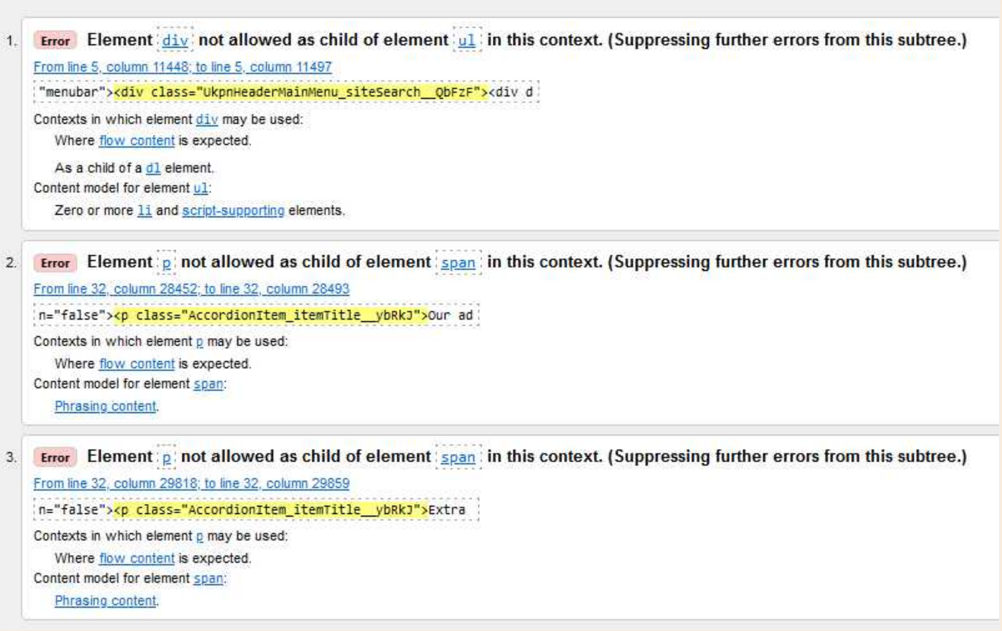
Not fixed: on page 20 there are still elements with invalid nesting. There are 15 instances of errors known to create accessibility issues.



validator.w3.org

144 validation errors and warnings.
15 instances of errors known to create accessibility issues:
- Element p not allowed as child of element button in this context
- Element div not allowed as child of element button in this context
- railing slash on void elements has no effect and interacts badly with unquoted attribute values
- Element p not allowed as child of element span in this context
- Element div not allowed as child of element ul in this context

Page 20: summary of the errors generated by Nu HTML validator



1. Error **Element div not allowed as child of element ul in this context. (Suppressing further errors from this subtree.)**
   From line 5, column 11448; to line 5, column 11497
   `"menubar"><div class="UkpnHeaderMainMenu_siteSearch__QbFzF"><div d`
   Contexts in which element div may be used:
   Where flow content is expected.
   As a child of a dl element.
   Content model for element ul:
   Zero or more li and script-supporting elements.

2. Error **Element p not allowed as child of element span in this context. (Suppressing further errors from this subtree.)**
   From line 32, column 28452; to line 32, column 28493
   `n="false"><p class="AccordionItem_itemTitle__ybRkJ">Our ad`
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element span:
   Phrasing content.

3. Error **Element p not allowed as child of element span in this context. (Suppressing further errors from this subtree.)**
   From line 32, column 29818; to line 32, column 29859
   `n="false"><p class="AccordionItem_itemTitle__ybRkJ">Extra`
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element span:
   Phrasing content.

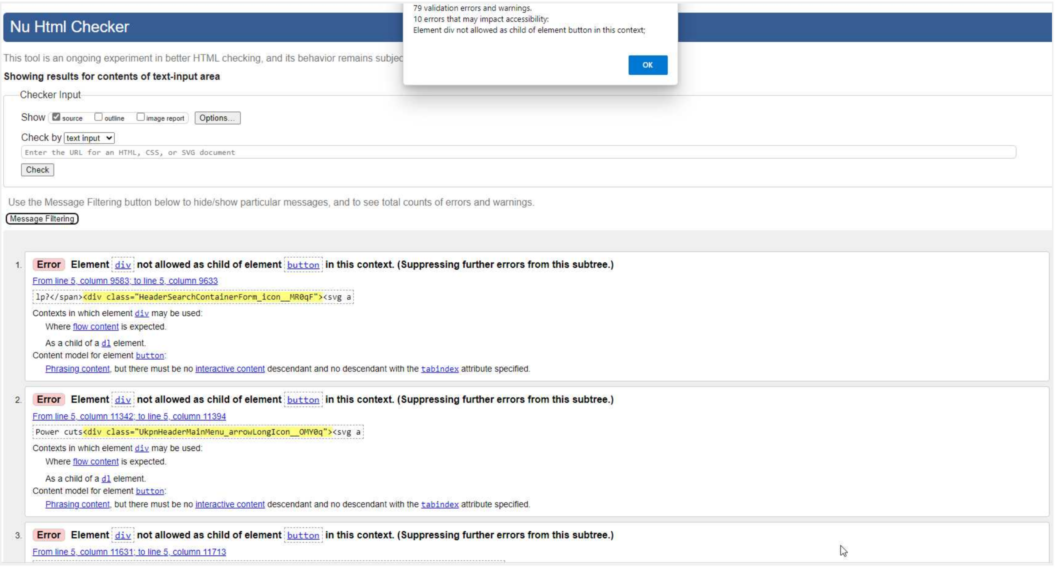
Page 20: description of the errors generated by Nu HTML validator

What happened

There are parsing errors. More specifically, there are elements with invalid nesting. Browsers may struggle to compile the accessibility tree and assistive technologies may be unable to parse elements. Users may experience strange behaviour or diminished accessibility.

Where it happened

This can be found on pages 1 and 2. There are elements with invalid nesting.



79 validation errors and warnings.
10 errors that may impact accessibility:
Element div not allowed as child of element button in this context;

This tool is an ongoing experiment in better HTML checking, and its behavior remains subjec

Showing results for contents of text-input area

Checker Input

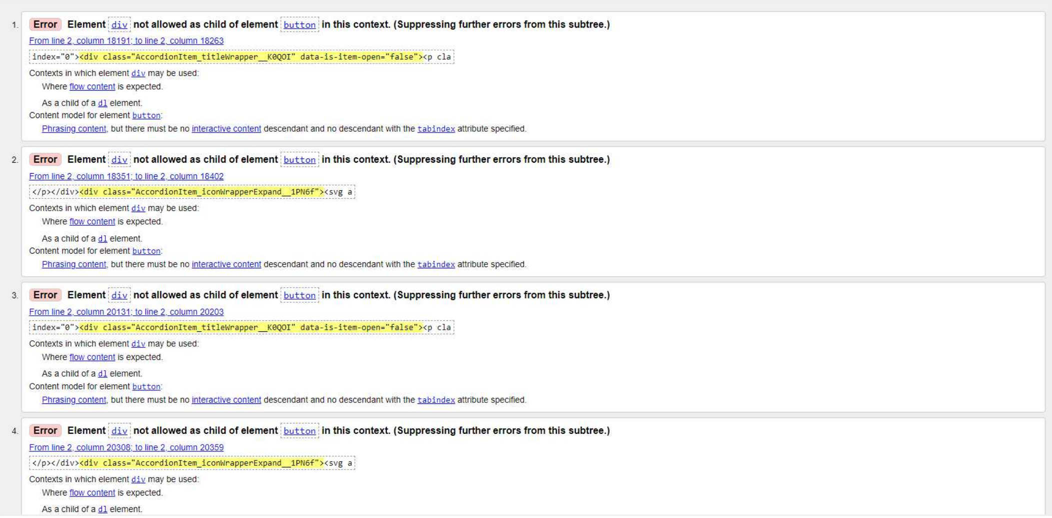
Enter the URL for an HTML, CSS, or SVG document

Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

1. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 5, column 9583; to line 5, column 9633
   ```
   lp?</span><div class="HeaderSearchContainerForm_icon__MR0qF"><svg a
   ```
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `button`:
   Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.
2. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 5, column 11342; to line 5, column 11394
   ```
   Power cuts<div class="UkpnHeaderMainMenu_arrowLongIcon__OMY0q"><svg a
   ```
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `button`:
   Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.
3. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 5, column 11631; to line 5, column 11713

Pages 1 & 2: desktop, Nu HTML Validator, Elements with invalid nesting

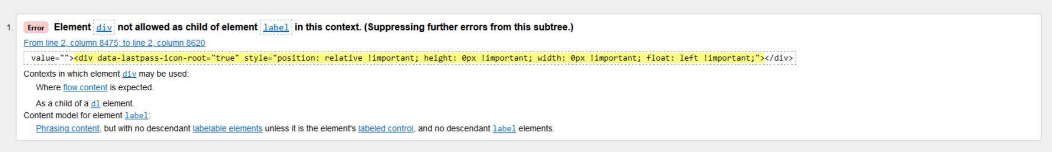
This can be also found on page 3. There are elements with invalid nesting.



1. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 18191; to line 2, column 18263
   ```
   index="0"><div class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="false"><p cla
   ```
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `button`:
   Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.
2. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 18351; to line 2, column 18402
   ```
   </p></div><div class="AccordionItem_iconWrapperExpand__1PN6f"><svg a
   ```
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `button`:
   Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.
3. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 20131; to line 2, column 20203
   ```
   index="0"><div class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="false"><p cla
   ```
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `button`:
   Phrasing content, but there must be no interactive content descendant and no descendant with the `tabindex` attribute specified.
4. **Error Element `div` not allowed as child of element `button` in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 20308; to line 2, column 20359
   ```
   </p></div><div class="AccordionItem_iconWrapperExpand__1PN6f"><svg a
   ```
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.

Page 3: desktop, Nu HTML Validator, Elements with invalid nesting

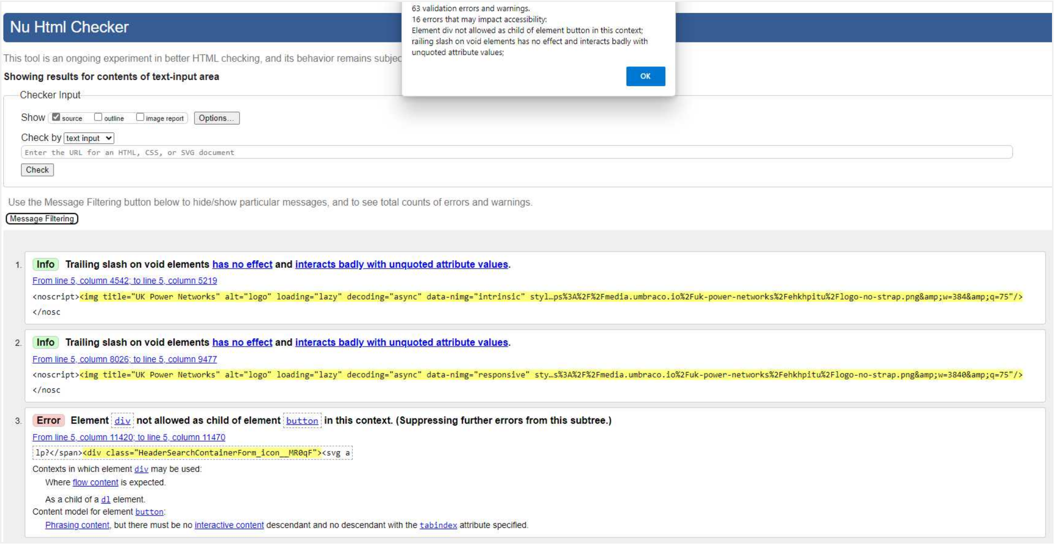
This can also be found on page 4. There is an element with invalid nesting.



1. **Error Element `div` not allowed as child of element `label` in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 8475; to line 2, column 8620
   ```
   value=""><div data-lastpass-icon-root="true" style="position: relative !important; height: 0px !important; width: 0px !important; float: left !important;"></div>
   ```
   Contexts in which element `div` may be used:
   Where flow content is expected.
   As a child of a `dl` element.
   Content model for element `label`:
   Phrasing content, but with no descendant labelable elements unless it is the element's labeled control, and no descendant `label` elements.

Page 4: desktop, Nu HTML Validator, Element with invalid nesting

This can also be found on page 5. There is an element with invalid nesting.



Nu Html Checker

63 validation errors and warnings.
16 errors that may impact accessibility:
Element div not allowed as child of element button in this context;
railing slash on void elements has no effect and interacts badly with unquoted attribute values;

OK

This tool is an ongoing experiment in better HTML checking, and its behavior remains subjec

Showing results for contents of text-input area

Checker Input

Show ☑ source ☐ outline ☐ image report Options...

Check by text input

Enter the URL for an HTML, CSS, or SVG document

Check

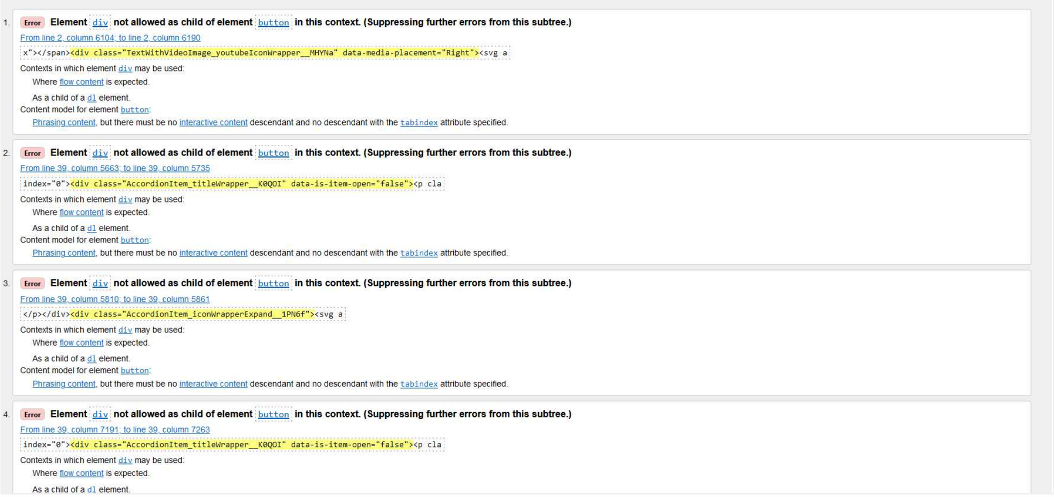
Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

Message Filtering

1. **Info** **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 4542; to line 5, column 5219
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="intrinsic" styl…ps%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=384&amp;q=75"/>
   </nosc
   ```
2. **Info** **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 8026; to line 5, column 9477
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="responsive" sty…s%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=3840&amp;q=75"/>
   </nosc
   ```
3. **Error** **Element div not allowed as child of element button in this context. (Suppressing further errors from this subtree.)**
   From line 5, column 11420; to line 5, column 11470
   ```
   lp?</span><div class="HeaderSearchContainerForm_icon__MR0qF"><svg a
   ```
   Contexts in which element div may be used:
   Where flow content is expected.
   As a child of a dl element.
   Content model for element button:
   Phrasing content, but there must be no interactive content descendant and no descendant with the tabindex attribute specified.

Page 5: desktop, Nu HTML Validator, Elements with invalid nesting

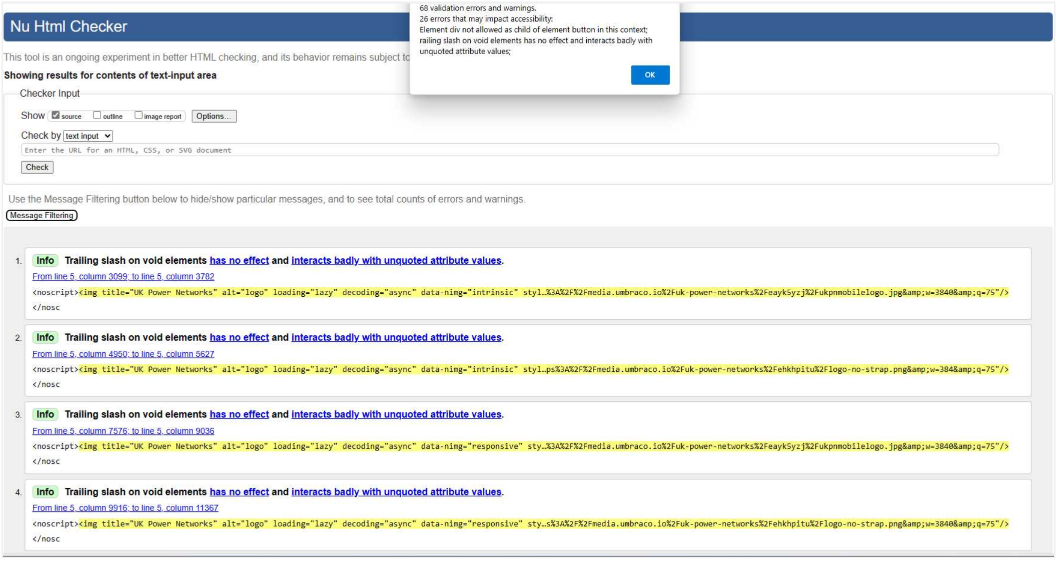
This can be also found on page 7. There are elements with invalid nesting.



1. **Error** **Element div not allowed as child of element button in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 6104; to line 2, column 6190
   ```
   x"></span><div class="TextWithVideoImage_youtubeIconWrapper__MHYNa" data-media-placement="Right"><svg a
   ```
   Contexts in which element div may be used:
   Where flow content is expected.
   As a child of a dl element.
   Content model for element button:
   Phrasing content, but there must be no interactive content descendant and no descendant with the tabindex attribute specified.
2. **Error** **Element div not allowed as child of element button in this context. (Suppressing further errors from this subtree.)**
   From line 39, column 5663; to line 39, column 5735
   ```
   index="0"><div class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="false"><p cla
   ```
   Contexts in which element div may be used:
   Where flow content is expected.
   As a child of a dl element.
   Content model for element button:
   Phrasing content, but there must be no interactive content descendant and no descendant with the tabindex attribute specified.
3. **Error** **Element div not allowed as child of element button in this context. (Suppressing further errors from this subtree.)**
   From line 39, column 5810; to line 39, column 5861
   ```
   </p></div><div class="AccordionItem_iconWrapperExpand__1PN6f"><svg a
   ```
   Contexts in which element div may be used:
   Where flow content is expected.
   As a child of a dl element.
   Content model for element button:
   Phrasing content, but there must be no interactive content descendant and no descendant with the tabindex attribute specified.
4. **Error** **Element div not allowed as child of element button in this context. (Suppressing further errors from this subtree.)**
   From line 39, column 7191; to line 39, column 7263
   ```
   index="0"><div class="AccordionItem_titleWrapper__K0QOI" data-is-item-open="false"><p cla
   ```
   Contexts in which element div may be used:
   Where flow content is expected.
   As a child of a dl element.

Page 7: desktop, Nu HTML Validator, Elements with invalid nesting

This can be also found on page 10. There are elements with invalid nesting.



Nu Html Checker

68 validation errors and warnings.
26 errors that may impact accessibility:
Element div not allowed as child of element button in this context;
railing slash on void elements has no effect and interacts badly with unquoted attribute values;

OK

This tool is an ongoing experiment in better HTML checking, and its behavior remains subject to

Showing results for contents of text-input area

Checker Input

Show ☑ source ☐ outline ☐ image report Options...

Check by text input

Enter the URL for an HTML, CSS, or SVG document

Check

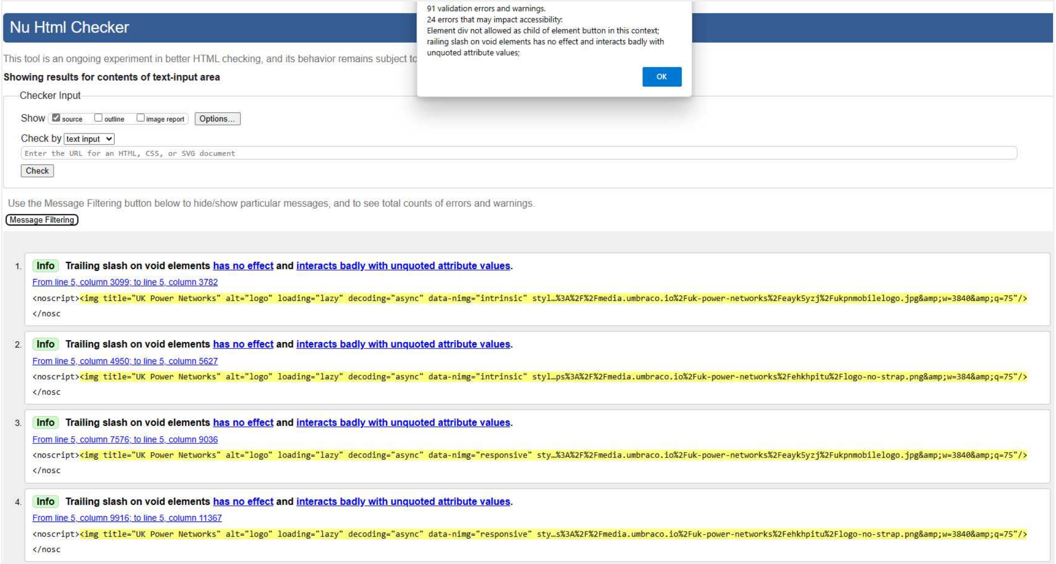
Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

Message Filtering

1. **Info** **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 3099; to line 5, column 3782
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="intrinsic" styl…%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&amp;w=3840&amp;q=75"/>
   </nosc
   ```
2. **Info** **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 4950; to line 5, column 5627
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="intrinsic" styl…ps%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=384&amp;q=75"/>
   </nosc
   ```
3. **Info** **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 7576; to line 5, column 9036
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="responsive" sty…%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&amp;w=3840&amp;q=75"/>
   </nosc
   ```
4. **Info** **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 9916; to line 5, column 11367
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="responsive" sty…s%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=3840&amp;q=75"/>
   </nosc
   ```

Page 10: desktop, Nu HTML Validator, Elements with invalid nesting

This can be also found on page 11. There are elements with invalid nesting.



Nu Html Checker

This tool is an ongoing experiment in better HTML checking, and its behavior remains subject to

91 validation errors and warnings.
24 errors that may impact accessibility:
Element div not allowed as child of element button in this context;
railing slash on void elements has no effect and interacts badly with unquoted attribute values;

OK

Showing results for contents of text-input area

Checker Input

Show ☑ source ☐ outline ☐ image report Options...

Check by text input

Enter the URL for an HTML, CSS, or SVG document

Check

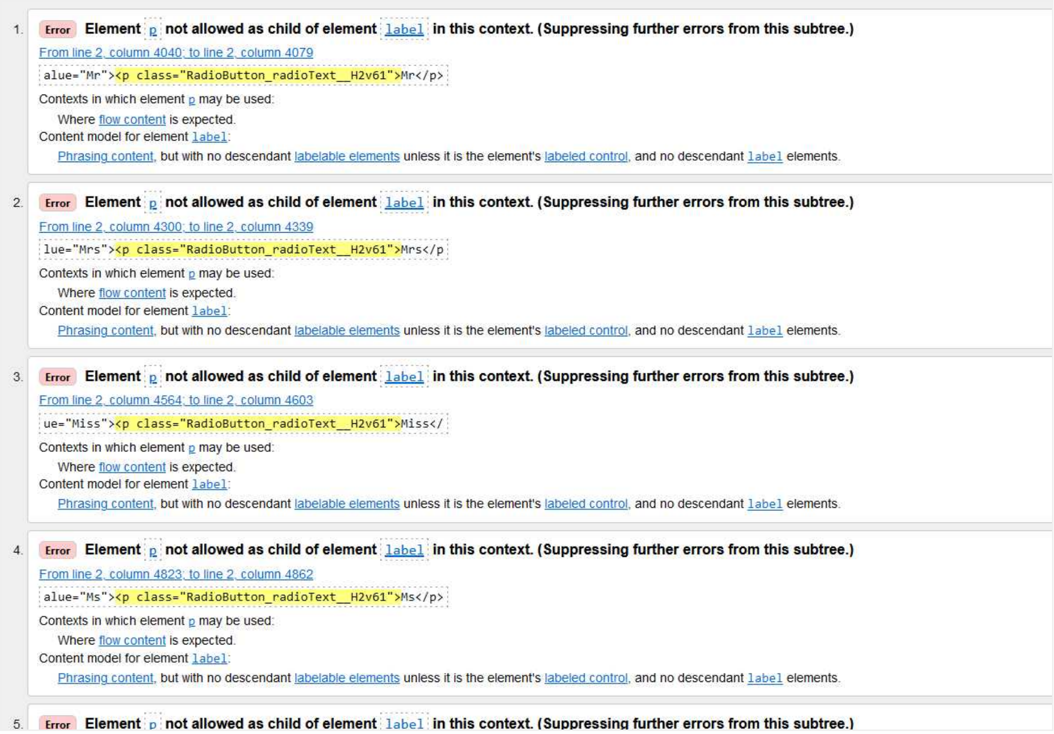
Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

Message Filtering

1. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 3099; to line 5, column 3782
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="intrinsic" styl…%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&amp;w=3840&amp;q=75"/>
   </nosc
   ```
2. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 4950; to line 5, column 5627
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="intrinsic" styl…ps%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=384&amp;q=75"/>
   </nosc
   ```
3. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 7576; to line 5, column 9036
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="responsive" sty…%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&amp;w=3840&amp;q=75"/>
   </nosc
   ```
4. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
   From line 5, column 9916; to line 5, column 11367
   ```
   <noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="responsive" sty…s%3A%2F%2Fmedia.umbraco.io%2Fuk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=3840&amp;q=75"/>
   </nosc
   ```

Page 11: desktop, Nu HTML Validator, Elements with invalid nesting

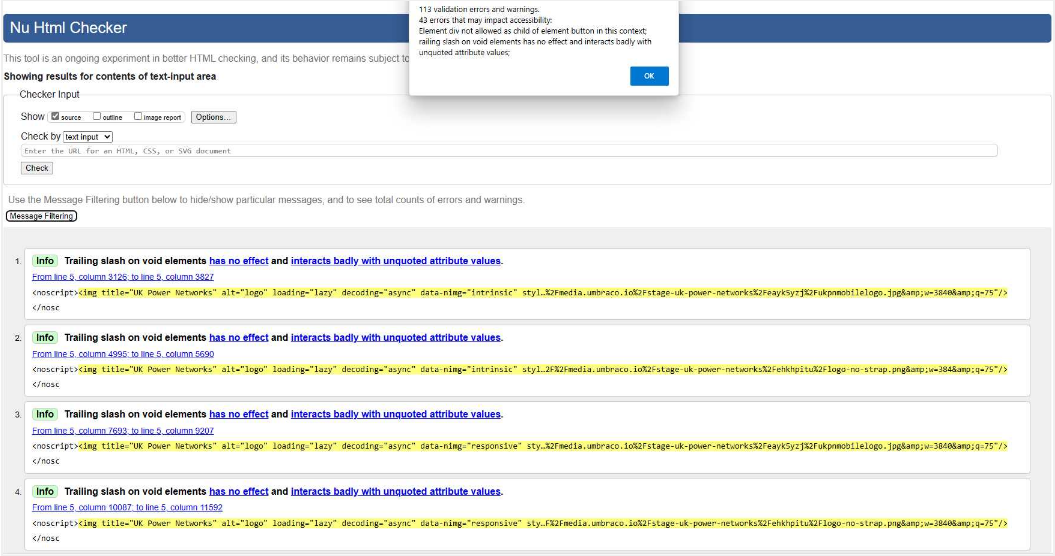
This can also be found on page 16. There are elements with invalid nesting.



1. Error **Element p not allowed as child of element label in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 4040; to line 2, column 4079
   ```
   alue="Mr"><p class="RadioButton_radioText__H2v61">Mr</p>
   ```
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element label:
   Phrasing content, but with no descendant labelable elements unless it is the element's labeled control, and no descendant label elements.
2. Error **Element p not allowed as child of element label in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 4300; to line 2, column 4339
   ```
   lue="Mrs"><p class="RadioButton_radioText__H2v61">Mrs</p
   ```
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element label:
   Phrasing content, but with no descendant labelable elements unless it is the element's labeled control, and no descendant label elements.
3. Error **Element p not allowed as child of element label in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 4564; to line 2, column 4603
   ```
   ue="Miss"><p class="RadioButton_radioText__H2v61">Miss</
   ```
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element label:
   Phrasing content, but with no descendant labelable elements unless it is the element's labeled control, and no descendant label elements.
4. Error **Element p not allowed as child of element label in this context. (Suppressing further errors from this subtree.)**
   From line 2, column 4823; to line 2, column 4862
   ```
   alue="Ms"><p class="RadioButton_radioText__H2v61">Ms</p>
   ```
   Contexts in which element p may be used:
   Where flow content is expected.
   Content model for element label:
   Phrasing content, but with no descendant labelable elements unless it is the element's labeled control, and no descendant label elements.
5. Error **Element p not allowed as child of element label in this context. (Suppressing further errors from this subtree.)**

Page 16: desktop, Nu HTML Validator, Elements with invalid nesting

This can be also found on page 20. There are elements with invalid nesting.



113 validation errors and warnings.
43 errors that may impact accessibility:
Element div not allowed as child of element button in this context;
railing slash on void elements has no effect and interacts badly with unquoted attribute values;

This tool is an ongoing experiment in better HTML checking, and its behavior remains subject to

Showing results for contents of text-input area

Checker Input

Show ☑ source ☐ outline ☐ image report

Check by text input

Enter the URL for an HTML, CSS, or SVG document

Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

1. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
From line 5, column 3126; to line 5, column 3827
```
<noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="intrinsic" styl…%2Fmedia.umbraco.io%2Fstage-uk-power-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&amp;w=3840&amp;q=75"/>
</nosc
```
2. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
From line 5, column 4995; to line 5, column 5690
```
<noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="intrinsic" styl…2F%2Fmedia.umbraco.io%2Fstage-uk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=384&amp;q=75"/>
</nosc
```
3. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
From line 5, column 7693; to line 5, column 9207
```
<noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="responsive" sty…%2Fmedia.umbraco.io%2Fstage-uk-power-networks%2Feayk5yzj%2Fukpnmobilelogo.jpg&amp;w=3840&amp;q=75"/>
</nosc
```
4. Info **Trailing slash on void elements has no effect and interacts badly with unquoted attribute values.**
From line 5, column 10087; to line 5, column 11592
```
<noscript><img title="UK Power Networks" alt="logo" loading="lazy" decoding="async" data-nimg="responsive" sty…F%2Fmedia.umbraco.io%2Fstage-uk-power-networks%2Fehkhpitu%2Flogo-no-strap.png&amp;w=3840&amp;q=75"/>
</nosc
```

Page 20: desktop, Nu HTML Validator, Elements with invalid nesting

Steps to reproduce

1. Take the base URL OR copy the generated page source.
2. Use the Nu Html Checker to check for validation errors.
3. Use a tool such as the WCAG Parsing Bookmarklet to filter the results.
4. Note that the errors include elements with invalid nesting.

Recommendation

Make sure that the nesting of elements is allowed by the HTML specification. For example:

```
<!-- you cannot nest interactive items within each other -->
<!-- in this example, the issue is created by the link within the button -->

<button><a href="...">Submit</a></button>
```

For more information, see MDN - Debugging HTML, W3C - Syntax Errors, Attribute Values, and About the HTML Checker.

Return to priority table

ADR_18910-4 **LOW PRIORITY** **PARTIALLY FIXED**

Interactive elements rely on placeholder for accessible name

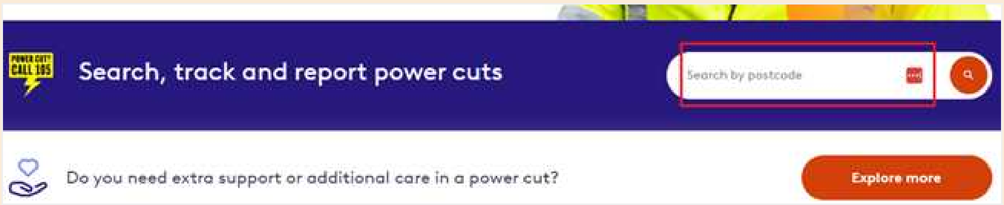
Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop, Mobile (iOS)
Pages Affected	02, 03, 04, 10, 11, 17, 19, 20
Users Affected	Vision
Component	Input Field

Recheck comment 14/03/24

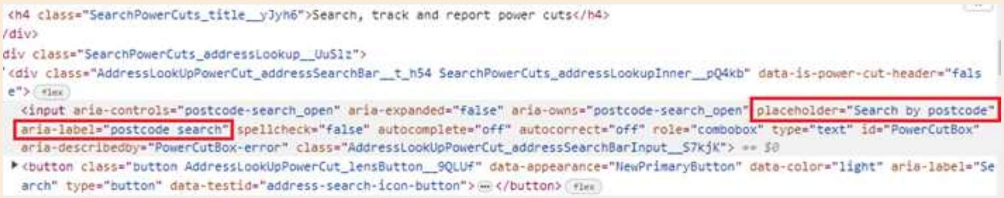
This issue is partially fixed.

Fixed, with comments: on pages 2, 3, 4, 10, 11, 17, 19 and 20, the “Search by postcode” input field has an accessible name of “postcode search” provided by an `aria-label` attribute.

Note, that the accessible name of the field does not match the visual label has been raised in issue ADR_18910 - 104.


POWER CUT? CALL 105
Search, track and report power cuts
Search by postcode
Do you need extra support or additional care in a power cut?
Explore more

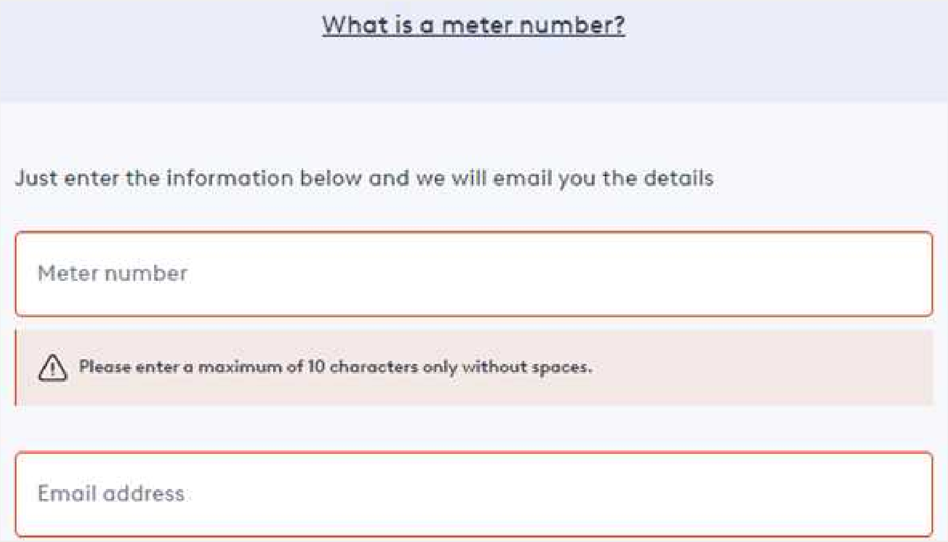
Page 2: desktop, the “Search by postcode” field



```
<h4 class="SearchPowerCuts_title__yJyh6">Search, track and report power cuts</h4>
/div>
div class="SearchPowerCuts_addressLookup__UuS1z">
'<div class="AddressLookUpPowerCut_addressSearchBar__t_h54 SearchPowerCuts_addressLookupInner__pQ4kb" data-is-power-cut-header="fals
e"> flex
  <input aria-controls="postcode-search_open" aria-expanded="false" aria-owns="postcode-search_open" placeholder="Search by postcode"
  aria-label="postcode search" spellcheck="false" autocomplete="off" autocorrect="off" role="combobox" type="text" id="PowerCutBox"
  aria-describedby="PowerCutBox-error" class="AddressLookUpPowerCut_addressSearchBarInput__S7kjK"> == $0
 ▶<button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-appearance="NewPrimaryButton" data-color="light" aria-label="Se
  arch" type="button" data-testid="address-search-icon-button">⋯</button> flex
```

Page 2: DOM, the field has an accessible name

Partially Fixed: on page 11, the “Meter number” field does not have an accessible name, as there is no `placeholder` and the `for` attribute on the `<label>` does not match the `id` attribute on the `<input>` element. The email field has an accessible name of “Email address” provided by a linked `<label>` element.



What is a meter number?

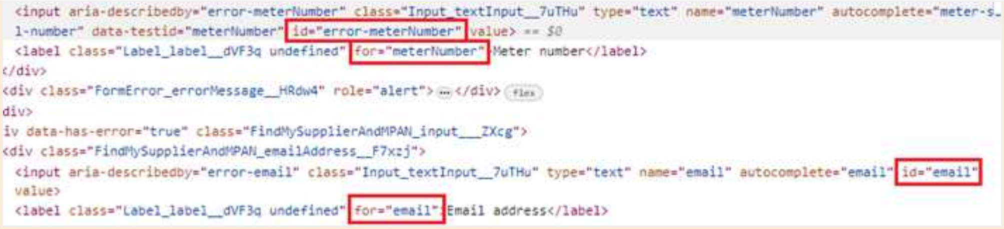
Just enter the information below and we will email you the details

Meter number

⚠ Please enter a maximum of 10 characters only without spaces.

Email address

Page 11: desktop, “Meter number” and email fields



```
  <input aria-describedby="error-meterNumber" class="Input_textInput__7uTHu" type="text" name="meterNumber" autocomplete="meter-s_
  l-number" data-testid="meterNumber" id="error-meterNumber" value> == $0
  <label class="Label_label__dVF3q undefined" for="meterNumber" Meter number</label>
</div>
<div class="FormError_errorMessage__HRdw4" role="alert"> … </div> flex
div>
iv data-has-error="true" class="FindMySupplierAndMPAN_input___ZXcg">
<div class="FindMySupplierAndMPAN_emailAddress__F7xzj">
  <input aria-describedby="error-email" class="Input_textInput__7uTHu" type="text" name="email" autocomplete="email" id="email"
  value>
  <label class="Label_label__dVF3q undefined" for="email" Email address</label>
```

Page 11: DOM, accessible name of email field provided by 'label' element

What happened

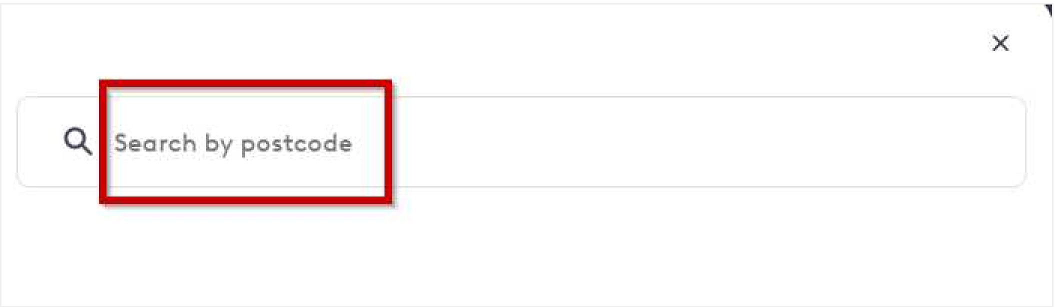
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate. There are interactive elements that have descriptive `placeholder` attributes. However, these elements do not have accessible names.

This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the accessible name is not programmatically determined, instead relying on the `placeholder` attribute, may confuse or mislead users.

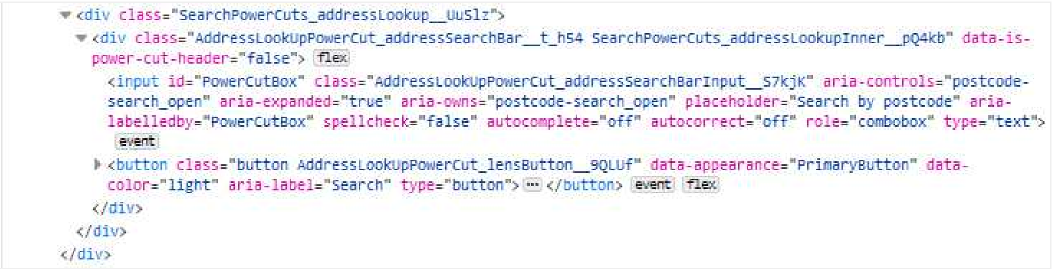
This has been raised as low priority because some assistive technologies use the `placeholder` attributes as a fallback when no accessible name is present.

Where it happened

This can be found on pages 2, 3, 4, 10, 11, 17, 19 and 20, with the "Search by postcode" input search field. This search field has a magnifying glass icon acting as a visible label and also has "Search by postcode" as a placeholder attribute. However, it does not otherwise have an accessible name.



Page 19: desktop, "Search by postcode" input search field

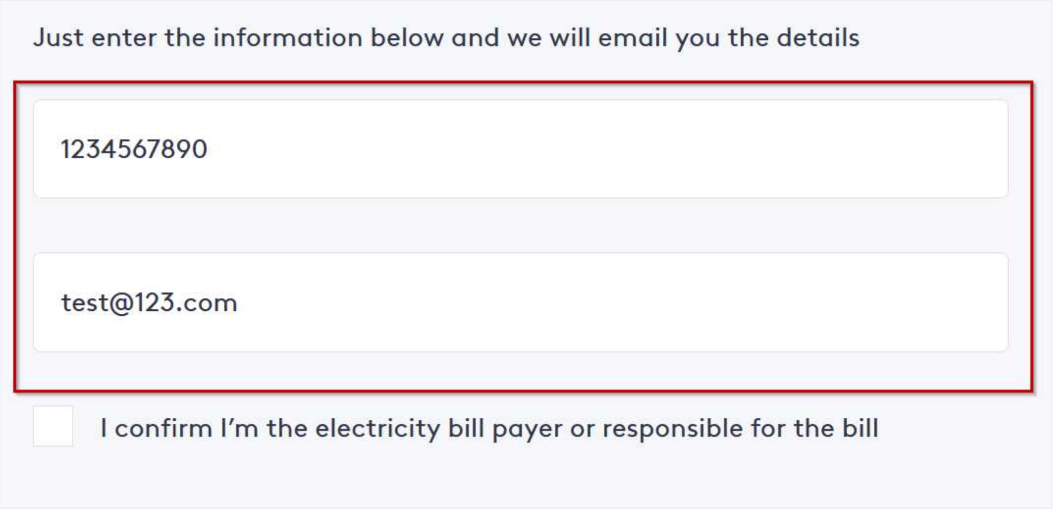


```
▼ <div class="SearchPowerCuts_addressLookup__UuSlz">
  ▼ <div class="AddressLookUpPowerCut_addressSearchBar__t_h54 SearchPowerCuts_addressLookupInner__pQ4kb" data-is-
    power-cut-header="false"> flex
      <input id="PowerCutBox" class="AddressLookUpPowerCut_addressSearchBarInput__S7kjK" aria-controls="postcode-
      search_open" aria-expanded="true" aria-owns="postcode-search_open" placeholder="Search by postcode" aria-
      labelledby="PowerCutBox" spellcheck="false" autocomplete="off" autocorrect="off" role="combobox" type="text">
       event
    ▶ <button class="button AddressLookUpPowerCut_lensButton__9QLUf" data-appearance="PrimaryButton" data-
      color="light" aria-label="Search" type="button"> ⋯ </button> event flex
    </div>
  </div>
</div>
```

Page 19: DOM, "Search by postcode" input search field

This can be also found on page 11, with the the "Meter number" and "Email address" input fields. These input fields rely on the `placeholder` attributes for the accessible name.

The fact that the visual label is not permanent is addressed under ADR_18910 - 65.



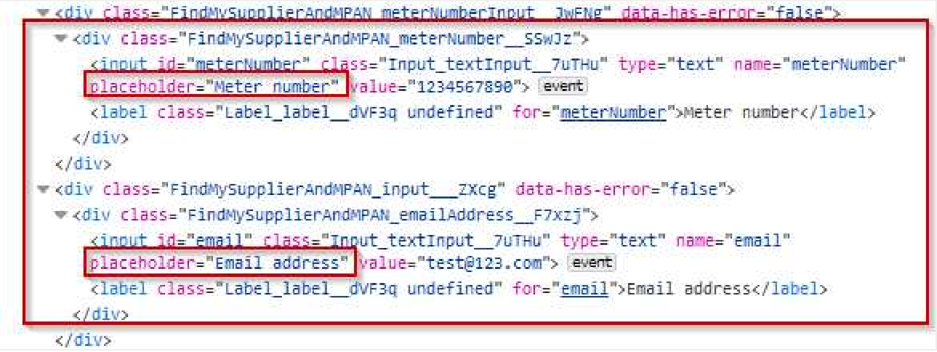
Just enter the information below and we will email you the details

1234567890

test@123.com

□ I confirm I'm the electricity bill payer or responsible for the bill

Page 20: Desktop, "Meter number" and "Email address" input fields



```
▼<div class="FindMySupplierAndMPAN_meterNumberInput__JwFNg" data-has-error="false">
  ▼<div class="FindMySupplierAndMPAN_meterNumber__SSwJz">
      <input id="meterNumber" class="Input_textInput__7uTHu" type="text" name="meterNumber"
      placeholder="Meter number" value="1234567890"> event
      <label class="Label_label__dVF3q undefined" for="meterNumber">Meter number</label>
    </div>
  </div>
▼<div class="FindMySupplierAndMPAN_input___ZXcg" data-has-error="false">
  ▼<div class="FindMySupplierAndMPAN_emailAddress__F7xzj">
      <input id="email" class="Input_textInput__7uTHu" type="text" name="email"
      placeholder="Email address" value="test@123.com"> event
      <label class="Label_label__dVF3q undefined" for="email">Email address</label>
    </div>
  </div>
```

Page 20: DOM, "Meter number" and "Email address" input fields rely on placeholder attribute

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the name is not programmatically determined.
5. Observe that the `placeholder` attribute is used.
6. Observe that the attribute maps to the value property.

Recommendation

Make sure that interactive elements have an appropriate name. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` and provide them with an accessible name through labels or internal text. For example:

```
<label for="searchfield">Search by postcode</label>
<input id="searchfield" type="text">
```

As well, avoid relying on the `placeholder` attribute. The attribute maps to the value property of elements. That is, rather than the name property. As well, unlike the `title` attribute, WCAG does not have a technique that allows elements to be named with this attribute. The attribute can be used, but do not rely on it.

For more information, see WAI Tutorials - Labelling Controls and a11y Project - How to Use Placeholder Attributes. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-54 **LOW PRIORITY** **PARTIALLY FIXED**

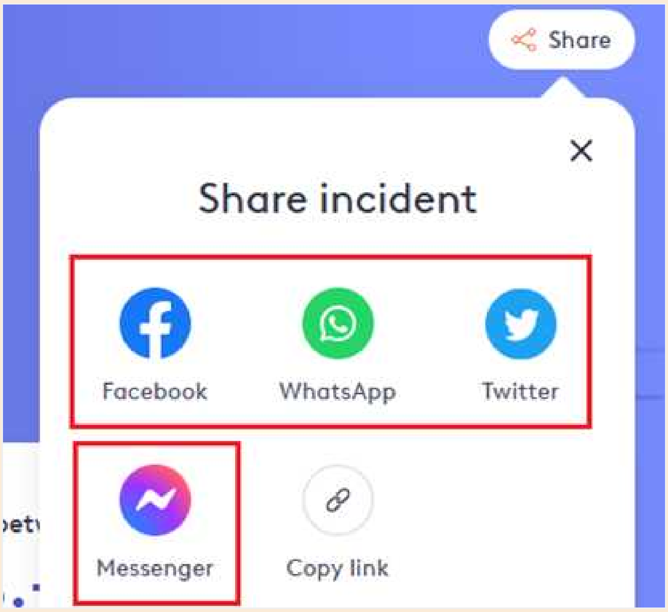
Anchor tag with no href has no role

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop
Pages Affected	17
Users Affected	Vision
Component	Link

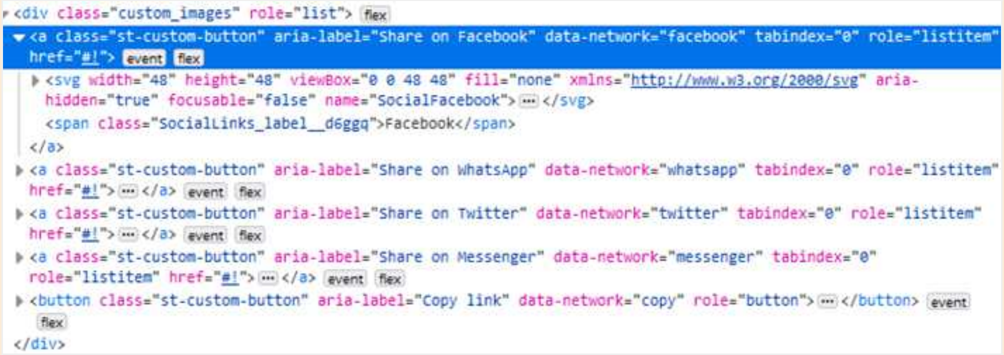
Recheck comment 13/03/24

This issue is partially fixed

On page 17, the `<a>` anchor elements in the “Share incident” component have been given a `href="#!"` attribute. However, the link role has been overridden with a `role="listitem"` attribute. Remove the `role` attribute to complete the fix.



Page 17: desktop, the social media links



```
▾ <div class="custom_images" role="list"> flex
  ▾ <a class="st-custom-button" aria-label="Share on Facebook" data-network="facebook" tabindex="0" role="listitem"
    href="#!"> event flex
    ▸ <svg width="48" height="48" viewBox="0 0 48 48" fill="none" xmlns="http://www.w3.org/2000/svg" aria-
      hidden="true" focusable="false" name="SocialFacebook"> ⋯ </svg>
      <span class="SocialLinks_label__d6ggq">Facebook</span>
    </a>
  ▸ <a class="st-custom-button" aria-label="Share on WhatsApp" data-network="whatsapp" tabindex="0" role="listitem"
    href="#!"> ⋯ </a> event flex
  ▸ <a class="st-custom-button" aria-label="Share on Twitter" data-network="twitter" tabindex="0" role="listitem"
    href="#!"> ⋯ </a> event flex
  ▸ <a class="st-custom-button" aria-label="Share on Messenger" data-network="messenger" tabindex="0"
    role="listitem" href="#!"> ⋯ </a> event flex
  ▸ <button class="st-custom-button" aria-label="Copy link" data-network="copy" role="button"> ⋯ </button> event
     flex
  </div>
```

Page 17: DOM, the anchor elements have a “listitem” role

What happened

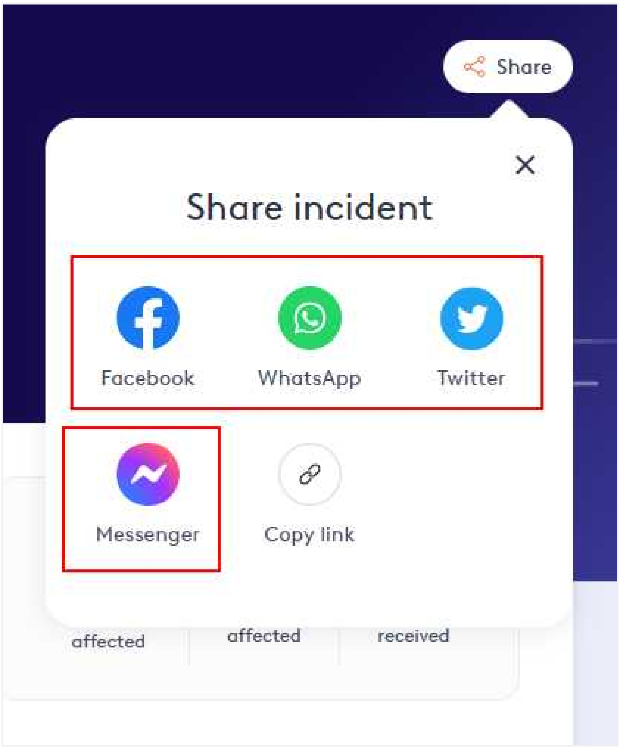
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are anchor tags with no `href` attribute, which means that they technically not determined as links. This is because the [HTML specification determines anchor tags without href attributes as being placeholder elements](). That is, rather than being true links.

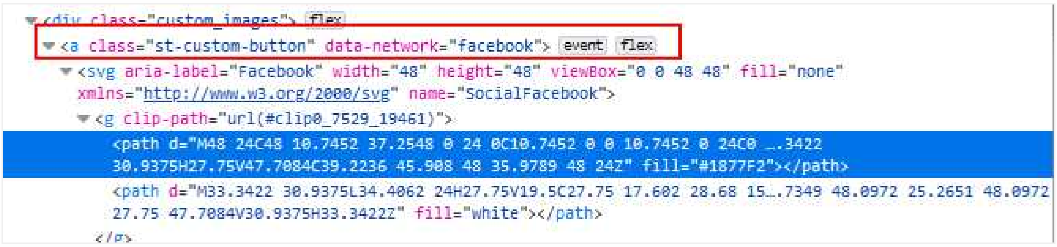
This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the link role is not programmatically determined may confuse or mislead users.

Where it happened

This can be found on page 17, with the social media links in the modal opened by the “Share” button in the top right-hand corner of the page.



Page 17: desktop, social media links



```
▼<div class="custom_images"> flex
  ▼<a class="st-custom-button" data-network="facebook"> event flex
    ▼<svg aria-label="Facebook" width="48" height="48" viewBox="0 0 48 48" fill="none"
     xmlns="http://www.w3.org/2000/svg" name="SocialFacebook">
      ▼<g clip-path="url(#clip0_7529_19461)">
          <path d="M48 24C48 10.7452 37.2548 0 24 0C10.7452 0 0 10.7452 0 24C0 ….3422
          30.9375H27.75V47.7084C39.2236 45.908 48 35.9789 48 24Z" fill="#1877F2"></path>
          <path d="M33.3422 30.9375L34.4062 24H27.75V19.5C27.75 17.602 28.68 15….7349 48.0972 25.2651 48.0972
          27.75 47.7084V30.9375H33.3422Z" fill="white"></path>
        </g>
```

Page 17: desktop, DOM showing markup for the “Facebook” link

Steps to reproduce

1. Observe the anchor tags.
2. Inspect the elements and review the DOM.
3. Observe that the links do not have a `href` attribute.
4. Observe that the link role is not otherwise determined with `role="link"`.

Recommendation

Make sure that interactive elements have an appropriate role. In this case, make sure that anchor tags have `href` attributes that point to their destination. When anchor tags do not have a `href` attributes, browsers do not define them as links. For example:

```
<a href="https://www.facebook.com">Facebook</a>
```

If this is not possible, you can manually add the link role with `role="link"`.

That said, you may wish to convert the element into a button. If the element performs an action, rather than loading a new page or linking elsewhere on the current page, it is more semantically correct to have these as buttons. This is not a strict WCAG requirement, but it will improve the usability of the components. For example:

```
<button>Action</button>
<span tabindex="0" role="button">Action</span>
```

For more information, see Yale - Web Accessibility - Links, University of Washington - Links and buttons, A11y Project - Valid and Accessible Links. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

ADR_18910-58 **LOW PRIORITY** **RESOLVED**

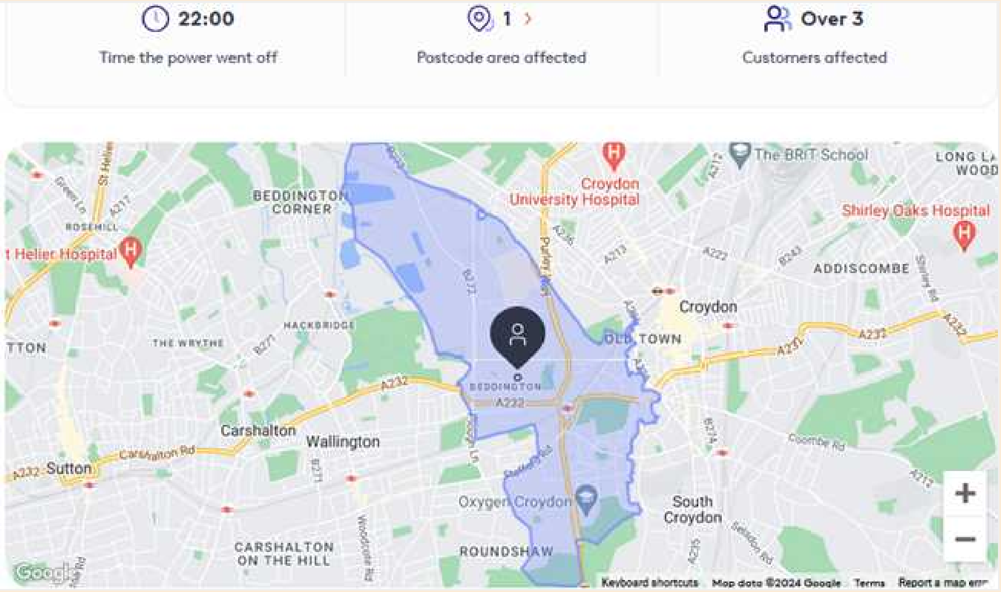
iFrame has no title

Success Criteria	4.1.2: Name, Role, Value [2.0 A]
Devices	Desktop
Pages Affected	17
Users Affected	Vision
Component	Not Applicable

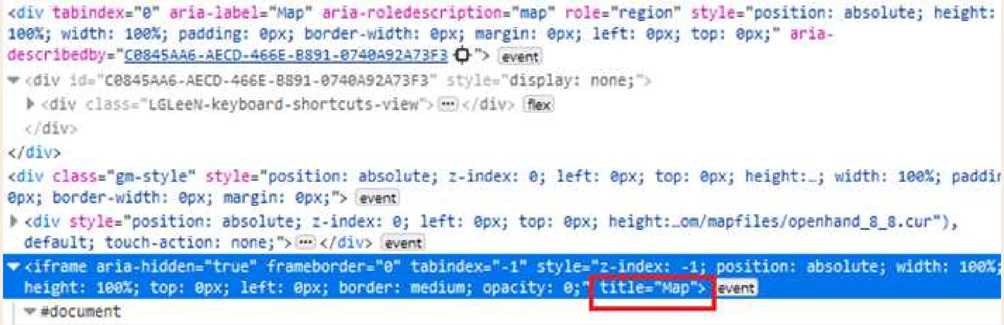
Recheck comment 13/03/24

This issue is fixed.

On page 17, the `<iframe>` element for the embedded map now has an accessible name provided by a `title="Map"` attribute.



Page 17: desktop, embedded map



```
<div tabindex="0" aria-label="Map" aria-roledescription="map" role="region" style="position: absolute; height:
100%; width: 100%; padding: 0px; border-width: 0px; margin: 0px; left: 0px; top: 0px;" aria-
describedby="C0845AA6-AECD-466E-B891-0740A92A73F3 "> event
▼ <div id="C0845AA6-AECD-466E-B891-0740A92A73F3" style="display: none;">
  ▶ <div class="LGLeeN-keyboard-shortcuts-view"> ⋯ </div> flex
  </div>
</div>
<div class="gm-style" style="position: absolute; z-index: 0; left: 0px; top: 0px; height:…; width: 100%; paddi
0px; border-width: 0px; margin: 0px;"> event
▶ <div style="position: absolute; z-index: 0; left: 0px; top: 0px; height:…om/mapfiles/openhand_8_8.cur"),
  default; touch-action: none;"> ⋯ </div> event
▼ <iframe aria-hidden="true" frameborder="0" tabindex="-1" style="z-index: -1; position: absolute; width: 100%;
  height: 100%; top: 0px; left: 0px; border: medium; opacity: 0;" title="Map"> event
  ▼ #document
```

Page 17: DOM, iframe element with 'title' attribute

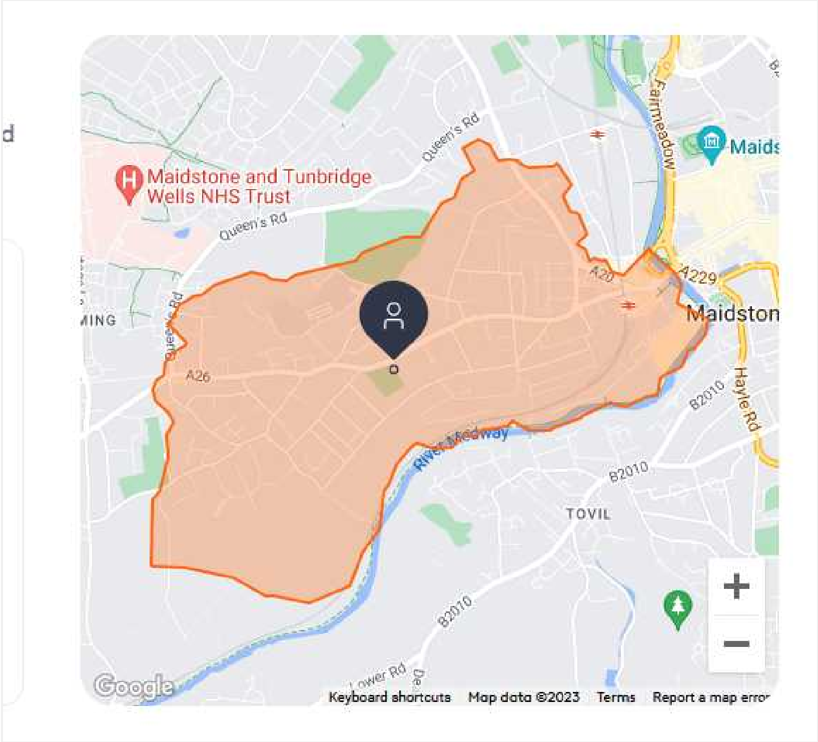
What happened

Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

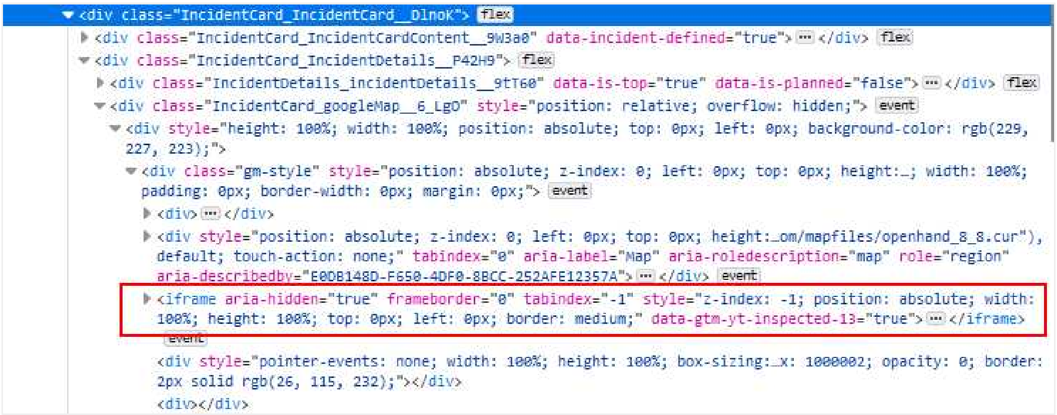
There are iFrame elements that do not have an appropriate accessible name. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the name has not been programmatically determined may confuse or mislead users.

Where it happened

This can be found on page 17, with the iframe containing themap. The iframe has no title attribute and no programmatically determined name.



Page 17: desktop, iframe



```
▼ <div class="IncidentCard_IncidentCard__DlnoK"> flex
  ▶ <div class="IncidentCard_IncidentCardContent__9W3a0" data-incident-defined="true"> ··· </div> flex
  ▼ <div class="IncidentCard_IncidentDetails__P42H9"> flex
    ▶ <div class="IncidentDetails_incidentDetails__9tT60" data-is-top="true" data-is-planned="false"> ··· </div> flex
    ▼ <div class="IncidentCard_googleMap__6_LgD" style="position: relative; overflow: hidden;"> event
      ▼ <div style="height: 100%; width: 100%; position: absolute; top: 0px; left: 0px; background-color: rgb(229,
        227, 223);">
        ▼ <div class="gm-style" style="position: absolute; z-index: 0; left: 0px; top: 0px; height:…; width: 100%;
          padding: 0px; border-width: 0px; margin: 0px;"> event
          ▶ <div> ··· </div>
          ▶ <div style="position: absolute; z-index: 0; left: 0px; top: 0px; height:…om/mapfiles/openhand_8_8.cur"),
            default; touch-action: none;" tabindex="0" aria-label="Map" aria-roledescription="map" role="region"
            aria-describedby="E0DB148D-F650-4DF0-8BCC-252AFE12357A"> ··· </div> event
          ▶ <iframe aria-hidden="true" frameborder="0" tabindex="-1" style="z-index: -1; position: absolute; width:
            100%; height: 100%; top: 0px; left: 0px; border: medium;" data-gtm-yt-inspected-13="true"> ··· </iframe>
           event
            <div style="pointer-events: none; width: 100%; height: 100%; box-sizing:…x: 1000002; opacity: 0; border:
            2px solid rgb(26, 115, 232);"></div>
            <div></div>
```

Page 17: DOM, markup for the iframe

Steps to reproduce

1. Inspect the iFrame and review the DOM.
2. Review the computed accessibility properties.
3. Observe that the iFrame title is not programmatically determined.

Recommendation

Make sure that interactive elements have an appropriate name. iFrame elements need a `title` attribute with an appropriate value. For example:

```
<iframe src="..." title="Map">
...
</iframe>
```

For more information, see 18F Accessibility Guide - iFrames, Penn States Accessibility - Frames and iFrames, and WCAG - H64 Using the title attribute of the frame and iframe elements. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to priority table

Additional Issues by Priority

These are issues do not fail the conformance standard. They do not require resolving for the project to be conformant with the standard.

Note that the **additional** and **language** issues listed in the table below are not included in the final count.

High priority (0 issues still open)

> **Can't use: some users are excluded from using part of the product.**
>
> Specific user group(s) are excluded from using part of the product. For example, widgets cannot be opened with keyboard or critical visual information is not communicated by screen readers.

No issues at this priority level.

Medium priority (2 issues still open)

> **Causing problems: some users will experience problems using the product.**
>
> Specific user group(s) will experience problems but they are not prevented from using the product.
>
> Nonetheless, they may find accessing and operating content frustrating, confusing, or otherwise challenging. For example, expanding and collapsing elements do not communicate this behaviour to screen reader users.

Issue	Success criteria Users affected	Status
ADR_18910-60 Interactive elements with verbose name	Additional Issue 👁	PARTIALLY FIXED
ADR_18910-85 Interactive elements with duplicate names	Additional Issue 👁	OPEN
ADR_18910-95 Error messages do not identify the problem or signpost how the error can be remediated	Additional Issue A	RESOLVED

Low priority (0 issues still open)

> **Minor and cosmetic issues: something is wrong, but it won't affect users too much.**
>
> Specific user group(s) will experience minor problems. They are not excluded from the product and won't face major obstacles. Nonetheless, these issues will make interaction bothersome and the product seem unpolished. For example, a small number of cosmetic images with redundant alt text.
>
> Note that our priorities are context-sensitive. For example, if a page is swamped with occurrences of the same low priority issue, it may be bumped to medium priority.

Issue	Success criteria Users affected	Status
ADR_18910-14 Multiple links with the same destination	Additional Issue ✋	RESOLVED

Breakdown of Additional issues

ADR_18910-60 **MEDIUM PRIORITY** **PARTIALLY FIXED**

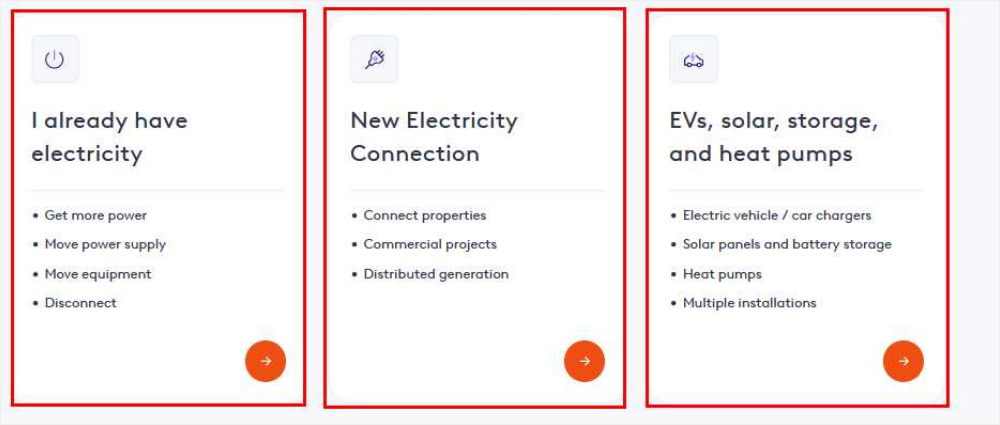
Interactive elements with verbose name

Success Criteria	Additional Issue
Devices	Desktop, Mobile (iOS)
Pages Affected	01, 17
Users Affected	Vision
Component	Button

Recheck comment 14/03/24

This issue is partially fixed.

Not fixed: on page 1, the accessible names for the “I already have electricity…”, “New electricity connection…” and so on links include the entirety of the content that is enclosed within each <a> tag, and, as a result, are still verbose.



I already have electricity

- Get more power
- Move power supply
- Move equipment
- Disconnect

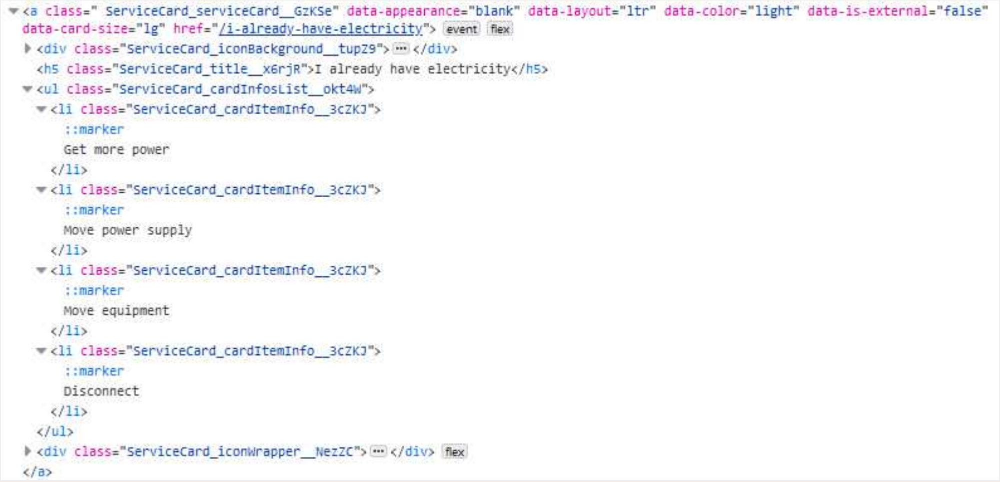
New Electricity Connection

- Connect properties
- Commercial projects
- Distributed generation

EVs, solar, storage, and heat pumps

- Electric vehicle / car chargers
- Solar panels and battery storage
- Heat pumps
- Multiple installations

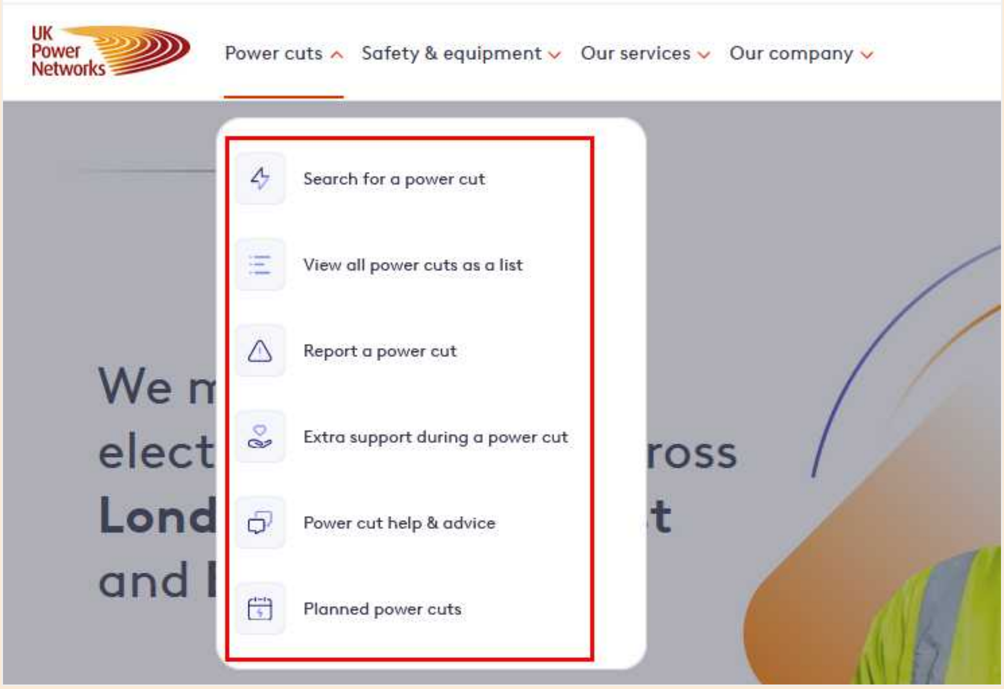
Page 1: desktop, interactive elements with verbose name



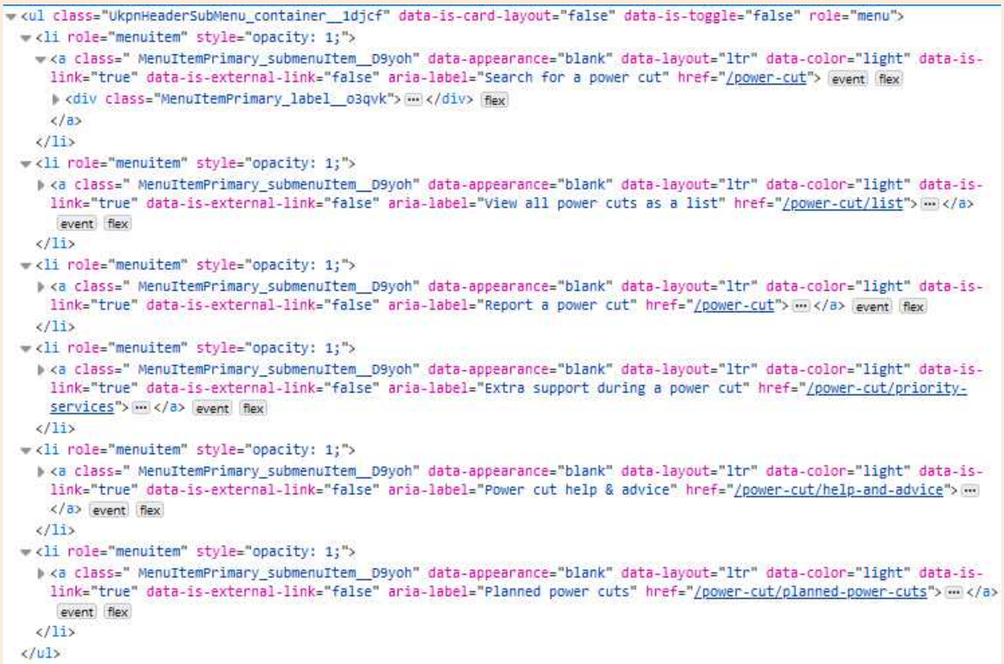
```
▼<a class=" ServiceCard_serviceCard__GzKSe" data-appearance="blank" data-layout="ltr" data-color="light" data-is-external="false"
 data-card-size="lg" href="/i-already-have-electricity"> event flex
  ▶<div class="ServiceCard_iconBackground__tupZ9"> ··· </div>
   <h5 class="ServiceCard_title__x6rjR">I already have electricity</h5>
  ▼<ul class="ServiceCard_cardInfosList__okt4W">
    ▼<li class="ServiceCard_cardItemInfo__3cZKJ">
       ::marker
       Get more power
     </li>
    ▼<li class="ServiceCard_cardItemInfo__3cZKJ">
       ::marker
       Move power supply
     </li>
    ▼<li class="ServiceCard_cardItemInfo__3cZKJ">
       ::marker
       Move equipment
     </li>
    ▼<li class="ServiceCard_cardItemInfo__3cZKJ">
       ::marker
       Disconnect
     </li>
   </ul>
  ▶<div class="ServiceCard_iconWrapper__NezZC"> ··· </div> flex
 </a>
```

Page 1: DOM, interactive elements with verbose name

Fixed: on page 1, the accessible names for links present inside the “Power cuts” menu item no longer include unrelated information of “menu card with link” in their accessible name.



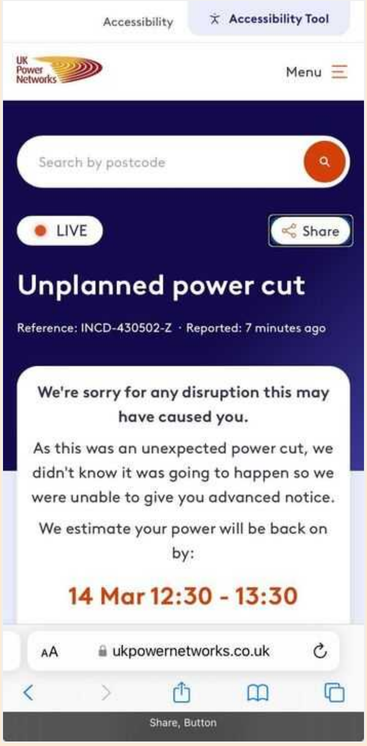
Page 1: desktop, interactive elements no longer has verbose name



```
▼<ul class="UkpnHeaderSubMenu_container__1djcf" data-is-card-layout="false" data-is-toggle="false" role="menu">
  ▼<li role="menuitem" style="opacity: 1;">
    ▼<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-color="light" data-is-
     link="true" data-is-external-link="false" aria-label="Search for a power cut" href="/power-cut"> event flex
     ▶<div class="MenuItemPrimary_label__o3qvk"> ⋯ </div> flex
     </a>
   </li>
  ▼<li role="menuitem" style="opacity: 1;">
    ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-color="light" data-is-
     link="true" data-is-external-link="false" aria-label="View all power cuts as a list" href="/power-cut/list"> ⋯ </a>
      event flex
   </li>
  ▼<li role="menuitem" style="opacity: 1;">
    ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-color="light" data-is-
     link="true" data-is-external-link="false" aria-label="Report a power cut" href="/power-cut"> ⋯ </a> event flex
   </li>
  ▼<li role="menuitem" style="opacity: 1;">
    ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-color="light" data-is-
     link="true" data-is-external-link="false" aria-label="Extra support during a power cut" href="/power-cut/priority-
     services"> ⋯ </a> event flex
   </li>
  ▼<li role="menuitem" style="opacity: 1;">
    ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-color="light" data-is-
     link="true" data-is-external-link="false" aria-label="Power cut help & advice" href="/power-cut/help-and-advice"> ⋯
     </a> event flex
   </li>
  ▼<li role="menuitem" style="opacity: 1;">
    ▶<a class=" MenuItemPrimary_submenuItem__D9yoh" data-appearance="blank" data-layout="ltr" data-color="light" data-is-
     link="true" data-is-external-link="false" aria-label="Planned power cuts" href="/power-cut/planned-power-cuts"> ⋯ </a>
      event flex
   </li>
</ul>
```

Page 1: DOM, interactive elements no longer has verbose name

Fixed: on page 17, on iOS, the “Share” button no longer has verbose name with duplicate information, instead it now has an accessible name of “Share”.


Accessibility
Accessibility Tool
UK Power Networks
Menu
Search by postcode
LIVE
Share
Unplanned power cut
Reference: INCD-430502-Z · Reported: 7 minutes ago
We're sorry for any disruption this may have caused you.
As this was an unexpected power cut, we didn't know it was going to happen so we were unable to give you advanced notice.
We estimate your power will be back on by:
14 Mar 12:30 - 13:30
AA
ukpowernetworks.co.uk
Share, Button

Page 17: iOS, interactive elements no longer has verbose name

What happened

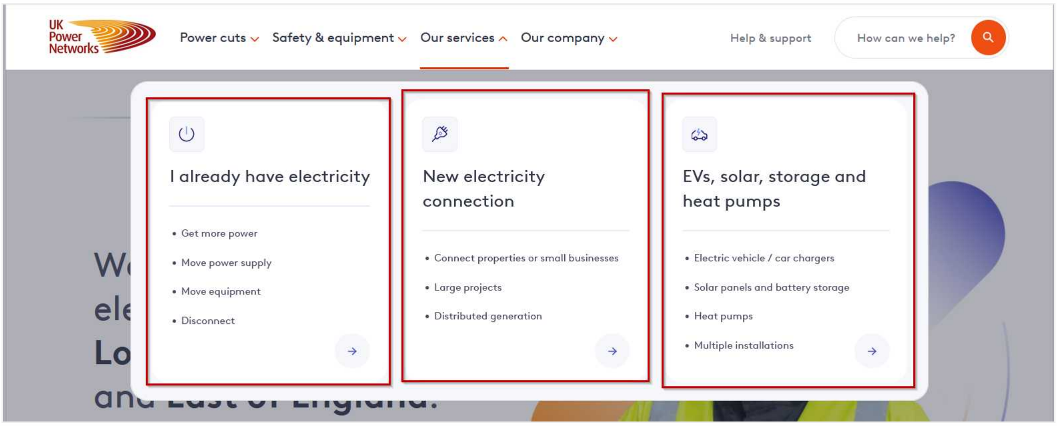
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that have verbose accessible names. This may particularly disadvantage users who interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the accessible name is verbose may confuse or mislead users.

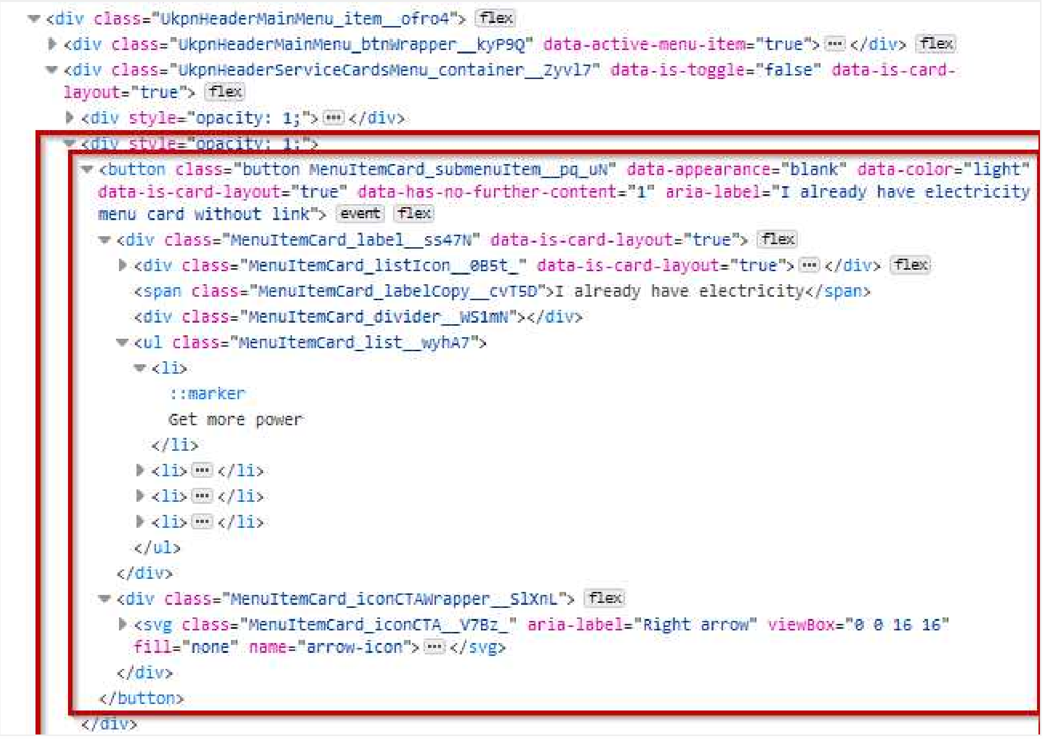
This has been raised as an Additional Issue as the accessible name is not wrong. It contains the need-to-know information. However, the accessible name could be made clearer and more concise.

Where it happened

This can be found on page 1, with the accessible name for the "I already have electricity…", "New electricity connection…" and so on links as part of the expandable menu header elements. All of these links' accessible name contains verbose unrelated information of "menu card with link".

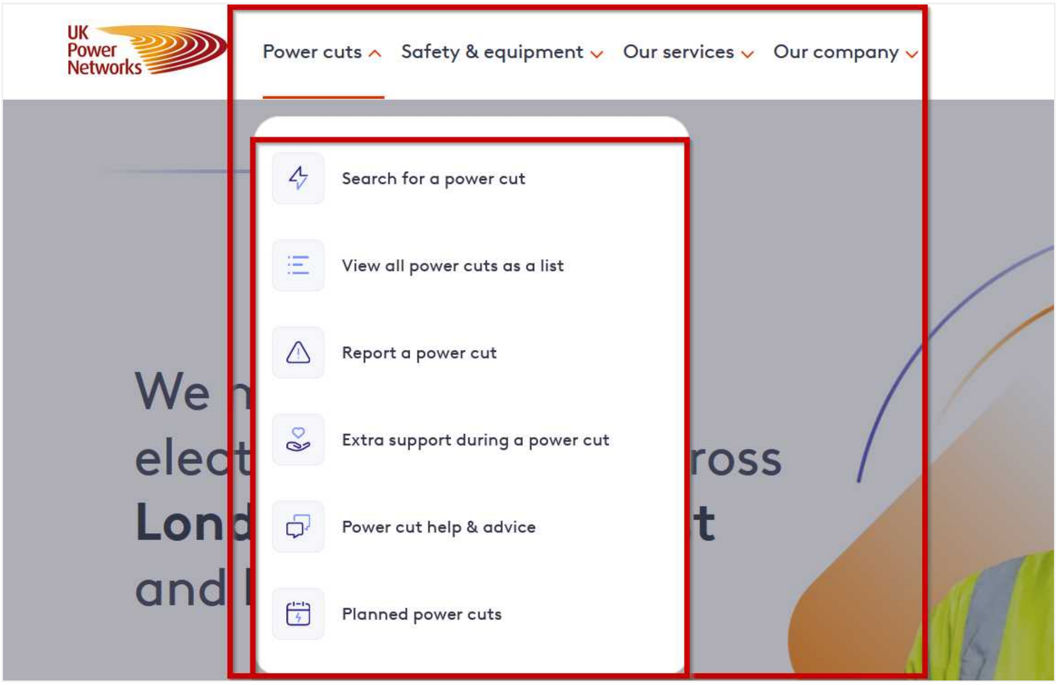


Page 1: Desktop, Interactive cards as part of the "Services" expandable menu

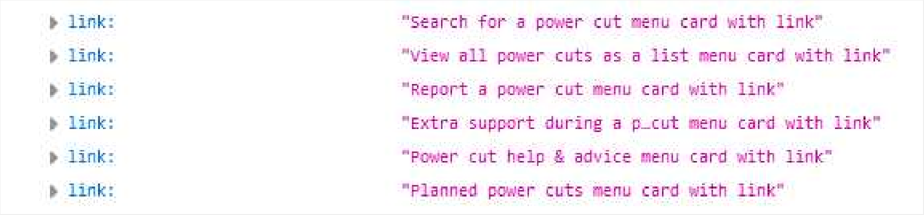


```
▼<div class="UkpnHeaderMainMenu_item__ofro4"> flex
  ▶<div class="UkpnHeaderMainMenu_btnWrapper__kyP9Q" data-active-menu-item="true"> ··· </div> flex
  ▼<div class="UkpnHeaderServiceCardsMenu_container__Zyvl7" data-is-toggle="false" data-is-card-
  layout="true"> flex
    ▶<div style="opacity: 1;"> ··· </div>
    ▼<div style="opacity: 1;">
      ▼<button class="button MenuItemCard_submenuItem__pq_uN" data-appearance="blank" data-color="light"
       data-is-card-layout="true" data-has-no-further-content="1" aria-label="I already have electricity
       menu card without link"> event flex
        ▼<div class="MenuItemCard_label__ss47N" data-is-card-layout="true"> flex
          ▶<div class="MenuItemCard_listIcon__0B5t_" data-is-card-layout="true"> ··· </div> flex
           <span class="MenuItemCard_labelCopy__cvT5D">I already have electricity</span>
           <div class="MenuItemCard_divider__WS1mN"></div>
          ▼<ul class="MenuItemCard_list__wyhA7">
            ▼<li>
               ::marker
               Get more power
             </li>
            ▶<li> ··· </li>
            ▶<li> ··· </li>
            ▶<li> ··· </li>
           </ul>
         </div>
        ▼<div class="MenuItemCard_iconCTAWrapper__SlXnL"> flex
          ▶<svg class="MenuItemCard_iconCTA__V7Bz_" aria-label="Right arrow" viewBox="0 0 16 16"
           fill="none" name="arrow-icon"> ··· </svg>
         </div>
       </button>
     </div>
```

Page 1: DOM, Interactive cards as part of the "Services" expandable menu have a verbose accessible name



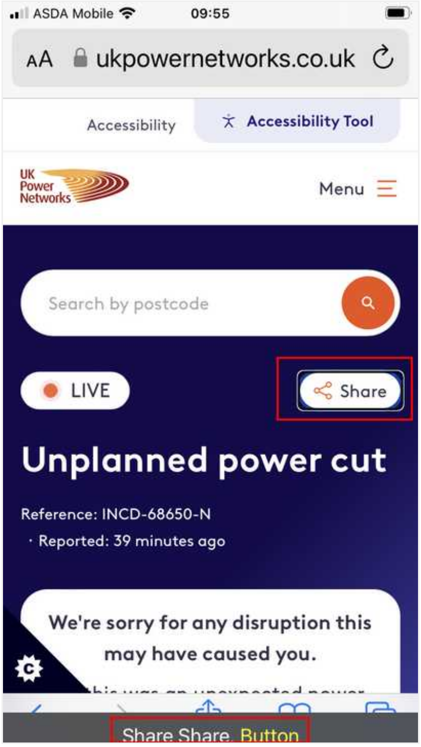
Page 1: Desktop, Links as part of the "Power cuts" expandable menu



```
▶ link:                    "Search for a power cut menu card with link"
▶ link:                    "View all power cuts as a list menu card with link"
▶ link:                    "Report a power cut menu card with link"
▶ link:                    "Extra support during a p…cut menu card with link"
▶ link:                    "Power cut help & advice menu card with link"
▶ link:                    "Planned power cuts menu card with link"
```

Page 1: DOM, Links as part of the "Power cuts" expandable menu have verbose accessible name

This can also be found on page 17, on iOS, with the "Share" button. This button has the accessible name "Share Share" which contains duplicate information.



Page 17: iOS, "Share" button with VoiceOver output

Steps to reproduce

1. Observe the interactive elements.
2. Navigate onto the interactive elements with a screen reader.
3. Review the screen reader output.
4. Observe that the name is verbose.

Recommendation

Make sure that interactive elements have an appropriate name.

These names must be meaningful and informative. As well, make sure that the accessible name includes the visual information, such as any external label and inner value, such that the purpose of the elements is clearly communicated.

Make sure that the accessible names are as concise and clear as possible. For example, "Share".

On iOS, use `accessibilityLabel` to update the accessible name of the elements. For more information, see Apple Developer - AccessibilityLabel, Orange Accessibility Guidelines - iOS Text Alternatives, and BBC Mobile Accessibility Guidelines - Labelling Form Controls.

Return to additional issue priority table

ADR_18910-85 MEDIUM PRIORITY OPEN

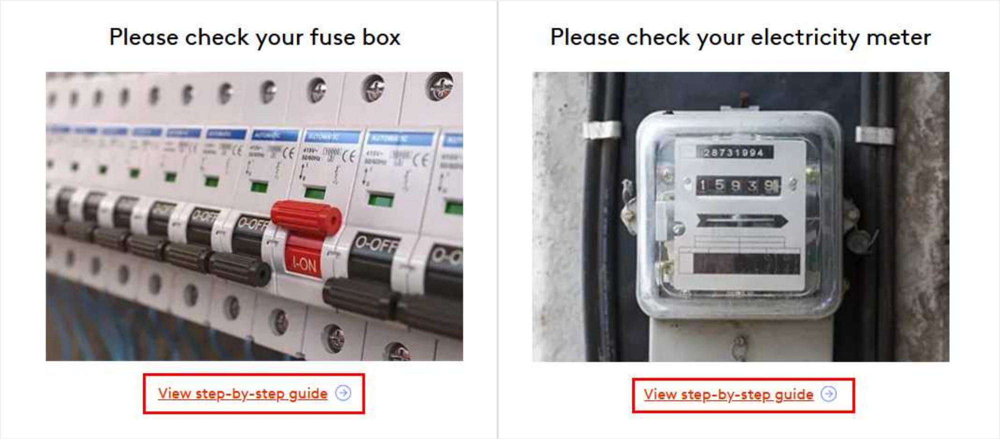
Interactive elements with duplicate names

Success Criteria	Additional Issue
Devices	Desktop
Pages Affected	15
Users Affected	Vision
Component	Button

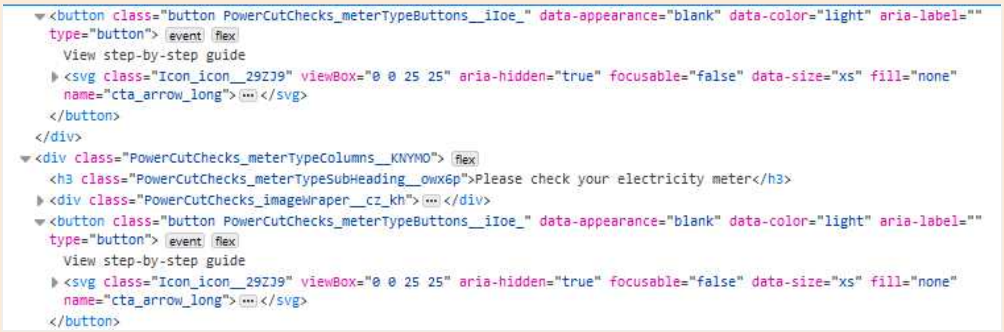
Recheck comment 13/03/24

This issue is not fixed.

On page 15, on desktop, with the links “View step-by-step guide”. These links still have the duplicate accessible name of “View step-by-step guide”. The context of these links is communicated by their position on the page, but their accessible names are still not explicit.


Please check your fuse box
Please check your electricity meter
View step-by-step guide
View step-by-step guide

Page 15: desktop, interactive elements with duplicate names



```
  ▼<button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-color="light" aria-label=""
   type="button"> event flex
     View step-by-step guide
   ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 25 25" aria-hidden="true" focusable="false" data-size="xs" fill="none"
     name="cta_arrow_long"> ⋯ </svg>
   </button>
  </div>
 ▼<div class="PowerCutChecks_meterTypeColumns__KNYMO"> flex
   <h3 class="PowerCutChecks_meterTypeSubHeading__owx6p">Please check your electricity meter</h3>
  ▶<div class="PowerCutChecks_imageWraper__cz_kh"> ⋯ </div>
  ▼<button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-color="light" aria-label=""
   type="button"> event flex
     View step-by-step guide
   ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 25 25" aria-hidden="true" focusable="false" data-size="xs" fill="none"
     name="cta_arrow_long"> ⋯ </svg>
   </button>
```

Page 15: DOM, interactive elements with duplicate names

What happened

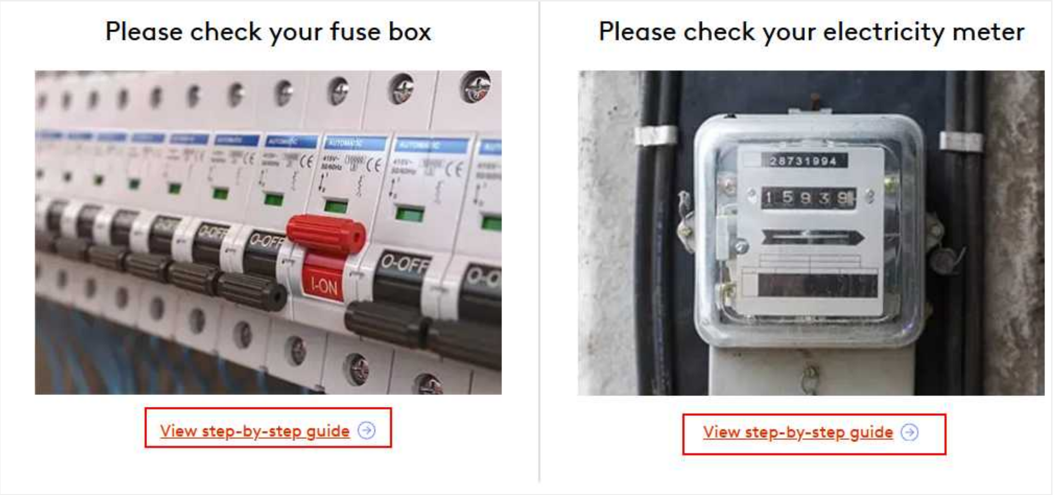
Interactive elements need a programmatically determined name, role, and value. These properties must also be accurate and appropriate.

There are interactive elements that have duplicate accessible names. This may particularly disadvantage users that interface with the accessibility properties of elements, such as screen reader and voice recognition users. That the same accessible name is repeated may confuse or mislead users.

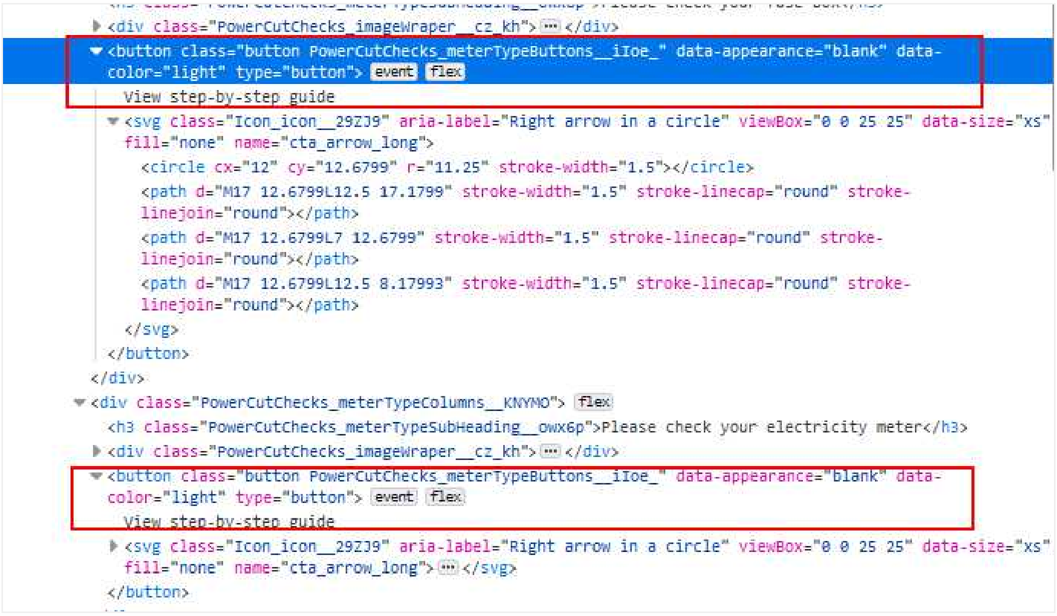
This has been raised as an Additional Issue as the accessible name is not wrong. It contains the need-to-know information. However, the accessible name could be made clearer and more distinct from other accessible names.

Where it happened

This can be found on page 15, on desktop, with the links “View step-by-step guide”. These links have the duplicate accessible name of “View step-by-step guide”. The context of these links is communicated by their position on the page, but their accessible names should be more explicit.


Please check your fuse box
View step-by-step guide
Please check your electricity meter
View step-by-step guide

Page 15: desktop, dupicate links



```
    <h3 class="PowerCutChecks_meterTypeSubHeading__owx6p">Please check your fuse box</h3>
  ▶<div class="PowerCutChecks_imageWraper__cz_kh"> ··· </div>
  ▼<button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-
   color="light" type="button"> event  flex
     View step-by-step guide
    ▼<svg class="Icon_icon__29ZJ9" aria-label="Right arrow in a circle" viewBox="0 0 25 25" data-size="xs"
     fill="none" name="cta_arrow_long">
       <circle cx="12" cy="12.6799" r="11.25" stroke-width="1.5"></circle>
       <path d="M17 12.6799L12.5 17.1799" stroke-width="1.5" stroke-linecap="round" stroke-
       linejoin="round"></path>
       <path d="M17 12.6799L7 12.6799" stroke-width="1.5" stroke-linecap="round" stroke-
       linejoin="round"></path>
       <path d="M17 12.6799L12.5 8.17993" stroke-width="1.5" stroke-linecap="round" stroke-
       linejoin="round"></path>
     </svg>
   </button>
 </div>
▼<div class="PowerCutChecks_meterTypeColumns__KNYMO"> flex
   <h3 class="PowerCutChecks_meterTypeSubHeading__owx6p">Please check your electricity meter</h3>
  ▶<div class="PowerCutChecks_imageWraper__cz_kh"> ··· </div>
  ▼<button class="button PowerCutChecks_meterTypeButtons__iIoe_" data-appearance="blank" data-
   color="light" type="button"> event  flex
     View step-by-step guide
    ▶<svg class="Icon_icon__29ZJ9" aria-label="Right arrow in a circle" viewBox="0 0 25 25" data-size="xs"
     fill="none" name="cta_arrow_long"> ··· </svg>
   </button>
```

Page 15: DOM, markup for duplicate links

Steps to reproduce

1. Observe the interactive elements.
2. Inspect the elements and review the DOM.
3. Review the computed accessibility properties.
4. Observe that the same accessible name is used multiple times.

Recommendation

Make sure that interactive elements have an appropriate name. Where possible, use native elements, such as `<button>`, `<input type="...">`, `<a href="...">`, and `<select>` and provide them with an accessible name through labels or internal text.

Make sure that the accessible names are as concise and clear as possible. Where possible, use explicit visible text. Avoid repeating the same text. In the context of this issue, we can use `aria-label` for a more detailed accessible name, there is no need for the hidden text or `title` attribute. For example:

For example:

```
<div>
  <button aria-label="Edit the account you want to transfer from ..."> Edit your from account </button>
</div>
```

Use these techniques to provide appropriate accessible names. Accessible names should succinctly describe purpose and functionality.

For more information, see WAI Tutorials - Labelling Controls. As well, for guidance on reviewing accessibility properties, see Chrome - Accessibility properties, Edge - Accessibility Pane, and Firefox - Accessibility Inspector.

Return to additional issue priority table

ADR_18910-95 MEDIUM PRIORITY RESOLVED

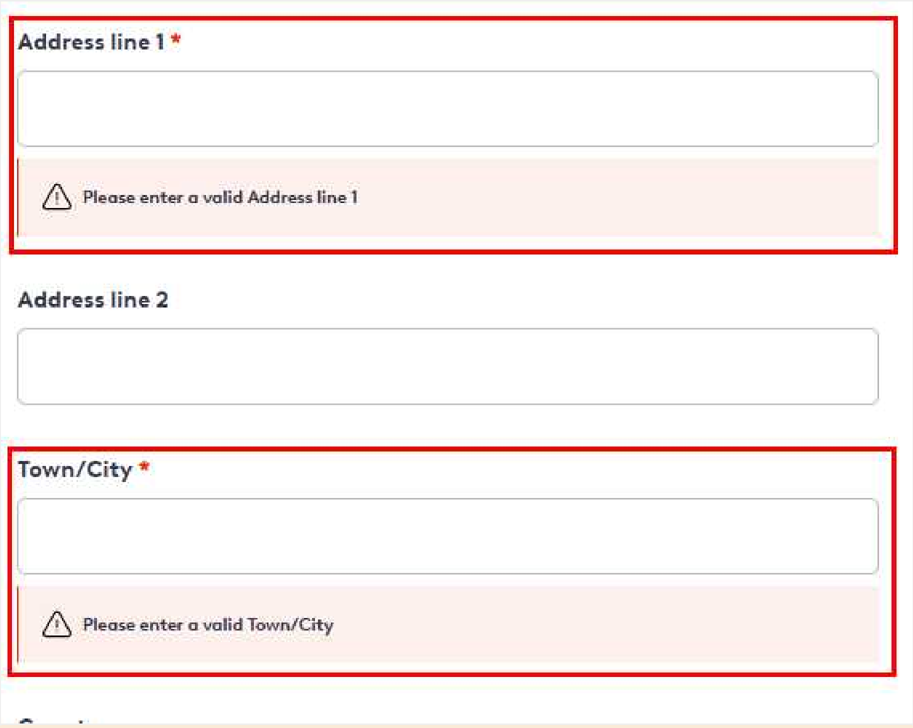
Error messages do not identify the problem or signpost how the error can be remediated

Success Criteria	Additional Issue
Devices	Desktop, Mobile (iOS)
Pages Affected	16
Users Affected	Cognitive
Component	Input Field

Recheck comment 13/03/24

This issue is fixed.

On page 16, the error messages for the “Address line 1” and “Town/City” input fields now identify the problems and signpost how the errors can be remediated. The error message for the “Address line 1” is “Please enter a valid Address line 1” and the error message for the “Town/City” is “Please enter a valid Town/City”.



Address line 1 *

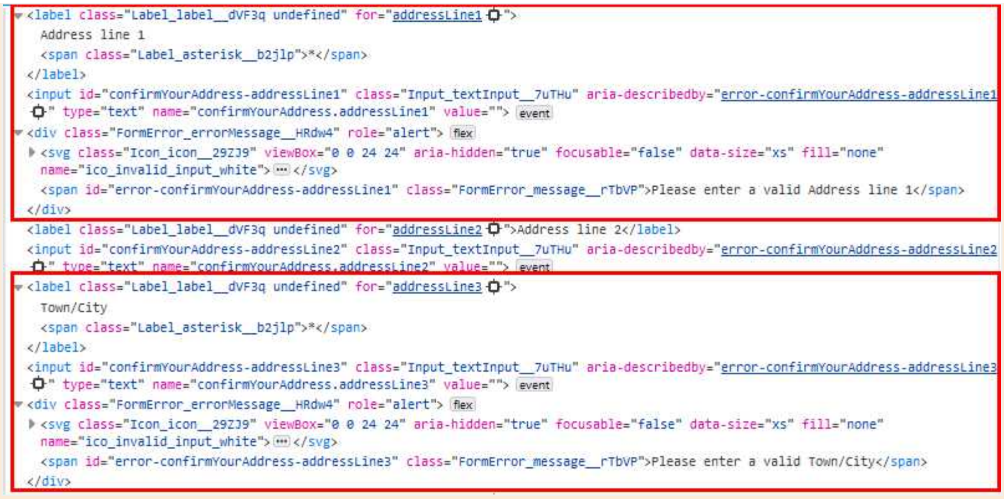
⚠ Please enter a valid Address line 1

Address line 2

Town/City *

⚠ Please enter a valid Town/City

Page 16: desktop, error messages now identify the problem



```
▾<label class="Label_label__dVF3q undefined" for="addressLine1 ">
   Address line 1
   <span class="Label_asterisk__b2jlp">*</span>
 </label>
 <input id="confirmYourAddress-addressLine1" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-addressLine1
  " type="text" name="confirmYourAddress.addressLine1" value=""> event
▾<div class="FormError_errorMessage__HRdw4" role="alert"> flex
  ▸<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-hidden="true" focusable="false" data-size="xs" fill="none"
   name="ico_invalid_input_white"> ··· </svg>
   <span id="error-confirmYourAddress-addressLine1" class="FormError_message__rTbVP">Please enter a valid Address line 1</span>
 </div>
 <label class="Label_label__dVF3q undefined" for="addressLine2 ">Address line 2</label>
 <input id="confirmYourAddress-addressLine2" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-addressLine2
  " type="text" name="confirmYourAddress.addressLine2" value=""> event
▾<label class="Label_label__dVF3q undefined" for="addressLine3 ">
   Town/City
   <span class="Label_asterisk__b2jlp">*</span>
 </label>
 <input id="confirmYourAddress-addressLine3" class="Input_textInput__7uTHu" aria-describedby="error-confirmYourAddress-addressLine3
  " type="text" name="confirmYourAddress.addressLine3" value=""> event
▾<div class="FormError_errorMessage__HRdw4" role="alert"> flex
  ▸<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-hidden="true" focusable="false" data-size="xs" fill="none"
   name="ico_invalid_input_white"> ··· </svg>
   <span id="error-confirmYourAddress-addressLine3" class="FormError_message__rTbVP">Please enter a valid Town/City</span>
 </div>
```

Page 16: DOM, error messages now identify the problem

What happened

Error messages must identify the problem and signpost how the error can be remediated.

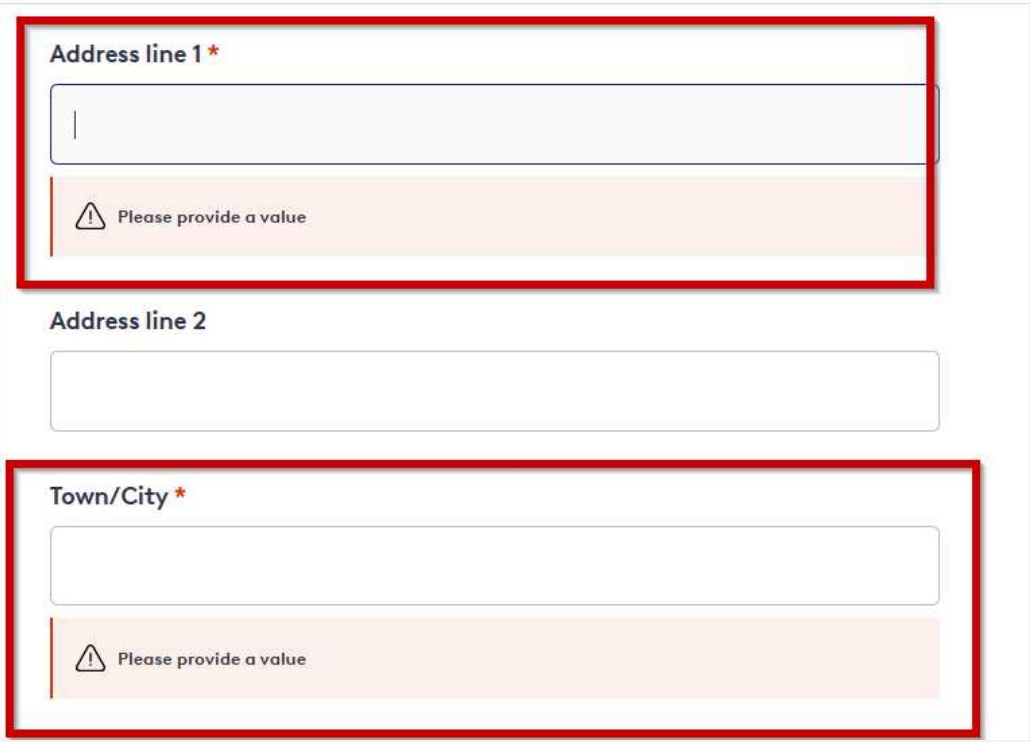
There are vague errors. Users cannot be reasonably be expected to identify the nature of the problem or how to solve it. This may particularly disadvantage users that find navigating the web cognitively challenging. Users may struggle to identify and remediate the errors. The vague error messages may confuse or misguide users.

This has been raised as an additional issue as the current error message is sufficient enough for the success criteria. However, nonetheless the error message can be improved further to signpost on remediating the error succintly.

Where it happened

This can be also seen on page 16, with the error messages for the “Address line 1” and “Town/City” input fields. The error message is “Please provide a value”. The error message is too vague as it does not explain what needs to be done to proceed further.

Note, the error message, “Please provide a value” is the only error message for these input fields.



Address line 1 *

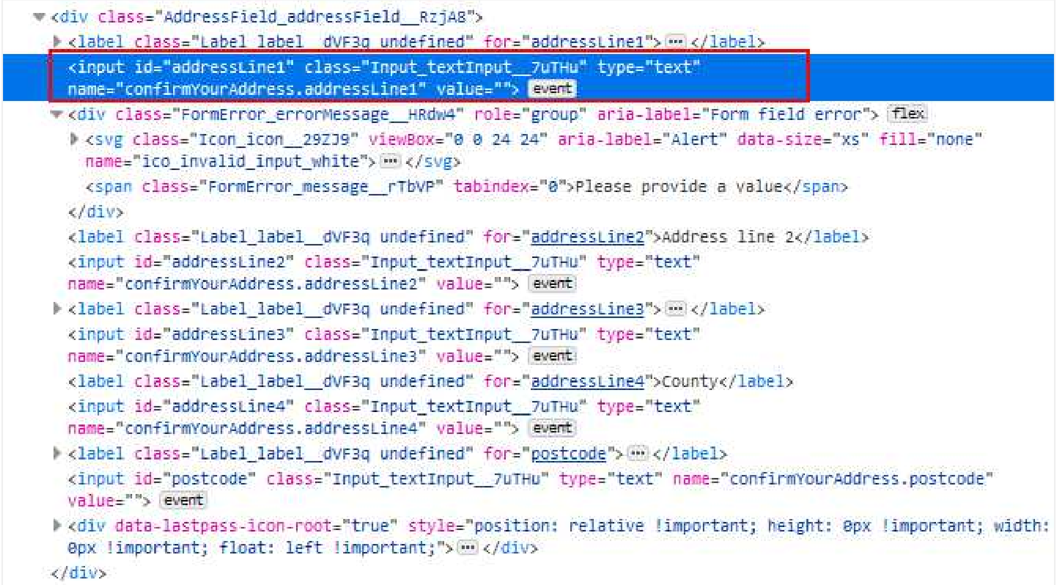
Please provide a value

Address line 2

Town/City *

Please provide a value

Page 16: Desktop, error messages for the “Address line 1” and “Town/City” input fields



```
▼<div class="AddressField_addressField__RzjA8">
  ▶<label class="Label_label__dVF3q undefined" for="addressLine1"> ··· </label>
   <input id="addressLine1" class="Input_textInput__7uTHu" type="text"
   name="confirmYourAddress.addressLine1" value=""> event
  ▼<div class="FormError_errorMessage__HRdw4" role="group" aria-label="Form field error"> flex
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 24 24" aria-label="Alert" data-size="xs" fill="none"
     name="ico_invalid_input_white"> ··· </svg>
     <span class="FormError_message__rTbVP" tabindex="0">Please provide a value</span>
   </div>
   <label class="Label_label__dVF3q undefined" for="addressLine2">Address line 2</label>
   <input id="addressLine2" class="Input_textInput__7uTHu" type="text"
   name="confirmYourAddress.addressLine2" value=""> event
  ▶<label class="Label_label__dVF3q undefined" for="addressLine3"> ··· </label>
   <input id="addressLine3" class="Input_textInput__7uTHu" type="text"
   name="confirmYourAddress.addressLine3" value=""> event
   <label class="Label_label__dVF3q undefined" for="addressLine4">County</label>
   <input id="addressLine4" class="Input_textInput__7uTHu" type="text"
   name="confirmYourAddress.addressLine4" value=""> event
  ▶<label class="Label_label__dVF3q undefined" for="postcode"> ··· </label>
   <input id="postcode" class="Input_textInput__7uTHu" type="text" name="confirmYourAddress.postcode"
   value=""> event
  ▶<div data-lastpass-icon-root="true" style="position: relative !important; height: 0px !important; width:
   0px !important; float: left !important;"> ··· </div>
 </div>
```

Page 16: DOM, error messages for the “Address line 1” and “Town/City” input fields are too vague

Steps to reproduce

1. Prompt the fields to be in an error state.
2. Observe the messaging of the errors.
3. Observe that the error messages do not identify the problem or signpost how the error can be remediated
4. Observe that users cannot be reasonably be expected to identify the nature of the problem or how to solve it

Recommendation

Provide clear and succinct error messages that identify the problem and signpost how the error can be remediated.

For example, “This field cannot be left blank” is more clear than “Invalid entry”. As well, “Please use a dd/mm/yyyy format” or “This date is invalid as it’s more than 3 months into the future” is clearer than “Invalid date”. Be as specific as possible.

As well, where possible, provide suggestions. For example “Did you mean ‘Marylebone, London?’” is better than “No addresses found”.

When the error messages are inline, make sure that the errors are associated with the relevant form fields. This is not strictly required by this success criterion, but is instead required by 1.3.1: Info and Relationships. However, error text is required by this success criterion. For example:

```
<label for="txt1">Address line 1 *</label>
<input type="text" id="txt1" aria-describedby="ErrorMessage" ...>
<div role="alert"
  <span id="ErrorMessage">Error: Please enter a valid Address line 1</span>
</div>
```

For more information, see WAI Tutorials - Form Instructions, Validating Input, and User Notifications.

Return to additional issue priority table

ADR_18910-14 LOW PRIORITY RESOLVED

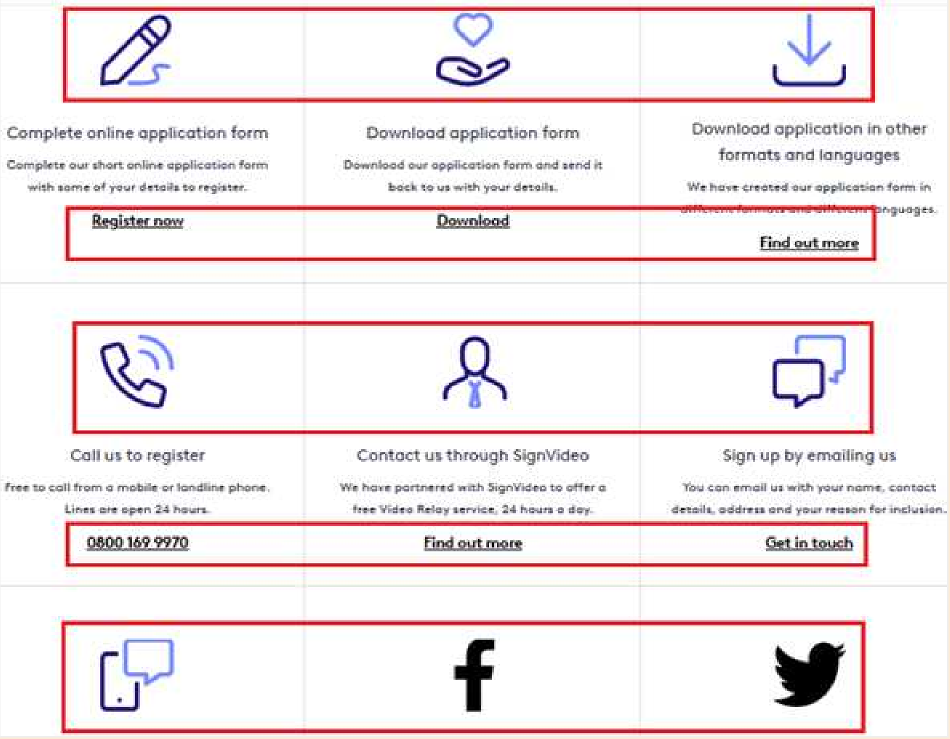
Multiple links with the same destination

Success Criteria	Additional Issue
Devices	Desktop, Mobile (iOS)
Pages Affected	08, 20
Users Affected	Motor
Component	Link

Recheck comment 14/03/24

This issue is fixed.

Fixed: on page 8, the icons are no longer contained in `<a href>` links, while the texts, including “Register now”, “Download” and so on, are still contained in `<a href>` elements. There are no longer multiple links with the same destination.



Complete online application form

Complete our short online application form with some of your details to register.

Register now

Download application form

Download our application form and send it back to us with your details.

Download

Download application in other formats and languages

We have created our application form in different formats and different languages.

Find out more

Call us to register

Free to call from a mobile or landline phone. Lines are open 24 hours.

0800 169 9970

Contact us through SignVideo

We have partnered with SignVideo to offer a free Video Relay service, 24 hours a day.

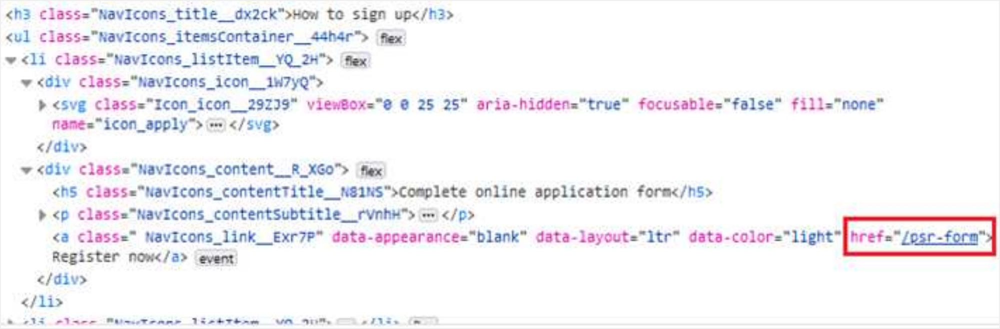
Find out more

Sign up by emailing us

You can email us with your name, contact details, address and your reason for inclusion.

Get in touch

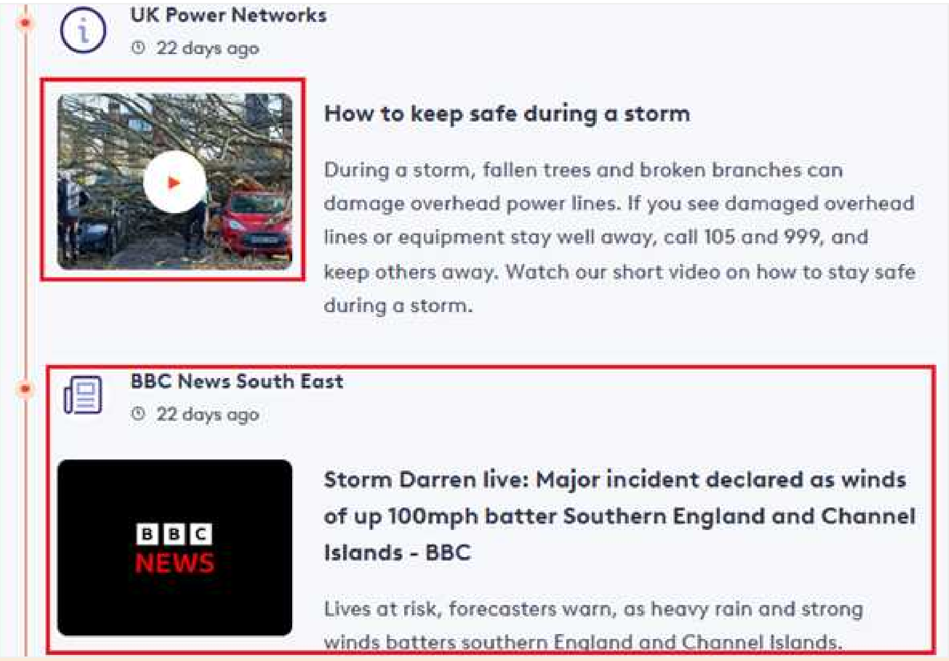
Page 8: desktop, icons and text



```
<h3 class="NavIcons_title__dx2ck">How to sign up</h3>
<ul class="NavIcons_itemsContainer__44h4r"> flex
▼<li class="NavIcons_listItem__YQ_2H"> flex
  ▼<div class="NavIcons_icon__1W7yQ">
    ▶<svg class="Icon_icon__29ZJ9" viewBox="0 0 25 25" aria-hidden="true" focusable="false" fill="none"
     name="icon_apply"> ⋯ </svg>
   </div>
  ▼<div class="NavIcons_content__R_XGo"> flex
     <h5 class="NavIcons_contentTitle__N81NS">Complete online application form</h5>
    ▶<p class="NavIcons_contentSubtitle__rVnhH"> ⋯ </p>
     <a class=" NavIcons_link__Exr7P" data-appearance="blank" data-layout="ltr" data-color="light" href="/psr-form">
     Register now</a> event
   </div>
 </li>
```

Page 8: DOM, the icons are no longer contained in links

Fixed: on page 20 in the “live” feed, for some card-types the whole card including text and image are contained in a `<a href>` link. For others, just the image is contained in a `<a href>` element. There are no longer multiple links with the same destination.



UK Power Networks

22 days ago

How to keep safe during a storm

During a storm, fallen trees and broken branches can damage overhead power lines. If you see damaged overhead lines or equipment stay well away, call 105 and 999, and keep others away. Watch our short video on how to stay safe during a storm.

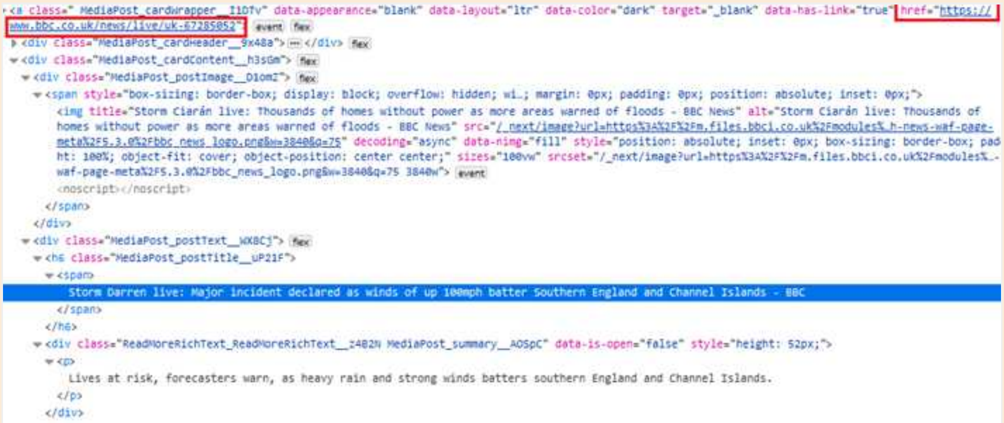
BBC News South East

22 days ago

Storm Darren live: Major incident declared as winds of up 100mph batter Southern England and Channel Islands - BBC

Lives at risk, forecasters warn, as heavy rain and strong winds batters southern England and Channel Islands.

Page 20: desktop, cards in the live feed



```
<a class=" MediaPost_cardWrapper__I1DTv" data-appearance="blank" data-layout="ltr" data-color="dark" target="_blank" data-has-link="true" href="https://
www.bbc.co.uk/news/live/uk-67285852"> event flex
 <div class="MediaPost_cardHeader__9x48a"> ⋯ </div> flex
 <div class="MediaPost_cardContent__h3sGm"> flex
  <div class="MediaPost_postImage__D1omZ"> flex
   <span style="box-sizing: border-box; display: block; overflow: hidden; wi…; margin: 0px; padding: 0px; position: absolute; inset: 0px;">
     <img title="Storm Ciarán live: Thousands of homes without power as more areas warned of floods - BBC News" alt="Storm Ciarán live: Thousands of
     homes without power as more areas warned of floods - BBC News" src="/_next/image?url=https%3A%2F%2Fm.files.bbci.co.uk%2Fmodules%_h-news-waf-page-
     meta%2F5.3.0%2Fbbc_news_logo.png&w=3840&q=75" decoding="async" data-nimg="fill" style="position: absolute; inset: 0px; box-sizing: border-box; pad
     ht: 100%; object-fit: cover; object-position: center center;" sizes="100vw" srcset="/_next/image?url=https%3A%2F%2Fm.files.bbci.co.uk%2Fmodules%_-
     waf-page-meta%2F5.3.0%2Fbbc_news_logo.png&w=3840&q=75 3840w"> event
     <noscript></noscript>
    </span>
  </div>
  <div class="MediaPost_postText__WXBCj"> flex
   <h6 class="MediaPost_postTitle__uP21F">
    <span>
      Storm Darren live: Major incident declared as winds of up 100mph batter Southern England and Channel Islands - BBC
     </span>
    </h6>
   <div class="ReadMoreRichText_ReadMoreRichText__z4B2N MediaPost_summary__AOSpC" data-is-open="false" style="height: 52px;">
    <p>
      Lives at risk, forecasters warn, as heavy rain and strong winds batters southern England and Channel Islands.
     </p>
    </div>
```

Page 20: DOM, for some the whole card is contained in a link

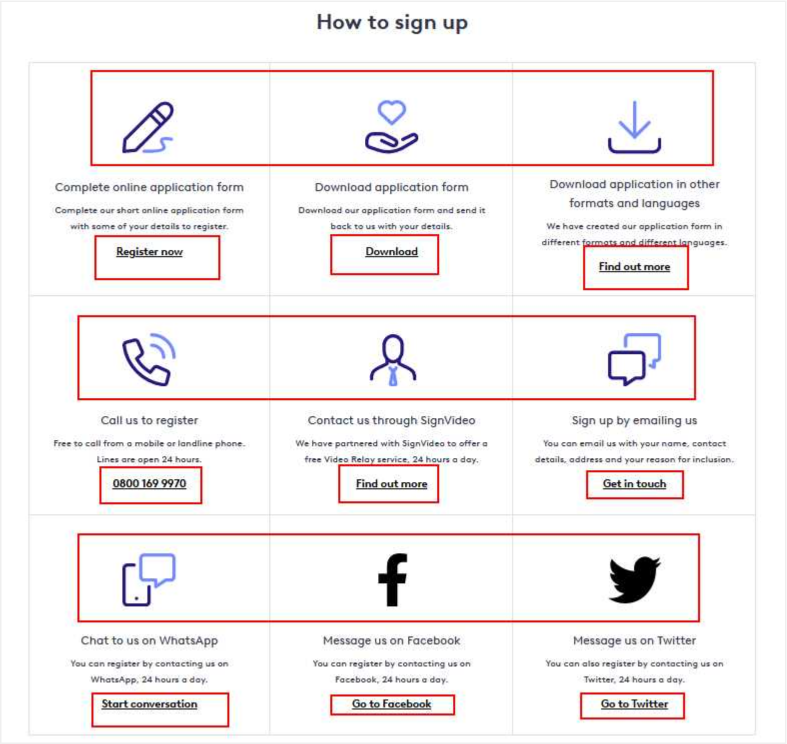
What happened

The keyboard focus order must be meaningful. There are multiple links that point to the same destination. This makes navigating with a keyboard more time consuming. Links that point to the same destination mean that users essentially have to navigate through the same link multiple times.

This has been raised as an Additional Issue because there are multiple links on the page. WCAG requires that the focus order be logical and meaningful. However, it does not require that the focus order be optimised for time efficiently. Resolving this issue would nonetheless improve the usability of the website.

Where it happened

This can be seen on page 8, with the links under “How to sign up”. The links used by the images and the text underneath the images link to the same destinations.



How to sign up

Complete online application form

Complete our short online application form with some of your details to register.

Register now

Download application form

Download our application form and send it back to us with your details.

Download

Download application in other formats and languages

We have created our application form in different formats and different languages.

Find out more

Call us to register

Free to call from a mobile or landline phone. Lines are open 24 hours.

0800 169 9970

Contact us through SignVideo

We have partnered with SignVideo to offer a free Video Relay service, 24 hours a day.

Find out more

Sign up by emailing us

You can email us with your name, contact details, address and your reason for inclusion.

Get in touch

Chat to us on WhatsApp

You can register by contacting us on WhatsApp, 24 hours a day.

Start conversation

Message us on Facebook

You can register by contacting us on Facebook, 24 hours a day.

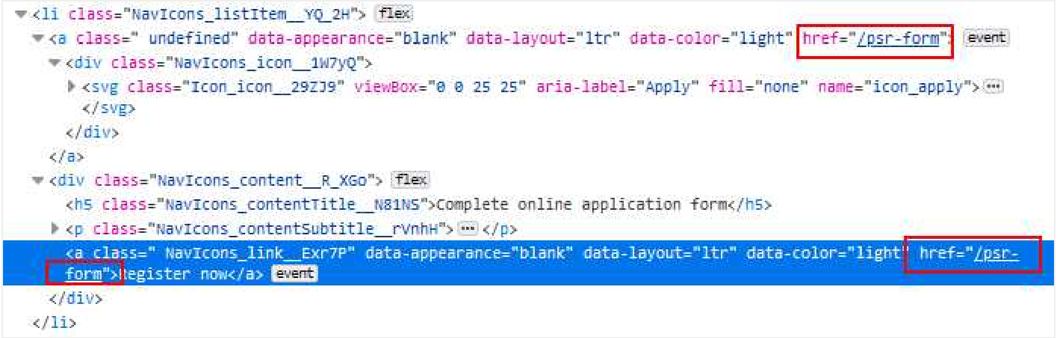
Go to Facebook

Message us on Twitter

You can also register by contacting us on Twitter, 24 hours a day.

Go to Twitter

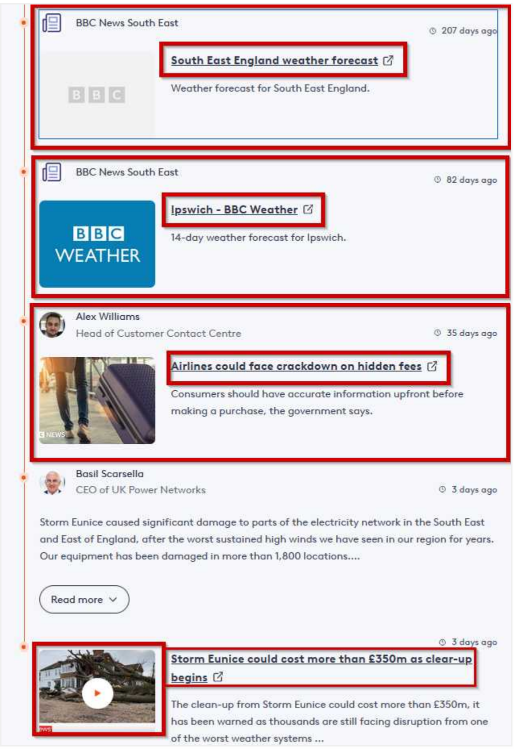
Page 8: desktop, image and text links



```
<li class="NavIcons_listItem__YQ_2H"> flex
  <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light" href="/psr-form"> event
    <div class="NavIcons_icon__1W7yQ">
      <svg class="Icon_icon__29ZJ9" viewBox="0 0 25 25" aria-label="Apply" fill="none" name="icon_apply"> ···
      </svg>
    </div>
  </a>
  <div class="NavIcons_content__R_XGo"> flex
    <h5 class="NavIcons_contentTitle__N81NS">Complete online application form</h5>
    <p class="NavIcons_contentSubtitle__rVnhH"> ··· </p>
    <a class=" NavIcons_link__Exr7P" data-appearance="blank" data-layout="ltr" data-color="light" href="/psr-
    form">Register now</a> event
  </div>
</li>
```

Page 8: DOM, markup showing links for "Register now"

This can be seen on page 20, with the "Live" news update. Within, each news update, focus goes to the main news link element and the individual link as part of the main news element. However, both links point to the same destination.



BBC News South East

207 days ago

South East England weather forecast

Weather forecast for South East England.

BBC News South East

82 days ago

Ipswich - BBC Weather

14-day weather forecast for Ipswich.

Alex Williams
Head of Customer Contact Centre

35 days ago

Airlines could face crackdown on hidden fees

Consumers should have accurate information upfront before making a purchase, the government says.

Basil Scarsella
CEO of UK Power Networks

3 days ago

Storm Eunice caused significant damage to parts of the electricity network in the South East and East of England, after the worst sustained high winds we have seen in our region for years. Our equipment has been damaged in more than 1,800 locations....

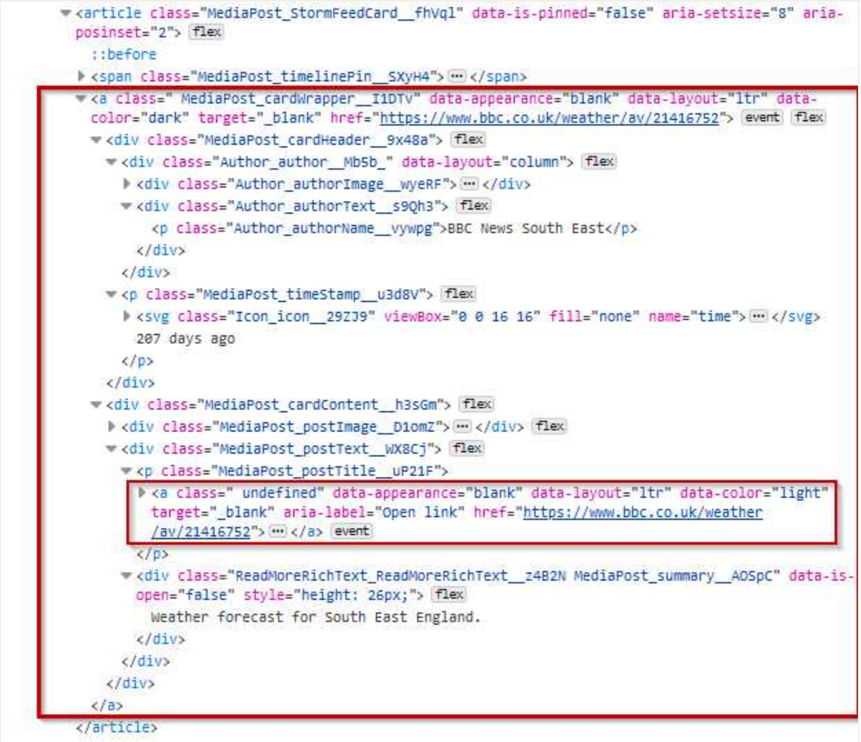
Read more

3 days ago

Storm Eunice could cost more than £350m as clear-up begins

The clean-up from Storm Eunice could cost more than £350m, it has been warned as thousands are still facing disruption from one of the worst weather systems ...

Page 20: Desktop, "Live" news update



```
<article class="MediaPost_StormFeedCard__fhVql" data-is-pinned="false" aria-setsize="8" aria-
posinset="2"> flex
  ::before
 <span class="MediaPost_timelinePin__SXyH4"> … </span>
 <a class=" MediaPost_cardWrapper__I1DTv" data-appearance="blank" data-layout="ltr" data-
 color="dark" target="_blank" href="https://www.bbc.co.uk/weather/av/21416752"> event flex
   <div class="MediaPost_cardHeader__9x48a"> flex
     <div class="Author_author__Mb5b_" data-layout="column"> flex
       <div class="Author_authorImage__wyeRF"> … </div>
       <div class="Author_authorText__s9Qh3"> flex
         <p class="Author_authorName__vywpg">BBC News South East</p>
       </div>
     </div>
     <p class="MediaPost_timeStamp__u3d8V"> flex
       <svg class="Icon_icon__29ZJ9" viewBox="0 0 16 16" fill="none" name="time"> … </svg>
       207 days ago
     </p>
   </div>
   <div class="MediaPost_cardContent__h3sGm"> flex
     <div class="MediaPost_postImage__D1omZ"> … </div> flex
     <div class="MediaPost_postText__WX8Cj"> flex
       <p class="MediaPost_postTitle__uP21F">
         <a class=" undefined" data-appearance="blank" data-layout="ltr" data-color="light"
         target="_blank" aria-label="Open link" href="https://www.bbc.co.uk/weather
         /av/21416752"> … </a> event
       </p>
       <div class="ReadMoreRichText_ReadMoreRichText__z4B2N MediaPost_summary__AOSpC" data-is-
       open="false" style="height: 26px;"> flex
         Weather forecast for South East England.
       </div>
     </div>
   </div>
 </a>
</article>
```

Page 20: DOM, Multiple links with the same destination

Steps to reproduce

1. Observe that the links point to the same destination.
2. Navigate onto the above links with a keyboard
3. Observe that keyboard focus navigates through links that share the same destination.

Recommendation

The focus order is determined by the location of focusable elements in the Document Object Model (DOM). Make sure that the interactive elements are placed in the DOM in a logical sequence that allows keyboard users to tab through the page in a meaningful order.

Avoid having multiple links that point to the same destination. In particular, make sure that links that point to the same destination are not nearby one another.

When there is an alternative way to access the same functionality, it is acceptable to have elements be operable with a mouse and not with a keyboard. For example, an entire card can be made clickable with a mouse, but only one link be used in the card for keyboard users. For example:

```
<div class="listenForMouse">
  <h2 id="contextOne">Example Card 1</h2>
  <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam nec eleifend purus...
</p>
  <a href="..." aria-describedby="contextOne">Find out More</a>
</div>
```

For an example, see Inclusive Components - Cards, which includes Card Component Demo.

For more information, see WCAG - G59 Placing the interactive elements in an order, Yale University - Web Accessibility - Focus and Keyboard Operability, Yale - Web Accessibility - Links, University of Washington - Links and buttons, A11y Project - Valid and Accessible Links.

Return to additional issue priority table

Links and references

These resources are complementary to the recommendations given in individual issues above. They can be useful for debugging, understanding how to retest issues yourselves, and develop new features in an accessible fashion from the start.

Understanding WCAG

- WCAG Quick Reference
- Web Content Accessibility Guidelines — for People Who Haven't Read Them on 24Ways
- The full WCAG specification

Accessibility resources and tutorials

- W3C Web Accessibility Tutorials for structure, images, tables and forms
- The A11Y project: A community-driven effort to make web accessibility easier
- A11Y Style Guide for developers
- Accessibility Developer Guide
- Checking colour contrast: Contrast-Ratio.com (online), Colorable (online), Accessible Color Matrix (online), Colour Contrast Analyser (Windows), Contrast (macOS), Stark (Sketch plugin)

ARIA resources

- WAI-ARIA Authoring Practices, your first point of call for checklists and examples of accessible components
- Inclusive Components, in-depth resources for complex patterns
- ARIA Browser support matrix on CanIUse

For native app development

- Apple Developer documentation for Accessibility
- Android accessibility overview