

**Report title:** NHS Lanarkshire Public Website Accessibility Audit

**Evaluation commissioner:** Yvonne Law, Lead Web and Digital Officer

**Evaluator:** Jason Lucchesi, Web Communications Officer

**Evaluation date:** 10/08/2020

**Conformance target:** [WCAG AA Level](#)

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## 1. Executive Summary

This report describes the conformance of the NHS Lanarkshire website with [W3C's Web Content Accessibility Guidelines \(WCAG\)](#). The review process is described in Section 5 below and is based on evaluation described in [Accessibility Evaluation Resources](#).

Based on this evaluation, the NHS Lanarkshire website is close to meeting WCAG 2.1, Conformance Level AA. Detailed review results are available in Section 6 below. Resources for follow-up study are listed in Section 7 below. Feedback on this evaluation is welcome.

## 2. Background about Evaluation

Conformance evaluation of web accessibility requires a combination of [semi-automated evaluation tools](#) and manual evaluation by an experienced reviewer. The evaluation results in this report are based on evaluation conducted on the following date(s): 10/08/2020. The website may have changed since that time.

## 3. Scope of Review

**Name of website:** NHS Lanarkshire

**Purpose of site:** To provide information related to the NHS services for people living in North and South Lanarkshire

**Base URL of site:** <https://www.nhslanarkshire.scot.nhs.uk/>

**URLs included in review:**

When deciding on a sample of pages to test, we chose based on:

- our most popular pages
- pages that gave a good example of each one page type
- pages that include all types of formatting, such as images, multimedia content, interactive elements, web forms and sliders/carousels

The full list of URLs are given below:

1. <https://www.nhslanarkshire.scot.nhs.uk/>
2. <https://www.nhslanarkshire.scot.nhs.uk/news/>
3. <https://www.nhslanarkshire.scot.nhs.uk/services/occupational-therapy/>

4. <https://www.nhslanarkshire.scot.nhs.uk/services/chronic-pain/>
5. <https://www.nhslanarkshire.scot.nhs.uk/services/occupational-therapy/children-and-young-people/>
6. <https://www.nhslanarkshire.scot.nhs.uk/hospitals/university-hospital-hairmyres/>
7. <https://www.nhslanarkshire.scot.nhs.uk/hospitals/university-hospital-monklands/>
8. <https://www.nhslanarkshire.scot.nhs.uk/services/pre-registration-pharmacist-training/>
9. <https://www.nhslanarkshire.scot.nhs.uk/services/neonatal/>
10. <https://www.nhslanarkshire.scot.nhs.uk/strategies/mental-health-wellbeing-2019-24/>
11. <https://www.nhslanarkshire.scot.nhs.uk/services/>
12. <https://www.nhslanarkshire.scot.nhs.uk/experts/>
13. <https://www.nhslanarkshire.scot.nhs.uk/foi/>
14. <https://www.nhslanarkshire.scot.nhs.uk/data-protection-notice/>
15. <https://www.nhslanarkshire.scot.nhs.uk/corporate-policies/>
16. <https://www.nhslanarkshire.scot.nhs.uk/corporate-policies/human-resources-policy/>
17. <https://www.nhslanarkshire.scot.nhs.uk/download/whistleblowing-policy/>
18. <https://www.nhslanarkshire.scot.nhs.uk/complaints/>
19. <https://www.nhslanarkshire.scot.nhs.uk/careers/>
20. <https://www.nhslanarkshire.scot.nhs.uk/get-involved/consult-engage/>
21. <https://www.nhslanarkshire.scot.nhs.uk/publications/>
22. <https://www.nhslanarkshire.scot.nhs.uk/services/infant-nutrition/weaning/>
23. <https://www.nhslanarkshire.scot.nhs.uk/kwttt/>

All pages were reviewed with semi-automated tools and manually.

**Date which review conducted:** 10/08/2020

**Natural language(s) of website:** English

#### 4. Reviewer(s)

- **Name of reviewer:** Jason Lucchesi
- **Organization with which reviewer(s) is/are affiliated:** NHS Lanarkshire
- **Contact information for reviewer(s):** [web@lanarkshire.scot.nhs.uk](mailto:web@lanarkshire.scot.nhs.uk)
- **Reviewer(s) areas of expertise:**
  - Web technologies
  - Validation tools for Web technologies
  - Web Content Accessibility Guidelines and Techniques
  - Approaches for evaluating Web accessibility
  - Use of a variety of evaluation tools for Web site accessibility
  - Disability barriers, assistive technologies, and adaptive strategies
- **Natural language(s) with which reviewer(s) is/are fluent, or familiar:** English

#### 5. Review Process

- **Identify WCAG 2.1 Level for which conformance was tested:** WCAG 2.1 Level AA
- **Identify [evaluation and validation tools](#) used, and versions thereof:**
  - <https://wave.webaim.org/>

### **Description of manual reviews (usability testing of accessibility features) used:**

Each URL, highlighted in the Scope of the review in section 3, was manually tested. To identify disabilities, we reviewed the WCAG as well as the work carried out by the government. From this we created a reference for testers so that they were more aware while testing. This can be found in the section 8 Appendices under Persona Summary. We used a range of adaptive technologies designed for people with disabilities/impairments..

This may include:

- **NVDA:** a screen reader and application used by those who are blind.
- **ZoomText:** a magnification application used by those with low vision.
- **JAWS:** a screen reader used by blind people to access Web pages.
- **Dragon Naturally Speaking:** voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.
- **Keyboard Only:** some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.
- **Readability:** Manual checks were made to assess the suitability of a Web page for those with colour blindness and dyslexia.
- **Deaf/Hard of hearing:** Manual checks were made to assess the suitability of a web page for those with hearing impairments.
- **Learning difficulties:** Manual checks were made to assess the suitability of a web page for those with learning difficulties.

## **Results and Recommended Actions**

This website is close to meeting WCAG 2.1 AA. Accessibility features in which this site is strong include the majority of text on the website adheres to contrast ratio guidelines. Alt tags have been used well across the website. ARIA has been applied to all relevant elements.

Recommended priorities for addressing inaccessible features of site

- Colour contrast ratio of text in banner heading, headlines, main body copy, links and buttons should be reviewed.

- Sliders/carousel's should be removed from all webpages.
- Alt tags should be reviewed on all images.
- PDF's are inaccessible to various degrees. All of these documents should be available in an accessible format.

Detailed results of the testing can be found in the section 8 Appendices under Testing.

## 7. References

- [Web Content Accessibility Guidelines \(WCAG\) Overview](https://www.w3.org/WAI/intro/wcag)  
https://www.w3.org/WAI/intro/wcag
- [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21/)  
https://www.w3.org/TR/WCAG21/
- [Techniques for WCAG 2.1](https://www.w3.org/WAI/WCAG21/Techniques/)  
https://www.w3.org/WAI/WCAG21/Techniques/
- [Accessibility Evaluation Resources](http://www.w3.org/WAI/eval/)  
http://www.w3.org/WAI/eval/
- [Web Accessibility Evaluation Tools List](https://www.w3.org/WAI/ER/tools/)  
https://www.w3.org/WAI/ER/tools/
- [Using Combined Expertise to Evaluate Web Accessibility](https://www.w3.org/WAI/eval/reviewteams)  
https://www.w3.org/WAI/eval/reviewteams

## 8. Appendices

## Testing

### Home Page

<https://www.nhslanarkshire.scot.nhs.uk/>

The Problem	Who It Impacts	Software Used
Top navigation bar does not allow for a no mouse (tabbed keyboard scrolling) as the background blue is the same as the highlight colour. Updating the background colour should solve this issue.	People who use keyboard navigation and people with poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Tabbing over all takes a long time on the home page due to the number of links/sections.	People who use keyboard navigation.	Browser: Chrome (83.4) OS: Windows 10
When keyboard tabbing, the search box in main navigation does not appear when tabbed, only after the burger menu.	People who use keyboard navigation.	Browser: Chrome (83.4) OS: Windows 10
Scrolling banner (slider) creates an issue for screen readers as it is always moving. Unable to pause slider. Unable to use keyboard to operate slider. <a href="https://www.w3.org/WAI/tutorials/carousels/">https://www.w3.org/WAI/tutorials/carousels/</a>	People who use keyboard navigation, are distracted by movement.	Browser: Chrome (83.4) OS: Windows 10
Screen reader does not give useful information on each banner Dot link, such as "Link 1, Link 2, Link 3, etc..."	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
When using a screen reader and tabbing with a keyboard, "Blank" is voices on full "How can we help" and the "Your Health" sections when tabbed.	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10



		Screen Reader: NVDA
Video iframe for data protection does not state what the video is about.	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
When tabbing, the Near Me can only be accessed by going to the very bottom of the page. This should be easier if it was in the main navigation.	People who use keyboard navigation.	Browser: Chrome (83.4) OS: Windows 10
Banner background colours have contrast errors.	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Current page link colour is too light for white background.	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
<p>Contrast issues on the “How Can We Help – Circles”</p> <p>Circles can show text outside of circle. This allows for white text to show on white background.</p> <ul style="list-style-type: none"> <li>• I am visiting someone</li> <li>• I am coming for an out-patient appointment</li> <li>• I want to get involved</li> </ul> <p>Your Health</p> <ul style="list-style-type: none"> <li>• Know who to turn to</li> <li>• Outdoor health</li> <li>• Mouth Cancer Awareness</li> <li>• Public Health Report</li> </ul>	People who resize the page or use Zoom Text.	Browser: Chrome (83.4) OS: Windows 10

The length of the home page could be problematic for people with Asperger's, dyslexic and people who find it difficult to scroll.	People who find lots of content difficult to read.	Browser: Chrome (83.4) OS: Windows 10
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## Recent News

<https://www.nhslanarkshire.scot.nhs.uk/news/>

The Problem	Who It Impacts	Software Used
When tabbing through the page, the size of the images can prevent the title of the news article being visible.	People who use keyboard navigation.	Browser: Chrome (83.4) OS: Windows 10
"Read more" too light.	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
News images take up a large part of the screen, making the page longer and harder to pull out headline information.	People who struggle with lots of content.	Browser: Chrome (83.4) OS: Windows 10

## News Article

The Problem	Who It Impacts	Software Used
Links are too light.	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10

## Service Main page - (OT)

<https://www.nhslanarkshire.scot.nhs.uk/services/occupational-therapy/>

The Problem	Who It Impacts	Software Used
Visit page buttons for the services boxes does not provide enough detail to where the link goes. Currently reads as “visit page”.	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA

### Service (Chronic pain)

<https://www.nhslanarkshire.scot.nhs.uk/services/chronic-pain/>

The Problem	Who It Impacts	Software Used
Links in dropdowns might be more problematic for navigating for users with no mouse.	People using keyboard to navigate	Browser: Chrome (83.4) OS: Windows 10
Video needs title	People who use screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
5 questions image and NHS Inform logo needs alt tag.	People who use screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
Google Map requires mouse to use. (Address should be placed above the map to provide an alternative.)	People using keyboard to navigate	Browser: Chrome (83.4) OS: Windows 10
Blue links too light.	People who have poor eyesight	Browser: Chrome (83.4) OS: Windows 10

Contrast issue with Healthcare professionals login	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10
Contrast issue with Pain management programme	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10
Contrast issue with green dropdowns	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10

### Service (OT – Children and Young People)

<https://www.nhslanarkshire.scot.nhs.uk/services/occupational-therapy/children-and-young-people/>

The Problem	Who It Impacts	Software Used
Links in side bar navigation are too light.	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10

### Hospital Page

<https://www.nhslanarkshire.scot.nhs.uk/hospitals/university-hospital-hairmyres/>

The Problem	Who It Impacts	Software Used
Telephone should be used over tel.	People who are have difficulty decoding words	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA

	People who use screen readers	
Covid section: "our news section" is appearing as 2 links instead of 1.	People who use keyboard navigation	Browser: Chrome (83.4) OS: Windows 10
Ward telephone should not abbreviate to Tel.	People who are have difficulty decoding words People who use screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
Site map should have a title tag/alt tag.	People who use screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
Google map is not useable without a mouse.	People who use a keyboard for navigation	Browser: Chrome (83.4) OS: Windows 10
Contact information should have title tags on links.	People who use a keyboard for navigation	Browser: Chrome (83.4) OS: Windows 10
Banner background colour does not provide enough contrast from text and is also too similar to the link colour.	People with poor eyesight.	Browser: Chrome (83.4) OS: Windows 10

<https://www.nhslanarkshire.scot.nhs.uk/hospitals/university-hospital-monklands/>

The Problem	Who It Impacts	Software Used
Alt-tag for the blurb icons.	People who use screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
The Community Discussion notes that show images may require a better descriptor for each image.	People who use screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
Audio recordings would benefit from a different colour background to help show where the tabbing is within the document.	People who have poor eyesight	Browser: Chrome (83.4) OS: Windows 10
Alt-tags for map images.	People who use screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
Previous updates box requires a darker blue background. #006A96	People who have poor eyesight	Browser: Chrome (83.4) OS: Windows 10
Audio transcripts required for audio player.	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA

### Pre-Registration Pharmacist Training

<https://www.nhslanarkshire.scot.nhs.uk/services/pre-registration-pharmacist-training/>

The Problem	Who It Impacts	Software Used
The "Views slider" cannot be paused	People who use only a keyboard.	Browser: Chrome (83.4) OS: Windows 10
The "Views slider" automated scroll can be distracting	People distracted by movement.	Browser: Chrome (83.4) OS: Windows 10
Too many videos on the page, which makes tabbing through items difficult and could be distracting for users	People distracted by movement. People who use only a keyboard.	Browser: Chrome (83.4) OS: Windows 10
Twitter feed at the end of page makes the overall page much longer.	People who find lots of content difficult to read	Browser: Chrome (83.4) OS: Windows 10

## Neonatal

<https://www.nhslanarkshire.scot.nhs.uk/services/neonatal/>

The Problem	Who It Impacts	Software Used
Neonatal logo is placed using a background image and does not have an alt tag.	Screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
The service boxes are not navigable by keyboard.	People navigating with a keyboard	Browser: Chrome (83.4) OS: Windows 10

The colour contrast on the service boxes does not provide enough contrast	People with poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
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## Mental Health and Wellbeing

<https://www.nhslanarkshire.scot.nhs.uk/strategies/mental-health-wellbeing-2019-24/>

The Problem	Who It Impacts	Software Used
Slideshow banner has no pause function.	Keyboard only users	Browser: Chrome (83.4) OS: Windows 10
Slideshow features 10 slides, which is a large number of keyboard only control.	Keyboard only users. People who find large content distracting.	Browser: Chrome (83.4) OS: Windows 10
Text on engagement report 2019-2020 has low contrast	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10
Text on strategy summary 2019-2020 has low contrast ratio	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10
Text within the Lived Experiences section has low contrast ratio	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10

## Services



<https://www.nhslanarkshire.scot.nhs.uk/services/>

The Problem	Who It Impacts	Software Used
"A-Z" should be changes to "A to Z"	Screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
General Enquiry Line phone number should have title tag stating what the number is for.	Screen readers,	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA

### Experts

<https://www.nhslanarkshire.scot.nhs.uk/experts/>

The Problem	Who It Impacts	Software Used
Body map images require text information next to them.	Screen readers, People with poor eyesight, People who require text to be translated or resizable.	Browser: Chrome (83.4) OS: Windows 10
Body map images require alt tags	Screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA

<p>Colour contrast issue on a number of background colours for Meet the expert boxes.</p> <ul style="list-style-type: none"> <li>• Self care</li> <li>• Pharmacist</li> <li>• Community optician</li> <li>• Dentist</li> <li>• General Practitioner</li> <li>• Out of Hours</li> <li>• Minor injuries</li> </ul>	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10
Banner image for page does not have an alt tag	Screen readers	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA

### Freedom of Information

<https://www.nhslanarkshire.scot.nhs.uk/foi/>

The Problem	Who It Impacts	Software Used
Blue colour button to make a FOI request is too dark.	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Keyboard tabbing on the clickable icons is descending and not in a logical left to right format.	People who use keyboards to navigate.	Browser: Chrome (83.4) OS: Windows 10

### Data Protection Notice

<https://www.nhslanarkshire.scot.nhs.uk/data-protection-notice/>

The Problem	Who It Impacts	Software Used
Large amounts of content and dropdowns	People who get distracted by large amount of text. Screen readers.	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA
Blue background colour used for backgrounds of dropdowns is too light.	People with poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Background colour for the title is too light.	People with poor eyesight.	Browser: Chrome (83.4) OS: Windows 10

### Corporate Policies

<https://www.nhslanarkshire.scot.nhs.uk/corporate-policies/>

The Problem	Who It Impacts	Software Used
View Policies downloads button should be a darker colour to help show when highlighted.	People who use a keyboard layout	Browser: Chrome (83.4) OS: Windows 10
Large number of downloads on a single page.	People who are distracted by lots of content.	Browser: Chrome (83.4) OS: Windows 10
Boxes on page are not in a logical order for screen readers.	Screen Readers	Browser: Chrome (83.4) OS: Windows 10

		Screen Reader: NVDA
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## Human Resources Policy

<https://www.nhslanarkshire.scot.nhs.uk/corporate-policies/human-resources-policy/>

The Problem	Who It Impacts	Software Used
Contrast colour of header background is too light.	People with poor sight.	Browser: Chrome (83.4) OS: Windows 10
Contrast colour of accordions border and icons are too light.	People with poor sight.	Browser: Chrome (83.4) OS: Windows 10

## Whistleblowing Policy

<https://www.nhslanarkshire.scot.nhs.uk/download/whistleblowing-policy/>

The Problem	Who It Impacts	Software Used
Tabbing over downloads does not highlight where you are in the downloads section, making it difficult to navigate.	People with poor eyesight. People using screen readers.	Browser: Chrome (83.4) OS: Windows 10

## Complaints

<https://www.nhslanarkshire.scot.nhs.uk/complaints/>

The Problem	Who It Impacts	Software Used
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Audio version of factsheet should state clearly where to download the factsheet.	People with poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Page contains lots of text and dropdowns.	People who find lots of content and clickable items distracting.	Browser: Chrome (83.4) OS: Windows 10

## Careers

<https://www.nhslanarkshire.scot.nhs.uk/careers/>

The Problem	Who It Impacts	Software Used
Missing title tags on some links	Screen readers	Browser: Chrome (83.4) OS: Windows 10
Page contains lots of text and dropdowns.	People who find lots of content	Browser: Chrome (83.4) OS: Windows 10
Due to the reading speed of screen readers, the sentence “ <i>Whether you are <b>interested in direct patient care, clinical roles, or a support function ...</b></i> ” to be changed to “ <i>Whether you are <b>interested in clinical roles, direct patient care, or a support function ...</b></i> ” to avoid confusion.	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10 Screen Reader: NVDA

## Consult Engage

<https://www.nhslanarkshire.scot.nhs.uk/get-involved/consult-engage/>

The Problem	Who It Impacts	Software Used
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Title background colour does not give sufficient contrast.	People with poor eyesight	Browser: Chrome (83.4) OS: Windows 10
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## Publications

<https://www.nhslanarkshire.scot.nhs.uk/publications/>

The Problem	Who It Impacts	Software Used
Dropdown list takes up a large part of the page.	People who are distracted by lots of content.	Browser: Chrome (83.4) OS: Windows 10
Search box does not define what it searches for.	People who use screen readers. People who are dyslexic.	Browser: Chrome (83.4) OS: Windows 10
A to Z requires a title/into to define what this section is.	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10

## Weaning

<https://www.nhslanarkshire.scot.nhs.uk/services/infant-nutrition/weaning/>

The Problem	Who It Impacts	Software Used
Large background banner image does not have alt tags.	People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10

White title text does not have sufficient contrast from yellow background.	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Divi video player is not always obvious when using a keyboard tab for navigation	People that use a keyboard.	Browser: Chrome (83.4) OS: Windows 10
Divi video player does not allow for Youtube's titles to show on the video without pressing play. No video title/alt text is on the video itself, and the title of the video that is a separate text box might not be easily attributed to the video it is referring about.	People the use a keyboard. People who use screen readers.	Browser: Chrome (83.4) OS: Windows 10

### Know who to turn to

<https://www.nhslanarkshire.scot.nhs.uk/kwttt/>

The Problem	Who It Impacts	Software Used
Self care contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Pharmacist contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Community Optician contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Dentist contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10

Self-referral Services contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
General Practitioner contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Out of Hours contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Minor Injuries contrast ratio is too low	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10
Keyboard navigation issues on boxes. Highlight colour conflicts with background.	People who have poor eyesight.	Browser: Chrome (83.4) OS: Windows 10



## Persona Summary

Persona Name	Disabilities or Impairments	Devices and technology	Type	Issues
<a href="#">Ashleigh</a>	Partially sighted, screen reader user	JAWS	Screen Reader	Screen reader unable to read parts of a website. Screen reader can't read forms if they don't have proper labels. Descriptions of images are missing or lacking.
<a href="#">Christopher</a>	Rheumatoid arthritis	Dragon NaturallySpeaking	Speech Recognition	video players and navigation menus can be difficult to use
<a href="#">Claudia</a>	Partially sighted, screen magnifier user	ZoomText	Screen Magnifier	pop-ups, long content, forms not spaced out
<a href="#">Pawel</a>	Asperger	na	na	Distracted by movement such as banners or video. Stressed by stressed, too much text or too many links.
<a href="#">Ron</a>	Older user with multiple conditions	na	na	He doesn't know how to adjust his browser settings, colours lack contrast, text too small
<a href="#">Saleem</a>	Profoundly deaf user	na	BSL	Captions just say things like 'music playing' and don't have the song words. Finds it difficult to read large blocks of text. Because his English isn't great, if something isn't easy to understand, he needs it in BSL. Requires to get text messages over calls.
<a href="#">Simone</a>	Dyslexia	dyslexia software	Screen Reader	Finds it difficult to learn anything new, takes a long time to write out forms, requires assistance with spelling (such as

				using search engines), prefers simplified language, longer reading time
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