



NHS Property Services

Accessibility Assessment – May 2024

SPINDOGS

Contents

Project Identification	3
Document Identification	3
Overview	4
Background	4
What is web accessibility?	4
What level are you assessing against?	5
Executive Summary	6
Assessment	7
Accessibility Statement	7
Colour contrast	8
Image alternative text	12
Heading Hierarchy	15
Forms	20
Focus indicators	22
Link Purpose	23
Keyboard navigation	25
WAI-ARIA technology	28
Semantically structured HTML	29
Pages reviewed	33

Project Identification

Client Name	Client Website or URL
NHS Property Services	https://www.property.nhs.uk

Document Identification

#	Date	Written By	Peer Reviewed By
1	17/05/2024	Tegan Male	Cerys Gibbins

Overview

Background

As part of a usability and user journey improvement project, Spindogs was tasked with conducting an Accessibility Assessment to highlight accessibility issues on the current website. These issues will be fixed by Thinkology prior to the user experience recommendations from Spindogs are actioned.

What is web accessibility?

Web accessibility refers to the practice of making websites, web applications, and other digital content usable and universally accessible regardless of ability or situation. It ensures that individuals with differing abilities, including visual, auditory, motor, cognitive, and neurological, can perceive, operate and understand web content effectively. Web accessibility is essential to promote inclusivity and provide equal access to information and services on the internet for all users.

The fundamental principles of web accessibility can be summarised through:

- **Perceivable:** The information and user interface components must be presented in ways that can be perceived by all users, regardless of their abilities. Some of these steps would include: providing text alternatives, using semantic HTML, ensuring sufficient contrast, using accessible fonts and typography, and avoiding automatic media playback.
- **Operable:** Ensuring that users can navigate and interact with a website using various input methods, such as keyboard or voice commands, this is crucial for making websites more inclusive. Key considerations: Keyboard accessibility, focus indication, skip links, keyboard shortcuts, voice commands, responsive design and testing with assistive technologies.
- **Understandable:** The web content and navigation should be clear and easy to understand. Users, including those with cognitive disabilities, should be able to comprehend the information that is being presented and how to use the website effectively. Some practices to put into place: Plain language, consistent layout and design, user instructions, logical navigation, readable text and testing with users.
- **Robust:** Websites to be designed to be compatible with current and future technologies. This ensures that the accessibility features of a website remain effective as technology evolves. Some considerations for this principle: Web standards compliance, test across browsers and devices, future proofing content, responsive design and regular updates.

For more information visit - <https://www.w3.org/WAI/fundamentals/accessibility-principles>.

What are your obligations?

Within the UK, public sector websites launched on or after 23rd September 2018, should have been accessible since their launch. For older websites, the deadline for compliance with these regulations was 23rd September 2020.

The Government Digital Service monitors public sector bodies' compliance by examining a sample of public sector websites and mobile apps every year. If the Central Digital and Data Office (CDDO) decides that a public sector body has failed their duty to provide accessible web services, accessibility statement or that the accessibility statement is incorrect, it will:

- conduct an audit of sample of high-level webpages
- send a report to the public sector body
- ask the body to acknowledge the report
- give the body 12 weeks to fix the issues
- (may) retest and make further recommendations on whether CDDO think further compliance action should be taken
- pass the outcome to the Equality and Human Rights Commission who will decide whether any further action is required

Potential outcomes of failure to comply:

- legal action
- publish the name of the body and a copy of the decision
- financial penalty on the body

[GOV.UK - Accessibility monitoring: how we test](#)

What is an Accessibility Assessment?

Our Accessibility Assessment allows you to make informed decisions around which areas of your site need addressing to comply with accepted accessibility guidelines. By identifying problem areas, you can help make the business case for accessibility and make informed next steps. We use a combination of our own industry expertise, W3C Easy Checks and the Inclusive Design Principles, to rapidly assess a few key pages against best practice on your website.

What level are you assessing against?

In line with the accessibility regulations set out by the government, we have performed our Accessibility Assessment to Level AA of the Web Content Accessibility Guidelines (WCAG), which is the level that public sector bodies are required to meet – [GOV.UK - Understanding accessibility requirements for public sector bodies](#).

Two other levels of accessibility scoring exist either side of Level AA, these are:

- Level A is the minimum level.
- Level AAA includes all Level A, AA, and AAA requirements.

Executive Summary

Accessible websites usually work better for everyone. They are often faster, easier to use and appear higher in search engine rankings.

During the Accessibility Assessment conducted by Spindogs, a variety of accessibility issues were identified. Some of these issues will need resolving in multiple areas of the website. These issues are detailed in the assessment which is divided into 10 different sections: accessibility statement, colour contrast, image alternative text, heading hierarchy, forms, focus indicators, link purpose, keyboard navigation, WAI-ARIA technology and semantically structured HTML.

Among the identified issues, those with the biggest impact can be resolved by updating heading markup to use sequential heading elements.

Other issues with a high impact include reducing the verbosity of link text that is constructed in the codebase; increasing the colour contrast between the text and background of subtext and widget legends; improving the relationship between form inputs and their labels.

These issues will likely require resolving by your technical team.

We believe that there are a lot of quick wins that can be made for NHS Property Services that will immediately make a positive impact to the accessibility of your website.

Assessment

Accessibility Statement

An accessibility statement is a public document or statement that outlines your commitment to making your digital content and services accessible to individuals with disabilities. Typically, an accessibility statement includes information about the accessibility features of the website or application, details on compliance with accessibility standards (such as WCAG - Web Content Accessibility Guidelines), contact information for accessibility inquiries or issues, and sometimes a timeline for planned accessibility improvements.

The primary purpose of an accessibility statement is to inform users, particularly those with disabilities, about the efforts being made to ensure that digital content and services are accessible. It helps build trust and transparency while demonstrating an organisation's dedication to inclusivity and compliance with accessibility regulations.

Good examples of accessibility statements:

- [UK Parliament - Accessibility statement](#)
- [GOV.UK - Sample accessibility statement](#)
- [NHS - Accessibility statement](#)

Ref No.	Issue
1.1	Accessibility statement is not present

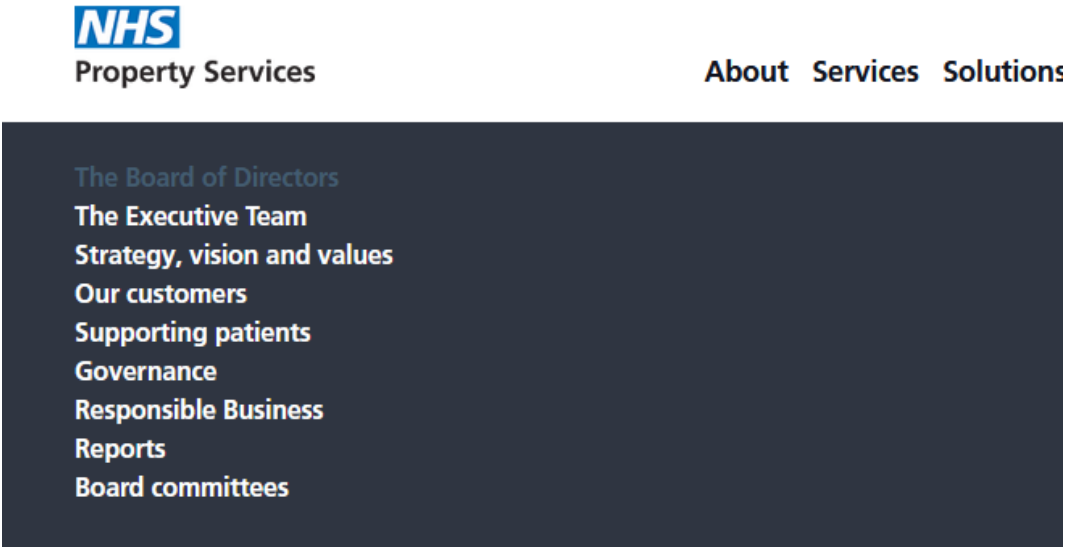

Colour contrast

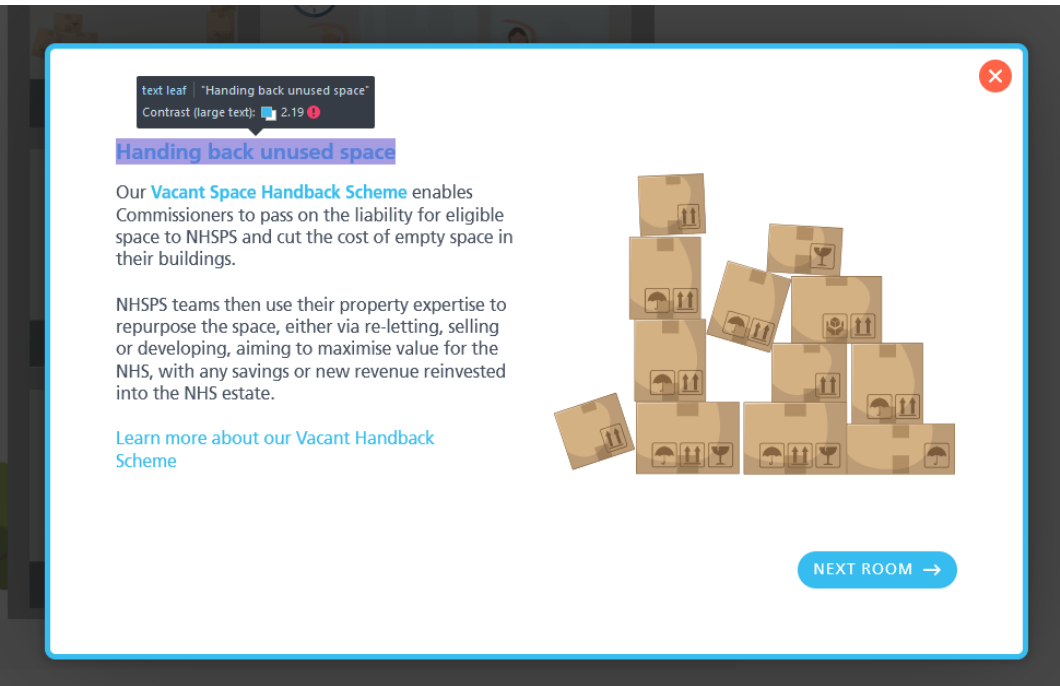

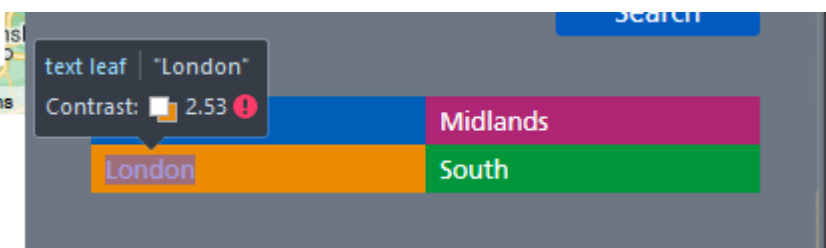
WCAG 1.4.3 - CONTRAST (MINIMUM) (LEVEL AA)

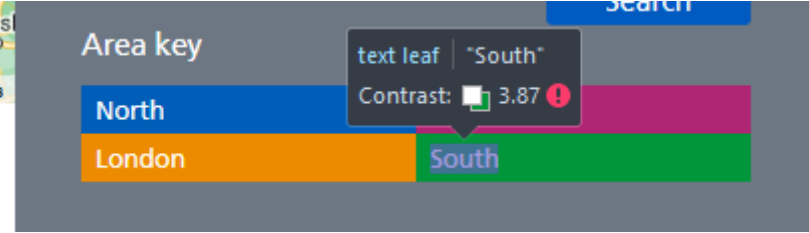
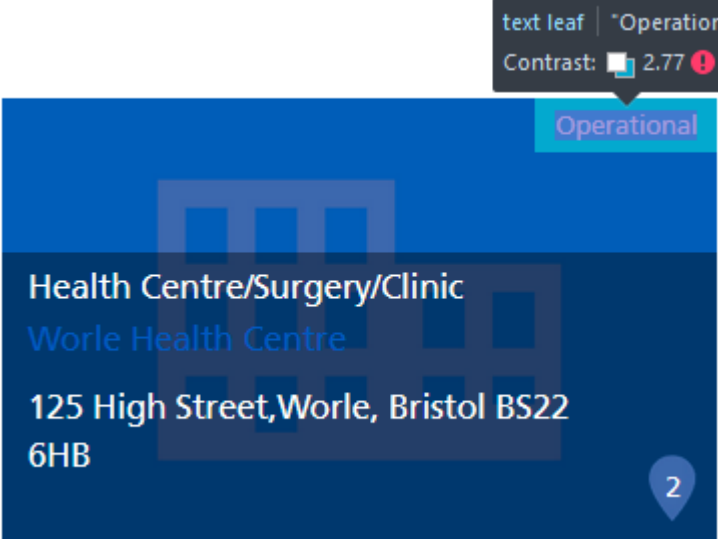
The aim of 1.4.3 Success Criterion is to ensure sufficient colour contrast between text and its background for people with moderately low vision and to enhance readability for all users. To pass this requirement, the ratio that is calculated from the colour contrast between two colours must pass a certain value, the greater the value on the left, the higher the contrast. WCAG 2.2 Level AA requires minimum contrast ratios: 4.5:1 for normal text (e.g., text that's smaller than 24px with normal font weight), 3:1 for large text (e.g., larger than 18.5px with bold font weight or 24px normal), and 3:1 for graphics and user interface elements, including form input borders. This requirement also applies to images containing text.

Colour contrast calculators:

- [WebAIM - Contrast Checker](#)
- [colourcontrast.cc](#)

Ref No.	Issue
2.1	<p>Submenu hover text on the dropdown menu background has a colour contrast of 1.79</p> <p>Example: https://www.property.nhs.uk/</p>  <p>The screenshot shows the NHS Property Services website. The main navigation includes 'About Services Solutions'. A dropdown menu is open, listing items like 'The Board of Directors', 'The Executive Team', 'Strategy, vision and values', 'Our customers', 'Supporting patients', 'Governance', 'Responsible Business', 'Reports', and 'Board committees'. The text in the dropdown is teal on a dark grey background.</p>
2.2	<p>Teal text on grey background has a colour contrast ratio of 2.45</p> <p>Example: https://www.property.nhs.uk/services/improving-space-utilisation/</p>  <p>The screenshot shows a section of the NHS website with three columns of information. Each column has a teal icon and teal text on a light grey background. A small contrast checker overlay is visible over the first column, showing a contrast ratio of 2.45. The columns contain: '£502m raised for the NHS through disposal of unwanted assets', '£907m capital investment to improve the NHS estate', and '1,120+ NHS Open Space rooms available to book'.</p>

<p>2.3</p>	<p>Blue text on white background has a colour contrast ratio of 2.19</p> <p>Example: https://www.property.nhs.uk/services/im_proving-space-utilisation/</p>  <p>Handing back unused space</p> <p>Our Vacant Space Handback Scheme enables Commissioners to pass on the liability for eligible space to NHSPS and cut the cost of empty space in their buildings.</p> <p>NHSPS teams then use their property expertise to repurpose the space, either via re-letting, selling or developing, aiming to maximise value for the NHS, with any savings or new revenue reinvested into the NHS estate.</p> <p>Learn more about our Vacant Handback Scheme</p> <p>NEXT ROOM →</p> <p>Handing back unused space text leaf: "Vacant Space Handback Scheme" Contrast: 2.19</p> <p>NEXT ROOM text leaf: "NEXT ROOM" Contrast: 2.19</p>
<p>2.4</p>	<p>Grey text on grey background has a colour contrast ratio of 3.24</p> <p>Example: https://www.property-search/</p>  <p>keyword(s)</p> <p>text leaf: "All" Contrast: 3.24</p>
<p>2.5</p>	<p>White text on orange background has a colour contrast of 2.53</p> <p>Example: https://www.property-search/</p>  <p>search</p> <p>text leaf: "London" Contrast: 2.53</p> <p>Midlands</p> <p>South</p> <p>London</p>

2.6	<p>White text on green background has a colour contrast of 3.87</p> <p>Example: https://www.property.nhs.uk/property-search/</p>  <p>The screenshot shows a grey box titled 'Area key' containing four colored rectangles: 'North' (blue), 'London' (orange), 'South' (green), and an unlabeled pink one. A tooltip points to the 'South' rectangle, displaying 'text leaf "South"', 'Contrast: 3.87', and a red warning icon.</p>
2.7	<p>White text on blue background has a colour contrast of 2.77</p> <p>Example: https://www.property.nhs.uk/property-search/?postcode=CF10+5SF</p>  <p>The screenshot shows a dark blue background with white text: 'Health Centre/Surgery/Clinic', 'Worle Health Centre', and '125 High Street, Worle, Bristol BS22 6HB'. A light blue 'Operational' tag is in the top right. A tooltip points to the tag, displaying 'text leaf "Operational"', 'Contrast: 2.77', and a red warning icon.</p>
2.8	<p>Blue text on blue background has a colour contrast of 1.62</p> <p>Example: https://www.property.nhs.uk/property-search/?postcode=CF10+5SF</p>  <p>The screenshot is identical to the previous one, but the tooltip points to the 'Worle Health Centre' text, displaying 'text leaf "Worle Health Centre"', 'Contrast: 1.62 - 1.80', and red warning icons.</p>

2.9	<p>Grey text on white background has a colour contrast of 2.32</p> <p>Example: https://www.property.nhs.uk/site-search?keyword=test</p> <p>As of the 24 September the NHS will launch the NHS COVID-19 app which has a check-in feature enabling a venue to register for an official NHS QR code and allows users to 'check-in' to participating venues on their app by scanning that code.</p> <p>More</p>
2.10	<p>Grey text on white background has a colour contrast of 2.56</p> <p>Example: https://www.property.nhs.uk/property-search/westgate-annex-edgware-community-hospital-10004867</p> <p>Phone 07387 237 996 or 07825 114 879 or 07584 143 144 or 07469 574 927</p> <p>Email harry.charman@montagu-evans.co.uk or howard.williams@montagu-evans.co.uk or ellie.hagart@montagu-evans.co.uk or richard.thomas@montagu-evans.co.uk</p>
2.11	<p>White text on mint background has a colour contrast of 1.66</p> <p>Example: https://www.property.nhs.uk/property-search/westgate-annex-edgware-community-hospital-10004867</p> <p>AccessAble Your Accessibility Guide</p> <p>Download guide</p>


Image alternative text

WCAG 1.1.1 - NON-TEXT CONTENT (LEVEL A)

Image alternative text, or alt text, is a description of an image that is read aloud by screen readers or displayed when an image cannot be loaded. Alt text is essential for conveying the content and purpose of images to users who are blind or have low vision and use assistive technology.

It is important to be aware of an image's purpose and write the alt text accordingly:

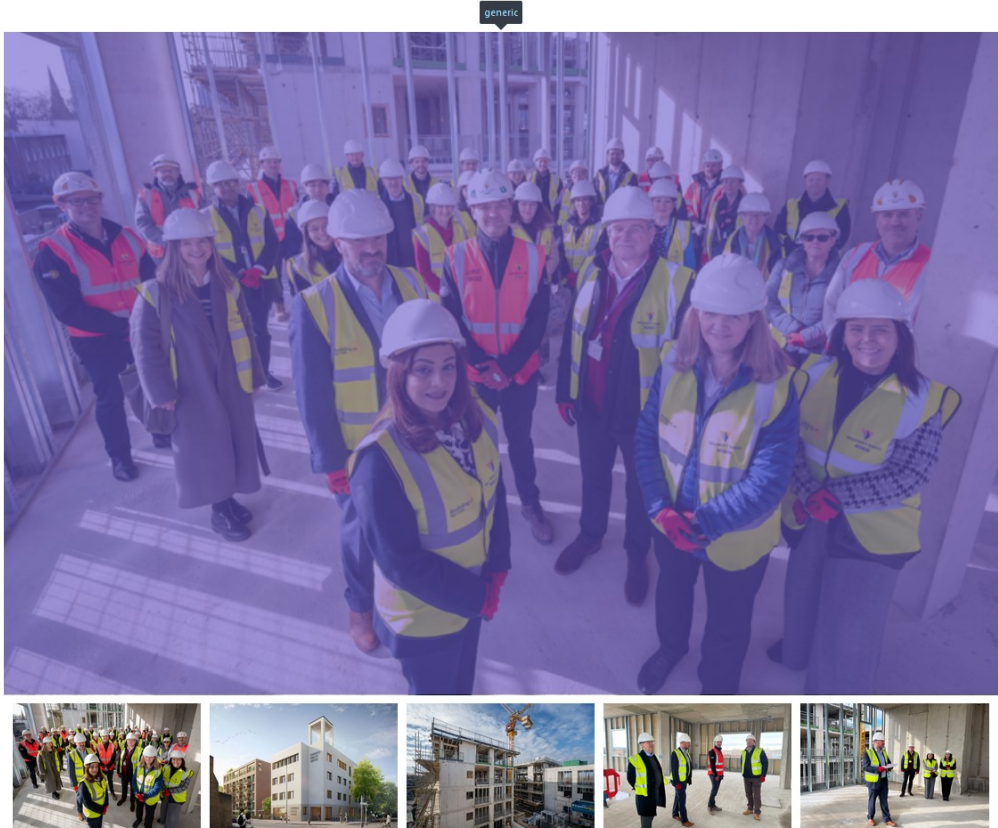
- Informative images, including pictures, photos, and illustrations, should have a concise descriptive alt text conveying the essential information presented by the image.
- Decorative images, which sole purpose is to add visual decoration to the page, rather than to convey information that is important to understanding the page, should have an alt attribute present, but empty.
- Functional images, such as button icons, should have alt text which describes the functionality that it represents.
- Images of text should have the alt text as the text in the image
- Complex images, such as graphs and diagrams, should have alt text that conveys a complete text equivalent of the data or information provided in the image.

Ref No.	Issue
3.1	<p>In general, image alt text is well written. The alt attribute is programmatically applied, even if left blank, which allows assistive technology to skip over those images that do not provide additional context.</p> <p>In some places image alt text causes overly verbose link names, in which case the alt text should be programmatically removed to improve the experience of assistive technology users.</p>
3.2	<p>Image alt text on the header logo should be rewritten to indicate where the link will take you. i.e. 'NHS Property Services – Home'.</p> <p>Example: https://www.property.nhs.uk/</p>  <p>The image shows a screenshot of the NHS Property Services logo. The logo consists of the NHS logo (a blue square with 'NHS' in white) and the text 'Property Services' in blue. A dark grey tooltip box is overlaid on the logo, containing the text 'image' and 'NHS Property Services Logo - colour'. A small black box with the word 'Logo' in white is positioned below the logo.</p>

3.3

Image alt text for the gallery images are missing.

Example: <https://www.property.nhs.uk/news/news/chiswick-topping-out-event/>



3.4

Image alt text on Board of Directors' images should be omitted to avoid verbose or duplicated link text.

Example: <https://www.property.nhs.uk/about/the-board-of-directors/>



▼ link: "NHS Property Services sign Non-Executive Director Jacqui Rock"

Image alt text for the complex graphic is missing.

Example: <https://www.property.nhs.uk/about/strategy-vision-and-values/>

Example: <https://www.property.nhs.uk/about/responsible-business/>

supporting the delivery of the NHS Long term Plan and  excellent patient care.



3.5

Developing an ESG Maturity Model

We are conscious that our performance needs to be validated through increased transparency and demonstrable outcomes for our customers, patients, colleagues and the NHS. We have developed an Environmental, Social and Governance model to help map our current and future states.

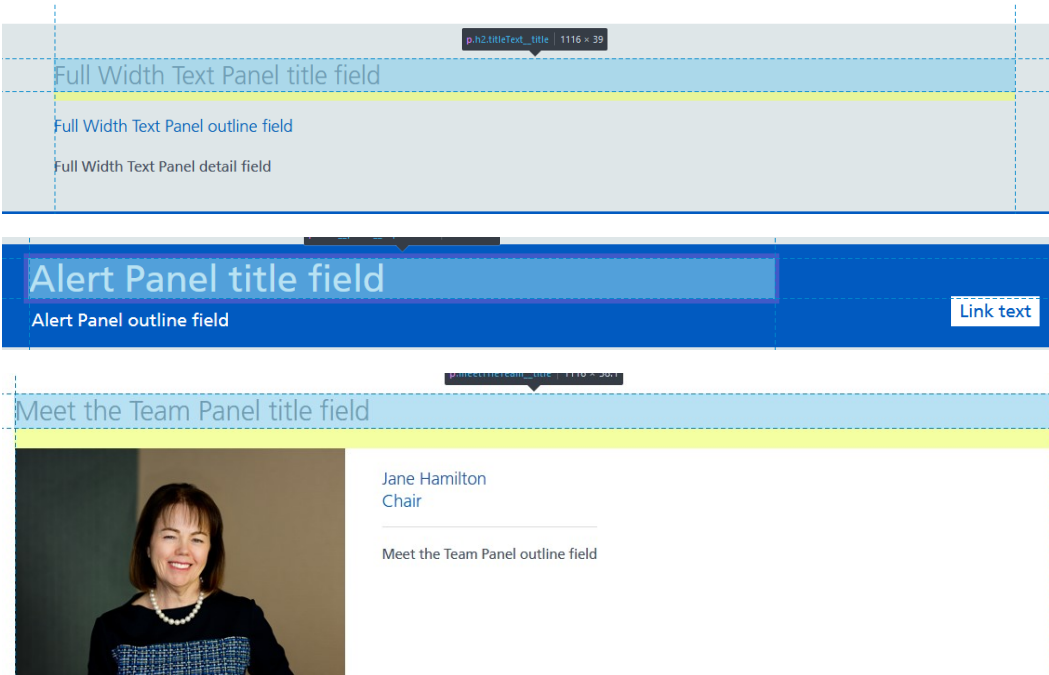
















Heading Hierarchy

WCAG 1.3.1 – INFO AND RELATIONSHIPS (LEVEL A)

Heading hierarchy is an essential aspect of structuring and formatting content on a website. It improves the user's ability to scan the content so they can quickly find the information they are looking for, as well as being the main way that people using screen readers navigate a webpage. Because of this, headings should be constructed carefully to describe the content below them and be ordered logically and sequentially on the page. Heading levels should not be skipped or chosen purely for their visual output. Correctly structuring your headings and ensuring there is always a top level (h1) heading on the webpage will also benefit a page's search engine optimisation and help it achieve better rankings for relevant searches.

Ref No.	Issue
4.1	<p>Across the website, heading hierarchy requires a thorough review. Commonly, paragraph elements are styled as headings with a heading and element title class, but semantically should be a heading to enable assistive technology.</p> <p>The examples provided below illustrate this issue, which needs to be addressed comprehensively throughout the site.</p>
4.2	<p>These titles should be an h2, currently all are a paragraph element</p> <p>Example: https://www.property.nhs.uk/all-components-page/</p>  <p>The image shows three examples of heading hierarchy issues on a website. The first is a 'Full Width Text Panel' with a title field, outline field, and detail field. The second is an 'Alert Panel' with a title field, outline field, and a 'Link text' button. The third is a 'Meet the Team Panel' with a title field, a photo of Jane Hamilton, her name and title, and an outline field.</p>

<p>p.h2.titleText_title 487 x 78</p> <p>Text and Image (Medium) Panel title field</p> <p>Text and Image Panel outline field</p> <p>Text and Image Panel detail field</p> <p>Download File CTA</p>							
	<p>p.h2.titleText_title 487 x 39</p> <p>Text and Image (Tall) Panel title field</p> <p>Text and Image Panel outline field</p> <p>Text and Image Panel detail field</p> <p>Download File CTA</p>						
	<p>p.h2.titleText_title 487 x 39</p> <p>Text and Image (Short) Panel title field</p> <p>Text and Image Panel outline field</p> <p>Text and Image Panel detail field</p> <p>CTA Link</p>						
<p>p.newsTeasers_title 1116 x 38.1</p> <p>Featured items heading</p> <table border="0"> <tr> <td data-bbox="363 1451 673 1644">  </td> <td data-bbox="695 1451 1005 1644">  </td> <td data-bbox="1027 1451 1337 1644">  </td> </tr> <tr> <td data-bbox="370 1653 667 1751"> <p>The Board of Directors</p> <p>Our leadership is made up of a experienced industry experts with a passion to help the NHS</p> </td> <td data-bbox="702 1653 999 1729"> <p>The Executive Team</p> <p>Learn more about our Executive Team</p> </td> <td data-bbox="1034 1653 1331 1684"> <p>Our People</p> </td> </tr> </table>					<p>The Board of Directors</p> <p>Our leadership is made up of a experienced industry experts with a passion to help the NHS</p>	<p>The Executive Team</p> <p>Learn more about our Executive Team</p>	<p>Our People</p>
							
<p>The Board of Directors</p> <p>Our leadership is made up of a experienced industry experts with a passion to help the NHS</p>	<p>The Executive Team</p> <p>Learn more about our Executive Team</p>	<p>Our People</p>					

p.h2.titleText_title 1116 x 39

MS Form

First Name* **Last Name***

Email *

Company Name*

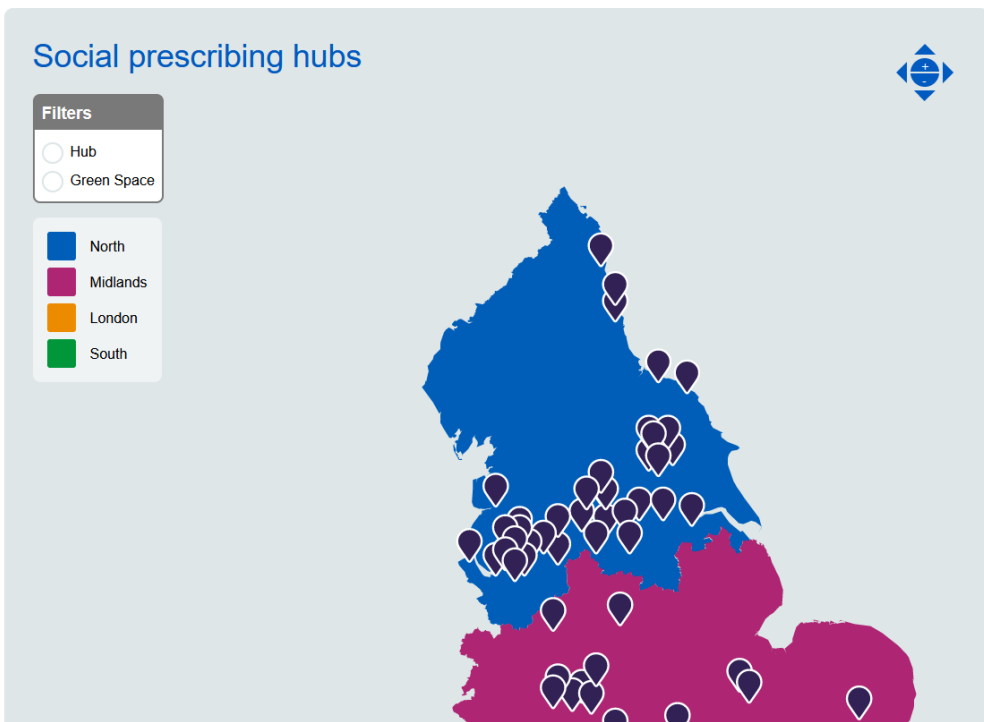
Job Title*

SUBMIT

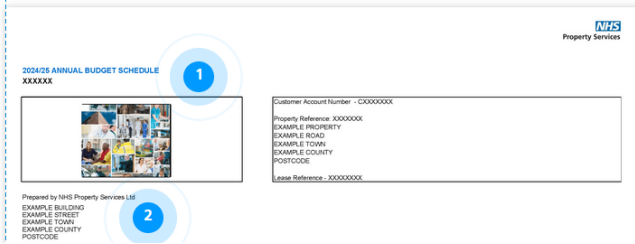
You may opt out from our communications, at any time, using the unsubscribe link on our emails. Your information is held in accordance with our [Privacy Policy](#).

p.h2.titleText_title 1116 x 39

Social prescribing hubs interactive map



Interactive Billing Schedule



1

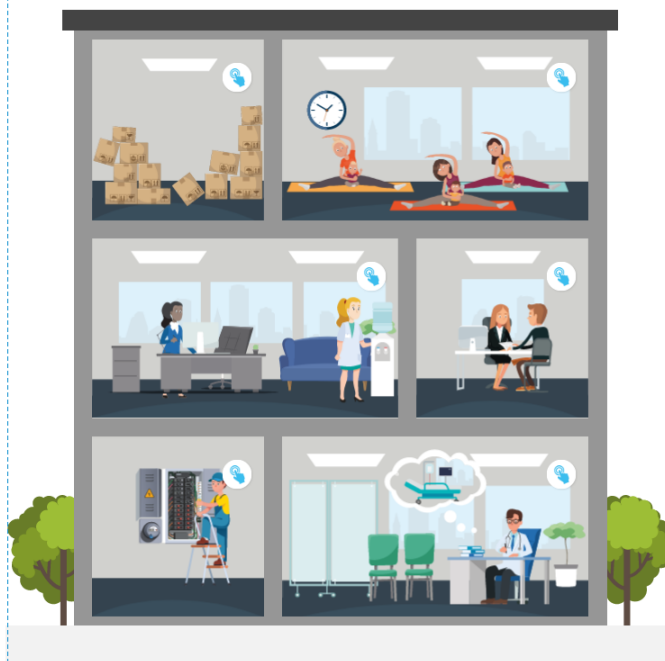
Our budget schedule, explained

Before the beginning of the financial year, we'll send you a copy of your Annual Budget Schedule (ABS) so you have the choice to

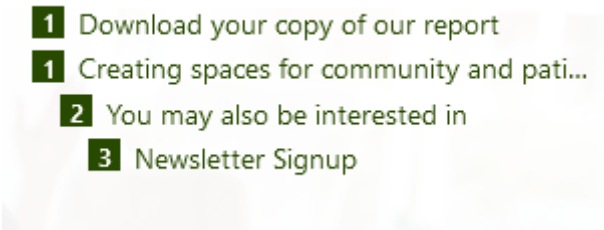

p.n2.titled_text_title | 1116 x 39

Space Optimisation Diagram

Let's take a look at the NHSPS teams and programmes supporting our customers in optimising their use of space.



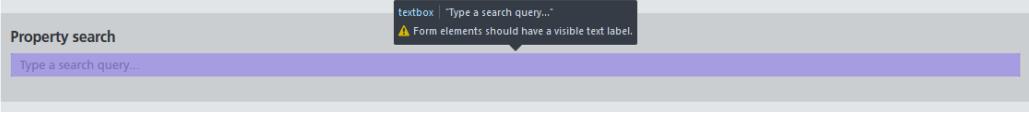
How can we work together to better use NHS space? We're keen to hear from you, so please reach out via Customer.Service@property.nhs.uk or [0800 085 3015](tel:08000853015).

<p>4.3</p>	<p>Heading hierarchy needs to be reviewed.</p> <p>Example: https://www.property.nhs.uk/creating-spaces-for-community-and-patient-wellbeing/ Example: https://www.property.nhs.uk/occupier-hub/report-a-facilities-management-issue/</p> <p>Assuming 'Creating spaces for community and patient wellbeing' is the title of the page, it should remain as an h1, but should be placed above 'Download a copy of our report' (which should be an h2). Similarly, paragraphs styled as titles should be headings, e.g. 'Get insight to help you create spaces that meet local population needs' and 'Hear from some research participants'.</p>  <p>Ideal heading hierarchy:</p> <ul style="list-style-type: none"> • H1 (Remove) – Download your copy of our report • H1 (No change) – Creating spaces for community and patient wellbeing • H2 (Update) – Get insight to help you create spaces that meet local population needs (this has a link to the report) • H2 (Add) – Read related articles • H2 (Update) – Hear from some research participants • H2 (Update) – How are we using our estate to support community wellbeing? • H2 (Update) – Let's work together • H2 (Update) – Sign up to receive social prescribing updates • H2 (No change) – You may also be interested in
<p>4.4</p>	<p>Numbers should be a paragraph or span element. Currently are an h3.</p> <p>Example: https://www.property.nhs.uk/about/our-customers/ Example: https://www.property.nhs.uk/about/supporting-patients/</p> 

Forms

WCAG 1.3.1 – INFO AND RELATIONSHIPS (LEVEL A)

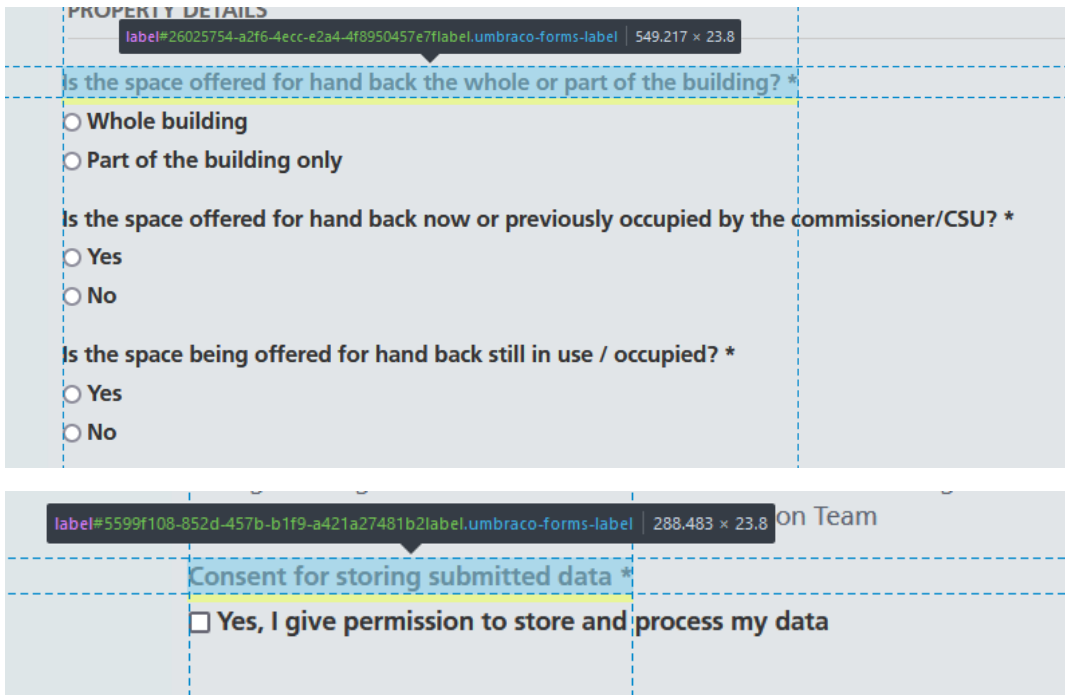
Forms are a common way for users to input information or interact with websites. Forms should be appropriately and visibly labelled and provide clear instructions on what information is expected from the user. It is essential to have correctly structured forms with a defined relationship between the label and the input for each form field - if this relationship is compromised, orphaned input fields lose their meaning impacting on usability and user satisfaction.

Ref No.	Issue
5.1	<p>Form labels are not displayed. Using display: none on a label means it is not discoverable for assistive technology.</p> <p>Example: https://www.property.nhs.uk/ Example: https://www.property.nhs.uk/contact/</p> <pre data-bbox="320 846 1222 1400"> <div class=" umbraco-forms-field firstname shortanswer mandatory"> <label id="7f41ce3b-50ae-4e11-c743-df08d43c4743label" class="umbraco-forms-label" for="7f41ce3b-50ae-4e11-c743- df08d43c4743"> </label> <div class="umbraco-forms-field-wrapper"> <input id="7f41ce3b-50ae-4e11-c743-df08d43c4743" class="text " type="text" name="7f41ce3b-50ae-4e11-c743- df08d43c4743" data-umb="7f41ce3b-50ae-4e11-c743- df08d43c4743" value="" maxlength="255" placeholder="First Name" data-val="true" data-val-required="Please enter your name" aria-required="true"> </div> </div> </pre>
5.2	<p>Form labels is missing as they have been commented out and replaced with an h2 which does not have the correct relationship with the input.</p> <p>Example: https://www.property.nhs.uk/occupier-hub/request-a-compliance-certificate/</p> <pre data-bbox="320 1585 1329 1771"> <h2 style="font-size:16px;">Property search</h2> <!--<label>Property</label>--> <input id="propertysearch" type="text" onkeyup="ps()" placeholder="Type a search query..."> </pre> 

5.3

Radio button groups and checkboxes have orphaned form labels. Should use fieldset and legend to group and name fields

Example: <https://www.property.nhs.uk/occupier-hub/hand-back-vacant-space/>

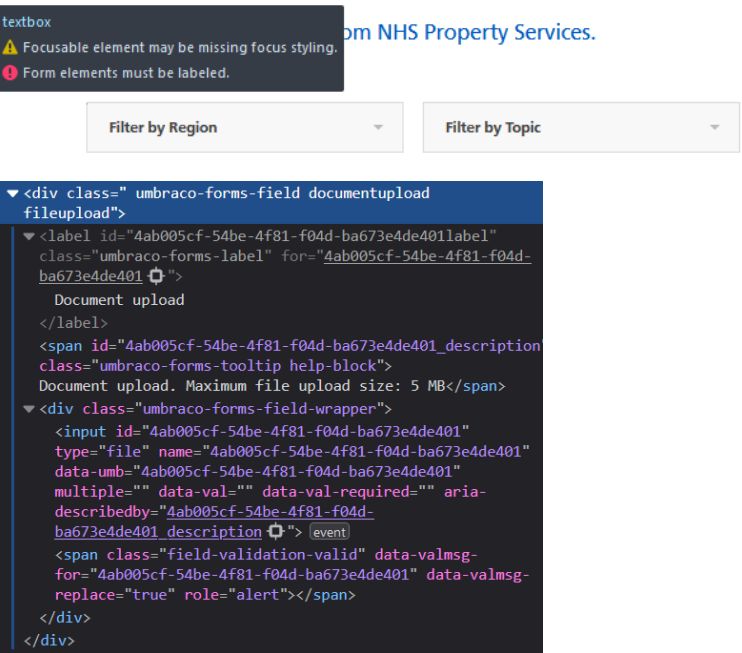


5.4

Filter inputs are missing labels.

Example: <https://www.property.nhs.uk/news/news/>

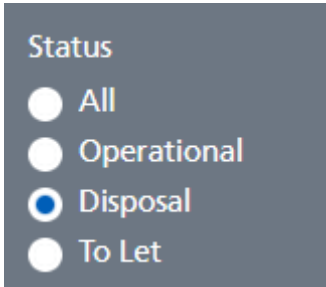
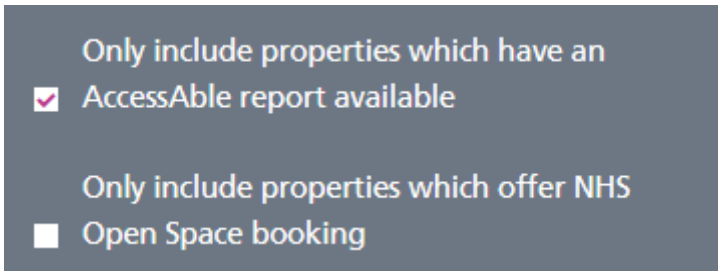
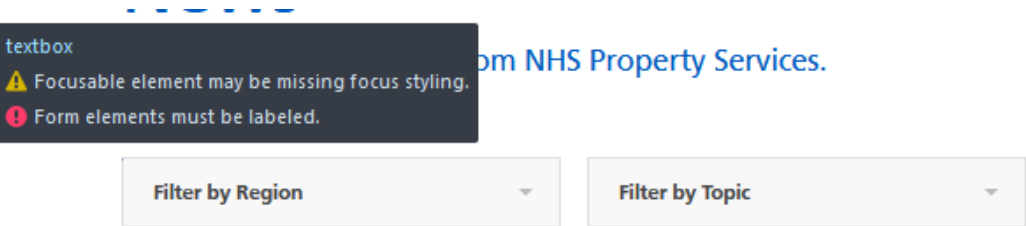
Example: <https://www.property.nhs.uk/news/case-studies/>



Focus indicators

WCAG 2.4.7 – FOCUS VISIBLE (LEVEL AA)


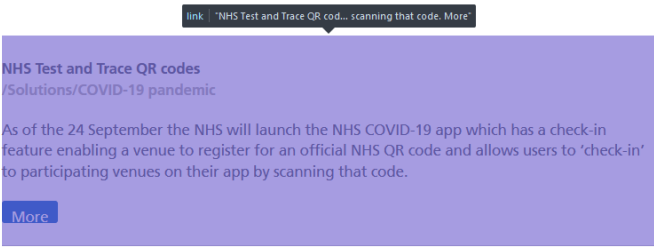
Focus states are used to provide visible cues to indicate where a keyboard or assistive technology user is currently navigating, ensuring that interactive elements and content can be easily found and followed and are therefore perceivable and usable for individuals with disabilities.

Ref No.	Issue
6.1	<p>Radio buttons are missing focus styling.</p> <p>Example: https://www.property.nhs.uk/property-search/</p> 
6.2	<p>Check boxes are missing focus styling.</p> <p>Example: https://www.property.nhs.uk/property-search/</p> 
6.3	<p>Filter inputs are missing focus styling.</p> <p>Example: https://www.property.nhs.uk/news/news/ Example: https://www.property.nhs.uk/news/case-studies/</p> 

Link Purpose

WCAG 2.4.4 – LINK PURPOSE (LEVEL A)

The purpose of each link and button should be determined from the text alone or from the text together with its programmatically determined link context. This means that the text used for the link should be clear and descriptive enough for users to understand where the link will take them. Avoiding vague or duplicate link names is essential to pass this criterion.

Ref No.	Issue
7.1	<p>Link names like 'Read more' and 'Find out more' and should be rewritten to indicate where the link will take you.</p> <p>Example: https://www.property.nhs.uk/</p> 
7.2	<p>Links names like 'Companies House' should be rewritten to indicate where the link will take you. If two or more links share the same accessible name but lead to different resources, at least one of them should be updated to accurately describe its purpose.</p> <p>Example: https://www.property.nhs.uk/about/governance/</p> <ul style="list-style-type: none"> • Current and past Board Directors - Companies House • Our articles of association - Companies House • Current and past annual report and accounts - Companies House • Our Modern Slavery statement - Modern Slavery statement • How we manage personal information - Privacy policy
7.3	<p>Link names are too long and verbose. Should add an aria-label to the anchor element with key information, for example the page title.</p> <p>Example: https://www.property.nhs.uk/site-search?keyword=test</p> 

Link name '(open in new window)' should be rewritten to indicate where the link will take you.

Example: <https://www.property.nhs.uk/occupier-hub/health-and-safety/>

Health and safety information she

link "(opens in new window)"



Asbestos

What happens if we find Asbestos in
your building? >



Leg

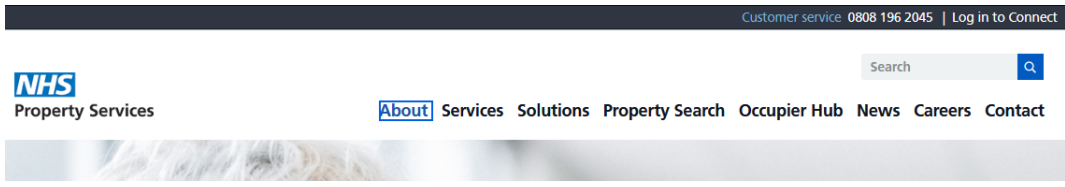
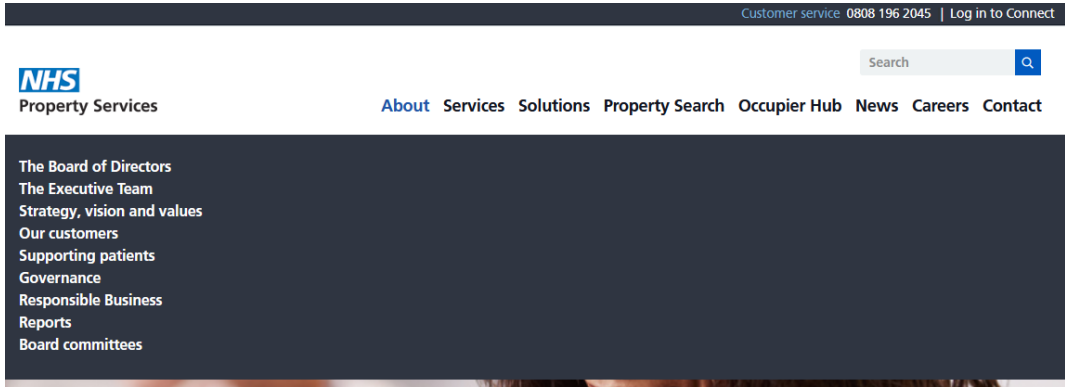
Wha
in yc

7.4

Keyboard navigation

WCAG 2.1.1 – KEYBOARD (LEVEL A)

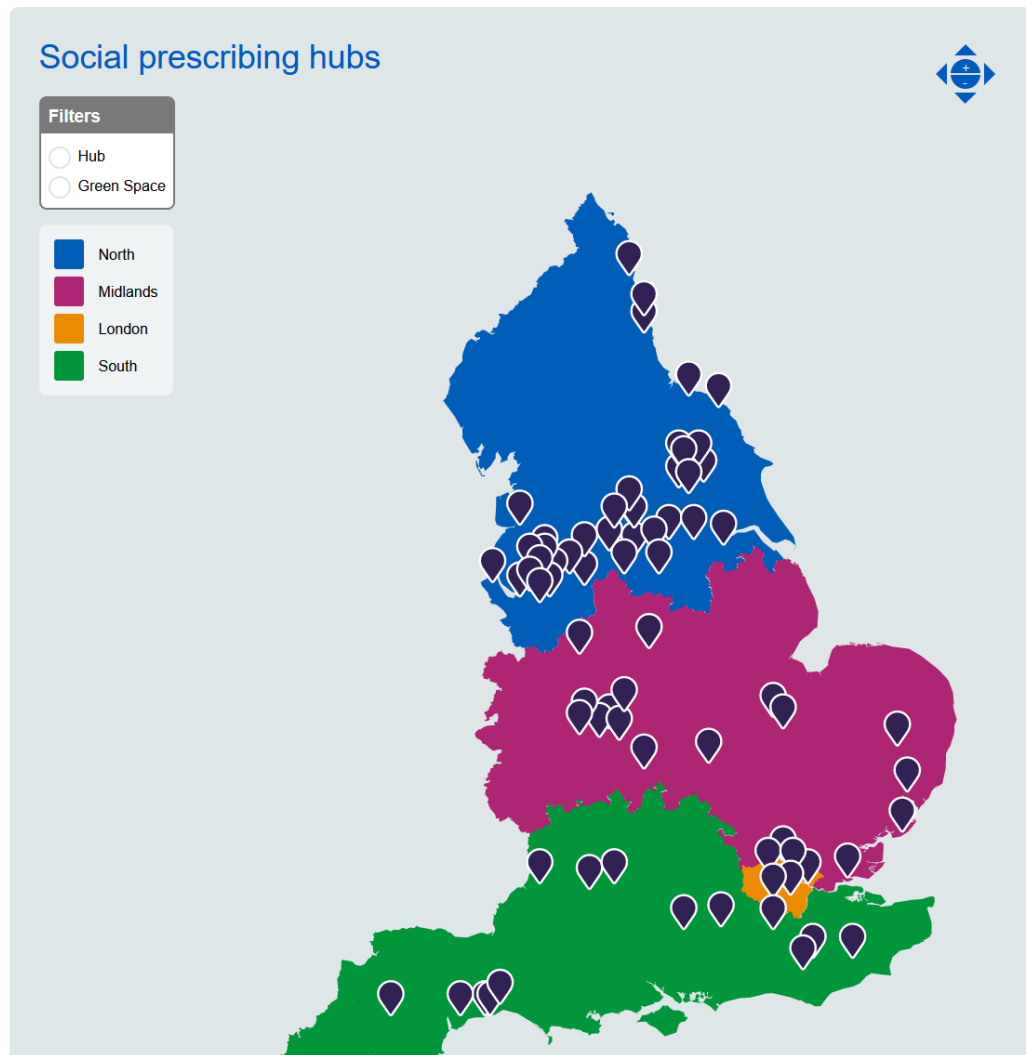
Supporting keyboard navigation ensures that people with impairments, especially those who rely on screen readers or have limited motor skills can traverse and engage with your digital content in the same way that a mouse user would. This involves having a logical tab and reading order and making interactive elements accessible via keyboard input.

Ref No.	Issue
8.1	<p>The submenu items are not accessible using keyboard navigation.</p> <p>Example: https://www.property.nhs.uk/</p>  <p>The screenshot shows the NHS Property Services website. At the top right, there is a link for 'Customer service 0808 196 2045 Log in to Connect'. Below this is a search bar with the text 'Search' and a magnifying glass icon. The main navigation menu includes 'About', 'Services', 'Solutions', 'Property Search', 'Occupier Hub', 'News', 'Careers', and 'Contact'. The 'About' menu item is highlighted, but its submenu items are not visible, indicating they are not accessible via keyboard navigation.</p>
8.2	<p>When submenu items are visible by hovering on the root menu items, they also must be a mechanism to dismiss the additional content without moving pointer hover or keyboard focus. i.e. Escape key</p> <p>Example: https://www.property.nhs.uk/</p> <p>More information: Understanding SC 1.4.13:Content on Hover or Focus (Level AA)</p>  <p>The screenshot shows the NHS Property Services website with the 'About' submenu open. The submenu items are: 'The Board of Directors', 'The Executive Team', 'Strategy, vision and values', 'Our customers', 'Supporting patients', 'Governance', 'Responsible Business', 'Reports', and 'Board committees'. The 'About' menu item is highlighted, and the submenu is visible. This illustrates the issue where submenu items are not dismissible via keyboard focus.</p>

Social prescribing hubs is not accessible using keyboard navigation.

Example: <https://www.property.nhs.uk/all-macros-and-embedded-elements/>

8.3



8.4

Hotspot elements are not accessible using keyboard navigation. Utilise buttons and ARIA technology.

Example: <https://www.property.nhs.uk/all-macros-and-embedded-elements/>

2024/25 ANNUAL BUDGET SCHEDULE
XXXXXX

Customer Account Number - CXXXXXXX
Property Reference - XXXXXXXX
EXAMPLE PROPERTY
EXAMPLE ROAD
EXAMPLE TOWN
EXAMPLE COUNTY
POSTCODE
Lease Reference - XXXXXXXX

Prepared by NHS Property Services Ltd
EXAMPLE BUILDING
EXAMPLE STREET
EXAMPLE TOWN
EXAMPLE COUNTY
POSTCODE

If you would like to discuss any aspect of your Annual Budget Schedule (ABS) or associated bills, please contact our Customer Service Centre Tel: 0800 196 2045 Email: customer.service@property.nhs.uk
Our team are available Monday to Friday 9am to 5pm, excluding bank holidays when we are closed.
We're happy to help and your query will be assigned a reference number in case you need to follow up later.
In many cases, our team will be able to resolve your query directly. If they can't, they will engage our local team for assistance. Your local NHSPS managers for this property are:

Property Manager	XXXXXX
Facilities Services Manager	XXXXXX
Finance Customer Relationship Manager	XXXXXX

Date Prepared - 24 NOV 2023

Page 1 of 21

3

Contents page

The contents page shows the different sections that are now included in your Annual Budget Schedule. You'll notice that we've included some new sections such as the Occupier Apportionment Schedule and an Occupier Reimbursement Schedule for GPs. We've included these based on customer feedback to make it easier to find all your property information in one place.

CONTENTS

2024/25 Annual Budget Schedule
For XXXXXX
For the Period From 01-APR-2024 to 31-MAR-2025

1. Introduction
2. Budget overview
3. Detailed Property Service Charge Budget
4. Detailed Property Facilities Management Budget
5. Detailed Property Rates Budget
6. Occupier apportionment schedule - Service Charge
7. Occupier apportionment schedule - Facilities Management
8. Occupier apportionment schedule - Rates Charge
9. Occupier apportionment matrix - Service Charge
10. Occupier apportionment matrix - Rates Charge
11. Occupier reimbursement schedule
12. Detailed explanatory notes
13. Detailed explanatory notes

div.hotspot.hotspot--pulse | 34 x 34

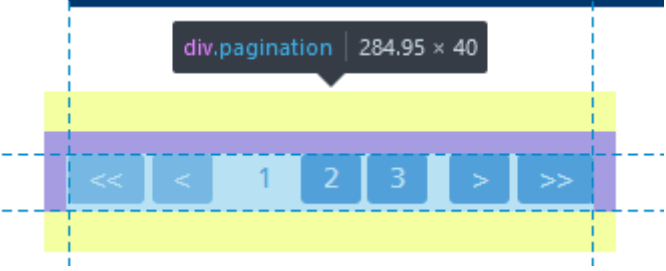
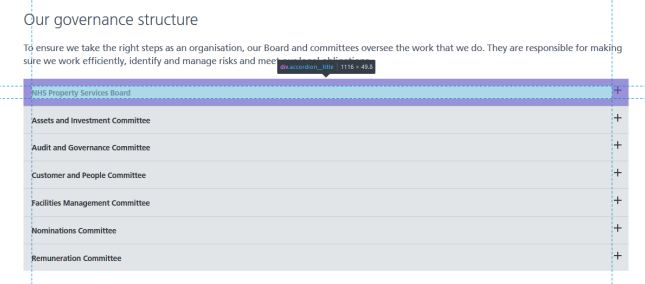
WAI-ARIA technology

WCAG 1.1.1 – NON-TEXT CONTENT (LEVEL A)

WCAG 4.1.2– NAME, ROLE, VALUE (LEVEL A)

WAI-ARIA (Web Accessibility Initiative - Accessible Rich Internet Applications) technology plays a pivotal role in enhancing web accessibility by providing a set of attributes and roles that enable assistive technologies to better understand and interact with dynamic web content, ensuring a more inclusive online experience for people with disabilities. It is important to be selective when using ARIA so that users are not overwhelmed with information.

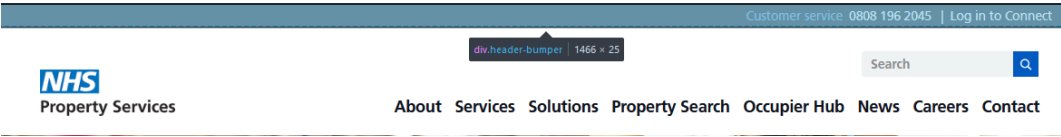

- `aria-expanded=true/false` (usually applied to a button) indicate if a control is expanded or collapsed. Example, a button that displays a dropdown on activation.
- `aria-hidden=true/false` can be used to hide non-interactive elements from the accessibility tree. This can improve the experience for assistive technology users (such as screen readers) by hiding decorative, duplicate or offscreen content.
- `aria-pressed=true/false` (usually applied to a button) indicated the current state of a toggle and can be used to communicate when a function is active. Example: Dark/light mode toggle.

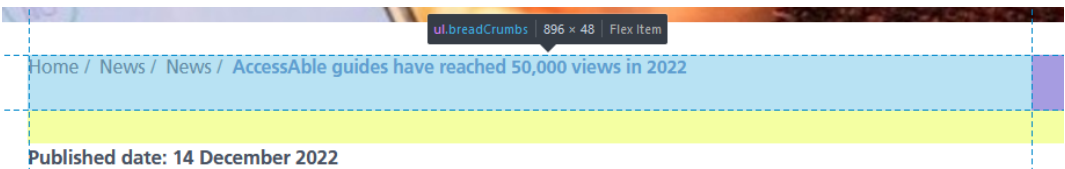
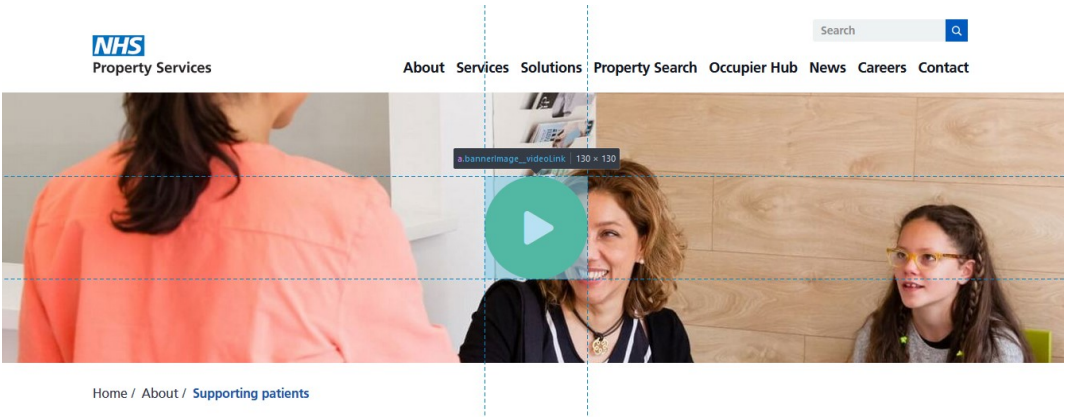
Ref No.	Issue
9.1	<p>Pagination list should utilise ARIA technology to provide context for assistive technology.</p> <p>Example: https://www.property.nhs.uk/property-search/?postcode=CF10+5SF</p> <p>More information: https://www.a11ymatters.com/pattern/pagination/</p> 
9.2	<p>Accordion trigger and content should have ARIA technology applied to provide context for assistive technology.</p> <p>Example: https://www.property.nhs.uk/about/board-committees/</p> <p>More information: https://www.w3.org/WAI/ARIA/apg/patterns/accordion/</p> <p>Our governance structure</p> <p>To ensure we take the right steps as an organisation, our Board and committees oversee the work that we do. They are responsible for making sure we work efficiently, identify and manage risks and meet our strategic objectives.</p> 

Semantically structured HTML

WCAG 4.1.1 – PARSING (LEVEL A)

As the foundation of the web, there are rules and best practices for writing HTML. Assistive technology relies on well written and semantically structured HTML that follows these rules as the structures and elements provide affordances and native browser behaviour for users, for example a native button is operable using a mouse and a keyboard, as well as providing context to the browser, assistive technologies and search engine bots.

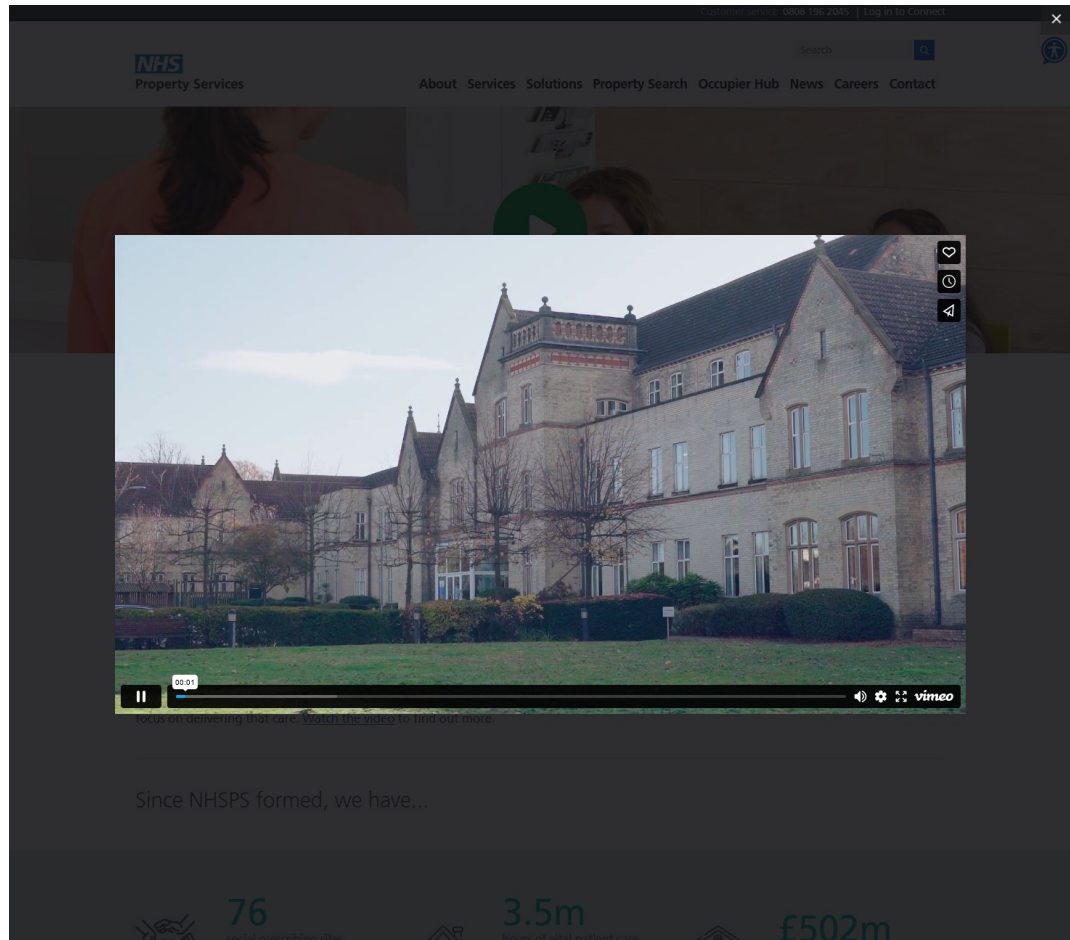
Ref No.	Issue
10.1	<p>.header__nav should have an aria-label to describe content. i.e. 'Primary'</p> <p>Example: https://www.property.nhs.uk/</p> <pre data-bbox="320 831 1329 1081"> <nav class="header__nav"> <ul class="currentLevel"> <li class="header__navItem" aria-haspopup="true">... <li class="header__navItem" aria-haspopup="true"> Services </nav> </pre>
10.2	<p>.header-bumper should be a nav element, with an aria-label to describe content i.e. 'Auxiliary'</p> <p>Example: https://www.property.nhs.uk/</p> 
10.3	<p>Slider navigation elements should be button elements. They are currently are div elements.</p> <p>Elements: .owl-prev, .owl-next, .owl-dot</p> <p>Example: https://www.property.nhs.uk/</p> <p>Example: https://www.property.nhs.uk/about/our-customers/</p> 

10.4	<p>Span elements should not have an href attribute.</p> <p>Example: https://www.property.nhs.uk/</p> <pre> <div class="banner__caption"> flex <div class="container"> ::before <p class="banner__captionText">Read our latest annual report</p> <p class="banner__captionSubtitle">... </p> Download the report ::after </div> </pre>
10.5	<p>Breadcrumbs element should be contained inside a nav element, with an aria-label to describe content i.e. 'Breadcrumbs'</p> <p>Example: https://www.property.nhs.uk/news/news/accessable-guides/</p> 
10.6	<p>Video trigger element should be a button element. It is currently an anchor element.</p> <p>Example: https://www.property.nhs.uk/about/supporting-patients/</p> 

Video popup is active, there must also must be a mechanism to dismiss the additional content without moving pointer hover or keyboard focus. i.e. Escape key

Example: <https://www.property.nhs.uk/about/supporting-patients/>

10.7



Accordion trigger elements should be button elements. They are currently are div elements.

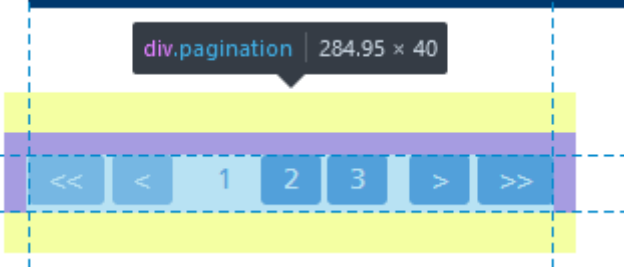
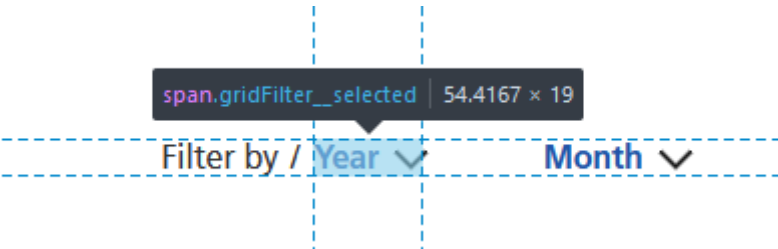
Example: <https://www.property.nhs.uk/about/board-committees/>

10.8

Our governance structure

To ensure we take the right steps as an organisation, our Board and committees oversee the work that we do. They are responsible for making sure we work efficiently, identify and manage risks and meet our objectives.

NHS Property Services Board	+
Assets and Investment Committee	+
Audit and Governance Committee	+
Customer and People Committee	+
Facilities Management Committee	+
Nominations Committee	+
Remuneration Committee	+

10.9	<p>Pagination element should be contained inside a nav element, with an aria-label to describe content i.e. 'Pagination'</p> <p>Example: https://www.property.nhs.uk/property-search/?postcode=CF10+5SF</p>  <p>The screenshot shows a pagination control with a tooltip. The tooltip text is 'div.pagination 284.95 x 40'. The pagination control includes navigation arrows (first, previous, next, last) and page numbers (1, 2, 3). The entire pagination control is highlighted with a yellow background, and the navigation arrows are highlighted with a purple background.</p>
10.10	<p>Filter inputs should use form elements or buttons. Currently a span.</p> <p>Example: https://www.property.nhs.uk/news/events/</p>  <p>The screenshot shows filter inputs with a tooltip. The tooltip text is 'span.gridFilter__selected 54.4167 x 19'. The filter inputs are 'Filter by / Year' and 'Month', both with dropdown arrows. The filter inputs are highlighted with a blue background, and the dropdown arrows are highlighted with a purple background.</p>

Pages reviewed

1. <https://www.property.nhs.uk/>
2. <https://www.property.nhs.uk/creating-spaces-for-community-and-patient-wellbeing/>
3. <https://www.property.nhs.uk/about/>
4. <https://www.property.nhs.uk/about/the-board-of-directors/>
5. <https://www.property.nhs.uk/about/strategy-vision-and-values/>
6. <https://www.property.nhs.uk/about/our-customers/>
7. <https://www.property.nhs.uk/about/supporting-patients/>
8. <https://www.property.nhs.uk/about/governance/>
9. <https://www.property.nhs.uk/about/responsible-business/>
10. <https://www.property.nhs.uk/about/reports/>
11. <https://www.property.nhs.uk/about/board-committees/>
12. <https://www.property.nhs.uk/services/>
13. <https://www.property.nhs.uk/services/estate-strategy-and-optimisation/>
14. <https://www.property.nhs.uk/services/town-planning/>
15. <https://www.property.nhs.uk/services/property-development/>
16. <https://www.property.nhs.uk/services/improving-space-utilisation/>
17. <https://www.property.nhs.uk/services/property-management/>
18. <https://www.property.nhs.uk/services/property-disposals/>
19. <https://www.property.nhs.uk/services/construction-project-management/>
20. <https://www.property.nhs.uk/services/hard-facilities-management/>
21. <https://www.property.nhs.uk/services/soft-facilities-management/>
22. <https://www.property.nhs.uk/services/energy-and-environment/>
23. <https://www.property.nhs.uk/solutions/creating-healthy-places/>
24. <https://www.property.nhs.uk/solutions/transforming-the-nhs-estate/>
25. <https://www.property.nhs.uk/services/energy-and-environment/>
26. <https://www.property.nhs.uk/solutions/covid-19-pandemic/>
27. <https://www.property.nhs.uk/property-search/>
28. <https://www.property.nhs.uk/occupier-hub/>
29. <https://www.property.nhs.uk/occupier-hub/occupier-handbook/>
30. <https://www.property.nhs.uk/occupier-hub/request-a-compliance-certificate/>
31. <https://www.property.nhs.uk/occupier-hub/report-a-change-to-your-occupancy/>
32. <https://www.property.nhs.uk/occupier-hub/hand-back-vacant-space/>
33. <https://www.property.nhs.uk/occupier-hub/property-billing-support/>
34. <https://www.property.nhs.uk/occupier-hub/health-and-safety/>
35. <https://www.property.nhs.uk/careers/>
36. <https://www.property.nhs.uk/careers/corporate/>
37. <https://www.property.nhs.uk/careers/facilities-management-services/>
38. <https://www.property.nhs.uk/careers/early-careers/>
39. <https://www.property.nhs.uk/contact/>
40. <https://www.property.nhs.uk/site-search?keyword=test>
41. <https://www.property.nhs.uk/all-components-page/>
42. <https://www.property.nhs.uk/all-macros-and-embedded-elements/>
43. <https://www.property.nhs.uk/property-search/westgate-annex-edgware-community-hospital-10004867>
44. <https://www.property.nhs.uk/news/news/>

45. <https://www.property.nhs.uk/news/news/chiswick-topping-out-event/>
46. <https://www.property.nhs.uk/news/webinars/>
47. <https://www.property.nhs.uk/news/case-studies/>
48. <https://www.property.nhs.uk/news/events/>