Abra

Understand accessibility

Accessibility research 'Ximmio (Westland)' app for iOS

Client
DigiToegankelijk TOP (in connection with the implementation of the Ceder motion on behalf of the Ministry BZK)

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4.0.0

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Executive summary

Abra has carried out accessibility research on behalf of DigiToegankelijk TOP (in connection with the implementation of the Ceder motion on behalf of the Ministry BZK). We have selected 8 screens through a structured sample. We have checked whether these screens comply with the EN 301 549 standard. This standard references 44 success criteria from the WCAG 2.1.

- We found 31 problems on 8 screens.
- The app passes 30 of the 44 succes criteria.
- The app does not pass the following success criteria:
    1. Succes Criterion 1.1.1 - Non-text Content
    2. Succes Criterion 1.3.1 - Info and Relationships
    3. Succes Criterion 1.4.4 - Resize text
    4. Succes Criterion 1.4.5 - Images of Text
    5. Succes Criterion 1.4.11 - Non-text Contrast
    6. Succes Criterion 2.1.1 - Keyboard
    7. Succes Criterion 2.4.3 - Focus Order
    8. Succes Criterion 2.4.7 - Focus Visible
    9. Succes Criterion 2.5.1 - Pointer Gestures
    10. Succes Criterion 2.5.3 - Label in Name
    11. Succes Criterion 3.2.2 - On Input
    12. Succes Criterion 3.3.2 - Labels or Instructions
    13. Succes Criterion 4.1.2 - Name, Role, Value
    14. Succes Criterion 4.1.3 - Status Messages

In the 4th evaluation the Ximmio team updated parts of the app. 12 issues have been solved/ are not available any more, 12 issues have not been solved. 13 new issues have been added and we were not able tot test 8 issues. We will test them the next audit.

In this third evaluation the Ximmio development team has solved 29 issues, 14 remain unsolved, and 17 new issues are new.

Feedback report 2: Key areas of attention include navigation using point gestures, input fields, and accessibility with an external keyboard. Additionally, a variety of issues of

different natures were identified. Ensure that the screen can be navigated both by swiping in sequence and by point gesture. Also, ensure that the input fields have a visible name, which is programmatically linked to the field; a correct role; and that placeholder text (if different from the field name) is read by screen readers. Furthermore, all interactive elements should be focusable and navigable with an external keyboard.

Please note that some issues, though mentioned only once, are present on multiple screens. Check all screens for the reported issues.

Questions about this report can be asked via info@abra.nl. On our website abra.nl you can read more about our services.

1. Introduction

Abra has carried out accessibility research on behalf of DigiToegankelijk TOP (in connection with the implementation of the Ceder motion on behalf of the Ministry BZK). The evaluation method WCAG-EM was used, unless not applicable, in which case Appt-EM was used. We investigated whether the app complies with the EN 301 549 standard. This standard contains 44 success criteria from the WCAG 2.1 guidelines.

WCAG

WCAG stands for Web Content Accessibility Guidelines. The guideline was originally created for websites, but can also partly be applied to apps. Version 2.1 of the WCAG consists of 4 principles, 13 guidelines and 78 success criteria. The success criteria are divided into three levels: A, AA and AAA. Level A consists of 30 success criteria, level AA of 20 success criteria and level AAA of 28 success criteria. To meet level AA you must also meet level A.

EN 301 549

EN 301 549 is the European standard for digital accessibility. We applied version 3.2.1 of this standard for this research. Apps fall under the 'Software' chapter. For apps, 44 of the 50 success criteria from level A and AA of the WCAG 2.1 apply. Minor adjustments have been made to the notes or definitions for 13 success criteria, often keeping the context the same. The following success criteria are not mandatory for apps: 2.4.1, 2.4.2, 2.4.5, 3.1.2, 3.2.3 and 3.2.4.

Accessibility statement

Government agencies are required by law to optimize the accessibility of their apps. They are held accountable for how far they have progressed. For that accountability, government agencies must make and upload an accessibility statement. This report gives a good overview of the level of accessibility.

Support

Abra supports organizations that want to improve the accessibility of their apps. We provide services and software to improve the accessibility of apps. Our reports always contain solutions specifically for apps.

Questions about this report can be asked via info@abra.nl. On our website abra.nl you can read more about our services.

2. Research

Abra has carried out accessibility research on behalf of DigiToegankelijk TOP (in connection with the implementation of the Ceder motion on behalf of the Ministry BZK). This are the details:

App name
Ximmio (Westland)

Operating system
iOS

Tested version
2.1.0 (15)

Installation method
Via Testflight

Research type
WCAG 2.1 level AA

Applied standard
EN 301 549 with WCAG 2.1

Research method
WCAG-EM and Appt-EM

Client
DigiToegankelijk TOP (in connection with the implementation of the Ceder motion on behalf of the Ministry BZK)

Researcher
Tanya van Workum

Reviewer
Paul van Workum

Date
12 juli 2024

2.1. Scope

The research is based on a structured sample. Part of the app has been selected to draw conclusions about the entire app. Problems that occur several times on a screen might only be described once.

Overview of the selected screens

Nr	Screen	Path
1	Beginscherm	... > Welkom > Home
2	Onboarding: Postcode	Beginscherm > Welkom > Home
3	Afvalkalender	Home > Afvalkalender
4	Containerlocaties	Home > Containerlocaties
5	Afvalwijzer	Home > Afvalwijzer
6	Informatie	Home > Informatie
7	Instellingen	Home > Instellingen
8	Berichten	Home > Berichten

2.2. Devices

The following devices were used during the research:

- iPhone SE (iOS versie 17.5)

2.3. Techniques

The app has been developed with the following techniques:

- Flutter

3. Results

The research shows that the 'Ximmio (Westland)' app meets 30 of the 44 success criteria from the guideline.

Results per success criterion

Success criterion	Level	Title	Result
1.1.1	A	Non-text Content	Does not pass
1.2.1	A	Audio-only and Video-only (Prerecorded)	Passes
1.2.2	A	Captions (Prerecorded)	Passes
1.2.3	A	Audio Description or Media Alternative (Prerecorded)	Passes
1.2.4	AA	Captions (Live)	Passes
1.2.5	AA	Audio Description (Prerecorded)	Passes
1.3.1	A	Info and Relationships	Does not pass
1.3.2	A	Meaningful Sequence	Passes
1.3.3	A	Sensory Characteristics	Passes
1.3.4	AA	Orientation	Passes
1.3.5	AA	Identify Input Purpose	Passes
1.4.1	A	Use of Color	Passes
1.4.2	A	Audio Control	Passes
1.4.3	AA	Contrast (Minimum)	Passes
1.4.4	AA	Resize text	Does not pass
1.4.5	AA	Images of Text	Does not pass

Success criterion	Level	Title	Result
1.4.10	AA	Reflow	Passes
1.4.11	AA	Non-text Contrast	Does not pass
1.4.12	AA	Text Spacing	Passes
1.4.13	AA	Content on Hover or Focus	Passes
2.1.1	A	Keyboard	Does not pass
2.1.2	A	No Keyboard Trap	Passes
2.1.4	A	Character Key Shortcuts	Passes
2.2.1	A	Timing Adjustable	Passes
2.2.2	A	Pause, Stop, Hide	Passes
2.3.1	A	Three Flashes or Below Threshold	Passes
2.4.3	A	Focus Order	Does not pass
2.4.4	A	Link Purpose (In Context)	Passes
2.4.6	AA	Headings and Labels	Passes
2.4.7	AA	Focus Visible	Does not pass
2.5.1	A	Pointer Gestures	Does not pass
2.5.2	A	Pointer Cancellation	Passes
2.5.3	A	Label in Name	Does not pass
2.5.4	A	Motion Actuation	Passes
3.1.1	AA	Language of Page	Passes
3.2.1	A	On Focus	Passes

Success criterion	Level	Title	Result
3.2.2	A	On Input	Does not pass
3.3.1	A	Error Identification	Passes
3.3.2	A	Labels or Instructions	Does not pass
3.3.3	AA	Error Suggestion	Passes
3.3.4	AA	Error Prevention (Legal, Financial, Data)	Passes
4.1.1	A	Parsing	Passes
4.1.2	A	Name, Role, Value	Does not pass
4.1.3	AA	Status Messages	Does not pass

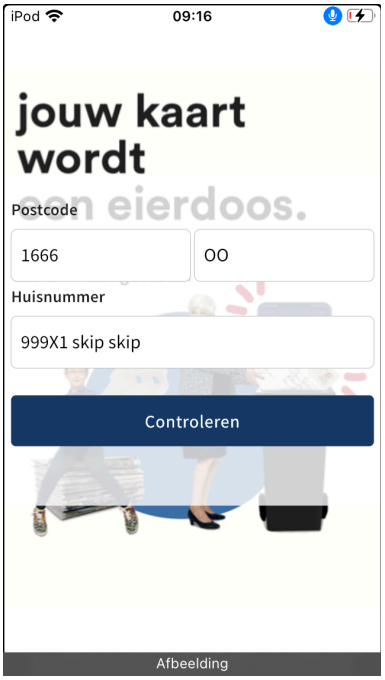
The following pages contain an explanation of each success criterion and an overview of the findings.

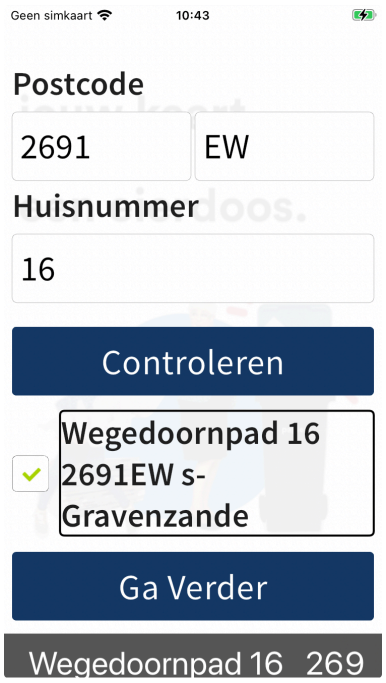
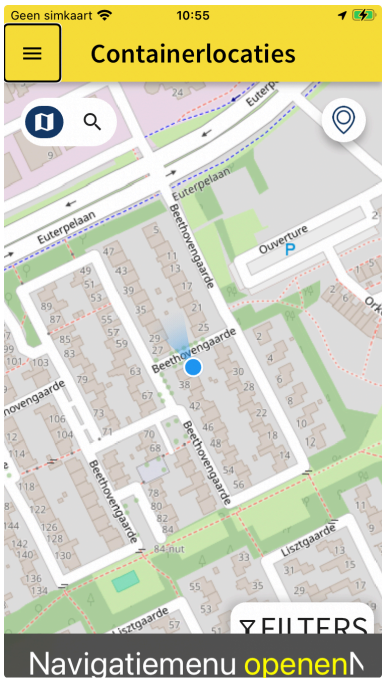
Succes Criterion 1.1.1 - Non-text Content

Ensure that alternative text is available for all content without text. These include images, icons and graphs. Describe what there is to see. People who are blind have this description read aloud through their screen reader. Alternative text can also be useful for anyone who is unsure about the meaning of the content.

Does not pass

Solution for success criterion 1.1.1

Nr	Screen	Problem	Screenshot
1	Onboarding: Postcode	The decorative image is read aloud by the screen reader. Make sure all decorative images are hidden. The decorative background image gets focus but does not have a label. The images still get focus. But are obscured by the input fields. Also contrast of "Eierdoos" is insufficient, text is not scaling and "Een schone wereld..." is not visible at all and the focus boarder of the screen reader is not visible.	

Nr	Screen	Problem	Screenshot
2	Onboarding: Postcode	The meaningful image has no label. Make sure the screen reader can read the meaning of this image. The checkbox provides information that this adres will be selected. "Ges-electeerd: Wegedoornpad 16 ..."	
3	Container-locaties	The menu button has the label: "Navi-gationmenu openenNavigationmenu openen". Make sure it only an-nounces the label once.	

Succes Criterion 1.2.1 - Audio-only and Video-only (Prerecorded)

Ensure a transcript is provided when information is only conveyed by audio or images. With podcasts, the information is conveyed only through audio. People who are deaf cannot hear what is being said. In animation films, the information is often only conveyed through images. People who are blind cannot see the images. By making a transcript available, the information can be read instead.

Passes

Additional information about success criterion 1.2.1

Succes Criterion 1.2.2 - Captions (Prerecorded)

Ensure captions are provided for all videos with sound. People who are hard of hearing, deaf or deafblind depend on captions to understand what is being said. Captions are also useful for anyone who is temporarily unable to perceive sound, for example inside a quiet zone.

Passes

Additional information about success criterion 1.2.2

Succes Criterion 1.2.3 - Audio Description or Media Alternative (Prerecorded)

Ensure a transcript or audio description is provided for videos where you can't hear what is displayed. The content can then be read in case of a transcript, or heard in case of audio description. If you choose to add a audio description, you also meet success criterion 1.2.5.

Passes

Additional information about success criterion 1.2.3

Succes Criterion 1.2.4 - Captions (Live)

Ensure real-time captions are available for all live videos with audio. This allows people who need subtitles to directly access the spoken information.

Passes

Additional information about success criterion 1.2.4

Succes Criterion 1.2.5 - Audio Description (Prerecorded)

Ensure audio description is available when important information is shown which you cannot hear. An extra sound track must be provided where where the visual information is described. This allows people who are blind or have difficulty processing visual information to also understand the content.

Passes

Additional information about success criterion 1.2.5

Succes Criterion 1.3.1 - Info and Relationships

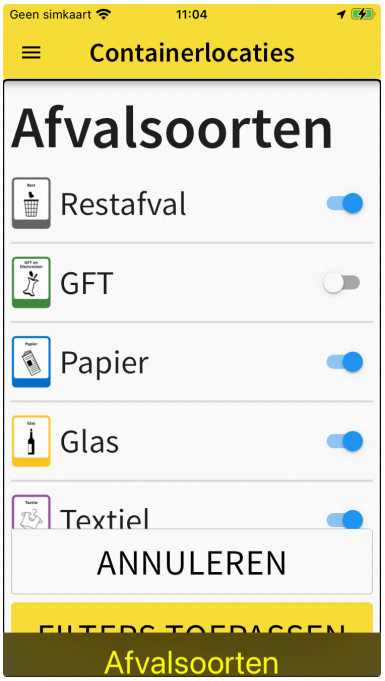
Ensure that the information and relationships on the screen are not only conveyed visually.

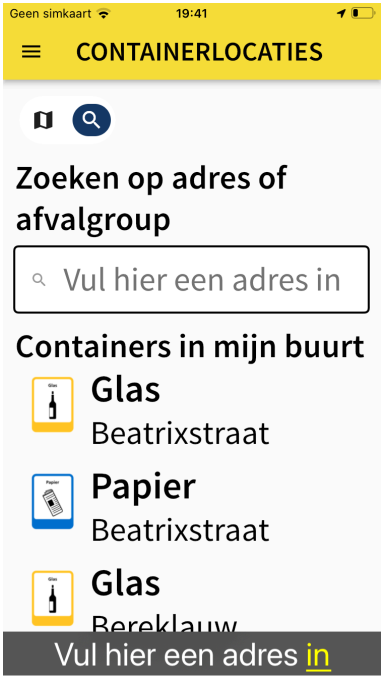
Information on the screen must be conveyed to assistive technologies. For example, make sure that headings are not only bold, but also marked as headings in the code.

Relationships on the screen must be usable with assistive technologies. Elements in a list must be navigable one by one. Elements in a table must be navigable by rows and columns.

Does not pass

Solution for success criterion 1.3.1

Nr	Screen	Problem	Screenshot
4	Container-locaties	On this screen, there are headings that are not marked-up as headings. Make sure that assistive technology recognizes headings as headings. Also the focus indicator is around the whole screen. Try to put it only around the heading "Afvalsoorten".	

Nr	Screen	Problem	Screenshot
5	Container-locaties	The label is not programmatically associated with the related input field. Make sure that by selecting an input field, the screen reader reads the label. It concerns the label 'Zoeken op adres of afvalgroep'. This label should be programmatically associated with the input field to enable navigation with Voice Control. Ensure that the input field has a name that is both visible and programmatically associated with it, a correct role, and that the placeholder text is read aloud by the screenreader. For example, "Zoeken op adres of afvalgroep, bewerkingsvak, Vul hier een adres in." Not able to check in V4.	
6	Afvalwijzer	On this screen, there are headings that are not marked-up as headings. Make sure that assistive technology recognizes headings as headings. It is about the bold headings: "Wat wel/wat niet?" and "Wel" and "Niet" etc.	

Succes Criterion 1.3.2 - Meaningful Sequence

Ensure that the order which assistive technologies follow reflect the meaning of the content. Otherwise, users of assistive technology may misunderstand the content. Most content is presented from left to right, from top to bottom. The information should also be presented to users of assistive technologies in this way.

Passes

Additional information about success criterion 1.3.2

Succes Criterion 1.3.3 - Sensory Characteristics

Ensure instructions can be understood by everyone. Instructions that only use shape, size, location, orientation or sound are not understandable for everyone. For example, people who are blind cannot see shape. Combine multiple properties to allow everyone to understand the instructions.

Passes

Additional information about success criterion 1.3.3

Succes Criterion 1.3.4 - Orientation

Ensure that the screen content rotates with the device display. All screens of an app must be usable in all orientations. Users in wheelchairs sometimes have their device mounted horizontally. People who use an enlarged font also often rotate their device so that more words fit on the screen.

Passes

Additional information about success criterion 1.3.4

Succes Criterion 1.3.5 - Identify Input Purpose

Ensure it is clear what information is expected from users inside input fields. Set the correct input type to allow auto-completion, e.g. for e-mail addresses. This is faster for everyone and prevents errors for users of assistive technology.

Passes

Additional information about success criterion 1.3.5

Succes Criterion 1.4.1 - Use of Color

Ensure colour isn't the only way information is conveyed. Information which is conveyed only by colour cannot be perceived by everyone. For example, also use shape to give instructions, e.g. reference a green checkmark or red cross. Inside a legend, use numbers in addition to colour, to allow people who are colour blind to find what they are looking for.

Passes

Additional information about success criterion 1.4.1

Succes Criterion 1.4.2 - Audio Control

Ensure that audio which lasts longer than three seconds can be paused or stopped. It is disturbing if audio cannot be paused, especially for people who use a screen reader. As a result, they can no longer hear the screen reader's voice properly. For people who have difficulty concentrating, it is also nice if audio can be paused. This allows them to focus better on the other information.

Passes

Additional information about success criterion 1.4.2

Succes Criterion 1.4.3 - Contrast (Minimum)

Ensure that the contrast ratio between the text colour and background colour is at least 4.5:1. For bold and large text, a ratio of 3:1 is sufficient. By maintaining these ratios, visually impaired and colour blind users can usually read the text well. In addition, this makes an app easier for everyone to use, for example outside in the sun.

Passes

Additional information about success criterion 1.4.3

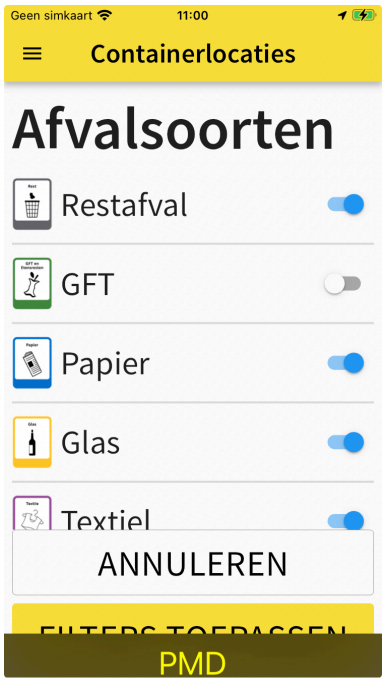
Succes Criterion 1.4.4 - Resize text

Ensure that the text in your app supports resizing. Users specify their preferred font size in the system settings. Text in your app should resize according to the preferred font size. This is especially important for visually impaired users because otherwise they might not be able to read the text. Text should not be abbreviated with dots.

Does not pass

Solution for success criterion 1.4.4

Nr	Screen	Problem	Screenshot
7	Afvalkalen-der	(Parts of) text on this screen are no longer visible when the text is magni-fied to 200%. Make sure that all text remains available to users who use the app with an enlarged text. It is about "2024". The screen reader is not able to move focus to the dates in the table. Make sure all information in the table has an alternative. Currently we were not able to test this as there were no pick-up dates.	

Nr	Screen	Problem	Screenshot
8	Container-locaties	The text that is pinned to the screen covers other text. Make sure the texts do not cover each other. "PMD" is below the button "An-nuleren".	
9	Container-locaties	The text that is pinned to the screen covers other text. Make sure the texts do not cover each other. This concerns the error message. Not able to check in V4.	

Succes Criterion 1.4.5 - Images of Text

Ensure images are not used to display text. Always use plain text to allow the text to be adapted to the user's preferences. The font size inside an image often scales to a limited extent or not at all. As a result, the text cannot be read by everyone.

Exception: If an image of text does scale or if text as image is specifically needed to convey information.

Does not pass

Solution for success criterion 1.4.5

Nr	Screen	Problem	Screenshot
10	Onboarding: Postcode	The text from the image is not offered as plain text on the screen and therefore cannot be adjusted by the user. Make sure that the user can adjust text to their needs. The background image contains text which screen reader users will miss. It's important to ensure this text is accessible to all users. Also in landscape modus part of the text is missing. Tip. Do not use text in an image. It results in multiple issues.	

Succes Criterion 1.4.10 - Reflow

Ensure that all content on the screen remains readable even with the largest font. Content should be readable without having to scroll in two directions. Because the text is displayed larger, it can push other elements off the screen. Ensure content can still be reached, for example, by scrolling vertically.

Passes

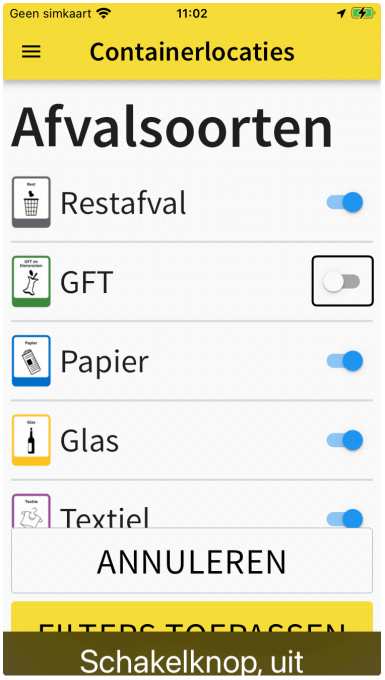
Additional information about success criterion 1.4.10

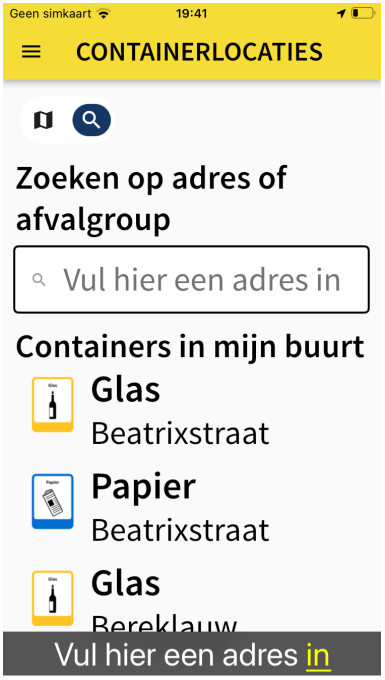
Succes Criterion 1.4.11 - Non-text Contrast

Ensure that the content on the screen has a contrast of at least 3:1 with the surrounding colour. Think of graphic elements such as icons, buttons and input fields. By keeping this ratio, visually impaired and colour blind users can distinguish the content well. In addition, this makes an app easier for everyone to use, for example outside in the sun.

Does not pass

Solution for success criterion 1.4.11

Nr	Screen	Problem	Screenshot
11	Container-locaties	The contrast of interface elements on this screen is less than 3.0:1. Provide a minimum contrast of 3.0:1. It is about the contrast of the toggle in unselected state.	

Nr	Screen	Problem	Screenshot
12	Container-locaties	The contrast of interface elements on this screen is less than 3.0:1. Provide a minimum contrast of 3.0:1. It concerns search icon. Contrast is 2.67:1. Suggestion: The label of the input field has a spelling mistake - "Afval-groUp" (U instead of E) Not able to check in V4.	

Succes Criterion 1.4.12 - Text Spacing

Ensure there is enough space between paragraphs, letters and words. People with dyslexia can read faster as a result. People who are visually impaired can also read the text more easily. White space can also help people with a cognitive impairment to distinguish parts from each other.

Passes

Additional information about success criterion 1.4.12

Succes Criterion 1.4.13 - Content on Hover or Focus

Ensure it possible to hide content which appears automatically when touching an element. It often happens that an element is touched accidentally. If new content appears, it may affect the completion of a task. Automatic content mainly causes problems for users of assistive technologies.

Passes

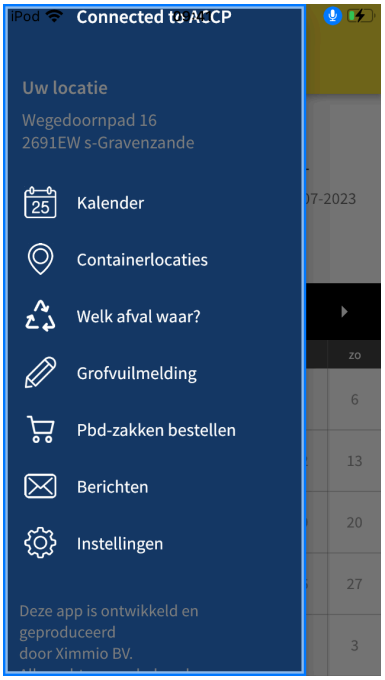
Additional information about success criterion 1.4.13

Succes Criterion 2.1.1 - Keyboard

Ensure that all functionality in the app can be used with assistive technologies. People who are blind use the screen reader. People with a motor disability use switch control, voice control and/or the keyboard. These assistive technologies are built into the operating system.

Does not pass

Solution for success criterion 2.1.1

Nr	Screen	Problem	Screenshot
13	Afvalkalender	The screen/parts of the screen cannot be operated with an external keyboard. Make sure that all functionality is available using an external keyboard. The menu cannot be reached with an external keyboard. The external keyboard is not working in the app at all. This issue occurs on all the screens.	
14	Containerlocaties	The screen/parts of the screen cannot be operated with an external keyboard. Make sure that all functionality is available using an external keyboard. Search field is not focusable and not editable in landscape mode. Not able to check in V4.	

Succes Criterion 2.1.2 - No Keyboard Trap

Ensure users of assistive technologies can't get stuck anywhere in the app. It is especially common that overlays cannot be closed. Many assistive technologies do not support clicking next to an overlay. As a result, the user gets stuck. You must include a close button which assistive technologies can activate.

Passes

Additional information about success criterion 2.1.2

Succes Criterion 2.1.4 - Character Key Shortcuts

Ensure that shortcuts cannot be accidentally activated when using assistive technologies. Many assistive technologies mimic keystrokes to perform actions. This can result in unwanted shortcuts being activated. Make it possible to change or disable shortcuts.

Passes

Additional information about success criterion 2.1.4

Succes Criterion 2.2.1 - Timing Adjustable

Ensure everyone has enough time to complete tasks. People with disabilities sometimes need more time to navigate through a screen. Operating an app with assistive technologies is often slower compared to touch. People with learning disabilities, dyslexia and cognitive impairments may also need more time. If there are time limits, then the time limit should be adjustable. It's best to make sure there are no time limits.

Passes

Additional information about success criterion 2.2.1

Succes Criterion 2.2.2 - Pause, Stop, Hide

Ensure it is possible to pause, stop or hide moving parts on the screen. Users of assistive technologies may find it difficult to use animated elements. After pausing or stopping animations, interaction is often possible. Flashing content makes it more difficult for people with attention disorders to stay focused. Hiding the distracting content makes it easier for them to use an app.

Passes

Additional information about success criterion 2.2.2

Succes Criterion 2.3.1 - Three Flashes or Below Threshold

Ensure no more than three flashes per second are shown anywhere in the app. This can cause an epileptic seizure. Warnings do not work well, because they are often overlooked. This is especially the case with children who cannot read yet.

Passes

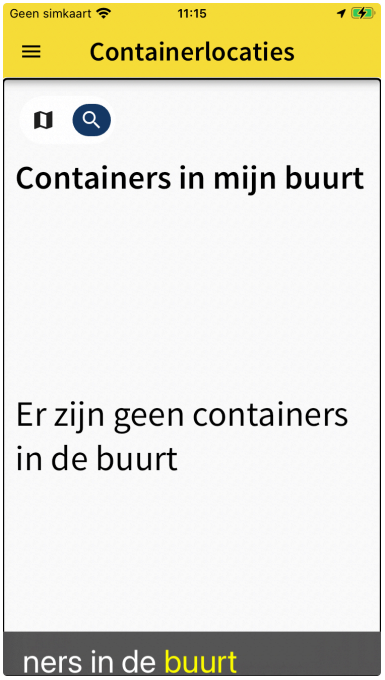
Additional information about success criterion 2.3.1

Succes Criterion 2.4.3 - Focus Order

Ensure assistive technologies use a logical focus order when navigating. The order of navigating a screen is usually from left to right, from top to bottom. Make sure assistive technologies use an equivalent focus order. The difference with success criterion 1.3.2 is that this only concerns the focus order.

Does not pass

Solution for success criterion 2.4.3

Nr	Screen	Problem	Screenshot
15	Container-locaties	The focus order of the elements on the screen is not the same as the visual order of the elements. Ensure that the screen is read by assistive technology in the same order as the visual order of elements. The focus goes to "Er zijn geen containers in de buurt" and only then to the heading " Containers in mijn buurt". The focus of the first element is the complete screen and potentially the reason for announcing it first.	

Succes Criterion 2.4.4 - Link Purpose (In Context)

Ensure links are clear without the surrounding content. Users of assistive technologies can request an overview of all links on the screen. It is important that the purpose of each link is clear. A common mistake is to name a link 'here'. Without the surrounding text it is not clear what you will read more about.

Passes

Additional information about success criterion 2.4.4

Succes Criterion 2.4.6 - Headings and Labels

Ensure to use descriptive headings and labels.

Descriptive headings are important to understand how the content is constructed. Blind users can navigate through headings using a screen reader.

Descriptive labels help users identify content. Voice control users speak the labels to perform actions.

Passes

Additional information about success criterion 2.4.6

Succes Criterion 2.4.7 - Focus Visible

Ensure that elements focused by assistive technologies are clearly indicated. Focus is often shown by placing a box around the element. Make sure that the placement is correct and that the colour is clearly visible. For apps it is not possible to adjust the colour of the frame. However, it is possible to give elements a different background colour when they have focus.

Does not pass

Solution for success criterion 2.4.7

Nr	Screen	Problem	Screenshot
16	Container-locaties	The focus lands on invisible elements. Make sure that the focus only lands on visible elements. The visible focus frame for the 'Zoekveld leegmaken' button should be around the respective button. Currently, it is positioned in the wrong place. Not able to check in V4.	

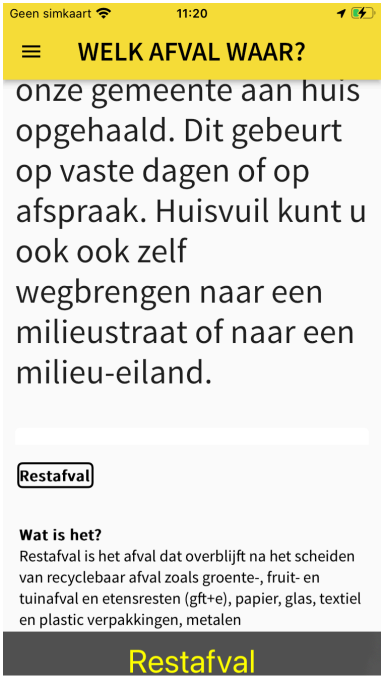
Nr	Screen	Problem	Screenshot
17	Instellingen	The focus lands on invisible elements. Make sure that the focus only lands on visible elements. When navigating with swiping gestures, after 'Instellingen', the whole screen receives focus, but the screen reader does not announce anything. Ensure that all visible elements receive focus and are announced by the screen reader. Elements should receive focus in the correct order when navigating sequentially, and all elements should be focusable when navigating with point gestures. Currently, it is only possible to navigate sequentially by swiping.	

Succes Criterion 2.5.1 - Pointer Gestures

Ensure an alternative is provided for all gesture-triggered actions. People with a motor disability cannot perform all gestures. For example, not everyone is able to move two fingers apart to zoom. Add an alternative, such as a button, to allow users to zoom in without gestures.

Does not pass

Solution for success criterion 2.5.1

Nr	Screen	Problem	Screenshot
18	Afvalwijzer	There is no alternative for the pointer gestures. Make sure that all functionality can also be used without using (multiple) fingers, for example by offering extra buttons. It is possible to navigate through the text only by swiping sequentially. Focusing on a specific paragraph via touch is not possible. This means that users who rely on a screen reader and wish to listen to a middle section of the text would need to swipe through the entire text in sequence.	

Succes Criterion 2.5.2 - Pointer Cancellation

Ensure it is possible to cancel touches. Buttons may only be activated with a click and not with a touch. This gives the user the option to cancel the touch.

Passes

Additional information about success criterion 2.5.2

Succes Criterion 2.5.3 - Label in Name

Ensure the technical name of elements contain the visual name. A button with the text 'Log in' must be able to be activated by voice control via this name. This is not possible if the technical name is different. For visually impaired people using a screen reader, it is also confusing when they hear a different name compared to what they see on the screen.

Does not pass

Solution for success criterion 2.5.3

Nr	Screen	Problem	Screenshot
19	Onboarding: Postcode	Because visible text on the button does not appear in the accessible name of the button, this button cannot be activated with voice. Make sure the accessible name contains the visual name. Visible text label should be the same as announced by the screenreader. Please add "(1234)" as is done with the input field "Huisnummer (100)".	

Succes Criterion 2.5.4 - Motion Actuation

Ensure an alternative is provided for motion-triggered actions and make it possible to disable them. For users with limited hand function, shaking is often not possible. Provide an alternative, such as a button. For users with spasms, the actions can be triggered inadvertently. Make it possible to disable motion-triggered actions.

Passes

Additional information about success criterion 2.5.4

Succes Criterion 3.1.1 - Language of Page

Ensure the language is set for all content. A screen reader reads all text that appears on the screen. The pronunciation of the words depends on the language that has been set. When the language is not set, or a wrong language is set, the pronunciation is unclear. A correctly set language also helps to display letters and to display subtitles.

Passes

Additional information about success criterion 3.1.1

Succes Criterion 3.2.1 - On Focus

Ensure it is predictable what happens when you move the focus. When users move their finger over a button, it should not be activated unexpectedly. If the last field of a form is filled in, it should not be sent unexpectedly. These types of actions should only be performed automatically if users are notified in advance. By making focus behavior predictable, you help people with a visual, cognitive or motor impairment.

Passes

Additional information about success criterion 3.2.1

Succes Criterion 3.2.2 - On Input

Ensure it is predictable what will happen when entering data. In case the focus moves automatically on correct input, this should be indicated in advance. Indicate if a new screen will be opened when submitting a form. Unexpected actions can confuse users with visual or cognitive impairments.

Does not pass

Solution for success criterion 3.2.2

Nr	Screen	Problem	Screenshot
20	Onboarding: Postcode	When the user enters data in the input field, the data is sent automatically. Make sure the user is informed about this behavior in advance. After entering the first 4 numbers the focus automatically moves to the Postcode letter field.	

Succes Criterion 3.3.1 - Error Identification

Ensure a clear error message is shown when data has been entered incorrectly. It often happens that data is entered incorrectly. Clearly indicate which input is incorrect and explain why. It is important that error messages are also clear for user of assistive technologies. Ensure errors are also indicated in text to allow everyone to perceive them.

Passes

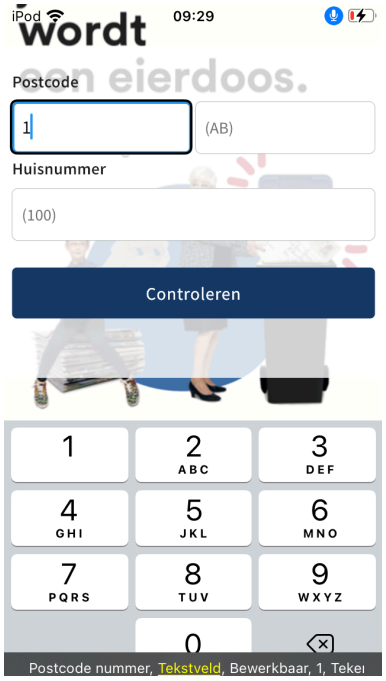
Additional information about success criterion 3.3.1

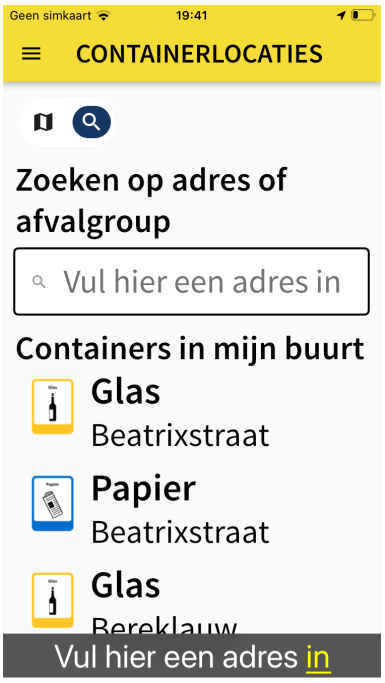
Name Succes Criterion 3.3.2 - Labels or Instructions

Ensure clear instructions are provided in places users have to input data. Add a label to the input fields, for example 'First name'. Mark whether fields are required or optional. Indicate if data must be entered in a specified order. All users benefit from clear instructions. Clear instructions are indispensable for users with cognitive impairments.

Does not pass

Solution for success criterion 3.3.2

Nr	Screen	Problem	Screenshot
21	Onboarding: Postcode	A specific instruction is included in the placeholder text. This information disappears when the user starts entering data. Make sure the label/instruction remains visible at all times. It is about the text "(1234)" and "(AB). Consider merging the (1234) and (AB) fields to make the postal code a single field. When doing so, the "Postcode" label is sufficient. The name is added, but visually the label is not available after typing.	

Nr	Screen	Problem	Screenshot
22	Instellingen	In this input field, a placeholder text serves as a label. The placeholder text disappears when a user starts to type and therefore cannot act as a label. Make sure that the label always remains visible. The input fields do not have a visible label after editing.	
23	Container-locaties	In this input field, a placeholder text serves as a label. The placeholder text disappears when a user starts to type and therefore cannot act as a label. Make sure that the label always remains visible. It concerns the input field 'Vul hier..'. Ensure that the input field has a name that is both visible and programmatically associated with it, a correct role, and that the placeholder text is read aloud by the screenreader. For example, "Zoeken op adres of afvalgroep, bewerkingsvak, Vul hier een adres in." Similar situation occurs with the search field on the screen "welk afval waar?". Not able to check in V4.	

Succes Criterion 3.3.3 - Error Suggestion

Ensure suggestions are provided when data has been entered incorrectly. Users regularly make mistakes when entering data. Help users to fix these errors by providing suggestions. For example, when a date has been entered incorrectly, indicate in which order the day, month and year are expected.

Passes

Additional information about success criterion 3.3.3

Succes Criterion 3.3.4 - Error Prevention (Legal, Financial, Data)

Ensure data is submitted intentionally. Allows users to undo, correct or confirm a submission. At least one of these options must be provided for submissions that cause a legal obligation, financial transaction, or loss of data. These options reduce the chance of unforeseen consequences.

Passes

Additional information about success criterion 3.3.4

Succes Criterion 4.1.1 - Parsing

Ensure the source code of the app does not contain any errors and does not use any deprecated functions. Assistive technologies may not behave as expected when code is not updated to modern standards. Adhere to the standards of the platforms which are supported. heck that the app works on all versions of the supported operating systems.

Passes

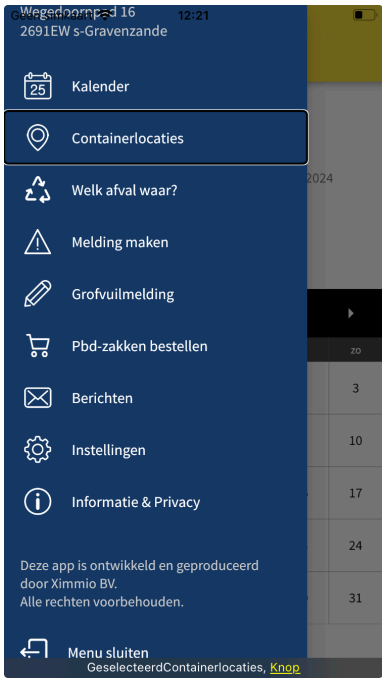
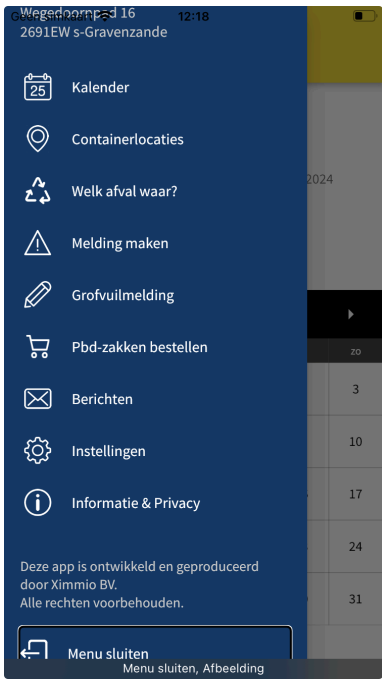
Additional information about success criterion 4.1.1

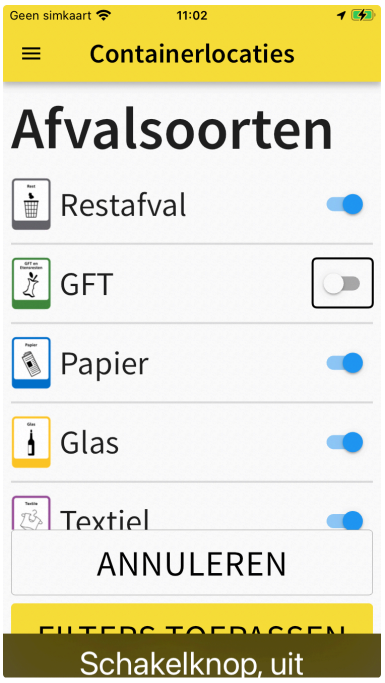
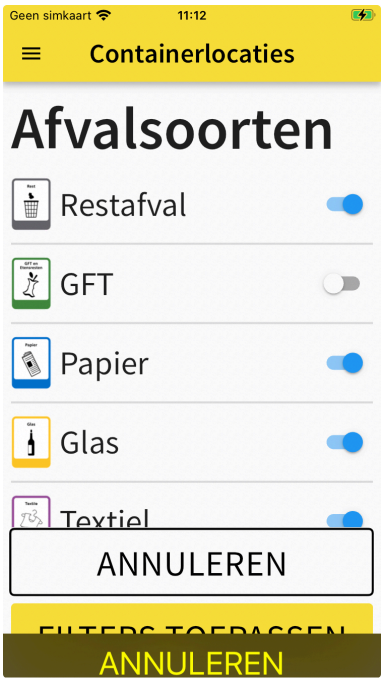
Succes Criterion 4.1.2 - Name, Role, Value

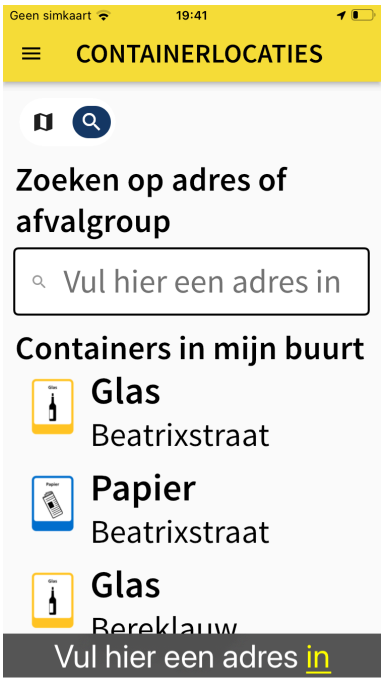
#ERROR!

Does not pass

Solution for success criterion 4.1.2

Nr	Screen	Problem	Screenshot
24	Afvalkalender	The accessible name of this button does not describe whether it is selected or not. Make sure that this information is read by the assistive technology. All the buttons in the menu list have the value 'Selected'. Make sure that only the selected tab has the value 'selected'.	
25	Afvalkalender	This interactive element does not have a proper role. This element looks and behaves like a button. Make sure the screen reader announces the correct role of this element. In the re-audit, this was solved for almost all the buttons in the menu, except for the 'Menu sluiten' button.	

Nr	Screen	Problem	Screenshot
26	Container-locaties	The toggle button has no name. Group the toggle button and its label so that they can be read as one element by the assistive technology.	
27	Container-locaties	This interactive element does not have a proper role. This element looks and behaves like a button. Make sure the screen reader announces the correct role of this element. It is about the button "Annuleren".	

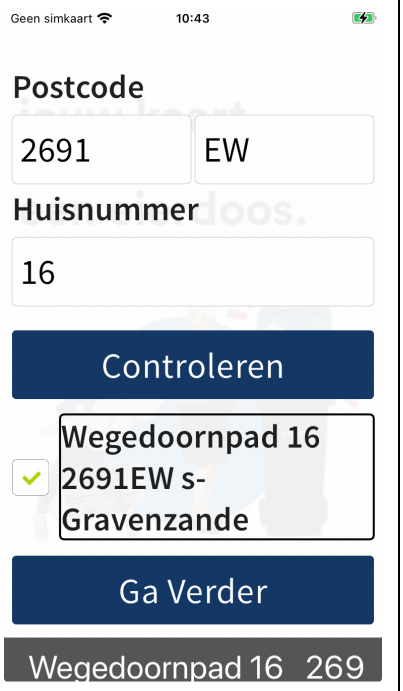
Nr	Screen	Problem	Screenshot
28	Container-locaties	This interactive element does not have a proper role. This element looks and behaves like an input field. Make sure the screen reader announces the correct role of this element. It concerns the input field 'Vul hier..'. Ensure that the input field has a name that is both visible and programmatically associated with it, a correct role, and that the placeholder text is read aloud by the screen reader. For example, "Zoeken op adres of afvalgroep, bewerkingsvak, Vul hier een adres in." Similar situation occurs with the search field on the screen "welk afval waar?". Not able to check in V4.	
29	Afvalwijzer	The value/state of a button should be obvious without changing this state. Make sure the screen reader announces the value/state together with the button name. The value of the non-selected button is being announced as 'gehandicapt'.	

Succes Criterion 4.1.3 - Status Messages

Ensure that status messages are also passed to assistive technologies. A blind user cannot see new information appearing anywhere on the screen. By providing a status message, the screen reader can announce that new information is available.

Does not pass

Solution for success criterion 4.1.3

Nr	Screen	Problem	Screenshot
30	Onboarding: Postcode	The button triggers new content. This content receives no focus and is not read aloud. Make sure this information is accessible. After submitting the adress the focus is removed to the beginning of the screen. Also the new adress is not announced by the screen reader.	

Nr	Screen	Problem	Screenshot
31	Container-locaties	The button triggers new content. This content receives no focus and is not read aloud. Make sure this information is accessible. When an incorrect street name is entered, an error message appears. However, the focus does not automatically shift to this message, and it is not read aloud by the screen reader. Similar situation occurs with the search field on the screen "welk afval waar?". Not able to check in V4.	

4. Recommendations

To comply with the standard, the app needs to be improved on the following points:

Succes Criterion 1.1.1 - Non-text Content

Ensure that alternative text is available for all content without text. These include images, icons and graphs. Describe what there is to see. People who are blind have this description read aloud through their screen reader. Alternative text can also be useful for anyone who is unsure about the meaning of the content.

- Solution for success criterion 1.1.1
- Definition of success criterion 1.1.1
- Explanation of success criterion 1.1.1

Succes Criterion 1.3.1 - Info and Relationships

Ensure that the information and relationships on the screen are not only conveyed visually.

Information on the screen must be conveyed to assistive technologies. For example, make sure that headings are not only bold, but also marked as headings in the code.

Relationships on the screen must be usable with assistive technologies. Elements in a list must be navigable one by one. Elements in a table must be navigable by rows and columns.

- Solution for success criterion 1.3.1
- Definition of success criterion 1.3.1
- Explanation of success criterion 1.3.1

Succes Criterion 1.4.4 - Resize text

Ensure that the text in your app supports resizing. Users specify their preferred font size in the system settings. Text in your app should resize according to the preferred font size. This is especially important for visually impaired users because otherwise they might not be able to read the text. Text should not be abbreviated with dots.

- Solution for success criterion 1.4.4
- Definition of success criterion 1.4.4
- Explanation of success criterion 1.4.4

Succes Criterion 1.4.5 - Images of Text

Ensure images are not used to display text. Always use plain text to allow the text to be adapted to the user's preferences. The font size inside an image often scales to a limited extent or not at all. As a result, the text cannot be read by everyone.

Exception: If an image of text does scale or if text as image is specifically needed to convey information.

- Solution for success criterion 1.4.5
- Definition of success criterion 1.4.5
- Explanation of success criterion 1.4.5

Succes Criterion 1.4.11 - Non-text Contrast

Ensure that the content on the screen has a contrast of at least 3:1 with the surrounding colour. Think of graphic elements such as icons, buttons and input fields. By keeping this ratio, visually impaired and colour blind users can distinguish the content well. In addition, this makes an app easier for everyone to use, for example outside in the sun.

- Solution for success criterion 1.4.11
- Definition of success criterion 1.4.11
- Explanation of success criterion 1.4.11

Succes Criterion 2.1.1 - Keyboard

Ensure that all functionality in the app can be used with assistive technologies. People who are blind use the screen reader. People with a motor disability use switch control, voice control and/or the keyboard. These assistive technologies are built into the operating system.

- Solution for success criterion 2.1.1
- Definition of success criterion 2.1.1
- Explanation of success criterion 2.1.1

Succes Criterion 2.4.3 - Focus Order

Ensure assistive technologies use a logical focus order when navigating. The order of navigating a screen is usually from left to right, from top to bottom. Make sure assistive technologies use an equivalent focus order. The difference with success criterion 1.3.2 is that this only concerns the focus order.

- Solution for success criterion 2.4.3
- Definition of success criterion 2.4.3
- Explanation of success criterion 2.4.3

Succes Criterion 2.4.7 - Focus Visible

Ensure that elements focused by assistive technologies are clearly indicated. Focus is often shown by placing a box around the element. Make sure that the placement is correct and that the colour is clearly visible. For apps it is not possible to adjust the colour of the frame. However, it is possible to give elements a different background colour when they have focus.

- Solution for success criterion 2.4.7
- Definition of success criterion 2.4.7
- Explanation of success criterion 2.4.7

Succes Criterion 2.5.1 - Pointer Gestures

Ensure an alternative is provided for all gesture-triggered actions. People with a motor disability cannot perform all gestures. For example, not everyone is able to move two fingers apart to zoom. Add an alternative, such as a button, to allow users to zoom in without gestures.

- Solution for success criterion 2.5.1
- Definition of success criterion 2.5.1
- Explanation of success criterion 2.5.1

Succes Criterion 2.5.3 - Label in Name

Ensure the technical name of elements contain the visual name. A button with the text 'Log in' must be able to be activated by voice control via this name. This is not possible if the technical name is different. For visually impaired people using a screen reader, it is also confusing when they hear a different name compared to what they see on the screen.

- Solution for success criterion 2.5.3
- Definition of success criterion 2.5.3
- Explanation of success criterion 2.5.3

Succes Criterion 3.2.2 - On Input

Ensure it is predictable what will happen when entering data. In case the focus moves automatically on correct input, this should be indicated in advance. Indicate if a new screen will be opened when submitting a form. Unexpected actions can confuse users with visual or cognitive impairments.

- Solution for success criterion 3.2.2
- Definition of success criterion 3.2.2
- Explanation of success criterion 3.2.2

Succes Criterion 3.3.2 - Labels or Instructions

Ensure clear instructions are provided in places users have to input data. Add a label to the input fields, for example 'First name'. Mark whether fields are required or optional. Indicate if data must be entered in a specified order. All users benefit from clear instructions. Clear instructions are indispensable for users with cognitive impairments.

- Solution for success criterion 3.3.2
- Definition of success criterion 3.3.2
- Explanation of success criterion 3.3.2

Succes Criterion 4.1.2 - Name, Role, Value

#ERROR!

- Solution for success criterion 4.1.2
- Definition of success criterion 4.1.2
- Explanation of success criterion 4.1.2

Succes Criterion 4.1.3 - Status Messages

Ensure that status messages are also passed to assistive technologies. A blind user cannot see new information appearing anywhere on the screen. By providing a status message, the screen reader can announce that new information is available.

- Solution for success criterion 4.1.3
- Definition of success criterion 4.1.3
- Explanation of success criterion 4.1.3

Appendix A: Findings per screen

In total we made 31 findings on 8 screens.

Overview of the findings per screen

Nr	Screen	Amount of findings
1	Beginscherm	0
2	Onboarding: Postcode	7
3	Afvalkalender	4
4	Containerlocaties	15
5	Afvalwijzer	3
6	Informatie	0
7	Instellingen	2
8	Berichten	0
	Total	**31**

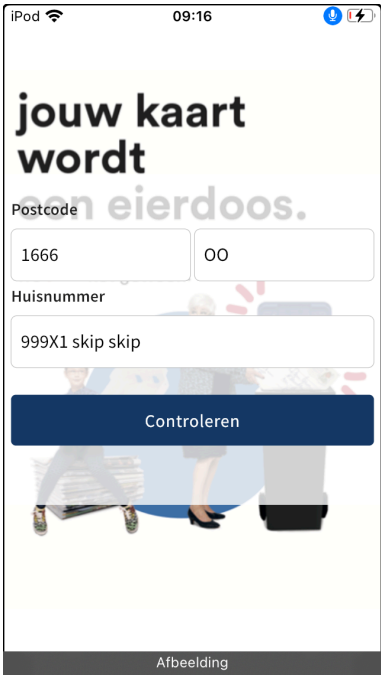
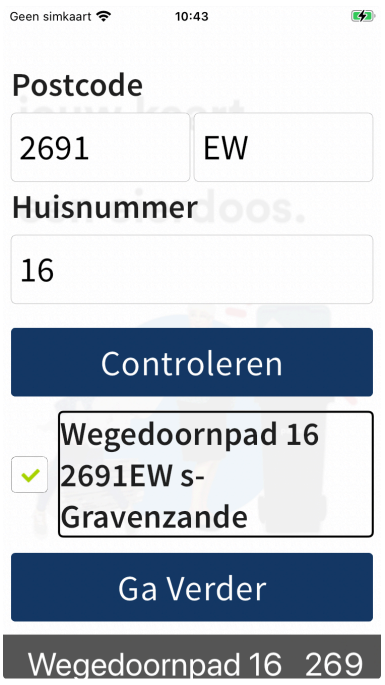
The following pages list all the findings per screen.

1. Beginscherm

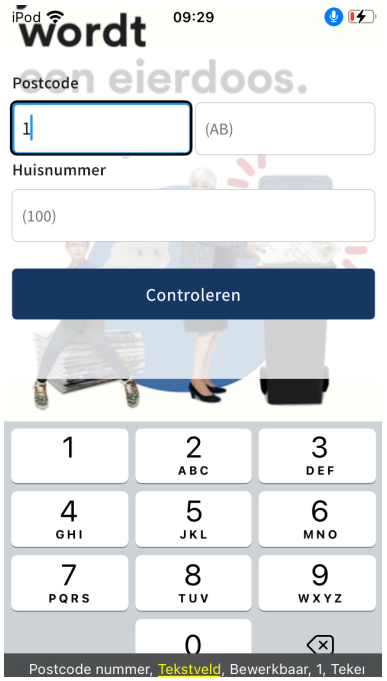
We have not made any (new) findings this screen. This screen may contain recurring findings that have already been reported on other screens.

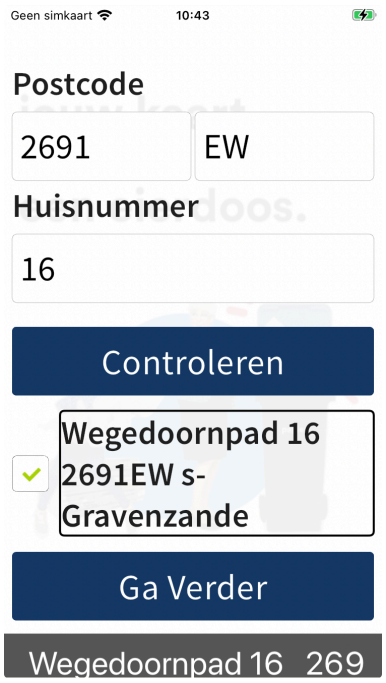
2. Onboarding: Postcode

We detected 7 findings on this screen.

Nr	Success criterion	Problem	Screenshot
1	1.1.1 Non-text Content	The decorative image is read aloud by the screen reader. Make sure all decorative images are hidden. The decorative background image gets focus but does not have a label. The images still get focus. But are obscured by the input fields. Also contrast of "Eierdoos" is insufficient, text is not scaling and "Een schone wereld..." is not visible at all and the focus boarder of the screen reader is not visible.	
2	1.1.1 Non-text Content	The meaningful image has no label. Make sure the screen reader can read the meaning of this image. The checkbox provides information that this adres will be selected. "Geselecteerd: Wegedoornpad 16 ..."	

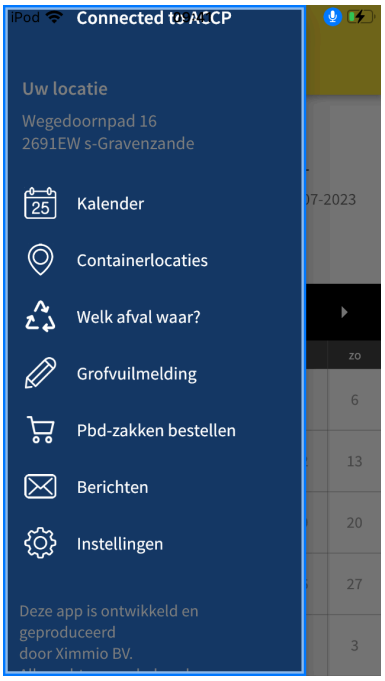
Nr	Success criterion	Problem	Screenshot
10	1.4.5 Images of Text	The text from the image is not offered as plain text on the screen and therefore cannot be adjusted by the user. Make sure that the user can adjust text to their needs. The background image contains text which screen reader users will miss. It's important to ensure this text is accessible to all users. Also in landscape modus part of the text is missing. Tip. Do not use text in an image. It results in multiple issues.	
19	2.5.3 Label in Name	Because visible text on the button does not appear in the accessible name of the button, this button cannot be activated with voice. Make sure the accessible name contains the visual name. Visible text label should be the same as announced by the screenreader. Please add "(1234)" as is done with the input field "Huisnummer (100)".	

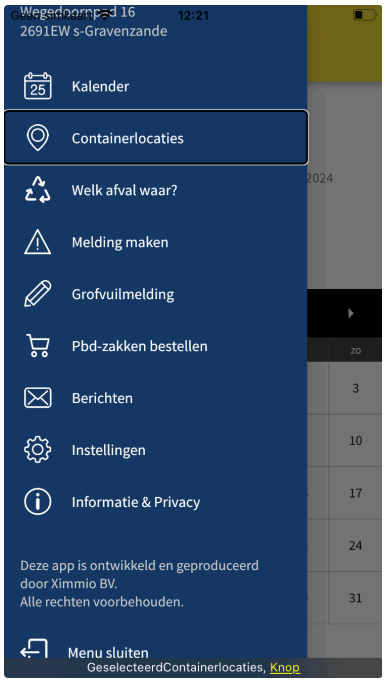
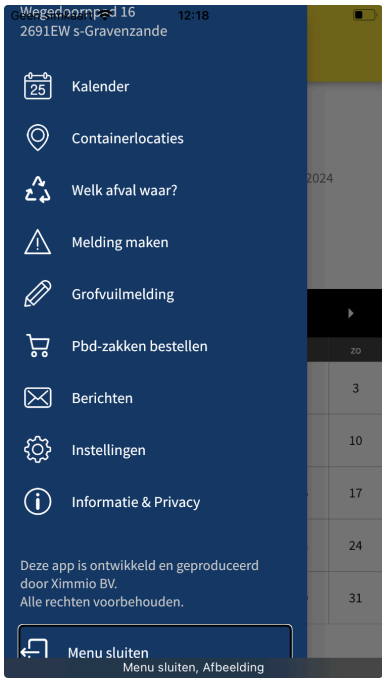
Nr	Success criterion	Problem	Screenshot
20	3.2.2 On Input	When the user enters data in the input field, the data is sent automatically. Make sure the user is informed about this behavior in advance. After entering the first 4 numbers the focus automatically moves to the Postcode letter field.	
21	3.3.2 Labels or Instructions	A specific instruction is included in the placeholder text. This information disappears when the user starts entering data. Make sure the label/instruction remains visible at all times. It is about the text "(1234)" and "(AB). Consider merging the (1234) and (AB) fields to make the postal code a single field. When doing so, the "Postcode" label is sufficient. The name is added, but visually the label is not available after typing.	

Nr	Success criterion	Problem	Screenshot
30	4.1.3 Status Messages	The button triggers new content. This content receives no focus and is not read aloud. Make sure this information is accessible. After submitting the adress the focus is removed to the beginning of the screen. Also the new adress is not announced by the screen reader.	

3. Afvalkalender

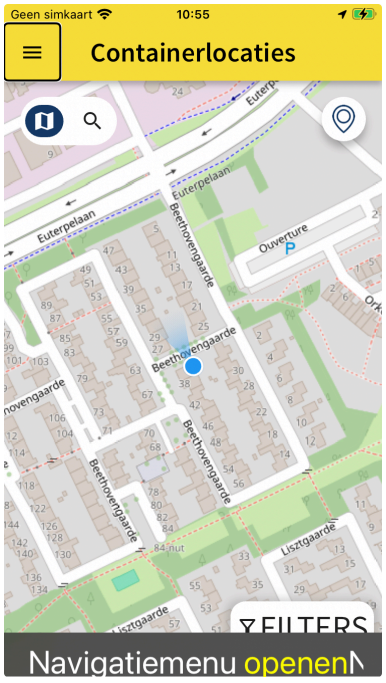
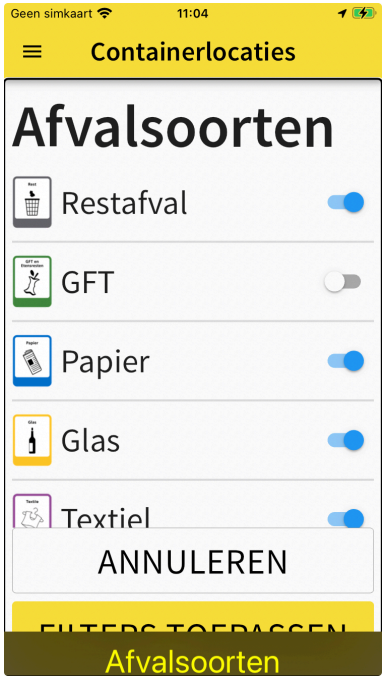
We detected 4 findings on this screen.

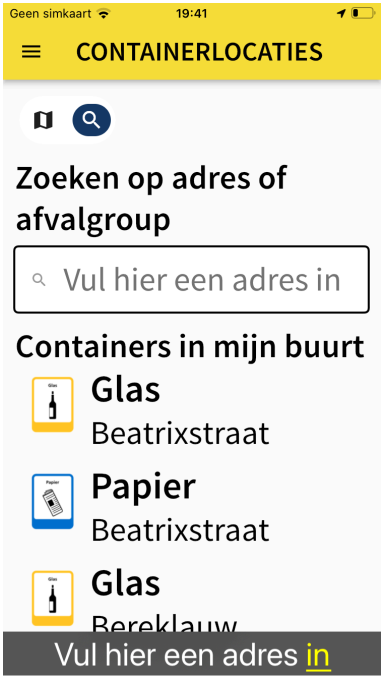
Nr	Success criterion	Problem	Screenshot
7	AA 1.4.4 Resize text	(Parts of) text on this screen are no longer visible when the text is magnified to 200%. Make sure that all text remains available to users who use the app with an enlarged text. It is about "2024". The screen reader is not able to move focus to the dates in the table. Make sure all information in the table has an alternative. Currently we were not able to test this as there were no pick-up dates.	
13	2.1.1 Keyboard	The screen/parts of the screen cannot be operated with an external keyboard. Make sure that all functionality is available using an external keyboard. The menu cannot be reached with an external keyboard. The external keyboard is not working in the app at all. This issue occurs on all the screens.	

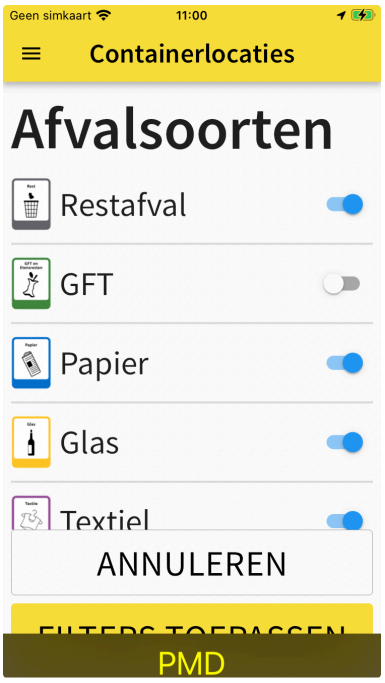
Nr	Success criterion	Problem	Screenshot
24	4.1.2 Name, Role, Value	The accessible name of this button does not describe whether it is selected or not. Make sure that this information is read by the assistive technology. All the buttons in the menu list have the value 'Selected'. Make sure that only the selected tab has the value 'selected'.	
25	4.1.2 Name, Role, Value	This interactive element does not have a proper role. This element looks and behaves like a button. Make sure the screen reader announces the correct role of this element. In the re-audit, this was solved for almost all the buttons in the menu, except for the 'Menu sluiten' button.	

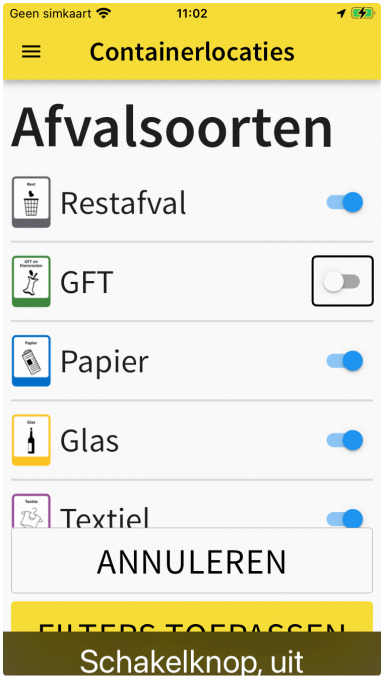
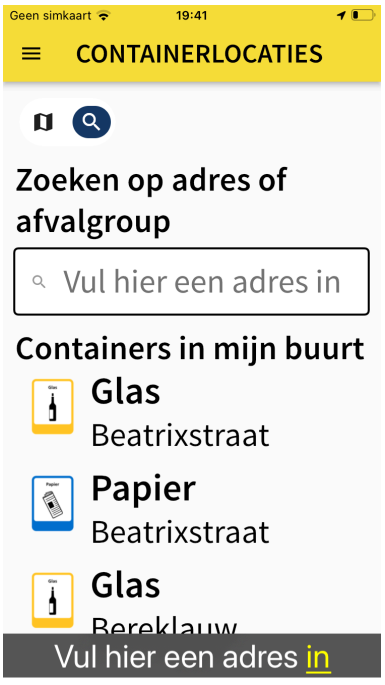
4. Containerlocaties

We detected 15 findings on this screen.

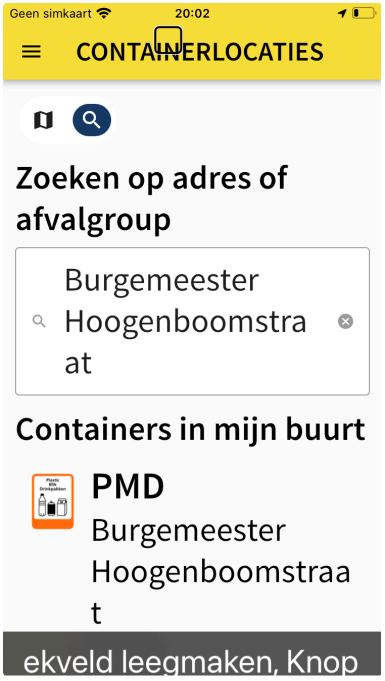
Nr	Success criterion	Problem	Screenshot
3	1.1.1 Non-text Content	The menu button has the label: "NavigationmenuopenenNavigationmenu openen". Make sure it only announces the label once.	
4	1.3.1 Info and Relationships	On this screen, there are headings that are not marked-up as headings. Make sure that assistive technology recognizes headings as headings. Also the focus indicator is around the whole screen. Try to put it only around the heading "Afvalsoorten".	

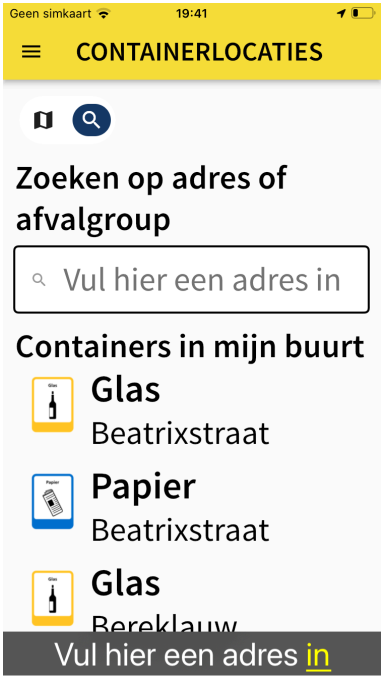
Nr	Success criterion	Problem	Screenshot
5	1.3.1 Info and Relationships	The label is not programmatically associated with the related input field. Make sure that by selecting an input field, the screen reader reads the label. It concerns the label 'Zoeken op adres of afvalgroep'. This label should be programmatically associated with the input field to enable navigation with Voice Control. Ensure that the input field has a name that is both visible and programmatically associated with it, a correct role, and that the placeholder text is read aloud by the screenreader. For example, "Zoeken op adres of afvalgroep, bewerkingsvak, Vul hier een adres in." Not able to check in V4.	

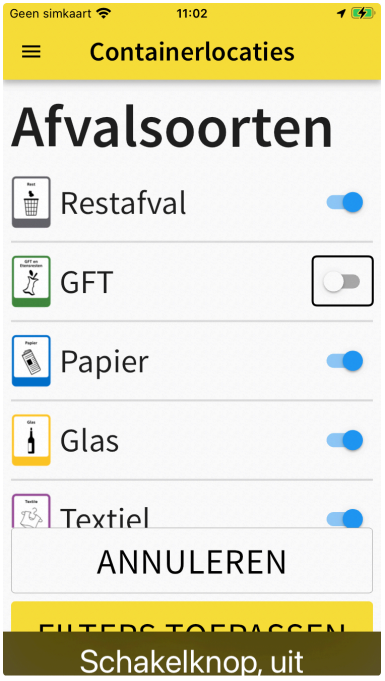
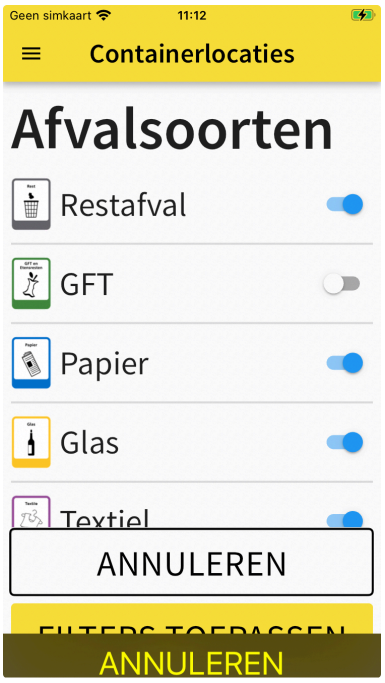
Nr	Success criterion	Problem	Screenshot
8	AA 1.4.4 Resize text	The text that is pinned to the screen covers other text. Make sure the texts do not cover each other. "PMD" is below the button "Annuleren".	
9	AA 1.4.4 Resize text	The text that is pinned to the screen covers other text. Make sure the texts do not cover each other. This concerns the error message. Not able to check in V4.	

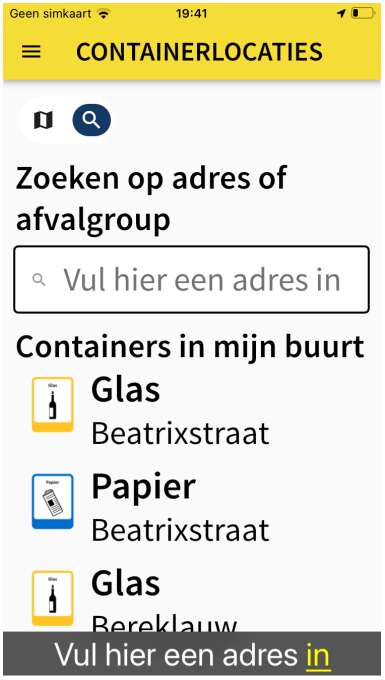
Nr	Success criterion	Problem	Screenshot
11	1.4.11 Non-text Contrast	The contrast of interface elements on this screen is less than 3.0:1. Provide a minimum contrast of 3.0:1. It is about the contrast of the toggle in unselected state.	
12	1.4.11 Non-text Contrast	The contrast of interface elements on this screen is less than 3.0:1. Provide a minimum contrast of 3.0:1. It concerns search icon. Contrast is 2.67:1. Suggestion: The label of the input field has a spelling mistake - "AfvalgroUp" (U instead of E) Not able to check in V4.	

Nr	Success criterion	Problem	Screenshot
14	2.1.1 Keyboard	The screen/parts of the screen cannot be operated with an external keyboard. Make sure that all functionality is available using an external keyboard. Search field is not focusable and not editable in landscape mode. Not able to check in V4.	
15	2.4.3 Focus Order	The focus order of the elements on the screen is not the same as the visual order of the elements. Ensure that the screen is read by assistive technology in the same order as the visual order of elements. The focus goes to "Er zijn geen containers in de buurt" and only then to the heading " Containers in mijn buurt". The focus of the first element is the complete screen and potentially the reason for announcing it first.	

Nr	Success criterion	Problem	Screenshot
16	2.4.7 Focus Visible	The focus lands on invisible elements. Make sure that the focus only lands on visible elements. The visible focus frame for the 'Zoekveld leegmaken' button should be around the respective button. Currently, it is positioned in the wrong place. Not able to check in V4.	

Nr	Success criterion	Problem	Screenshot
23	Name 3.3.2 Labels or Instructions	In this input field, a placeholder text serves as a label. The placeholder text disappears when a user starts to type and therefore cannot act as a label. Make sure that the label always remains visible. It concerns the input field 'Vul hier..'. Ensure that the input field has a name that is both visible and programmatically associated with it, a correct role, and that the placeholder text is read aloud by the screenreader. For example, "Zoeken op adres of afvalgroep, bewerkingsvak, Vul hier een adres in." Similar situation occurs with the search field on the screen "welk afval waar?". Not able to check in V4.	

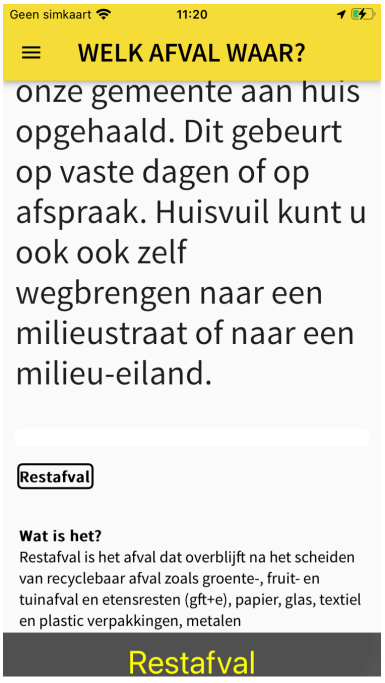
Nr	Success criterion	Problem	Screenshot
26	4.1.2 Name, Role, Value	The toggle button has no name. Group the toggle button and its label so that they can be read as one element by the assistive technology.	
27	4.1.2 Name, Role, Value	This interactive element does not have a proper role. This element looks and behaves like a button. Make sure the screen reader announces the correct role of this element. It is about the button "Annuleren".	

Nr	Success criterion	Problem	Screenshot
28	4.1.2 Name, Role, Value	This interactive element does not have a proper role. This element looks and behaves like an input field. Make sure the screen reader announces the correct role of this element. It concerns the input field 'Vul hier..'. Ensure that the input field has a name that is both visible and programmatically associated with it, a correct role, and that the placeholder text is read aloud by the screen reader. For example, "Zoeken op adres of afvalgroep, bewerkingsvak, Vul hier een adres in." Similar situation occurs with the search field on the screen "welk afval waar?". Not able to check in V4.	

Nr	Success criterion	Problem	Screenshot
31	4.1.3 Status Messages	The button triggers new content. This content receives no focus and is not read aloud. Make sure this information is accessible. When an incorrect street name is entered, an error message appears. However, the focus does not automatically shift to this message, and it is not read aloud by the screen reader. Similar situation occurs with the search field on the screen "welk afval waar?". Not able to check in V4.	

5. Afvalwijzer

We detected 3 findings on this screen.

Nr	Success criterion	Problem	Screenshot
6	1.3.1 Info and Relationships	On this screen, there are headings that are not marked-up as headings. Make sure that assistive technology recognizes headings as headings. It is about the bold headings: "Wat wel/wat niet?" and "Wel" and "Niet" etc.	
18	2.5.1 Pointer Gestures	There is no alternative for the pointer gestures. Make sure that all functionality can also be used without using (multiple) fingers, for example by offering extra buttons. It is possible to navigate through the text only by swiping sequentially. Focusing on a specific paragraph via touch is not possible. This means that users who rely on a screen reader and wish to listen to a middle section of the text would need to swipe through the entire text in sequence.	

Nr	Success criterion	Problem	Screenshot
29	4.1.2 Name, Role, Value	The value/state of a button should be obvious without changing this state. Make sure the screen reader announces the value/state together with the button name. The value of the non-selected button is being announced as 'gehandicapt'.	

6. Informatie

We have not made any (new) findings this screen. This screen may contain recurring findings that have already been reported on other screens.

7. Instellingen

We detected 2 findings on this screen.

Nr	Success criterion	Problem	Screenshot
17	2.4.7 Focus Visible	The focus lands on invisible elements. Make sure that the focus only lands on visible elements. When navigating with swiping gestures, after 'Instellingen', the whole screen receives focus, but the screen reader does not announce anything. Ensure that all visible elements receive focus and are announced by the screen reader. Elements should receive focus in the correct order when navigating sequentially, and all elements should be focusable when navigating with point gestures. Currently, it is only possible to navigate sequentially by swiping.	

Nr	Success criterion	Problem	Screenshot
22	Name 3.3.2 Labels or Instructions	In this input field, a placeholder text serves as a label. The placeholder text disappears when a user starts to type and therefore cannot act as a label. Make sure that the label always remains visible. The input fields do not have a visible label after editing.	

8. Berichten

We have not made any (new) findings this screen. This screen may contain recurring findings that have already been reported on other screens.