

# Accessibility research 'Buiten-Beter' app for iOS

**Client**

DigiToegankelijk TOP






**Date**



23 december 2024

**Report version**










6.0.0

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



# Executive summary

Abra has carried out accessibility research on behalf of DigiToegankelijk TOP. We have selected 6 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 19 problems on 6 screens.
- The app passes 35 of the 44 success criteria.
- The app does not pass the following success criteria:
  1.  Success Criterion 1.1.1 - Non-text Content
  2.  Success Criterion 1.3.1 - Info and Relationships
  3.  Success Criterion 1.4.4 - Resize text
  4.  Success Criterion 2.4.3 - Focus Order
  5.  Success Criterion 2.4.7 - Focus Visible
  6.  Success Criterion 2.5.3 - Label in Name
  7.  Success Criterion 3.2.2 - On Input
  8.  Success Criterion 4.1.2 - Name, Role, Value
  9.  Success Criterion 4.1.3 - Status Messages

Version 6: Three key issues are: 1. The focus keeps shifting upwards after you enter data. 2. After filling in an answer, the focus moves to the next question. 3. Previous answers are no longer available to screen readers but remain visible visually.

Questions about this report can be asked via [info@abra.nl](mailto:info@abra.nl) . On our website [abra.nl](https://abra.nl)  you can read more about our services.

# 1. Introduction

Abra has carried out accessibility research on behalf of DigiToegankelijk TOP. 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](mailto:info@abra.nl). On our website [abra.nl](http://abra.nl) you can read more about our services.

## 2. Research

Abra has carried out accessibility research on behalf of DigiToegankelijk TOP. This are the details:

**App name**

BuitenBeter

**Operating system**

iOS

**Tested version**

2.2.119

**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

**Researcher**

Paul van Workum

**Reviewer**

Tanya van Workum

**Date**

23 december 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  | Onboarding             | Onboarding > Home                              |
| 2  | Home (Nieuwe melding)  | Home   |
| 3  | Meldingen en Berichten | Home > Meldingen en Berichten                  |
| 4  | Mijn gegevens          | Home > Mijn gegevens                           |
| 5  | Over BuitenBeter       | Home > Over BuitenBeter                        |
| 6  | Mijn meldingen         | Home > Meldingen en Berichten > Mijn meldingen |

## 2.2. Devices

The following devices were used during the research:

- iPhone SE, iOS 18.1.1

## 2.3. Techniques

The app has been developed with the following techniques:

- .net MAUI

















## 3. Results

The research shows that the 'BuitenBeter' app meets 35 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 (Pre-recorded) |  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  |  Passes        |
|  1.4.10 | AA    | Reflow  |  Passes        |

| Success criterion   | Level | Title                            | Result  |
|---|-------|----------------------------------|---|
|  1.4.11  | AA    | Non-text Contrast                |  Passes          |
|  1.4.12  | AA    | Text Spacing                     |  Passes          |
|  1.4.13  | AA    | Content on Hover or Focus        |  Passes          |
|  2.1.1   | A     | Keyboard                         |  Passes          |
|  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                 |  Passes        |
|  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        |
|  3.2.2 | A     | On Input                         |  Does not pass |

| Success criterion   | Level | Title                                     | Result  |
|---|-------|---|---|
|  3.3.1 | A     | Error Identification                      |  Passes        |
|  3.3.2 | A     | Labels or Instructions                    |  Passes        |
|  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  | Home (Nieuwe melding) | <p>The decorative image is read aloud by the screen reader. Make sure all decorative images are hidden.</p> <p>It is about the icon "icoon van een uitroepteken".</p> <p>Tip. Group the icon with the text.</p> |  |

## **Success 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](#) 

## **Success Criterion 1.2.2 - Captions (Pre-recorded)**


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](#) 

## **Success 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](#) 



## **Success 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](#) 

## **AD))) Success 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

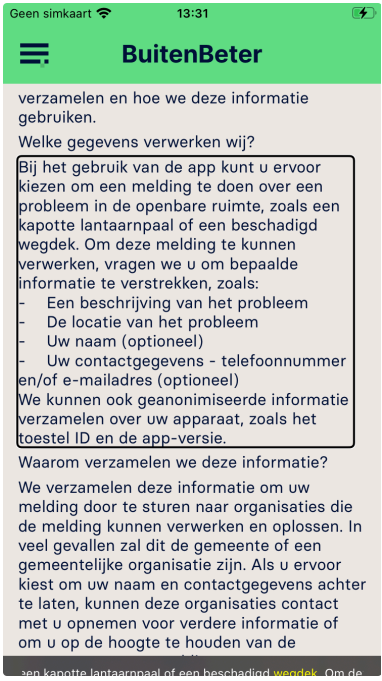
Ensure that the information and relationships on the screen are not only conveyed visually.



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   |
|----|------------------|---|--|
| 2  | Over BuitenBeter | <p>A list is read in one go by a screen reader. This list is not separately navigable. Make sure list can be navigated separately.</p> <p>Make sure list items are read separately.</p> |  <p>The screenshot shows the BuitenBeter app interface. At the top, there is a green header with a hamburger menu icon and the text 'BuitenBeter'. Below the header, the text reads: 'verzamelen en hoe we deze informatie gebruiken. Welke gegevens verwerken wij?'. A text box contains the following text: 'Bij het gebruik van de app kunt u ervoor kiezen om een melding te doen over een probleem in de openbare ruimte, zoals een kapotte lantaarnpaal of een beschadigd wegdek. Om deze melding te kunnen verwerken, vragen we u om bepaalde informatie te verstrekken, zoals: - Een beschrijving van het probleem - De locatie van het probleem - Uw naam (optioneel) - Uw contactgegevens - telefoonnummer en/of e-mailadres (optioneel) We kunnen ook geanonimiseerde informatie verzamelen over uw apparaat, zoals het toestel ID en de app-versie.' Below this, it asks 'Waarom verzamelen we deze informatie?' and explains: 'We verzamelen deze informatie om uw melding door te sturen naar organisaties die de melding kunnen verwerken en oplossen. In veel gevallen zal dit de gemeente of een gemeentelijke organisatie zijn. Als u ervoor kiest om uw naam en contactgegevens achter te laten, kunnen deze organisaties contact met u opnemen voor verdere informatie of om u op de hoogte te houden van de...'. At the bottom, there is a small snippet of text: '...en kapotte lantaarnpaal of een beschadigd wegdek. Om de...'</p> |


| Nr | Screen                   | Problem  | Screenshot   |
|----|--------------------------|--|--|
| 3  | Home<br>(Nieuwe melding) | <p>A list is read in one go by a screen reader. This list is not separately navigable. Make sure list can be navigated separately.</p> <p>It is about the list in the pop-up describing how you can give the app permission to use the camera.</p>                                 |  <p>The screenshot shows the BuitenBeter app interface. At the top, there is a notification for 'Straatverlichting defect'. Below it, a blue link says 'Mijn onderwerp staat er niet tussen...'. A large white dialog box with a green border is in the foreground, titled 'Let op!' (Attention!). The dialog contains the text: 'Deze app heeft geen toestemming om uw camera te gebruiken. U kunt dit aanpassen door:' followed by a numbered list: 1. Navigeer naar de instellingen, 2. Zoek de MijnGemeente App op in de lijst met apps, 3. Geef de app toestemming om uw camera te gebruiken. At the bottom of the dialog is an 'OK' button. Below the dialog are two buttons: 'Nee' and 'Ja'.</p> |
| 4  | Mijn meldingen           | <p>On this screen, there are headings that are not marked-up as headings. Make sure that assistive technology recognizes headings as headings.</p> <p>It is about the heading "Categorie". Group "Categorie" with the text "Straatverlichting" or mark "Categorie" as heading.</p> |  <p>The screenshot shows the 'Mijn meldingen' (My reports) screen. The title is 'Mijn meldingen'. Below it, a report card is displayed for 'Straatverlichting' (Street lighting). The card contains the following text: 'Doorgestuurd' (Forwarded), 'Lisztgaarde 5, 5344EA Oss', 'Meldingsnummer #3366838', 'Categorie' (highlighted with a box), 'Straatverlichting', and 'Subcategorie' (highlighted with a box). At the bottom of the card, the word 'Categorie' is written in yellow on a dark background.</p>   |






## **Success 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](#) 



## **Success 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](#) 



## **Success 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](#) 

## **Success 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](#)

## **Success 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](#)

## **Success 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

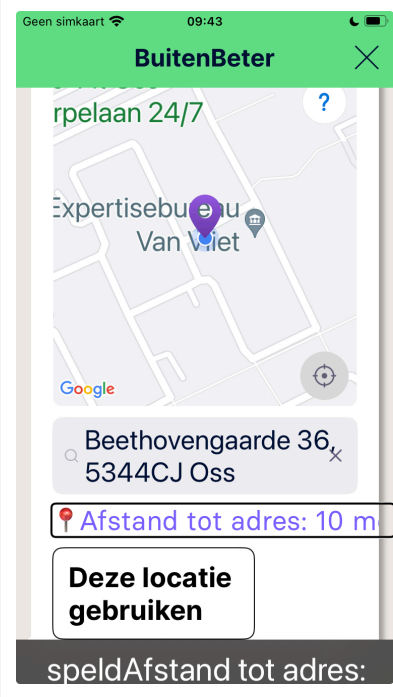
[Additional information about success criterion 1.4.3](#)

## ⠠ **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   |
|----|-----------------------|--|--|
| 5  | Home (Nieuwe melding) | (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.<br><br>It is about the text "Afstands tot ...". |  <p>The screenshot shows the BuitenBeter app interface. At the top, there's a green header with the app name and a close button. Below it is a map showing a location. A text box below the map displays an address: "Beethovengarde 36, 5344CJ Oss". Below that, there's a text box that says "Afstand tot adres: 10 m". At the bottom, there's a button that says "Deze locatie gebruiken". The text "Afstand tot adres:" is partially cut off at the bottom of the screen.</p> |



## Success 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.


 Passes

[Additional information about success criterion 1.4.5 !\[\]\(23d9fc146e83b5c3013cfa32c784f8d5\_img.jpg\)](#)



## Success 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 !\[\]\(dd161862f9164df98f62b726e9846241\_img.jpg\)](#)



## Success 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.


 Passes


[Additional information about success criterion 1.4.11 !\[\]\(248b91fcdac4810ffd15cf33fb6aec6f\_img.jpg\)](#)



## **Success 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](#) 




## **Success 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](#) 



## **Success 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.

 Passes


[Additional information about success criterion 2.1.1](#) 



## Success 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](#)



## Success 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](#)



## Success Criterion 2.2.1 - Timing Ad-

### justable

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](#)



## **Success 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](#) 



## **Success 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

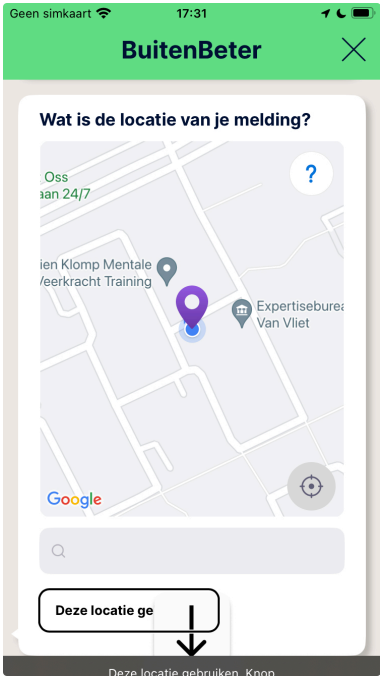
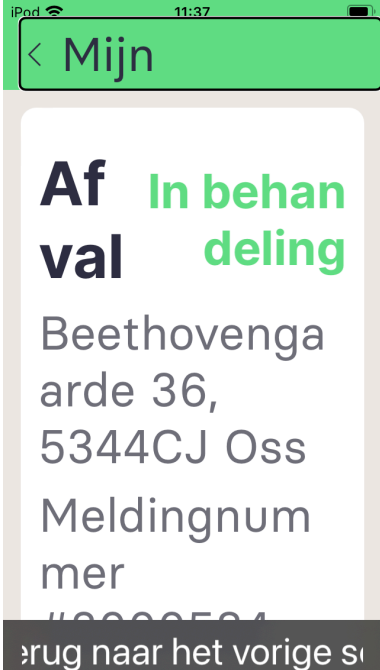
Ensure assistive technologies use a logical focus order when navigating. The order of navigating a screen is usually from left to right, from top to bottom. Make sure assistive technologies use an equivalent focus order. The difference with success criterion 1.3.2 is that this only concerns the focus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

✘ Does not pass

[Solution for success criterion 2.4.3](#)


| Nr | Screen                 | Problem   | Screenshot  |
|----|------------------------|---|---|
| 6  | Meldingen en Berichten | <p>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.</p> <p>Visually you see questions and answers. With screenreader those are not announced at all after finalizing. Because of this navigating is hard and you cannot check what you have answered.</p> |  <p>The screenshot shows the BuitenBeter app interface. At the top, there's a green header with the app name and a close button. Below it, a list of report items is visible: 'Zwerfvuil' (with a trash can icon), 'Probleem met bestrating' (with a road icon), and 'Straatverlichting defect' (with a lightbulb icon). A green button labeled 'Yet' is positioned below the list. At the bottom, a white box contains the question 'Welk onderwerp past het beste bij je' and a dark grey bar below it contains the text 'bij je melding?, Koptekst'.</p> |




| Nr | Screen                   | Problem   | Screenshot  |
|----|--------------------------|---|---|
| 7  | Home<br>(Nieuwe melding) | <p>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.</p> <p>After emptying the input field the focus cannot be moved to the element any more. Make sure you can search for a location as an alternative for using the map.</p> |  <p>The screenshot shows the 'BuitenBeter' app interface. At the top, there's a green header with the app name and a close button. Below it, a question asks 'Wat is de locatie van je melding?'. A map is displayed with several location pins. A search bar is visible at the bottom of the map area. A button labeled 'Deze locatie gebruiken' is highlighted with a white border and a downward arrow, indicating it is the current focus point for the screen reader.</p> |
| 8  | Mijn meldingen           | <p>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.</p> <p>The title "Mijn ..." is not read out by the screen reader and skipped altogether.</p>  |  <p>The screenshot shows the 'Mijn' screen of the app. The title 'Mijn' is in a green bar at the top. Below it, a card displays the status 'Af In behandeling' in large green letters. The address 'Beethovengarde 36, 5344CJ Oss' is listed below. The label 'Meldingnummer' is visible, followed by a partially obscured number. At the bottom, a dark bar contains the text 'rug naar het vorige s'.</p>   |

## **Success 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](#) 


## **Success 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   |
|----|-----------------------|---|--|
| 9  | Home (Nieuwe melding) | <p>The focus lands on invisible elements. Make sure that the focus only lands on visible elements.</p> <p>It is about the button "Grofvuil niet opgehaald" and all elements below that.</p> |  |

## **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.

 Passes

[Additional information about success criterion 2.5.1](#)



## 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 |
|----|-----------------------|---|------------|
| 10 | Home (Nieuwe melding) | <p>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.</p> <p>The button "Annuleren" has a name "Sluit het venster".</p> |            |



## **Success 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](#)



## **Success 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](#)



## **Success 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   |
|----|-----------------------|--|--|
| 11 | Home (Nieuwe melding) | <p>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.</p> <p>After answering a question the focus automatically goes to the next question. This behavior must be announced to the user to avoid confusion.</p> |  |



## 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](#)



## **Success 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.


 Passes

[Additional information about success criterion 3.3.2](#)



## **Success 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](#)



## **Success 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](#)

## </> **Success 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. Check 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**

Ensure it is clear for users of assistive technologies what actions can be performed.

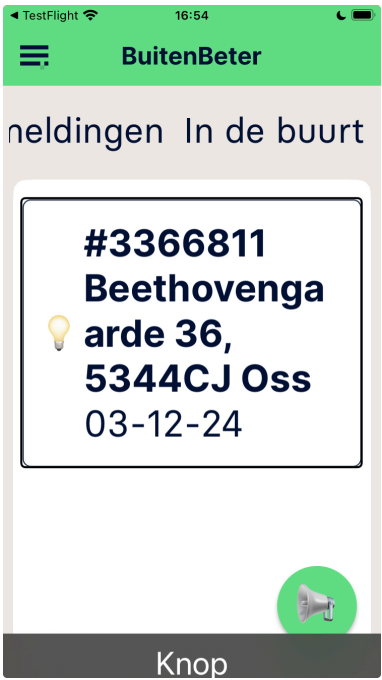
Set a name. The name is used for identification. By setting a name, assistive technologies such as voice control can perform targeted actions.

Set a role. With the role “button” it is clear that an action takes place upon activation. With the role “link” it is clear that you will be referred to another location. By setting a role, it is clear to users of assistive technologies what they can do.


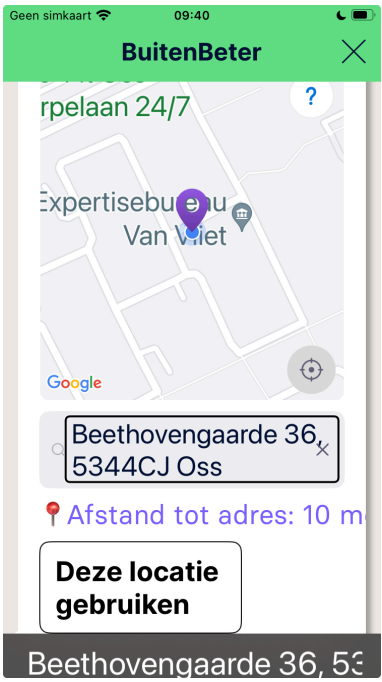
Set a value. A check box should have the value “selected” or “not selected”. With a volume control, the value can be “50%”. By setting a value, this text value can be passed to assistive technologies.



 Does not pass

[Solution for success criterion 4.1.2](#)

| Nr | Screen                 | Problem   | Screenshot  |
|----|------------------------|---|---|
| 12 | Meldingen en Berichten | <p>The button has no accessible name. Provide a correct name that describes the function of this button.</p> <p>It is about the list item "Probleem met ...".</p> |  <p>The screenshot shows a mobile application interface. At the top, there is a green header with the text 'BuitenBeter'. Below the header, the text 'meldingen In de buurt' is visible. A white card displays the following information: '#3366811', 'Beethovenga', 'arde 36,', '5344CJ Oss', and '03-12-24'. At the bottom right of the card, there is a green circular button with a white megaphone icon. Below the card, the text 'Knop' is visible on a dark background.</p> |

| Nr | Screen                   | Problem   | Screenshot |
|----|--------------------------|---|------------|
| 13 | Home<br>(Nieuwe melding) | <p>The input field does not have an accessible name. When tapping this input field, the assistive technology does not read out which data must be entered here. Provide a correct name.</p> <p>After typing the placeholder text disappears. After this the input field does not have a name.</p> |            |
| 14 | Home<br>(Nieuwe melding) | <p>The button has no accessible name. Provide a correct name that describes the function of this button.</p> <p>It is about the button "Afval".</p>   |            |

| Nr | Screen                   | Problem   | Screenshot   |
|----|--------------------------|---|--|
| 15 | Home<br>(Nieuwe melding) | <p>The accessible name of this menu button does not describe whether the content that this button toggles/expands is visible or not. Make sure that this information is read by the assistive technology.</p> <p>It is about the button "Afval".</p>    |  <p>The screenshot shows the BuitenBeter app interface. At the top, there's a search bar with the text 'Afval' entered. Below the search bar, a dropdown menu is open, displaying 'Afvalcontainer vol/niet geleegd' with a trash can icon. Below this, there's a button labeled 'Annuleren OK'. Further down, there's a section for 'Straatverlichting defect' with a lightbulb icon and a link that says 'Mijn onderwerp staat er Knop'.</p> |
| 16 | Home<br>(Nieuwe melding) | <p>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.</p> <p>It is about the button or search field "Beethovengaarde ...".</p> |  <p>The screenshot shows a map view in the BuitenBeter app. The map displays a location marked with a purple pin. Below the map, there's a search bar containing the text 'Beethovengaarde 36, 5344CJ Oss'. Below the search bar, there's a button labeled 'Deze locatie gebruiken'. At the bottom of the screen, there's a dark bar with the text 'Beethovengaarde 36, 5344CJ Oss'.</p>   |

| Nr | Screen         | Problem  | Screenshot   |
|----|----------------|--|--|
| 17 | Mijn meldingen | <p>The button has no accessible name. Provide a correct name that describes the function of this button.</p> <p>It is about the button "#3366811 ...".</p> |   |
| 18 | Mijn meldingen | <p>This element has been given a role. This is unnecessary. Delete this role.</p> <p>It is about the camera button.</p>                                    |  |




## 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   |
|----|-----------------------|---|--|
| 19 | Home (Nieuwe melding) | <p>After finishing the process, a message appears showing the result of this action. This message is not read aloud. Make sure this information is accessible.</p> <p>It is about the error message "Let op! Het is niet mogelijk ...".</p> |  <p>The screenshot shows a mobile application interface. At the top, there's a green header with 'BuitenBeter' and a close button. Below it, a notification bubble says 'Mijn onderwerp staat er niet tussen..'. A green button with a trash icon and the text 'Dumping afval/grof vuil' is visible. Below that, a white dialog box asks 'Wil je een afbeelding toevoegen aan je melding?' with 'Nee' and 'Ja' buttons. At the bottom, there's a search bar with 'ZOEK categorie...' and a list of categories including 'Afval', 'Afvalcontainer vol/niet geleegd', 'Dumping afval/grof vuil', and 'Gevaarlijk afval'. A red box highlights the 'Ja' button and the search bar area. A text overlay at the bottom of the screenshot reads: 'Let op! Het is niet mogelijk om eerder ingevulde gegevens te wijzigen door terug te scrollen. Je kunt later bij de samenvatting wijzigingen aanbrengen, voor Scroll naar onderkant'.</p> |

## 4. Recommendations

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



### **Success 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](#)



### **Success 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](#)




## **Success 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](#) 




## **Success 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](#) 

## **Success 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](#) 



## **Success 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](#) ↗



## **Success 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](#) ↗



## **Success Criterion 4.1.2 - Name, Role, Value**

Ensure it is clear for users of assistive technologies what actions can be performed.

Set a name. The name is used for identification. By setting a name, assistive technologies such as voice control can perform targeted actions.

Set a role. With the role “button” it is clear that an action takes place upon activation. With the role “link” it is clear that you will be referred to another location. By setting a role, it is clear to users of assistive technologies what they can do.

Set a value. A check box should have the value “selected” or “not selected”. With a volume control, the value can be “50%”. By setting a value, this text value can be passed to assistive technologies.

- [Solution for success criterion 4.1.2](#)
- [Definition of success criterion 4.1.2](#)
- [Explanation of success criterion 4.1.2](#)

## **Success 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 19 findings on 6 screens.

*Overview of the findings per screen*

| <b>Nr</b>    | <b>Screen</b>          | <b>Amount of findings</b> |
|--------------|------------------------|---------------------------|
| 1            | Onboarding             | 0                         |
| 2            | Home (Nieuwe melding)  | 12                        |
| 3            | Meldingen en Berichten | 2                         |
| 4            | Mijn gegevens          | 0                         |
| 5            | Over BuitenBeter       | 1                         |
| 6            | Mijn meldingen         | 4                         |
| <b>Total</b> |                        | <b>19</b>                 |



The following pages list all the findings per screen.

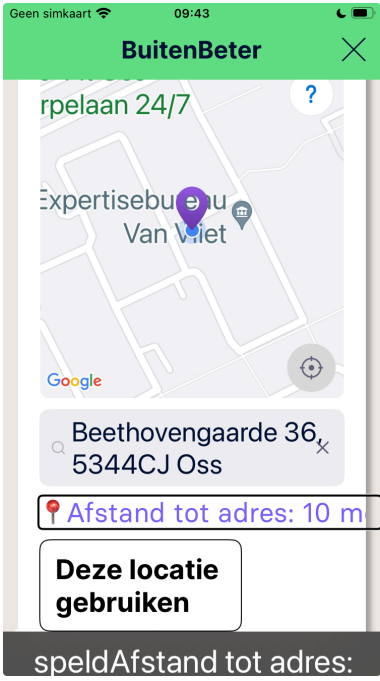
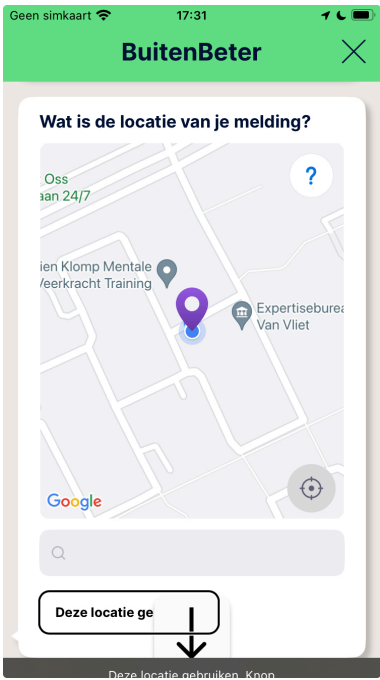
# 1. Onboarding





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



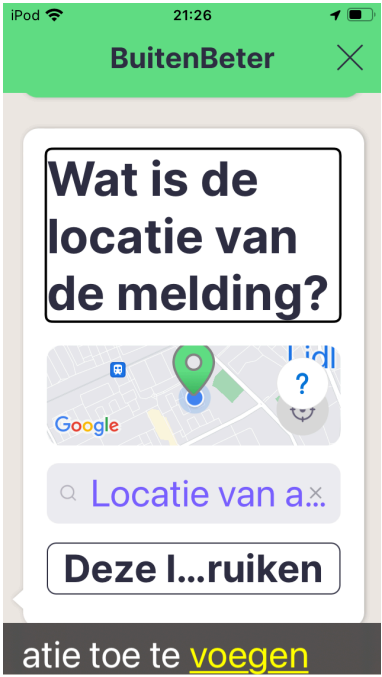


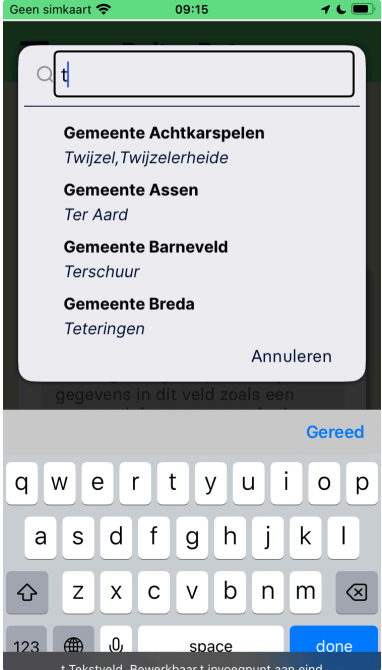
## 2. Home (Nieuwe melding)







We detected 12 findings on this screen.

| Nr | Success criterion   | Problem   | Screenshot |
|----|---|---|------------|
| 1  |  <a href="#">1.1.1</a><br>Non-text Content         | The decorative image is read aloud by the screen reader. Make sure all decorative images are hidden.<br><br>It is about the icon " icoon van een uitroepteken ".<br><br>Tip. Group the icon with the text.                                  |            |
| 3  |  <a href="#">1.3.1</a><br>Info and Relationships | A list is read in one go by a screen reader. This list is not separately navigable. Make sure list can be navigated separately.<br><br>It is about the list in the pop-up describing how you can give the app permission to use the camera. |            |


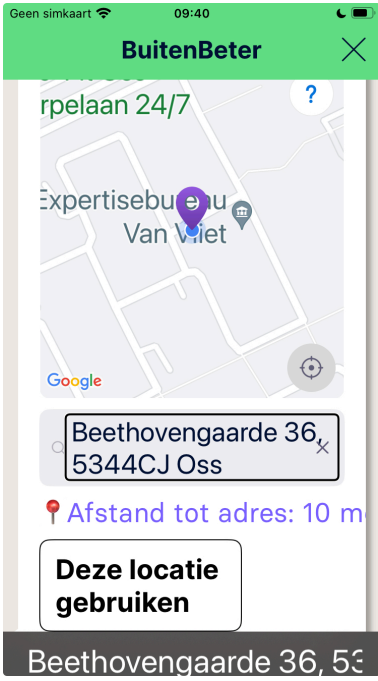


| Nr | Success criterion  | Problem   | Screenshot   |
|----|--|---|--|
| 5  | <p>AA <a href="#">1.4.4</a><br/>           Resize text</p> | <p>(Parts of) text on this screen are no longer visible when the text is magnified to 200%. Make sure that all text remains available to users who use the app with an enlarged text.</p> <p>It is about the text "Afstands tot ...".</p>   |  <p>The screenshot shows the BuitenBeter app interface. At the top, there's a green header with the app name and a close button. Below it is a map showing a location pin. A text box below the map displays 'Beethovengarde 36, 5344CJ Oss'. Below that, a text box says 'Afstand tot adres: 10 m'. At the bottom, there's a button labeled 'Deze locatie gebruiken' and a footer with 'speld Afstand tot adres:'.</p> |
| 7  | <p><a href="#">2.4.3</a><br/>           Focus Order</p>    | <p>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.</p> <p>After emptying the input field the focus cannot be moved to the element any more. Make sure you can search for a location as an alternative for using the map.</p> |  <p>The screenshot shows the BuitenBeter app interface. At the top, there's a green header with the app name and a close button. Below it is a map showing a location pin. A text box below the map says 'Wat is de locatie van je melding?'. Below that, there's a search bar and a button labeled 'Deze locatie ge'. At the bottom, there's a footer with 'Deze locatie gebruiken - Kopp'.</p>                       |

| Nr | Success criterion  | Problem   | Screenshot   |
|----|--|---|--|
| 9  |  <a href="#">2.4.7</a><br>Focus Visible | <p>The focus lands on invisible elements. Make sure that the focus only lands on visible elements.</p> <p>It is about the button "Grofvuil niet opgehaald" and all elements below that.</p>   |   |
| 10 |  <a href="#">2.5.3</a><br>Label in Name | <p>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.</p> <p>The button "Annuleren" has a name "Sluit het venster".</p> |  |

| Nr | Success criterion   | Problem  | Screenshot   |
|----|---|--|--|
| 11 | <p> <a href="#">3.2.2</a> </p> <p>On Input</p>          | <p>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.</p> <p>After answering a question the focus automatically goes to the next question. This behavior must be announced to the user to avoid confusion.</p> |  <p>The screenshot shows the BuitenBeter app interface. At the top, there's a green header with the app name and a close button. Below it, a large white box contains the question "Wat is de locatie van de melding?". Underneath is a map snippet with a red location pin and a search bar containing "Locatie van a...". A button labeled "Deze l...ruiken" is visible. At the bottom, a yellow bar contains the text "atie toe te voegen".</p>  |
| 13 | <p> <a href="#">4.1.2</a> </p> <p>Name, Role, Value</p> | <p>The input field does not have an accessible name. When tapping this input field, the assistive technology does not read out which data must be entered here. Provide a correct name.</p> <p>After typing the placeholder text disappears. After this the input field does not have a name.</p>        |  <p>The screenshot shows a search results list. At the top, there's a search bar with the letter 't' entered. Below it, a list of municipalities is displayed: "Gemeente Achtkarspelen" (with subtext "Twijzel, Twijzelerheide"), "Gemeente Assen" (with subtext "Ter Aard"), "Gemeente Barneveld" (with subtext "Terschuur"), and "Gemeente Breda" (with subtext "Teteringen"). An "Annuleren" button is at the bottom right of the list. Below the list, a keyboard is visible with the text "gegevens in dit veld zoals een" and a "Gereed" button.</p> |




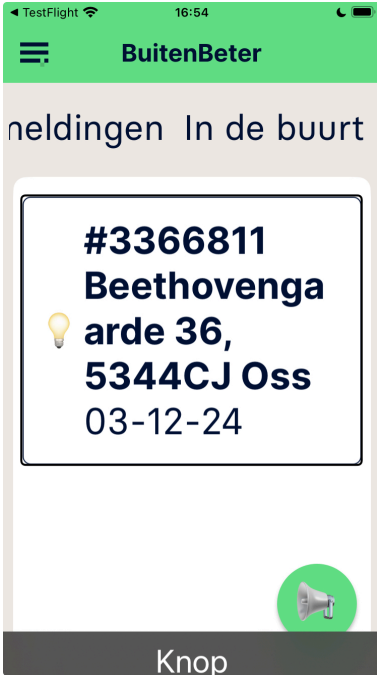
| Nr | Success criterion  | Problem  | Screenshot  |
|----|--|--|---|
| 14 |  4.1.2 <br>Name, Role, Value | <p>The button has no accessible name. Provide a correct name that describes the function of this button.</p> <p>It is about the button "Afval".</p>  |  <p>The screenshot shows a mobile application interface with a search overlay. The overlay has a search bar containing 'Afval' and a dropdown menu with the selected item 'Afval'. Below the dropdown, there is a list item 'Afvalcontainer vol/niet geleegd' with a trash icon. At the bottom of the overlay, there are buttons for 'Annuleren' and 'OK'. The background of the app shows a 'BuitenBeter' header, a search prompt 'Zoek een onderwerp', and a card for 'Straatverlichting defect' with a lightbulb icon and a link 'Mijn onderwerp staat er'.</p> |
| 15 |  4.1.2 <br>Name, Role, Value | <p>The accessible name of this menu button does not describe whether the content that this button toggles/expands is visible or not. Make sure that this information is read by the assistive technology.</p> <p>It is about the button "Afval".</p> |  <p>This screenshot is identical to the one in row 14, showing the same mobile application interface with the search overlay for 'Afval'.</p>   |



| Nr | Success criterion  | Problem   | Screenshot   |
|----|--|---|--|
| 16 | <p> <a href="#">4.1.2</a><br/>Name, Role, Value</p> | <p>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.</p> <p>It is about the button or search field "Beethovengaarde ...".</p> |   |
| 19 | <p> <a href="#">4.1.3</a><br/>Status Messages</p>   | <p>After finishing the process, a message appears showing the result of this action. This message is not read aloud. Make sure this information is accessible.</p> <p>It is about the error message "Let op! Het is niet mogelijk ...".</p>             |  |

### 3. Meldingen en Berichten

We detected 2 findings on this screen.


| Nr | Success criterion  | Problem   | Screenshot  |
|----|--|---|---|
| 6  |  <a href="#">2.4.3</a><br>Focus Order         | <p>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.</p> <p>Visually you see questions and answers. With screenreader those are not announced at all after finalizing. Because of this navigating is hard and you cannot check what you have answered.</p> |   |
| 12 |  <a href="#">4.1.2</a><br>Name, Role, Value | <p>The button has no accessible name. Provide a correct name that describes the function of this button.</p> <p>It is about the list item "Probleem met ...".</p>   |  |

## 4. Mijn gegevens

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

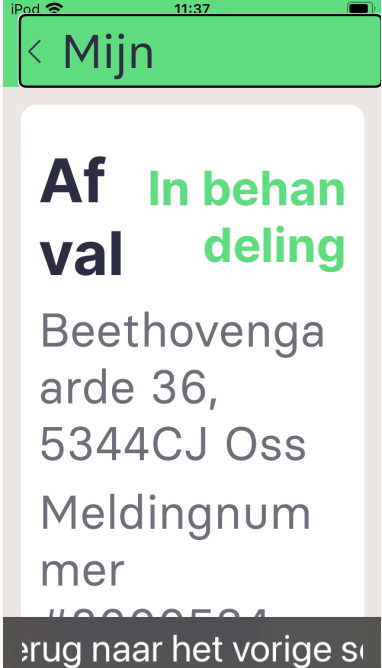
# 5. Over BuitenBeter


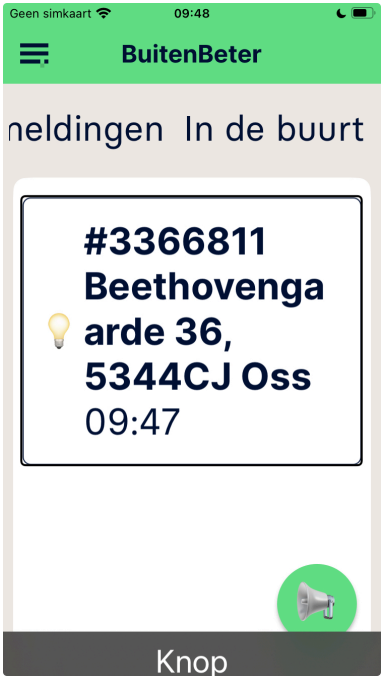


We detected 1 findings on this screen.

| Nr | Success criterion   | Problem   | Screenshot |
|----|---|---|------------|
| 2  | <p> <a href="#">1.3.1</a><br/>Info and Relationships</p> | <p>A list is read in one go by a screen reader. This list is not seperately navigable. Make sure list can be navigated seperately.</p> <p>Make sure list items are read separately.</p> |            |

## 6. Mijn meldingen

We detected 4 findings on this screen.

| Nr | Success criterion   | Problem  | Screenshot   |
|----|---|--|--|
| 4  | <p> <a href="#">1.3.1</a><br/>Info and Relationships</p> | <p>On this screen, there are headings that are not marked-up as headings. Make sure that assistive technology recognizes headings as headings.</p> <p>It is about the heading "Categorie". Group "Categorie" with the text "Straatverlichting" or mark "Categorie" as heading.</p>                           |  <p>The screenshot shows a mobile app interface for 'Mijn meldingen'. The main heading is 'Straatverlichting' (Street lighting). Below it, there is a sub-heading 'Doorgestuurd' (Forwarded) and the address 'Lisztaarde 5, 5344EA Oss'. The report number is '#3366838'. A label 'Categorie' (Category) is highlighted with a white box, and the text 'Straatverlichting' is below it. At the bottom, 'Subcategorie' (Subcategory) is shown with 'Categorie' listed below it.</p> |
| 8  | <p> <a href="#">2.4.3</a><br/>Focus Order</p>          | <p>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.</p> <p>The title "Mijn ..." is not read out by the screen reader and skipped altogether.</p> |  <p>The screenshot shows a mobile app interface for 'Mijn'. The main heading is 'Afwaling' (Discharge) with 'In behandeling' (In progress) in green text to its right. Below it, the address 'Beethovengarde 36, 5344CJ Oss' is shown. The report number is 'Meldingnummer #3366504'. At the bottom, there is a button labeled 'Terug naar het vorige s' (Back to the previous s).</p>  |

| Nr | Success criterion  | Problem  | Screenshot   |
|----|--|--|--|
| 17 |  <a href="#">4.1.2</a><br>Name, Role, Value | <p>The button has no accessible name. Provide a correct name that describes the function of this button.</p> <p>It is about the button "#3366811 ...".</p> |   |
| 18 |  <a href="#">4.1.2</a><br>Name, Role, Value | <p>This element has been given a role. This is unnecessary. Delete this role.</p> <p>It is about the camera button.</p>                                    |  |