



# Accessibility standards: a look in the kitchen

HIDDE DE VRIES - UCC CAFE, ONLINE - MARCH 2025







**“The power of the web is in its universality.”**

- Tim Berners-Lee, WWW inventor



Accessibility: ensure  
that services work for  
people with disabilities



# Accessibility: ensure that services work for people with disabilities

- auditory
- physical
- visual
- cognitive
- speech

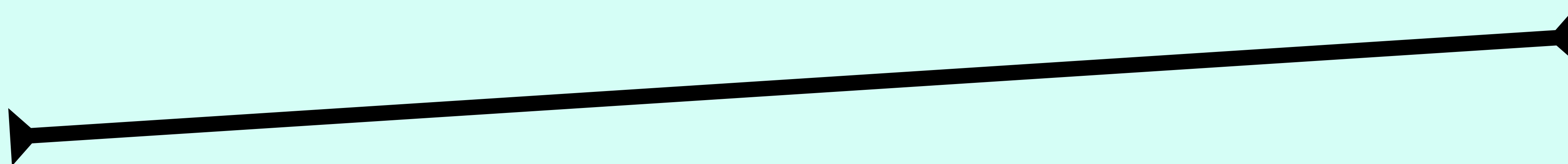


**15-20%**  
of your users  
(80 million in the EU)

Source: [eur-lex.europa.eu/EN/legal-content/summary/accessibility-of-products-and-services.html](https://eur-lex.europa.eu/EN/legal-content/summary/accessibility-of-products-and-services.html)



Disability is a  
spectrum





*Hundred and seventy-seventh plenary meeting,  
8 December 1948.*

**217 (III). International Bill of Human  
Rights**

**A**

**UNIVERSAL DECLARATION  
OF HUMAN RIGHTS**

**PREAMBLE**

*Whereas* recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world,

*Whereas* disregard and contempt for human

*Cent-soixante-dix-septième sé  
le 8 déce*

**217 (III). Charte interna  
droits de l'homme**

**A**

**DÉCLARATION UNIVERSELLE  
DE L'HOMME**

**PRÉAMBULE**

*Considérant* que la reconnaissance inhérente à tous les membres humaine et de leurs droits égaux constitue le fondement de la liberté et de la paix dans le monde,

*Considérant* que la méconnaissance





# THE UNIVERSAL DECLARATION OF Human Rights

**PREAMBLE** recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world.

**ARTICLE 1** All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

**ARTICLE 2** Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national, tribal, social class, property, birth or other status.

**ARTICLE 3** Everyone has the right to life, liberty and security of person.

**ARTICLE 4** No one shall be held in slavery or servitude; slavery or the trade in slaves shall be prohibited in all their forms.

**ARTICLE 5** No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

**ARTICLE 6** Everyone has the right to recognition everywhere as a person before the law.

**ARTICLE 7** All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

**ARTICLE 8** Everyone has the right to an effective remedy by the competent national authorities for any violation of the rights granted him by this Declaration.

**ARTICLE 9** No one shall be subjected to arbitrary arrest, detention or exile.

**ARTICLE 10** Everyone is entitled in full equality to a fair and public hearing by an independent and impartial tribunal, in the determination of his rights and obligations and of any criminal charge against him.

**ARTICLE 11** Everyone charged with a penal offence has the right to be presumed innocent until proved guilty according to law. In the course of a criminal trial, he shall enjoy all the guarantees necessary for his defence.

**ARTICLE 12** Everyone has the right to be free from arbitrary interference with his privacy, family, home or correspondence, and from attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.

**ARTICLE 13** Everyone has the right to freedom of movement and residence within the frontiers of each country.

**ARTICLE 14** Everyone has the right to leave any country, including his own, and to return to his country.

**ARTICLE 15** Everyone has the right to a nationality.

**ARTICLE 16** 1. Everyone has the right to marry and to found a family, which is the basis of the society and of the State.  
2. Marriage shall be entered into only with the free and full consent of the intending spouses.

**ARTICLE 17** 1. Everyone has the right to own property alone as well as in association with others.  
2. No one shall be arbitrarily deprived of his property.

**ARTICLE 18** Everyone has the right to freedom of thought, conscience and religion; this right includes freedom to change his religion or belief, in private or public, alone or in community with others and to manifest his religion in worship, observance, practice, teaching, rites and ceremonies, and in the fulfilment of his duties towards God and the community, subject to restrictions based on the rights and freedoms of other persons.

**ARTICLE 19** Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without restriction and to seek, receive and impart information and ideas through any media and regardless of frontiers.

**ARTICLE 20** 1. Everyone has the right to peaceful assembly and association.  
2. No one may be compelled to belong to an association.

**ARTICLE 21** 1. Everyone has the right to take part in the government of his country, directly or through freely chosen representatives.  
2. Everyone has the right of equal access to public service in his country.  
3. The will of the people shall be the basis of the authority of the government of each country.

**ARTICLE 22** Everyone has the right to the realization of the economic, social and cultural rights set forth in this Declaration.

**ARTICLE 23** 1. Everyone has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment.  
2. Everyone has the right to equal pay for equal work.  
3. Everyone has the right to a fair and favourable remuneration which shall enable him to maintain himself and his family in a dignified manner.  
4. Everyone has the right to an adequate standard of living, including food, clothing, housing, medical care and social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.  
5. Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.

**ARTICLE 24** Everyone has the right to a period of leisure and rest, to reasonable limitation of working hours and periodic holidays with pay.

**ARTICLE 25** Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing, medical care and social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.

**ARTICLE 26** 1. Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages. Elementary education shall be compulsory. Technical and vocational education shall be made generally available and higher education shall be equally accessible to all on the basis of merit.  
2. Education shall be directed to the full development of the human personality and to the strengthening of respect for human rights and fundamental freedoms. It shall promote understanding, tolerance and friendship between nations, racial or ethnic groups and peoples.  
3. Parents have a primary right to choose the kind of education that shall be given to their children.

**ARTICLE 27** 1. Everyone has the right to take part in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.  
2. Everyone has the right to the protection of the moral and material interests which he derives from his scientific, literary or artistic productions.

**ARTICLE 28** Everyone is entitled to such social, economic and cultural rights as are essential for his full and free development of his personality.

**ARTICLE 29** 1. Everyone has duties to the community in which alone the free and full development of his personality is possible.  
2. No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.

**ARTICLE 30** Nothing in this Declaration may be interpreted as authorizing any State, group or person to engage in any activity aimed at the destruction of any of the rights and freedoms set forth herein, or at their limitation by any means whatsoever.

**PREAMBLE** Member States have pledged themselves to achieve, in co-operation with the United Nations, the promotion of universal respect for and observance of human rights and fundamental freedoms, the greatest importance for the full realization of this pledge.

**PREAMBLE** A common understanding of these rights and freedoms is of the greatest importance for the full realization of this pledge.

**PREAMBLE** The General Assembly, in proclaiming this Universal Declaration of Human Rights as a common standard of achievement for all peoples and all nations, to the end that every individual and every organ of society, keeping this Declaration constantly in mind, shall strive by teaching and education to promote respect for these rights and freedoms and by progressive measures, national and international, to secure their universal and effective recognition and observance, both among the peoples of territories under their jurisdiction and among the peoples of territories under their jurisdiction.



# UN Convention on the Rights of Persons with Disabilities

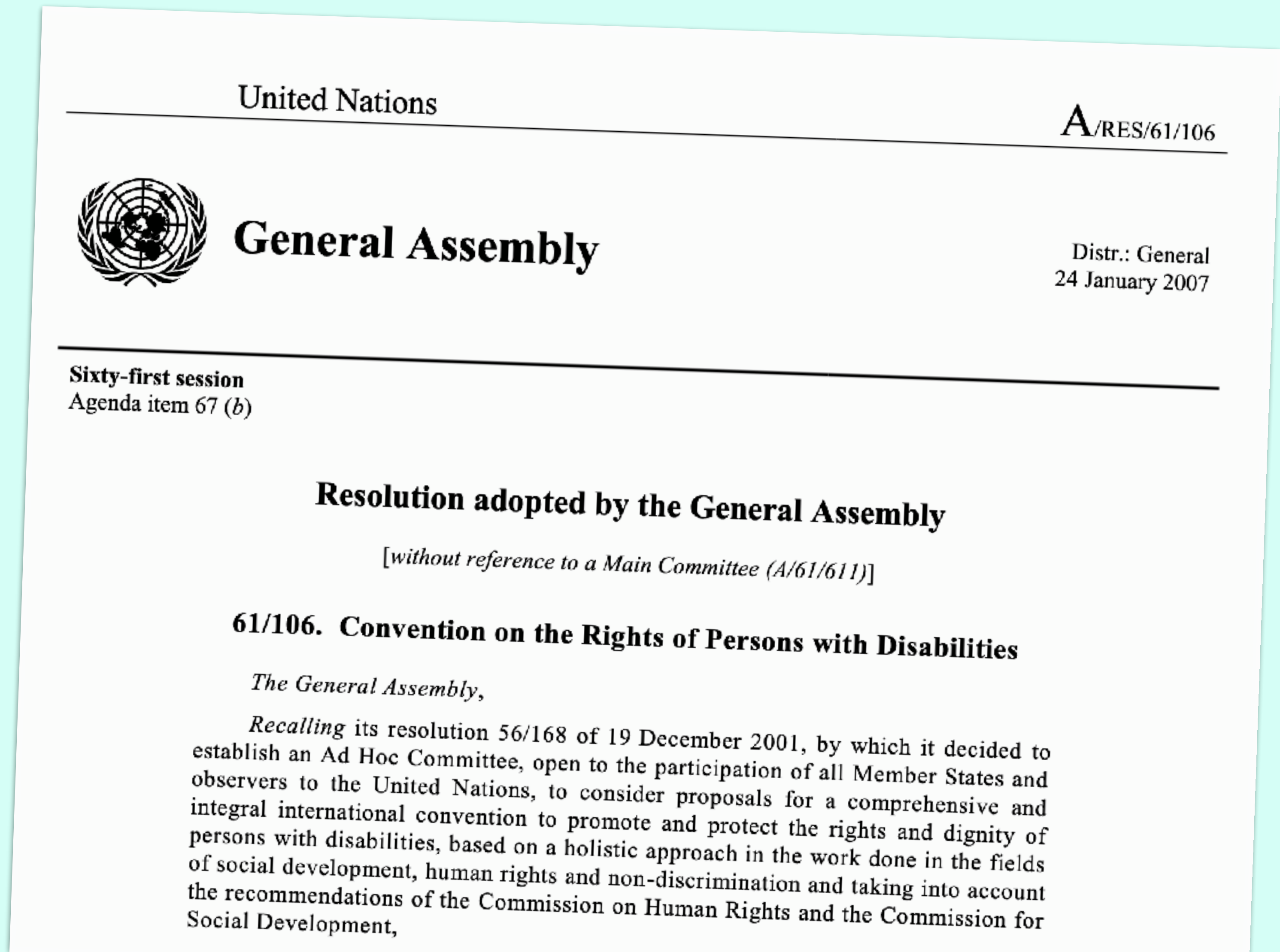
**2007**

signed on behalf of the  
European Community

**2011**

entered into force in the  
European Union

[eur-lex.europa.eu/eli/dec/2010/48\(1\)](http://eur-lex.europa.eu/eli/dec/2010/48(1))





# UN Convention on the Rights of Persons with Disabilities

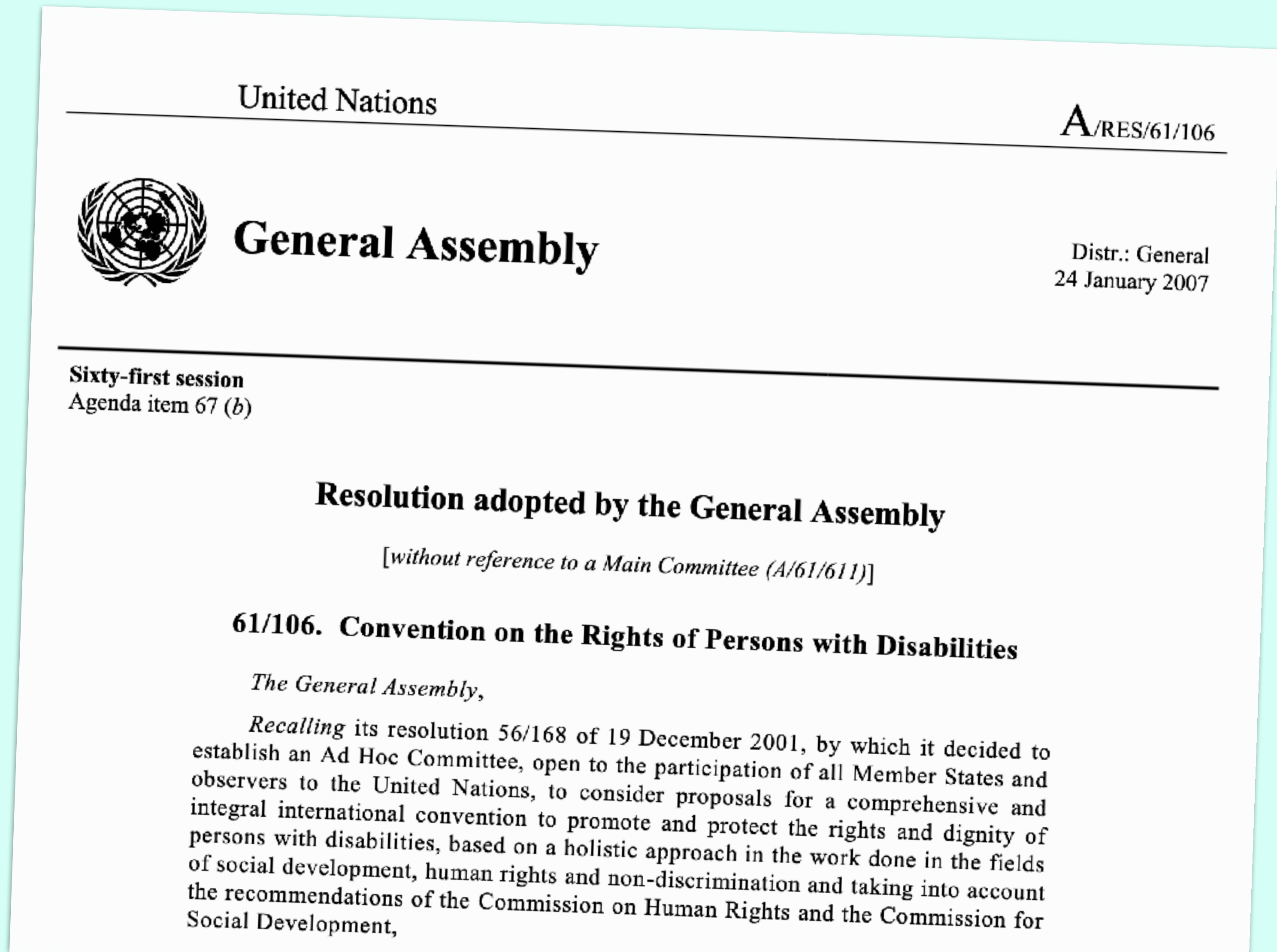
**2007**

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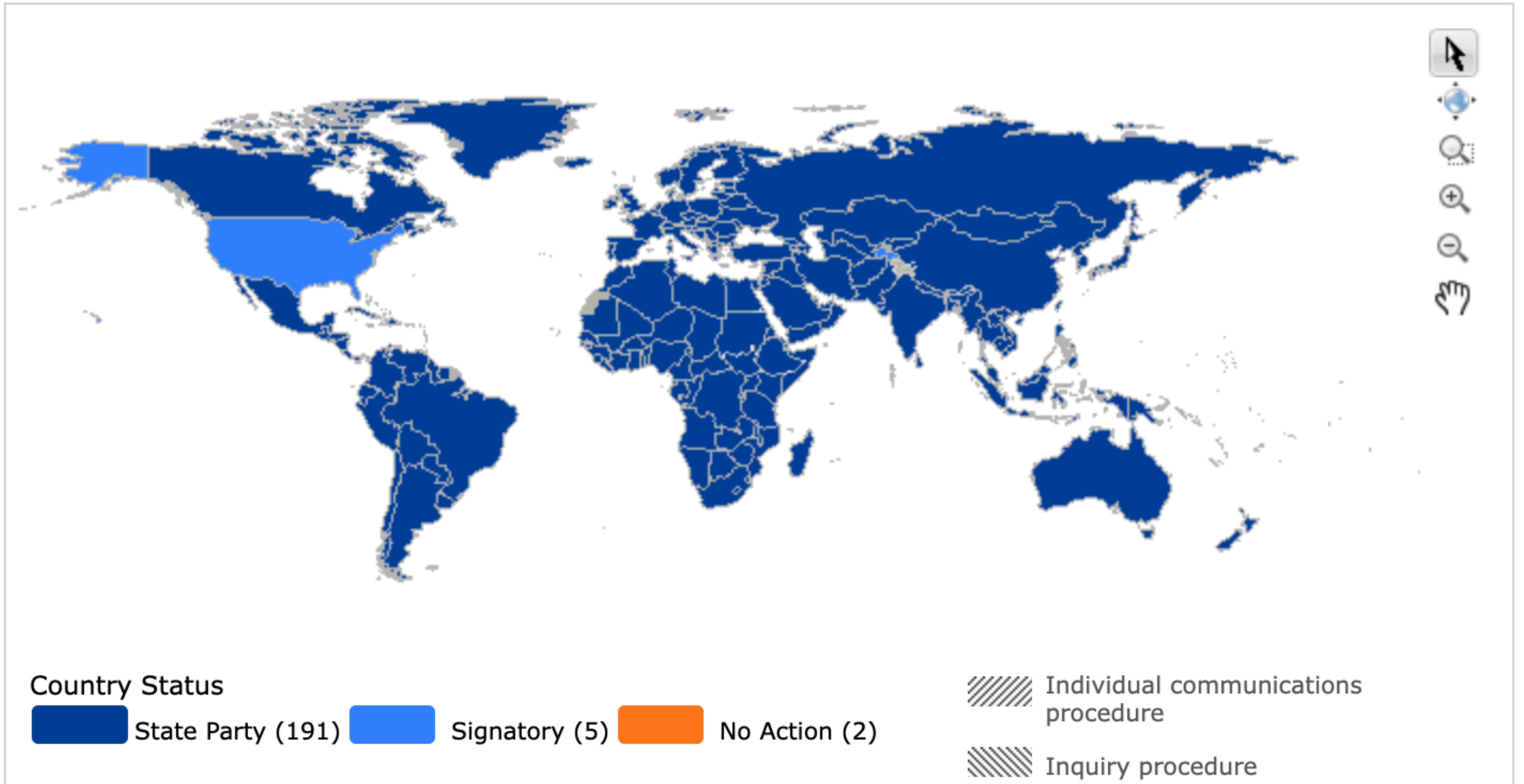
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# Convention on the Rights of Persons with Disabilities



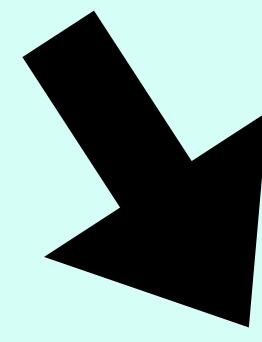
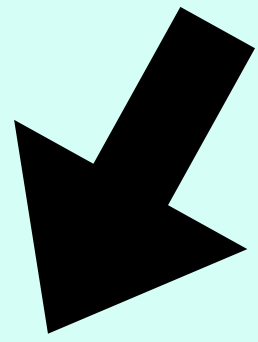


**“discrimination against any person on the basis of disability is a violation of the inherent dignity and worth of the human person”**

- UN Convention on the Rights of Persons with Disabilities , Annex I, h.



# UNCRPD



## Web Accessibility Directive

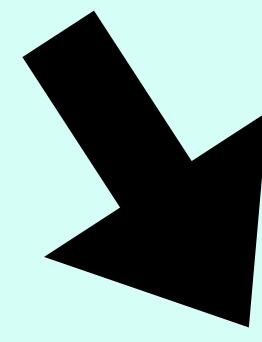
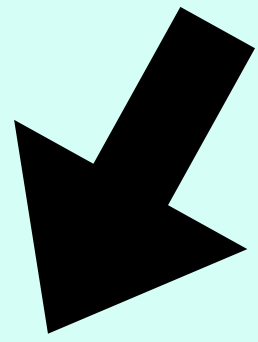
Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies

## European Accessibility Act

Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services



# UNCRPD



## Web Accessibility Directive

## European Accessibility Act

Directive (EU) 2016/2102 of the European

Par... accessibility of the websites and mobile applications of public sector bodies

applications of public sector bodies

Directive (EU) 2019/882 of the European

accessibility requirements for products and services

services

How to measure if a service  
is actually accessible?



**Accessibility standards**  
offer technical requirements  
to remove barriers

# Web Content Accessibility Guidelines (W3C)

Perceivable

Operable

Understandable

Robust



# Web Content Accessibility Guidelines (W3C)

weekly telecon  
( $\leq 2$ hrs)

async  
discussions on  
GitHub, mailing  
lists

F2F  
meetings

>100  
active  
contributors

**Accessibility standards**  
help ensure all Member  
States have the same rules



# EN 301 549 (ETSI/CEN/CENELEC)

- “Harmonised standard”
- Originally for procurement, now more widely used

# EN 301 549 (ETSI/CEN/CENELEC)

- requested by European Union
- voluntary, but useful, because “presumption of conformance”



# Standards can take a while

WCAG 1.0	1999	EN, version 1.1.2	2015
WCAG 2.0	2008	EN, version 2.1.2	2018
WCAG 2.1	2018	EN, version 3.1.1	2019
WCAG 2.2	2023	EN, version 3.2.1	2021
WCAG 3	...	EN, version 4.1.1	...

**Standards can take a while  
...why?**

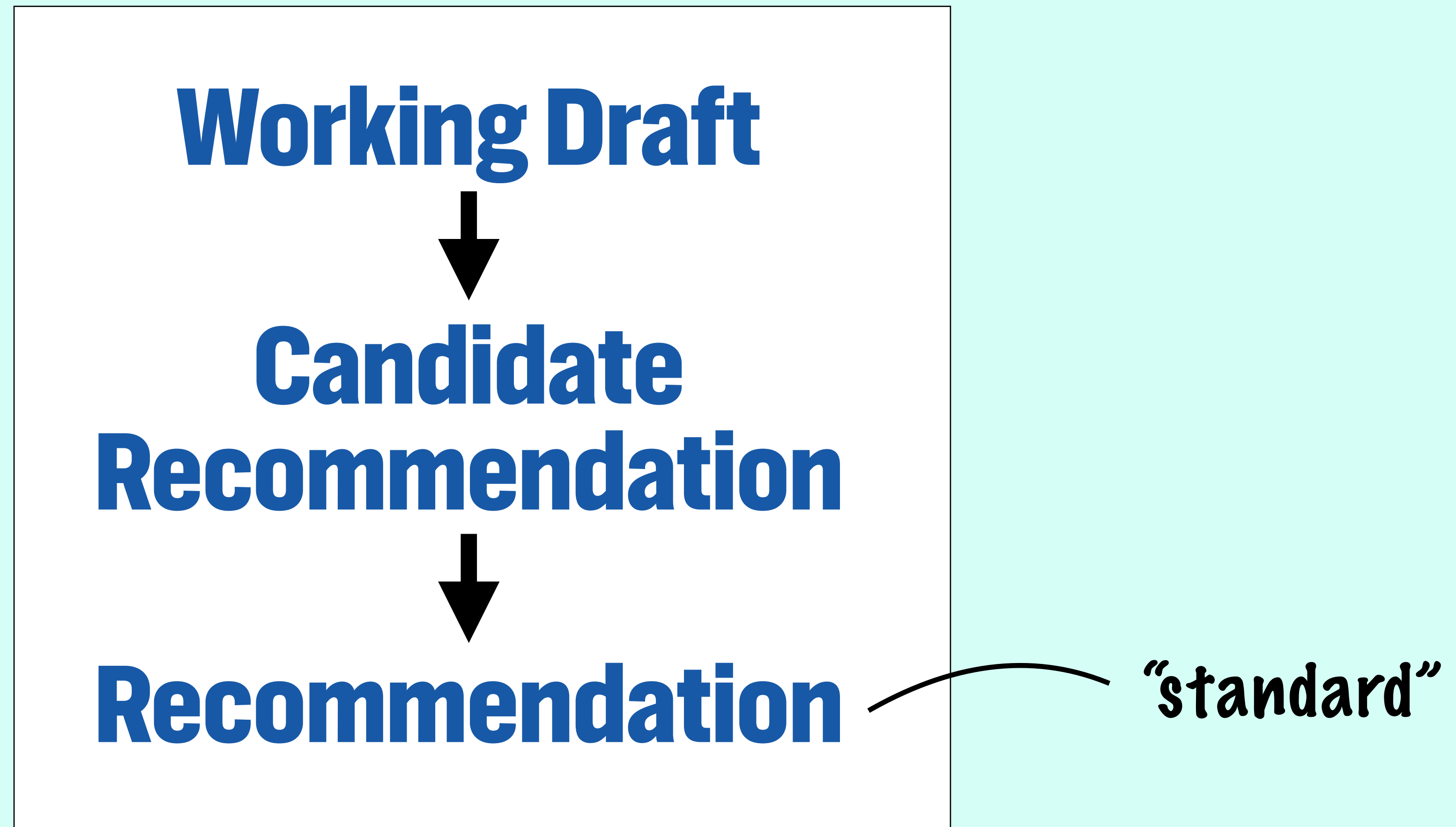


# Consensus

**“To promote consensus, ... Chairs [must] ensure that groups consider all legitimate views and objections, and endeavor to resolve them, whether these views and objections are expressed by the active participants of the group or by others.”**

- W3C process

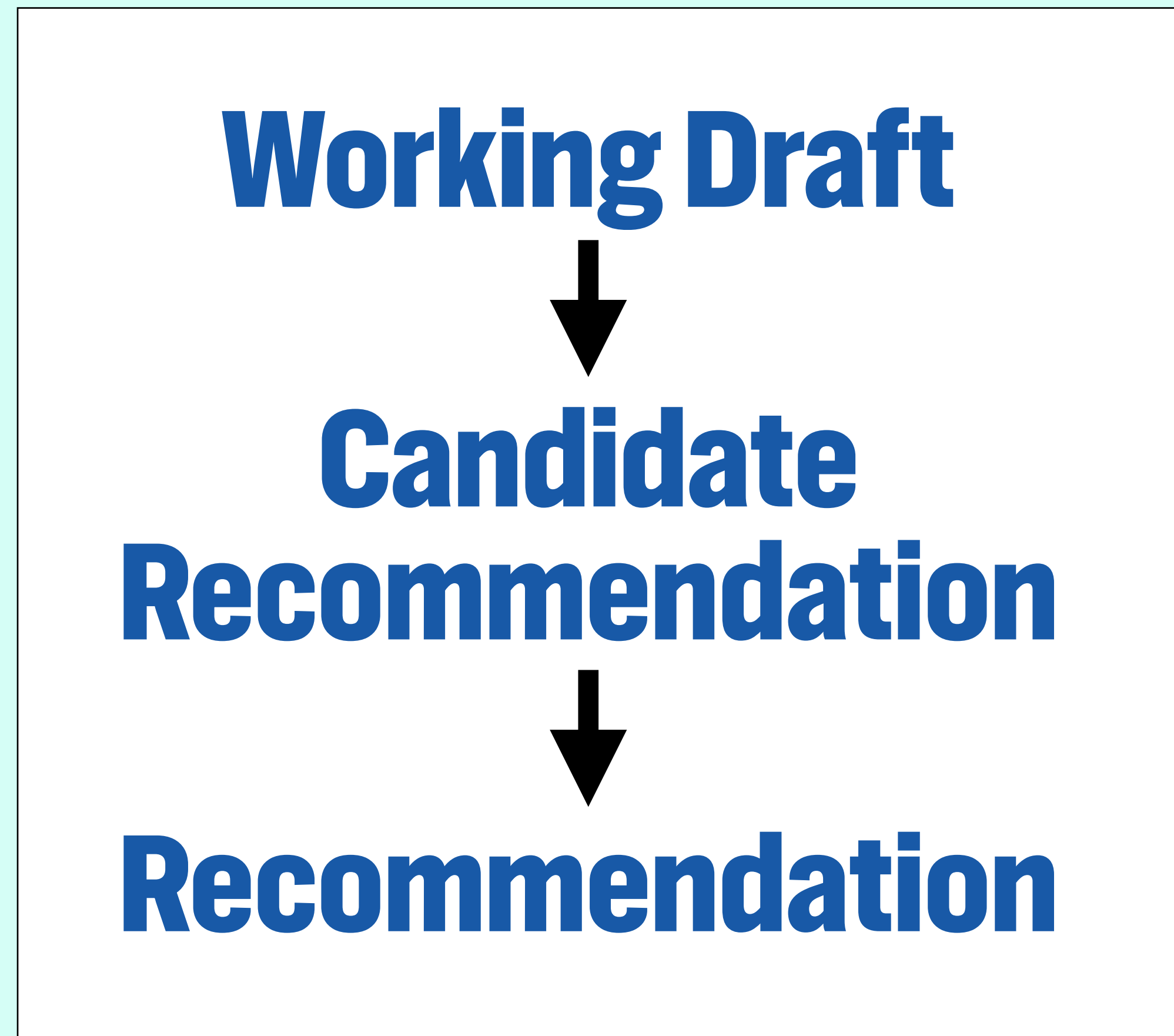
# Different levels of review at each step (W3C)



(simplified)



# Different levels of review at each step (W3C)



Review from:  
group, public,  
W3C groups  
W3C Members,  
other interested  
parties

(simplified)

# Horizontal review (W3C)

**Accessibility**

**Architecture**

**Internationalization**

**Privacy**

**Security**



# **Standards can take a while ...why?**

Consensus based process

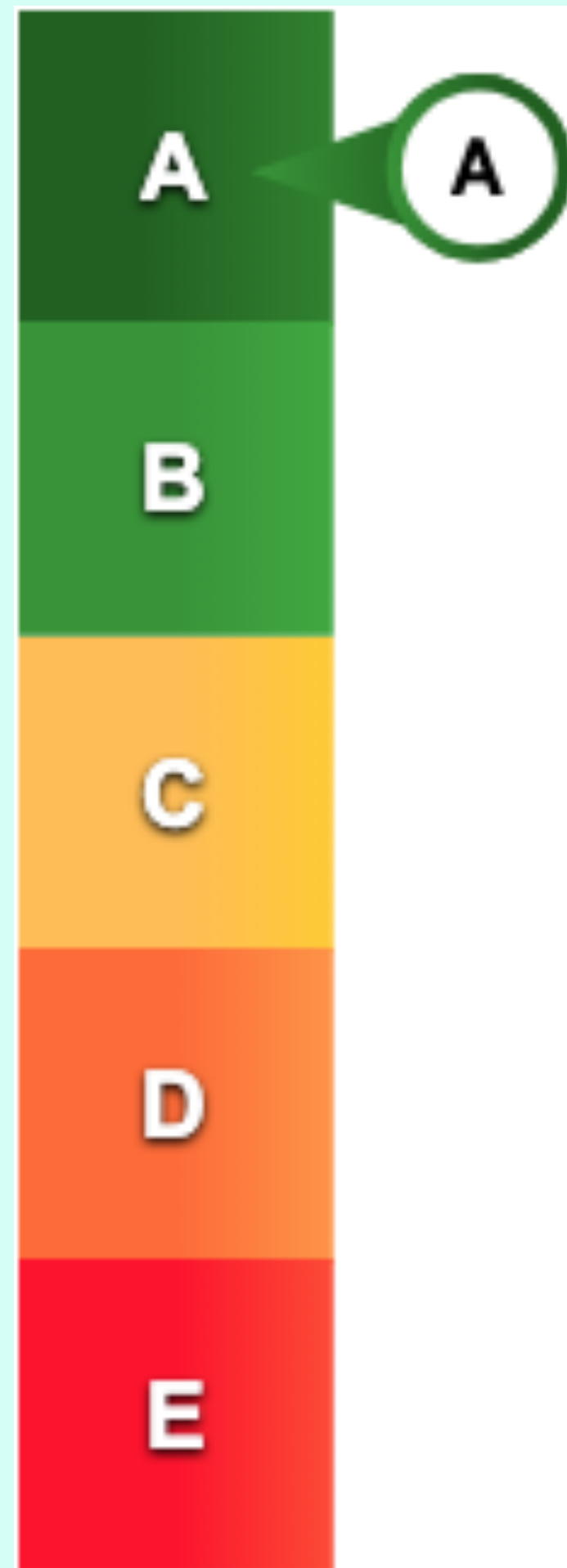
Very extensive review

Dependencies

# How we use standards



a government  
website's  
**WCAG  
report**



**Status toegankelijkheid**  
<https://www.overheid.nl>

KOOP

is wettelijk verplicht om deze website te laten voldoen aan het Besluit digitale toegankelijkheid overheid.

De status van deze website is:

**Voldoet volledig**

Deze status is toegekend op basis van een eigen verklaring. Deze is voor het laatst bijgewerkt op 16-02-2024.

Ga naar de [toegankelijkheidsverklaring](#):

- Om de volledige, officiële verklaring in te zien;
- Om een toegankelijkheidsprobleem te melden.




**Onderbouwing toereikend** - Logius heeft vastgesteld dat de onderbouwing voldoet aan alle controlekenmerken.



[Digitally Accessible](#) >

# Dashboard DigiToegankelijk

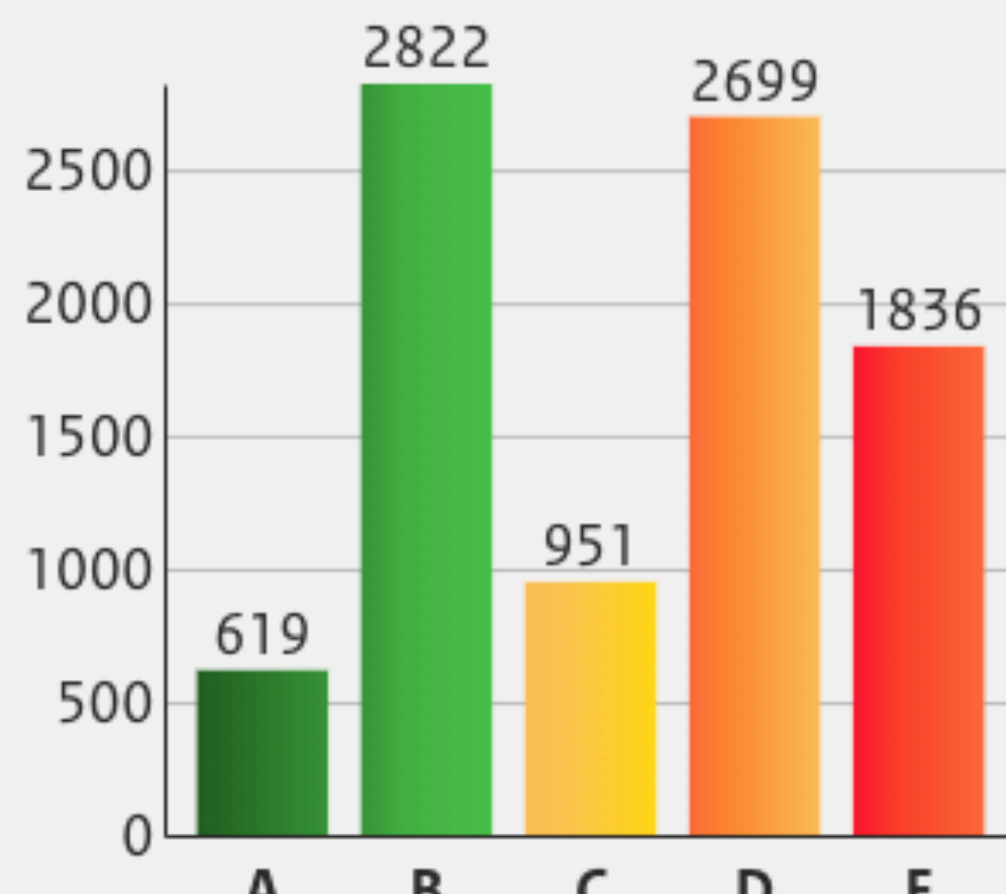
How accessible are the websites and apps of the Dutch government?  
Check it yourself! Search for a government organization, site or app or  
view the [list of all organizations, sites and apps](#).

 To  
search

For example: "Tax Authorities", "www.logius.nl" or "Waste Calendar"

## Number of websites and apps per status

Graphic Table



The Dutch government is responsible for the digital accessibility of  
**8927** websites and mobile apps

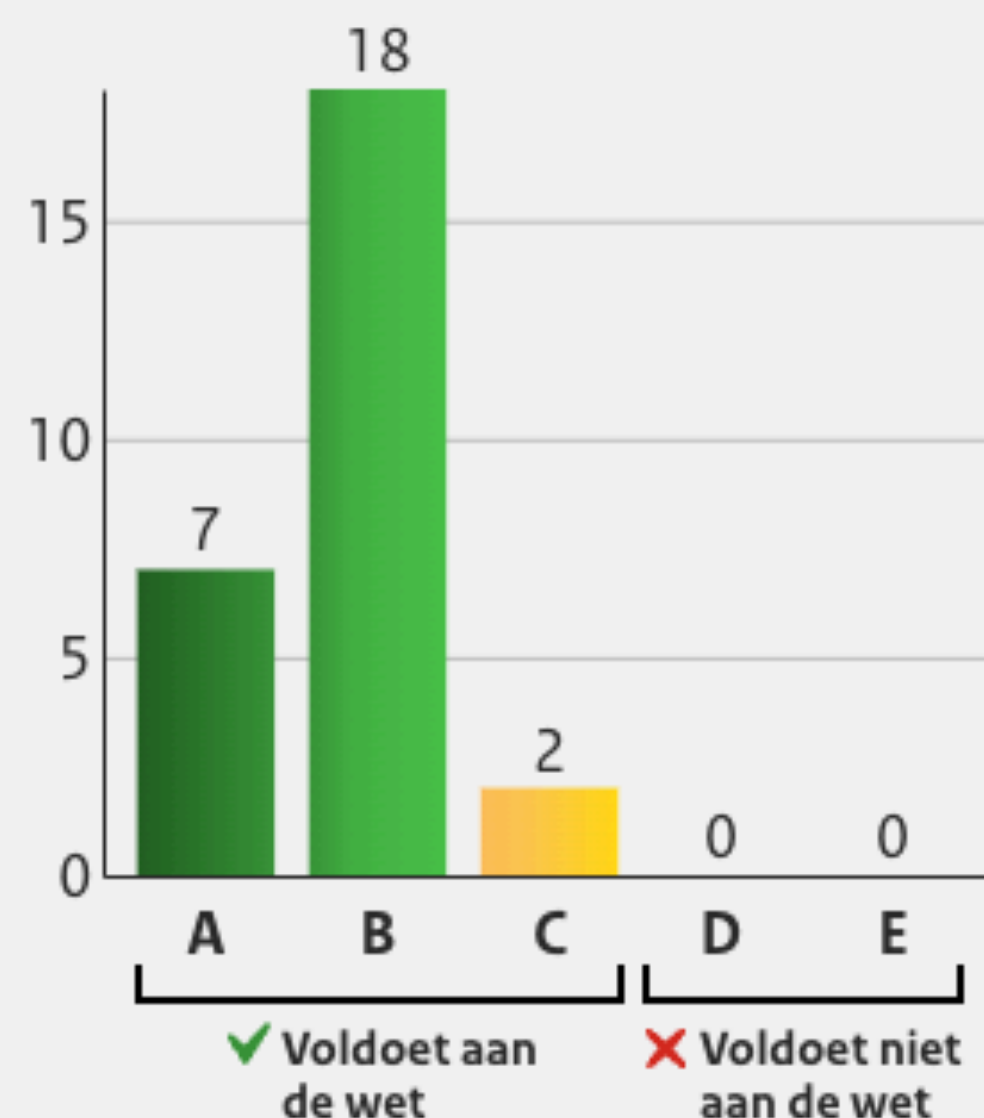
 **49% of websites and apps comply with the legal obligation**

These are all websites and apps with Status A, B or C.

[More about the legal obligation](#) ▾

## Number of websites and apps per status

Graphic Table



### Accessibility status

- A: Fully compliant
- B: Partially meets
- C: First measures taken
- D: Does not meet requirements
- E: No explanation

The [statuses](#) come from the accessibility statements of the organization. With an E-status, a site or app has no statement, but it is known who the owner is.

Last updated: 28-01-2025 05:00

## Logius is responsible for the digital accessibility of **27** websites and mobile apps

View the list of Logius [websites and apps](#).

### **27 out of 27 websites and apps comply with the legal obligation**

These are all websites and apps with Status A, B or C.

[More about the legal obligation](#) ▾

### **7 out of 27 websites and apps meet the accessibility requirements**

These are all websites and apps with Status A.

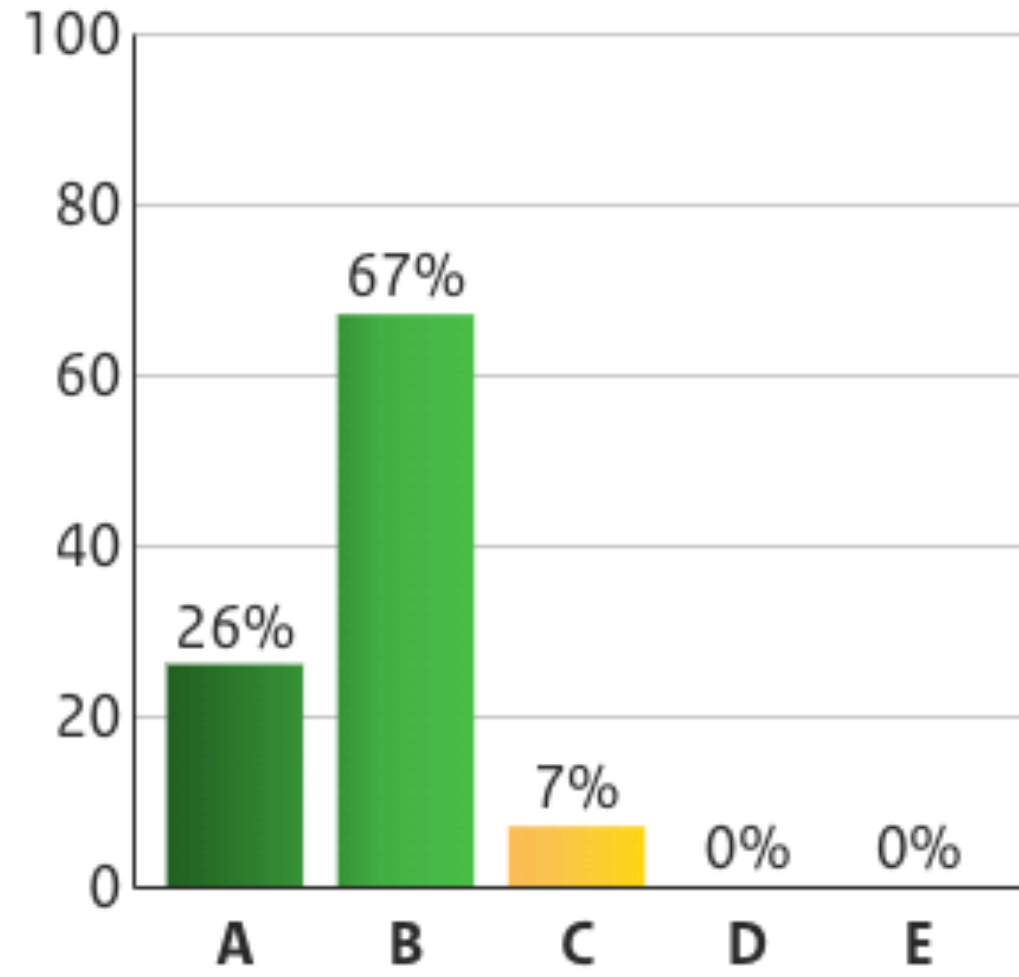
[More about accessibility requirements](#) ▾

### **Change display status D**

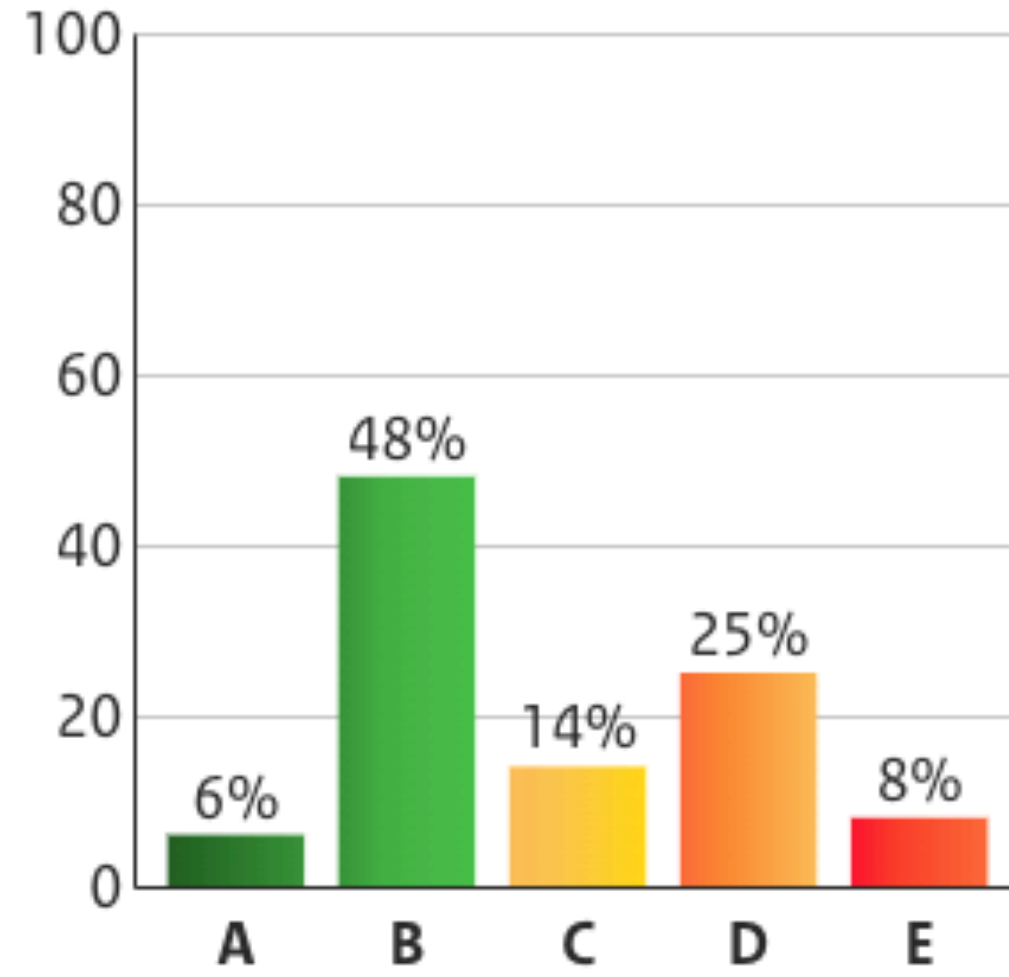
As of January 18, 2024, the display of websites and apps with status D has been adjusted. Previously, individual domains from one statement were displayed separately. They have now been merged into one website or app. As a result, the total number of websites and apps in the dashboard may be smaller than before. For more information, see [Change in display of status D in dashboard](#).



LOGIUS



ALL AGENCIES



Graphs Table

**i** Websites and apps with status **A** are accessible and comply with the law. Sites and apps with status **B and C** comply with the law, but are not yet accessible.

Extensive comparison

Percentage of websites and apps by status.

The websites and apps of Logius

Name	Accessibility status ▲	Achieved success criteria	Comments	Site or app
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# **In conclusion**

Accessibility standards provide fair measurement that regulation needs

Standards take time due to consensus decision making and extensive review

Thanks to standards, we can have dashboards!