

Ireland's Monitoring Report for the EU Web Accessibility Directive

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nDA **Údarás Náisiúnta Míchumais**
National Disability Authority



Centre for Excellence in Universal Design

Table of Contents

Ireland's Monitoring Report for the EU Web Accessibility Directive	1
Table of Contents	2
Executive Summary	4
Introduction.....	8
Report structure.....	8
National disability statistics	9
The International and European legislative and policy context for web accessibility	10
Overview of legislation and policy related to web accessibility in Ireland.....	11
Regulations transposing the EU Web Accessibility Directive in Ireland	14
Scope of bodies and content covered	15
Accessibility requirements and presumption of conformity	17
Key time lines and milestones	19
NDA as the National Monitoring Body.....	20
Enforcement procedure.....	20
Monitoring methodology and approach.....	22
Cohort size and sampling procedure.	22
Survey to establish a Register of websites and apps	23
Register of websites and mobile apps for review.....	24
In-depth Reviews.....	27
Methodology, sampling and tools.....	27
Monitoring Data gathered	27
In-depth Review results.....	29
Summary data.....	29
In-depth Review results – per site.....	30
Health Service Executive (HSE).....	30
Gov.ie – Department of Social Protection	35
Bus Éireann	39
Public Jobs	44
National Council for Special Education (NCSE)	48
In-depth Review results – mobile apps.....	55
IrishRail app.....	55
Transport for Ireland Real Time Information App.....	57

Simplified Reviews	60
Methodology, sampling and tools.....	60
Simplified Review results	64
Summary data	64
Simplified Review results – per site data	68
Annex: mapping of the Axe Core rules against WCAG 2.1 Success Criteria. ...	122
Annex: Correlation table between tests conducted and the technical specifications referred to in the Directive	125
Annex: calculation of cohort of sites and app for monitoring.....	127
Append: Websites for Simplified Review.....	128
Annex: Survey questions to establish a Register for monitoring	130

Executive Summary

“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” (the Directive) requires Member States to ensure that websites and mobile applications (apps) of public sector bodies are fully accessible to persons with disabilities.

The Department of the Environment, Climate and Communications was responsible for the transposition of the Directive into Irish Law of the European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020. These regulations have been in place since the 23rd of September 2020.

Compliance with the Directive may be achieved by meeting the harmonised European standard, EN 301 549 ‘Accessibility requirements for ICT products and services v2.1.2’. This is equivalent to achieving conformance rating AA with the Web Content Accessibility Guidelines (WCAG) 2.1. The Directive requires public bodies to publish an Accessibility Statement that states the level of compliance and provides a feedback channel for people to ask for assistance or make a complaint. Article 9 of the Directive mandates an adequate and effective enforcement procedure is in place to ensure compliance with the requirements of the Directive.

The National Disability Authority (NDA) is named as the National Monitoring Body in the 2020 Regulations.

Ireland’s first monitoring report is to be submitted to the EU Commission by 23rd December 2021 (and every three years thereafter). This is the first monitoring report under the Directive and presents the monitoring data collected by reviews conducted by NDA as well as other reporting information required by the Directive. As the Directive is not prescriptive about how the monitoring data is to be presented, the NDA advises that it will continue to review its approach to presenting the data collected in subsequent monitoring cycles, and may revise as relevant and appropriate in order to ensure that the report provides the necessary information to the Commission but is also of practical use to the public bodies under review.

The Directive requires that reviews are conducted on a wide range of websites and mobile apps, with the exact number based on the population size. Two types of review are specified in Commission Implementing Decision 2018/1054, In-depth and Simplified Reviews. In-depth Reviews test for compliance with WCAG 2.1 A and AA Success Criteria using mainly manual tests on a sample of websites, mobile apps and webpages. Simplified Reviews test for instances of non-compliance with a small number of WCAG 2.1 A and AA Success Criteria across a much larger number of websites and webpages.

NDA’s monitoring process report prioritises the collection of accurate accessibility data that is usable and actionable by public bodies. The data presented in this report is a snapshot of all data gathered during the current monitoring period and provides a baseline for future monitoring activities. In August 2021, NDA circulated a survey to NDA stakeholders and

disabled persons organisations in Ireland to establish which websites and mobile apps by public sector bodies are most important and most frequently used. The results from this survey were used to establish the Register of public sector websites and mobile apps for monitoring.

NDA conducted In-depth Reviews on 5 websites across a total of 75 webpages, resulting in a total of 3,675 tests conducted. In-depth Reviews were conducted on 2 mobile apps.

NDA conducted Simplified Reviews on 50 websites across 40,373 webpages. The websites and mobile apps selected for review represent a cross-section of sites regularly accessed and used by persons with disabilities, as identified through the survey referred to above.

Overall the reviews conducted demonstrate there is a large variance in levels of compliance with the Directive across public sector websites and mobile apps in Ireland. No website or mobile app subject to In-depth Reviews achieved full compliance with the accessibility standard.

All websites subject to a Simplified Review contained accessibility errors.

Secondary analysis of the results from both sets of Reviews show that, even on websites where obvious care and attention has been given to accessibility, a relatively large number of errors may still exist. For example, 83.5% of the 40,373 webpages subject to a Simplified Review contained accessibility errors, resulting in 540,908 accessibility errors detected. A large number of relatively minor errors indicate that most public sector websites are not yet subject to routine accessibility checks and reviews, but that many such errors could be addressed relatively easily.

Due to a delay of two years in the transposition of the Directive and in the resourcing of NDA as the National Monitoring Body, NDA has conducted reviews on a reduced number of websites and mobile apps for this monitoring period. The total number of reviews conducted in this monitoring period are 5 In-depth, 2 mobile app and 50 Simplified Reviews. This represents a shortfall of 14 In-depth, 2 mobile app and 125 Simplified Reviews. In consultation with the Department of the Environment, Climate and Communication and the Department of Children, Equality, Disability, Integration and Youth, NDA has developed an action plan to address this shortfall. Steps currently underway include recruiting additional staff and working with accessibility partners to ensure both the 2021 shortfall of reviews are conducted and reported on in 2022 as well as the full cohort of reviews to be conducted in the second monitoring period are completed. The action plan also incorporates the NDA's ongoing work to ensure public bodies receive practical guidance on how to remediate issues identified during the monitoring process.

Keys area for attention

Accessibility Statements

A majority of Accessibility Statements reviewed were observed to not fully align with the model Accessibility Statement contained in Commission Implementing Decision 2018/1053,

or NDAs guidance in this regard. In particular, a majority of Accessibility Statements do not provide a clear channel by which a person can provide feedback, seek assistance or make a complaint in relation to the accessibility of the website or mobile app. It is important that statements of compliance are based on an internal or external review of the sites' or app's compliance with WCAG 2.1.

NDA recommends that all public sector bodies develop and maintain an accurate and clear Accessibility Statement that is published in a prominent area of its website or linked to from its app, as appropriate.

Enforcement procedure

No public body whose website or app were subject to an In-depth Review reported receiving complaints in relation to accessibility issues with the website or mobile app. The Workplace Relations Commission and the Office of the Ombudsman reported receiving no complaints in relation to compliance with the Directive.

NDA recommends that the Accessibility Statement contains a clear and accessible feedback and complaints channels and that complaints received in relation to compliance with the Directive are addressed and recorded.

Colour contrast

Nearly 39% of the errors identified in the Simplified Reviews relate to colour contrast. Secondary analysis by the NDA identified that a majority of these errors occur in common page elements such as headers or footers, which are contained in the websites template design. A large proportion of these failures can be quickly and easily eliminated by fixing errors in a website's template.

NDA recommends that public bodies adopt an ongoing review process to periodically check the accessibility of their websites and prioritise issues with the sites' template design for remediation.

Missing or poor 'alt text'

A majority of sites reviewed paid good attention to providing alternative (alt) text for images, logos and graphs. Alt text is particularly important for users of Assistive Technology such as screen readers. However, the In-depth Reviews demonstrate that missing or poor alt text occurs sporadically in the body of pages, indicating that new content published to some websites may not be subject to an accessibility review prior to publication.

NDA recommends that public bodies check all new content published to their website or mobile app for accessibility.

Forms and form elements

Interaction between customers and public bodies is frequently enabled online with forms. A key aspect of accessible form design is that all form elements (for example buttons, text

boxes, dropdown menus) have clearly coded names and roles. The reviews demonstrate a large variance in the level of attention to the accessibility of forms across websites.

NDA recommends that all forms, including all stages in a process or service online are designed and implemented to be accessible. Specialised supports from accessibility experts may be required to ensure forms and online services are accessible from start to finish.

In-accessible add-ons and widgets

The In-Depth Reviews demonstrated that adds-on such as cookie banners, feedback widgets or accessibility plugins may result in a significant number of accessibility errors being introduced.

NDA recommends that as new features and functionality are added, especially thorough the addition of third party plugins, their accessibility is checked prior to implementation on the site.

PDFs

A large amount of information published online by public bodies is in PDF format. Nearly 25% of errors identified in the Simplified Reviews related to PDFs. Two public bodies subject to an In-depth Review indicated they have plans to move away from using PDFs for forms.

NDA recommends that accessibility is considered at the earliest stage of content creation. The accessibility features and checkers in office application software such as MS Word and PowerPoint should be used. Where content and PDFs are generated external to the organisation, a clear set of accessibility requirements for PDFs should be provided to the content creator or print design company. PDF forms should avoided for all online services and accessible HTML used instead.

Levels of awareness of the Directive have increased significantly among public bodies in Ireland in 2021. NDA contacted all public bodies subject to monitoring prior to conducting the reviews and have identified a dedicated liaison with the organisation on the Directive. As NDA continues to increase the number of public bodies' websites and mobile apps it reviews, the number of dedicated contacts in public bodies in relation to the Directive is also set to increase. NDA received a higher number of web accessibility queries in 2021 than other years and was invited to speak on the Directive at five national conferences and events. NDA, in partnership with the Irish Computer Society, ran six webinars on the Directive which were attended by over 700 participants.

The monitoring data however, indicates an inconsistent implementation of the standard WCAG 2.1 AA across most public bodies. Many of the issues identified in this monitoring period, can be remediated through straightforward fixes which, once made, will improve levels of compliance with the Directive. NDA's approach to monitoring is focused on providing accurate and actionable feedback to public bodies supported by relevant guidance. NDA is optimistic that public bodies will continue to take the necessary steps to improve compliance with the Directive and improve the accessibility of their online services for all.

Introduction

When websites and mobile apps are universally designed and coded, they are accessible to everyone including persons with a variety of disabilities. However, currently many sites and mobile apps are developed with accessibility barriers that make them difficult or impossible for some people to use.¹

Making the web accessible benefits individuals, businesses, and society. International web accessibility standards define what is needed for accessibility. The web is fundamentally designed to work for all people, whatever their hardware, software, language, location, or ability. When the web meets this goal, it is accessible to people with a diverse range of hearing, mobility, sight, and cognitive abilities. The impact of disability is radically changed on the web because the web removes barriers to communication and interaction that many people face in the physical world. However, when websites or mobile apps are badly designed, they can create barriers that exclude people from using them.

The oft used quote from Sir Tim Berners, World Wide Web Consortium (W3C) Director and inventor of the World Wide Web continues to resonate today in light of peoples growing reliance on and enjoyment of the web

“The power of the Web is in its universality.

Access by everyone regardless of disability is an essential aspect.”²

Web accessibility means that websites, tools, and technologies are designed and developed so that persons with disabilities can use them. More specifically, people can perceive, understand, navigate, and interact with the Web.

Report structure

This national monitoring report is required under the Directive and Implementing Decision 2018/15 to provide monitoring data on the In-depth and Simplified Reviews conducted. NDA established a monitoring methodology to conduct the reviews and collate the monitoring data and report. This methodology is described in [Monitoring methodology and approach](#) below.

In addition to the monitoring data, the national monitoring report should include information on the following:

- Information on the use of the enforcement procedure in place (Article 8.4, Directive)

¹ <https://www.w3.org/WAI/fundamentals/accessibility-intro/>

² <https://www.w3.org/WAI/fundamentals/accessibility-intro/>

- Mechanisms set up by Member States for consulting with relevant stakeholders on the accessibility of websites and mobile applications (Article 8.5.a, Directive)
- Developments in accessibility policy relating to websites and mobile applications (Article 8.5.b, Directive)
- Experiences and findings from the implementation of the rules on conformity with the accessibility requirements (Article 8.5.c, Directive)
- Supporting actions including information on training and awareness-raising activities (Article 8.5.d, Directive)

This additional information is provided across different sections of the report.

The report commences by providing a context to web accessibility in Ireland including national disability statistics and the international legislation and policy on web accessibility. Irish legislation and policy is described in terms of national web accessibility obligations. An overview of the Irish regulations transposing the Directive describes the role of the National Monitoring Body and obligations on monitoring and reporting including the standards to be used.

‘Monitoring methodology and approach’ describes the monitoring and data collection methodology developed and implemented. The section on monitoring results commences with a description of the enforcement mechanism put in place as well as supporting actions undertaken by NDA. The In-depth Review Results provide details of all sites and webpages reviewed as well as a table of pass and fails for tests conducted under each Success Criteria. The Simplified Review Results provide a snapshot of the number of failures identified per site as well as a high-level categorisation of the issues. Finally, annexes provide correlation tables mapping the tests conducted to the relevant standard under the Directive.

National disability statistics

In Ireland, the most common source of data on disability comes from the Central Statistics Office (CSO). The CSO carries out many surveys and is the most authoritative source for lots of information.

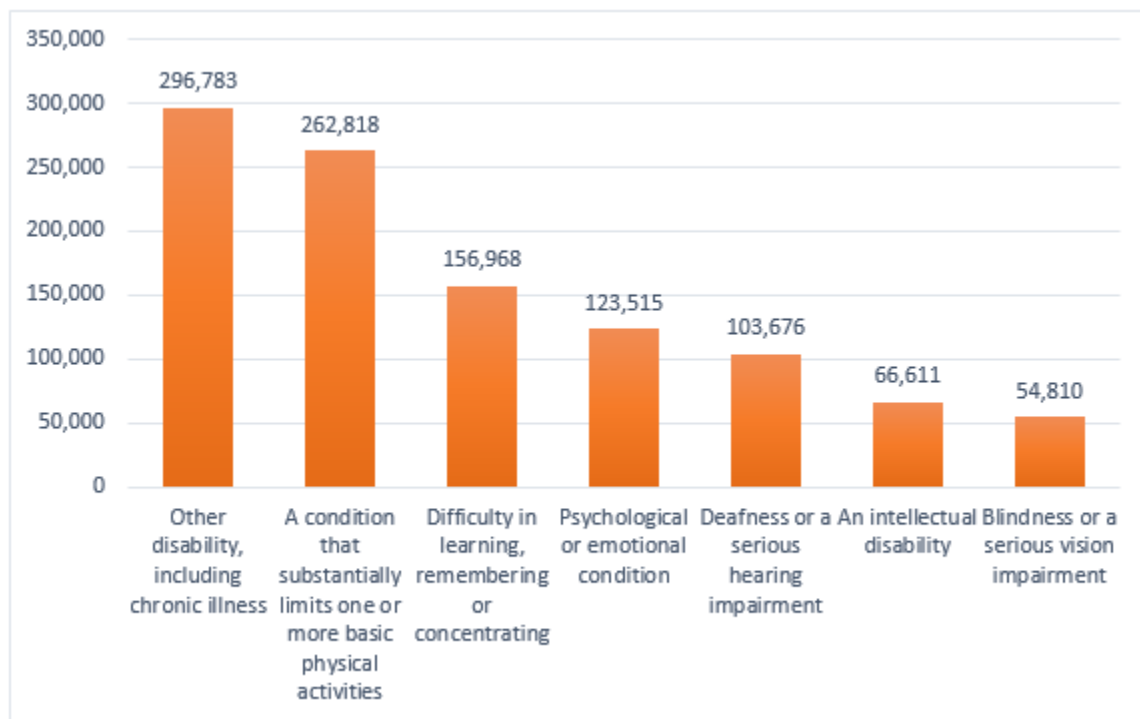
The 2016 Census tells us that 643,131 people had a disability.³ That is 13.5 per cent, or 1 in 7 of the population in Ireland has a disability. This was a small increase on 2011, where 13 per cent of the population self-reported as having a disability.

The most common type of disability is ‘other disability, including chronic illness’. This might include, for example, asthma, diabetes or heart disease. The next most common is ‘a condition that substantially limits one or more basic physical activities’, like arthritis or a

³ 2016 was the date of the last national census. The next national census is scheduled for 2022 (a delay from 2021 due to COVID-19)

spinal injury. However, people can have more than one disability and so the numbers in Figure 1 do not add up to the 643,131 reported above.

Figure 1. Prevalence of disability types in Census 2016



Source: Census 2016

The International and European legislative and policy context for web accessibility

Ireland ratified the United Nations Convention on the Rights of Persons with a Disability (UNCRPD) in March 2018. An innovative component of the Convention relates to dispositions concerning Information and Communication Technologies (ICTs), both from a digital accessibility and an assistive technologies standpoint. ICT accessibility is defined as an integral part of accessibility, on par with access to the physical environment and transportation:

"To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems..." (Article 9)

In addition, State Parties to the Convention are required "to take appropriate measures [...] to promote access for persons with disabilities to new information and communications technologies and systems, including the Internet." (Article 9(g)) Universal Design is defined and included as a general obligation in the Convention as a means to achieving the design of goods and services, including ICT, that can be accessed, understood and used by the widest range of people possible without the need for expensive retrofitting. (Articles 3, 4 and 9)

The EU's disability strategy, "The Union of equality: Strategy for the rights of persons with disabilities 2021-2030", adopted by the European Commission in March 2021 builds on the UN Convention and sets out accessibility as "an enabler of rights, autonomy and equality". The Strategy contains actions in several priority areas, including web accessibility, accessibility standards development and the implementation of the European Accessibility Act.⁴ During the last decade, a number of EU rules have been adopted in different areas to make the EU more accessible for persons with disabilities: the European Accessibility Act covering products and services, the Web Accessibility Directive, the Electronic Communications Code, the Audiovisual Media Services Directive and copyright legislation.⁵ European accessibility standards have been put in place to support implementation in the built environment and ICT and for organisations to adopt a Universal Design approach.⁶

EU rules make accessibility requirements compulsory for the Member States to benefit from shared management funds, and buying accessible goods, services and infrastructure is an obligation in public procurement.⁷

Overview of legislation and policy related to web accessibility in Ireland

Ireland has a number of statutory obligations that support web accessibility.

The Disability Act 2005 and the accompanying "Code of Practice on Accessibility of Public Services and Information Provided by Public Bodies" prepared by the National Disability Authority are the most directly relevant measures. Section 28 (2) of Disability Act 2005 provides that:

"Where a public body communicates in electronic form with one or more persons, the head of the body shall ensure that, as far as practicable, the

⁴ <https://ec.europa.eu/social/main.jsp?catId=738&langId=en&pubId=8376&furtherPubs=yes>

⁵ Directive 2019/882/EU European Accessibility Act; Directive 2016/2102/EU Web Accessibility Directive; Directive 2018/1972 European Electronic Communications Code; Directive 2018/1808 Audiovisual Media Services Directive and the copyright legislation adopted under the Marrakesh Treaty (2013) to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired or Otherwise Print Disabled.

⁶ Accessibility standards resulting from Commission Mandates 376, 554, 420 and 473

⁷ 6 Commission Proposal for a Common Provisions Regulation for shared management funds (COM(2018)375 final) as amended by COM(2020) 450 final; Directive 2014/24/EU on public procurement.

contents of the communication are accessible to persons with a visual impairment to whom adaptive technology is available.”

Public sector bodies are supported in meeting the requirements of the Act through the Code of Practice and guidance available from the National Disability Authority and its Centre for Excellence in Universal Design.

This disability legislation addresses most public sector bodies.

On request by the Minister for Justice, a statutory Code of Practice on accessible information and public services was prepared by the National Disability Authority setting out how a public body can improve accessibility by:

1. establishing what is entailed in making electronic communications accessible and understanding the needs of those using adaptive technology;
2. reviewing existing practices for electronic communications in terms of accessibility against relevant guidelines and standards including A and AA Success Criteria from the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines (WCAG);
3. putting in place procedures to ensure that all such communications are produced, as far as practicable, in a format that is accessible to persons with visual impairment using adaptive technology such as screen readers or speaking browsers etc., as appropriate.

The Code of Practice states that compliance with the Code is considered to indicate compliance with the provisions of the Disability Act. Although the reference to WCAG contains no number, this is interpreted to mean the most recent version.

The obligations contained in the Disability Act 2005 and the accompanying Code of Practice cover all levels of administration within the public sector.

This Code of Practice has been reviewed and a draft revision that addresses recent legislation, including the Web Accessibility Directive, and further considerations has been submitted to the Minister for approval.

Other NDA monitoring activities - Part 5 of the Disability Act

Part 5 of the Disability Act 2005 sets out a statutory role for the National Disability Authority (NDA) in monitoring employment of persons with disabilities in the public sector. It also details the reporting and monitoring obligations of public bodies and government departments.

In summary, the obligations detailed in the Act are:

- Public bodies shall so far as practicable take all reasonable measures to promote and support the employment by it of persons with disabilities (S.47.1a)
- Public bodies shall ensure, unless there is good reason to the contrary for not doing so, that they reach any compliance targets prescribed (S.47.2)
- Ministers shall establish a Monitoring Committee in their Departments (S.48.1)

- Public bodies shall submit an annual report on compliance to their Departmental Monitoring Committee by 31 March each year (S.48.2)
- The Monitoring Committee shall submit an annual report to the NDA by 30 June each year (S.48.5 d)
- Where a Minister or the NDA requests more information about compliance, a public body shall provide information within three months (S.49.1)
- After two successive years of non-compliance by any public body, where the NDA is of the opinion that the body is not compliant, it can request ‘specific measures’ that the public body shall take to achieve compliance.

Related government ICT policy

The public service reform agenda and civil service renewal plans in Ireland are managed by the Department of Public Expenditure and Reform and focus on the delivery of “improved outcomes for service users”.⁸ The Office of the Government Chief Information Officer (OGCIO) is responsible for developing and implementing ICT strategy for the public service.⁹

Contained in the “eGovernment Strategy 2017 – 2020”, the principle of “inclusiveness and accessibility” references the EU Web Accessibility Directive and states:

we will design digital public services that are inclusive by default for the widest possible audience (universal design) and cater for a broad range of needs and abilities, including older people and people with disabilities.¹⁰

Previous NDA web accessibility studies

A 2012 study by the National Disability Authority investigated the “lived experience” of people in Ireland accessing or using public sector websites.¹¹ Based on data from the National Disability Authority’s 2011 “National Survey of Public Attitudes to Disability in Ireland” the study showed that people with a disability were significantly less likely to use public sector websites (33% vs. 55%) compared with people without a disability. In addition, this group of people with a disability who reported not using a website was approximately three times more likely to say the reason for not doing so was because they find them difficult to use (13% vs. 4%).

A 2014 study “Measures to Improve Accessibility of Public Websites in Europe” was commissioned by the Centre for Excellence in Universal Design at the National Disability Authority, and the Department of Communications, Energy and Natural Resources as an initiative under the Irish Presidency of the EU and as an action under Ireland’s National

⁸ <https://www.gov.ie/en/policy-information/437651-public-service-reform/>

⁹ <https://www.gov.ie/en/publication/65eb49-public-service-ict-strategy/>

¹⁰ <https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/>

¹¹ NDA. “The Lived Experience of People in Ireland using Online Public Services” 2012. <https://www.universaldesign.ie/technology-ict/archive-guidance-for-online-public-services/Research-The-Lived-Experience-of-People-in-Ireland-using-Online-Public-Services-.doc>

Digital Strategy.¹² Focusing on the accessibility of key public services for citizens in the EU Member States, the research applied a new perspective by looking at accessibility issues both from the 'outside' (through direct examination of the accessibility features in the public services listed in the Directive) and from the 'inside' (through interviews with web managers of these public services). The study examined:

- Current levels of web accessibility among the selected Member States
- The types and levels of efforts potentially required by Member States to ensure their online public websites comply with the levels of accessibility listed within the proposed Directive
- Web accessibility perceptions among web managers in public services

Regulations transposing the EU Web Accessibility Directive in Ireland

Public bodies in Ireland must ensure their websites and mobile applications (apps) are accessible to all people, including persons with disabilities.¹³

“S.I. No. 358/2020 - European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020” came into force on 23 September 2020.¹⁴ The 2020 Regulations transpose into Irish law the EU “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”.¹⁵ Member States had until 23 September 2018 to transpose the Directive into national law.

Public sector bodies in Ireland must ensure that their websites and mobile applications (apps) meet the Accessibility Requirements set out in the 2020 Regulations and the Directive. These are based on the four principles of accessibility; Perceivable, Operable, Understandable and Robust (see more on the [Accessibility Requirements](#) below).

Public sector bodies comply with the 2020 Regulations if for all websites and mobile apps they:

¹² <https://www.universaldesign.ie/Web-Content-/Measures-to-Improve-Accessibility-of-Public-Websites-in-Europe-Exec-Summary.pdf>

¹³ <https://nda.ie/publications/communications/eu-web-accessibility-directive/>

¹⁴ <https://www.irishstatutebook.ie/eli/2020/si/358/made/en/print>

¹⁵ <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A32016L2102>

- Meet the relevant parts of the harmonised European standard “EN 301 549 V2.1.2 (2018-08) Accessibility requirements for ICT products and services”.¹⁶
- Publish and maintain an [Accessibility Statement](#) about their websites or mobile apps.

EN 301 549 draws heavily from the [Web Content Accessibility Guidelines v2.1](#), published by the W3C and known as WCAG 2.1. WCAG 2.1 are internationally recognised requirements for producing web content.

Implementing Decisions

In 2018, the European Commission adopted two implementing decisions to support implementation of the Directive by Member States.¹⁷ These provide guidance and direction on the format and content of the accessibility statement to be maintained by public bodies and the monitoring methodology to be used by the National Monitoring Body.

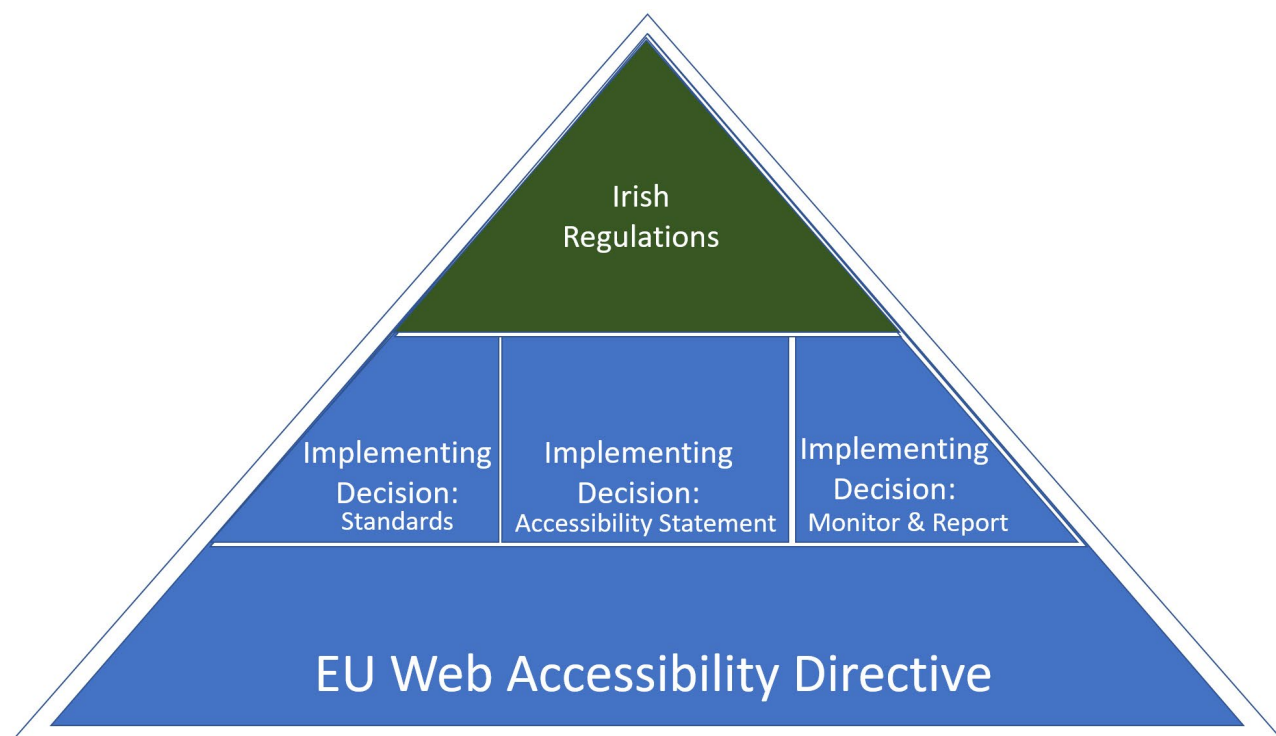


Figure 2: Overview of EU Web Accessibility Directive, Implementing Decisions and Irish Regulations

Scope of bodies and content covered

The 2020 Regulations apply to most public sector bodies.¹⁸

¹⁶ Presumption of conformity with the Directive can be demonstrated by ensuring compliance with the relevant clauses from the harmonised standards EN 301 549 V2.1.2 (2018-08).https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf

¹⁷ <https://digital-strategy.ec.europa.eu/en/news/publication-implementing-acts-under-web-accessibility-directive>

¹⁸ See Regulation 2(1) for a definition of a “body governed by public law” covered by the 2020 Regulations

The 2020 Regulations do not apply to websites and mobile apps of public service broadcasters or any other body fulfilling a public service broadcasting remit. They do not apply to websites and mobile apps of certain types of non-governmental organisations (NGOs), which the Regulations state are NGOs “that do not provide services that are essential to the public, or services that specifically address the needs of, or are meant for, persons with disabilities.”

The 2020 Regulations apply to most types of content including; office file formats (Word, PowerPoint and PDF documents), videos, forms, as well as intranets, extranets and their contents.

Some types of content are exempt, such as live media and maps that are not used for navigational purposes. Exemptions also apply to some types of content published before a particular date:

- office file formats published before 23 September 2018, unless, as stated in the 2020 Regulations, “such content is needed for active administrative processes relating to the tasks performed by the public sector body concerned”
- pre-recorded time-based media published before 23 September 2020. This could include videos or audio recording of events;
- content of websites and mobile applications qualifying as archives;
- third party content that is not funded by or under the control of the public sector body - for example, social media ‘like’ buttons;
- online reproductions of items in heritage collections that cannot be made fully accessible;
- content on intranets or extranets published before 23 September 2019 until such websites undergo a substantial revision, and
- content of websites and mobile applications qualifying as archives, meaning that they only contain content that is neither needed for active administrative processes nor updated or edited after 23 September 2019.

Accessibility Statement

The 2020 Regulations require that public bodies prepare and keep updated a detailed, comprehensive and clear accessibility statement on the compliance of their websites and mobile applications with the Regulations. The Accessibility Statement must be available in an accessible format and be based on the model accessibility statement contained in [Commission Implementing Decision \(EU\) 2018/1523](#).

The Accessibility Statement must include:

- a statement of commitment of the public body to making its websites and mobile apps accessible;

- the compliance status of the public sector bodies website and mobile apps with the standards described above, and
- a description of any content of the website or mobile application that is not accessible, the reasons for that inaccessibility and, where appropriate, any accessible alternatives provided.

The Accessibility Statement must provide a feedback mechanism to enable any person to notify the public sector body concerned of any failure of any of its websites or mobile apps to comply with the accessibility requirements.

The feedback mechanism must facilitate people to request information in relation to those parts of the content that is inaccessible. It must link to the redress or complaint provisions, or both, as the case may be, of the Equal Status Act 2000 (No. 8 of 2000) and the Disability Act 2005 (No. 14 of 2005).¹⁹

The NDA has published guidance on writing and maintaining an [Accessibility Statement](#)

Accessibility requirements and presumption of conformity

The Accessibility Requirements in the 2020 Regulations are based on the four Principles of Accessibility by the W3C from the Web Content Accessibility Guidelines. The principles state that websites and mobile apps should be:

- Perceivable - Information and people interface components must be presentable to people in ways they can perceive.
 - This means that people must be able to perceive the information being presented (it can't be invisible to all of their senses)
- Operable - User interface components and navigation must be operable.
 - This means that people must be able to operate the interface (the interface cannot require interaction that a user cannot perform)
- Understandable - Information and the operation of user interface must be understandable.

¹⁹ Equal Status Act 2000 (No. 8 of 2000: <http://www.irishstatutebook.ie/eli/2000/act/8/enacted/en/pdf>

Disability Act 2005 (No. 14 of 2005):

<https://www.irishstatutebook.ie/eli/2005/act/14/enacted/en/html#:~:text=AN%20ACT%20TO%20ENABLE%20PROVISION,RELATION%20TO%20THEIR%20ALLOCATION%2C%20FOR>

- This means that people must be able to understand the information as well as the operation of the user interface (the content or operation cannot be beyond their understanding)
- Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.
 - This means that people must be able to access the content as technologies advance (as technologies and user agents evolve, the content should remain accessible)²⁰

The standard

Version 2.1.2 of EN 301 549 was published in August 2018. It was referenced in the Official Journal on 20 December 2018 as providing a means for presumption of conformity with the essential requirements of the Directive.²¹ EN 301 549 draws heavily from the Web Content Accessibility Guidelines v2.1 (WCAG 2.1).²²

WCAG 2.1 consists of a list of technical requirements and specifications for websites and mobile applications. The accessibility standard consists of three layers:

- Four Principles of Accessibility: perceivable, operable, understandable and robust.
- 13 guidelines: guidelines have been drawn up for each of the 4 principles, 13 in total. These guidelines concretize the four principles, but are generally too high-level for direct use by design, developers, content creators or testers of websites.
- 78 success criteria: with the success criteria you can test whether a website or mobile application complies with the guidelines. The success criteria are divided into three levels:
 - A, AA and AAA. The Directive makes level AA mandatory. This consists of a total of 50 success criteria (30 at level A plus 20 at level AA). The Success Criteria at level AAA are therefore not mandatory but can help make websites more accessible to people with specific disabilities.

²⁰ <https://www.w3.org/TR/UNDERSTANDING-WCAG20/intro.html#introduction-fourprincs-head>

²¹ A new version of the standard EN 301 549 v3.2.1, published in March 2021, was harmonised on 18 August 2021. Commission Implementing Decision (EU) 2021/1339 amending Implementing Decision (EU) 2018/2048 as regards the harmonised standard for websites and mobile applications was published in the Official Journal of the European Union, OJL 289 on 11 August 2021. This Decision formally recognises the ETSI standard EN301 549 V3.2.1 as a harmonised European standard (HEN).

Point 7 of the Decision states, “In order to give sufficient time to prepare for the application of the harmonised standard EN 301 549 V3.2.1 (2021-03), it is necessary to defer the application of the withdrawal of the harmonised standard EN 301 549 v2.1.2 (2018-08)”. A transition period of 6 months until the version 2.1.2 is withdrawn, during which both versions are applicable. After 12 February 2022, only v3.2.1 will apply.

²² <https://www.w3.org/TR/WCAG21/>

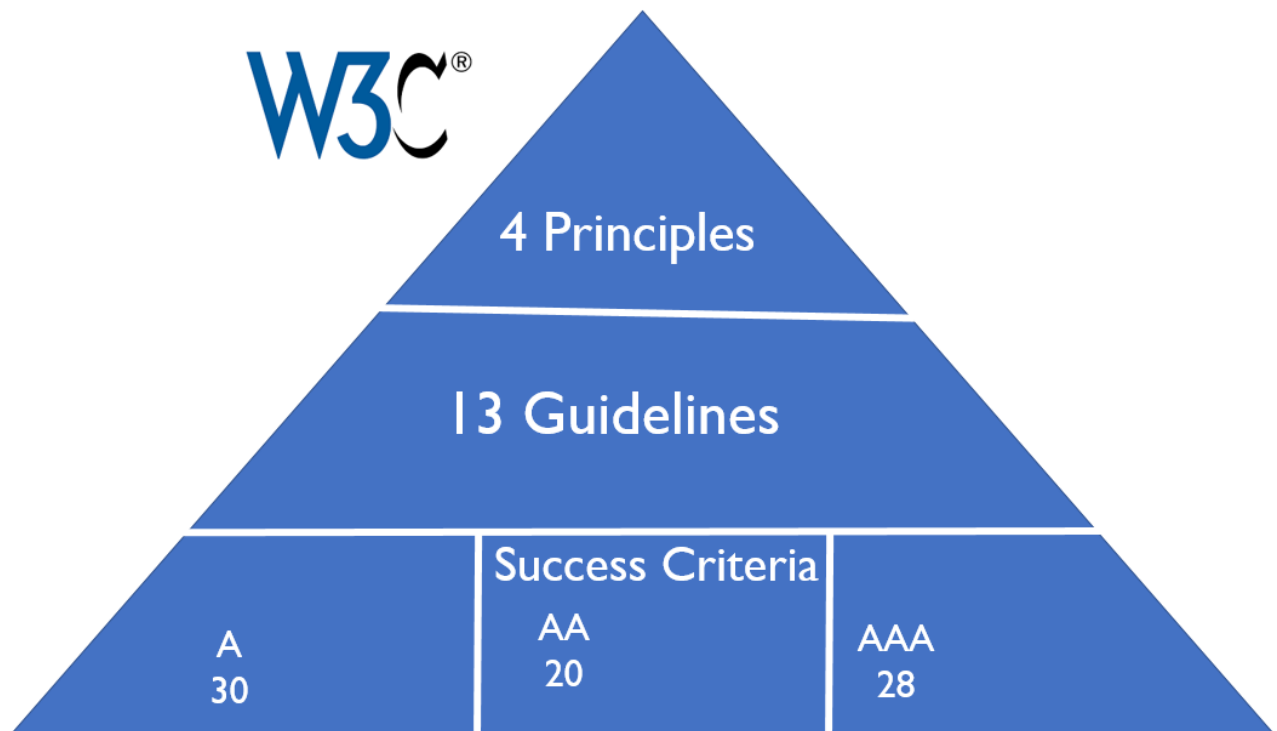


Figure 3: Structure of WCAG 2.1: principles, Guidelines and Success Criteria

Key time lines and milestones

The 2020 Regulations and the Directive set out the following key dates for implementation, monitoring and reporting. These include:

23 September 2018: Directive to be transposed by Member States.

23 September 2019: All new websites published since 23 September 2018 must comply with the Directive.

23 September 2020: Pre-recorded time-based media such as videos published from this date must comply.

23 September 2020: Older websites, published before 23 September 2018 must comply by this date.

23 June 2021: Mobile Apps must comply by this date.

From January 2020 to December 2021: First monitoring period.

23 December 2021: The first National Monitoring Report must be submitted to the European Commission.

Subsequent monitoring periods are to occur annually. The second Monitoring Report is due in December 2024.

NDA as the National Monitoring Body

Section 8.1 of the 2020 Regulations state “The National Disability Authority is the monitoring body for the purposes of the Directive and these Regulations.”

The 2020 Regulations specify the following activities for the National Monitoring Body:

- Interpret and develop a monitoring methodology. The methodology must be “transparent, transferable, comparable, reproducible and easy to use” (Article 8.2, Directive) and based on Implementing Decision 2018/1524.
- Maintain a register of sites for review in a given monitoring period.
- Conduct the monitoring annually based on In-depth and Simplified Reviews on the websites and apps in the register of sites.
- Produce a monitoring report in a machine readable format, to include information on complaints by persons with disabilities, where available, in relation to non-compliance with the standard or barriers encountered.
- Submit a monitoring report to the Minister for the Environment, Climate and Communications.
- Provide guidance and feedback to public bodies on their compliance with the Accessibility Requirements set out in the 2020 Regulations and the Directive.

Enforcement procedure

Article 9 of the Directive mandates an adequate and effective enforcement procedure to ensure compliance with the requirements of the Directive:

‘Member States shall ensure the availability of an adequate and effective enforcement procedure to guarantee compliance with this Directive, in relation to the requirements set out in Articles 4 and 5 and Article 7(1). In particular, Member States shall ensure that an enforcement procedure, such as the possibility of contacting an ombudsman, is in place to guarantee an effective handling of notifications or requests received as provided for in point (b) of Article 7(1) and to review the assessment referred to in Article 5.’

The 2020 Regulations name both the Equal Status Act 2000 (No. 8 of 2000) and the Disability Act 2005 (No. 14 of 2005) as the relevant national legislation.²³ These Acts provide a mechanism of complaint and redress which can be accessed by a person who feels they have been unfairly treated by a public sector body. A person may make a complaint to the Ombudsman Office (Disability Act 2005), or through the Workplace Relations Commission (Equal Status Act 2000) if they feel they have been discriminated against in accessing a service due to their disability.

²³ <https://www.irishstatutebook.ie/eli/2000/act/8/enacted/en/pdf>

<https://www.irishstatutebook.ie/eli/2005/act/14/enacted/en/html#:~:text=AN%20ACT%20TO%20ENABLE%20PROVISION,RELATION%20TO%20THEIR%20ALLOCATION%2C%20FOR>

Although not an enforcement provision, Section 23 of the Equal Status Act 2000 provides for a further avenue for public sector bodies to be held accountable. It provides for the Irish Human Rights and Equality Commission to refer a case of discrimination to the Workplace Relations Commission which will be dealt with in the same manner as if it were a claim under Section 21. Section 42 of the Irish Human Rights and Equality Commission Act 2014 requires public sector bodies to ‘eliminate discrimination’ including discrimination under Section 4 of the Equal Status Act.²⁴

Read more about the EU Web Accessibility Directive on the [NDA website](#)

Summary of legislation, Implementing Decisions and Standards

EU Directive and Implementing Decisions

1. [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](#)
2. [Commission Implementing Decision \(EU\) 2018/1523 establishing a model accessibility statement](#)
3. [Commission Implementing Decision \(EU\) 2018/1524 establishing a monitoring methodology and the arrangements for reporting by Member States](#)
4. [Commission Implementing Decision \(EU\) 2021/1339 of 11 August 2021 amending Implementing Decision \(EU\) 2018/2048 as regards the harmonised standard for websites and mobile applications](#)

Irish Regulations

5. [S.I. No. 358/2020 - European Union \(Accessibility of Websites and Mobile Applications of Public Sector Bodies\) Regulations 2020](#)

Standards

6. [Web Content Accessibility Guidelines v2.1](#)
7. [EN 301 549 V2.1.2 \(2018-08\) Accessibility requirements for ICT products and services](#)

Complaint and Redress

8. [Equal Status Act 2000 \(No. 8 of 2000\)](#)
9. [Disability Act 2005 \(No. 14 of 2005\)](#)

²⁴ <https://www.irishstatutebook.ie/eli/2014/act/25/enacted/en/html>

Monitoring methodology and approach

The 2020 Regulations, the Directive and Implementing Decisions collectively specify a monitoring process and reporting obligations that Member States must undertake. A cohort of websites and mobiles apps must be monitored for compliance in a given monitoring period using two monitoring methods, a Simplified Review and an In-depth Review. Simplified Reviews were conducted on a large cohort of websites across a large sample of pages against a selection of WCAG 2.1 A and AA Success Criteria. This may be achieved by largely automated means.

In-depth Reviews were conducted on a smaller cohort of websites and mobile apps against all relevant WCAG 2.1 A and AA Success Criteria.

The methodology used to conduct the Simplified and In-depth Reviews must be “transparent, transferable, comparable, reproducible and easy to use” (Article 8.2 of the Directive).

Cohort size and sampling procedure.

The cohort size and sampling procedure for selecting sites and pages for review are contained in Commission Implementing Decision 2018/1524 on establishing a monitoring methodology.

Table 3 outlines the numbers of reviews required to be conducted in the current monitoring period. See Annex x for a detailed explanation of the calculation of the cohort of sites for each monitoring period.

Due to the lateness of the transposition by Ireland of the Directive into Irish Regulations and the subsequent delay in NDA being appointed as the National Monitoring Body the NDA conducted reviews on a reduced number of sites.

NDA, in cooperation with the Department of the Environment, Climate and Communications and the Department of Children, Equality, Disability, Integration and Youth is actively working to make up the shortfall of sites reviewed in the current Monitoring Period at the earliest opportunity.

Table 1: Overview of number and types of reviews

Monitoring period	Year	Simplified	In-depth	Mobile
1st Monitoring Period as per Directive	2020-2021	175	19	4
Actual number carried out	Mar - Dec 2021	50	5	2

Source: Commission Implementing Decision (EU) 2018-1524 of 11 October 2018

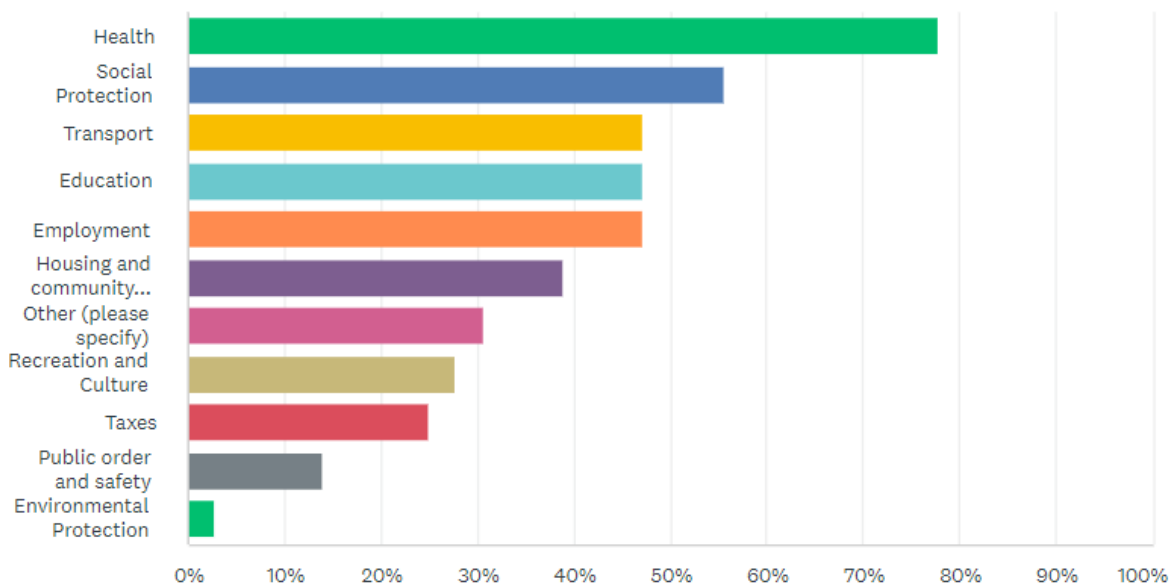
Survey to establish a Register of websites and apps

Implementing Decision 2018/1524 requires the National Monitoring Body to maintain a Register of websites and mobile apps for review in the current monitoring period. The selection of the sample for review should include websites representing as much as possible the variety of services provided by the public sector bodies. This includes “social protection, health, transport, education, employment and taxes, environmental protection, recreation and culture, housing and community amenities and public order and safety.”²⁵

In August 2021 NDA circulated a survey to NDA stakeholders and disabled persons organisations in Ireland on the accessibility of websites and mobile apps to establish the Register of public sector websites and mobile apps for monitoring in the current monitoring period.²⁶

To establish a baseline of websites and mobile apps from which to produce the Register, survey respondents were asked to identify the “5 most important online public services” to them, as well as to name public sector websites and mobile apps they use most frequently or are of most importance to them. A total of 74 responses were received with over half the respondents identifying as a person with a disability (n=39).

Figure 1 shows that health, social protection and transport were the three most important public services identified from the list provided in the survey.



²⁵ Clause 2.2 [Implementing Decision \(EU\) 2018/1524](#)

²⁶ See Annex for list of survey questions

Half of the respondents named one or more public service websites or mobile apps they wished to see included in the Register. Services such as the Health Service Executive (HSE), Citizens Information and the Department of Social Protection were named multiple times. This produced a list of 25 unique websites and mobile apps. NDA added additional sites drawn from the priority categories of sites above to produce the complete Register of 57 sites and mobile apps for review (50 Simplified, 5 In-depth and 2 mobile apps). For example, while Dublin City Council was the only local authority named directly in the survey, 5 other local authorities in total were added to the Register.

Websites or apps that received multiple mentions in the survey or belong to a priority category were chosen for in-depth review.

As the Directive is not prescriptive about how the monitoring data is to be presented, the NDA advises that it will continue to review its approach to presenting the data collected in subsequent monitoring cycles, and may revise as relevant and appropriate in order to ensure that the report provides the necessary information to the Commission but is also of practical use to the public bodies under review.

Register of websites and mobile apps for review

Table 2: Websites for In-depth Review

Name	Base URL
Health Service Executive (HSE)	https://www.hse.ie/eng/
Department of Social Protection (on gov.ie)	https://www.gov.ie/en/organisation/department-of-social-protection/
Bus Éireann	https://www.buseireann.ie/
Public Appointments Service	https://www.publicjobs.ie/en/
National Council for Special Education	https://ncse.ie/

Table 3: Mobile apps for In-depth Review

Name	App store URL
Irish Rail App	https://apps.apple.com/ie/app/iarnr%C3%B3d-%C3%A9ireann-irish-rail/id588339413 https://play.google.com/store/apps/details?id=de.hafas.android.irishrail&hl=en_US&gl=US
Transport for Ireland Real Time app	https://apps.apple.com/us/app/real-time-information/id590250800

Name	App store URL
	https://play.google.com/store/apps/detail?id=com.osds.rtpi&hl=en_IE&gl=US

Table 4: Websites for Simplified Review

Name	Service/administrative level
An Garda Síochana	State police force
An Post	State postal service
Broadcasting Authority of Ireland	State broadcasting authority
Cavan County Council	Local authority
Central Statistics Office (CSO)	State agency
Citizens Information	State agency
City of Dublin Education & Training Board	Further education and training body
Courts Service of Ireland	Courts service
Department of Justice	Government Department
Department of Social Protection (https://services.mywelfare.ie/)	Government Department
Department of Transport	Government Department
Dublin Bus	Transport provider
Dublin City Council	Local authority
Enterprise Ireland	State agency
Environmental Protection Agency	State agency
Fáilte Ireland	State agency
Galway and Roscommon Education & Training Board	Further education and training body
Galway County Council	Local authority
Go Ahead Ireland	Transport provider
Gov.ie	Central portal for State services and information
Health and Safety Authority (HSA)	State agency
Heritage Ireland (OPW)	State agency
Houses of the Oireachtas	Irish parliament
Irish Rail	Transport provider
Libraries Ireland	Local authority - public libraries
Libraries Ireland Catalogue	Local authority - public libraries
Limerick Council	Local authority
Luas	Transport provider
National Advocacy Service	State agency advocacy service
National Disability Authority	State agency
National Transport Authority	State agency
Pobal	State agency
Register of Irish Sign Language Interpreters	Register of Irish Sign Language Interpreters
Revenue	State agency
Sign Language Interpreting Service (CIB)	State agency service
Skillnet Ireland	State agency - education
Sligo County Council	Local authority
Solas	State agency – further education and training
South Dublin County Council	Local authority
St James Hospital	Hospital
Student Universal Support Ireland (SUSI)	Further education and training body service

Name	Service/administrative level
Technological University Dublin	Higher education institution
The Housing Agency	State agency
The Irish Human Rights and Equality Commission	State agency
The Office of the Ombudsman	State agency
Transport for Ireland	State agency
University College Cork	Higher education institution
University College Dublin	Higher education institution
University of Limerick	Higher education institution
Workplace Relations Commission (WRC)	State agency

In-depth Reviews

Methodology, sampling and tools

The methodology for In-depth Reviews developed by NDA is optimised to provide accurate and actionable feedback to public bodies based on the review. To facilitate this, NDA contacted all public bodies to notify them of the review being conducted and to request a dedicated liaison and deputy liaison to be appointed for follow up contact.

In addition, all public bodies subject to an in-depth review were sent a questionnaire to request information on:

- Training and awareness-raising activities (Article 8.5.d, Directive)
- Developments in accessibility policy and practice (Article 8.5.b, Directive)
- Information on the use of the enforcement procedure set out in Article 9 (Art 8.4 Directive)

In-depth Reviews were conducted in consultation with an independent web accessibility company, InterAccess.²⁷ NDA and InterAccess reviewers collaborated on the reviews and all test results were verified by InterAccess before sign off by NDA.

The following tools sets were used for testing.

Accessibility testing tools:

- WAVE Evaluation Tool
- Chrome Developer Toolbar
- Colour Contrast Analyser

The browser and screen reader are based on those most commonly used:

- Chrome and JAWS
- Chrome and NVDA
- Safari and VoiceOver (iOS)

Reporting and collaboration tools:

- Google Sheets, Excel
- Asana

Monitoring Data gathered

²⁷ Following an open procurement process, NDA worked with InterAccess.com to define the methodology to be used for indepth reviews that is transparent and repeatable. InterAccess peer reviewed results for portions of the website reviews conducted by NDA and conducted both mobile app reviews. NDA signed off on all reviews conducted by InterAccess.

Tests were conducted for each WCAG 2.1 A and AA Success Criteria. Each Success Criteria was marked Yes (Y), No (No) or Non Applicable (n/a).²⁸ The severity of the errors was also recorded (Critical, Serious or Moderate) based on the potential impact of that error to users of the website. Samples of errors were recorded. This resulted in nearly 750 test results being gathered for each site with test results recorded for each test failure.

The full set of monitoring data will be provided to the relevant public body.

Presentation of monitoring data - summary

Table 5 provides the total number of pass, fails and non-applicable for each site and mobile app.

Presentation of monitoring data - detailed

For each website and mobile app a brief qualitative summary description of the accessibility of the site is provided based on the review results and information provided by that public body. A detailed table of the results of the In-depth Review for each site is also provided.

Sampling of content and pages for each review

Based on the sampling criteria in Implementing Decision 2018/1524, a total of 15 pages were selected from each site that included:

- the home, sitemap, contact, help and legal information pages
- pages containing the Accessibility Statement or policy and the pages containing the feedback mechanism
- Search function/results page
- one relevant page for each type of service provided by the website or mobile application and any other primary intended uses of it
- examples of pages having a substantially distinct appearance or presenting a different type of content
- at least one relevant downloadable document, where applicable, for each type of service provided by the website or mobile application and any other primary intended uses of it
- any other page deemed relevant by the monitoring body.

²⁸ A non-applicable result is used to denote when the feature or attribute a success criteria aims to test is not present.

In-depth Review results

Summary data

Table 5: Total pass and fails per website

	Fails – A/AA	Passes – A/AA	n/a – A/AA
HSE	115	438	197
Gov.ie	138	353	259
Bus Éireann	120	402	228
Publicjobs.ie	135	352	263
NCSE	175	302	273
Irish Rail App	30	33	39
TFI Realtime Info App	35	26	39

Source: In-depth Reviews

In-depth Review results – per site

Health Service Executive (HSE)

The HSE provides all of Ireland's public health services in hospitals and communities in Ireland.

Website: <https://www.hse.ie/eng/>

Date range of review: 1-23 November 2021

Page title	URL	Type
1. Homepage	https://www.hse.ie/eng/	
2. Accessibility statement for hse.ie	https://www.hse.ie/eng/accessibility/	
3. Privacy Statement HSE.ie	https://www.hse.ie/eng/privacy-statement/	
4. Site search	https://www.hse.ie/eng/search?q=accessibility	
5. Contact the HSE	https://www2.hse.ie/services/contact-the-hse/contact-the-hse.html	
6. Recent Publications	https://www.hse.ie/eng/services/publications/?pageNumber=3	
7. Your service your say feedback form: English	https://www2.hse.ie/file-library/your-service-your-say/your-service-your-say-feedback-form-english.pdf	PDF
8. Register to get a COVID-19 vaccine	https://vaccine3.hse.ie/s/login/SelfRegister?language=en_US	
9. Register page 2	https://vaccine.hse.ie/cohort/	
10. Register page 3	https://vaccine3.hse.ie/s/login/?language=en_US	
11. Find Your Local Health Service	https://www.hse.ie/eng/services/maps/	
12. Making a Home A practical guide to creating a home and moving to the community	https://www.hse.ie/eng/services/list/4/disability/congregatedsettings/making-a-home-a-practical-guide-to-creating-a-home-and-moving-to-the-community-july-2019.pdf	PDF
13. Anxiety disorders in children	https://www2.hse.ie/conditions/mental-health/anxiety-disorders-in-children.html	

Page title	URL	Type
I4. Safeguarding Explainer Video	https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/safeguarding%20explainer%20video.html	Video
I5. Feedback widget	On all pages	

Description of results

The HSE website has been designed with accessibility in mind.

Some of the more serious issues identified include poor alternative text on the websites logo (SC 1.1.1) and no discernible name on the search button (SC 1.4.2). Not all items of the websites menu can be accessed using a keyboard alone (SC 2.1.1). These errors did not appear on all pages tested and HSE advised the monitoring team that the website is currently undergoing a transition to a newer template (www2.hse.ie) which appears to have addressed these issues.

A third party feedback mechanism (page I5) used to ask users for their views on the website and report issues, contains a number of critical accessibility issues. Care should be taken when procuring and implementing third party widgets as these often may have a lower level of accessibility than the website.

While the PDFs tested contained some errors, they were tagged and well structured. The video tested contained captions (SC 1.2.2) but no audio description (SC 1.2.5) or transcript (SC 1.2.3) is available.

The “Register to get a COVID-19 vaccine” contained a good level of accessibility and was found to only have a small number of relatively minor issues.

Overall the HSE.ie website performed well in the review and will benefit from addressing the issues identified and recorded in the full monitoring report.

The HSE Accessibility Statement contained an excellent level of useful information and an accurate declaration of its compliance with the Directive, based on an audit. It has a clear feedback and complaints channel. The HSE reported no accessibility complaints have been received.

Summary of supporting actions

The HSE reported sending staff to a range of accessibility-related training and webinars. Accessibility audits are conducted biannually, accessible website templates used to produce new pages, and PDFs checked. The HSE Digital Team have published a range of guidance pieces for HSE staff on creating accessible web content.

Compliance status with the EU Web Accessibility Directive

Partially compliant

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
I. Perceivable																
I.1 Text Alternatives																
I.1.1 Non-text Content	A	N	N	N	N	Y	N	N	Y	Y	Y	N	Y	Y	Y	N
I.2 Time-based Media																
I.2.1 Audio-only and Video-only (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.2 Captions (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.3 Audio Description or Media Alternative (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
²⁹ I.2.4 Captions (Live)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.5 Audio Description (Prerecorded)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.3 Adaptable																
I.3.1 Info and Relationships	A	Y	Y	Y	N	N	N	N	N	N	Y	N	N	N	N	N
I.3.2 Meaningful Sequence	A	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I.3.3 Sensory Characteristics	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
I.3.4 Orientation	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I.3.5 Identify Input Purpose	AA	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	n/a
I.4 Distinguishable																
I.4.1 Use of Color	A	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
I.4.2 Audio Control	AA	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y	Y	Y	Y	Y
I.4.3 Contrast (Minimum)	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
I.4.4 Resize text	AA	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N

²⁹ Success Criteria I.2.4, captioning for live streamed events, is explicitly exempt under the Directive

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1.4.5 Images of Text	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.4.10 Reflow	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.4.11 Non-text Contrast	AA	Y	Y	Y	N	Y	Y	N	N	Y	N	N	N	Y	N	N
1.4.12 Text Spacing	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
1.4.13 Content on Hover or Focus	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. Operable																
2.1 Keyboard Accessible																
2.1.1 Keyboard	A	N	N	N	N	N	N	Y	Y	Y	Y	N	N	N	N	N
2.1.2 No Keyboard Trap	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.1.4 Character Key Shortcuts	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.2 Enough Time																
2.2.1 Timing Adjustable	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.2.2 Pause, Stop, Hide	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.3 Seizures and Physical Reactions																
2.3.1 Three Flashes or Below Threshold	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4 Navigable																
2.4.1 Bypass Blocks	A	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y
2.4.2 Page Titled	A	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.3 Focus Order	A	Y	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	N
2.4.4 Link Purpose (In Context)	A	N	N	N	Y	N	N	Y	Y	Y	Y	Y	N	Y	N	Y
2.4.5 Multiple Ways	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.6 Headings and Labels	AA	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N
2.4.7 Focus Visible	AA	N	N	N	N	N	N	Y	Y	N	Y	N	N	N	N	Y
2.5 Input Modalities																

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
2.5.1 Pointer Gestures	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.5.2 Pointer Cancellation	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.5.3 Label in Name	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
2.5.4 Motion Actuation	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3.Understandable																
3.1 Readable																
3.1.1 Language of Page	A	Y	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
3.1.2 Language of Parts	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2 Predictable																
3.2.1 On Focus	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.2 On Input	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.3 Consistent Navigation	AA	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.4 Consistent Identification	AA	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.3 Input Assistance																
3.3.1 Error Identification	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	Y	n/a	n/a	n/a	n/a	n/a
3.3.2 Labels or Instructions	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.3.3 Error Suggestion	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a
3.3.4 Error Prevention (Legal, Financial, Data)	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a
4.Robust																
4.1 Compatible																
4.1.1 Parsing	A	N	N	N	N	N	N	n/a	Y	N	Y	N	N	N	N	N
4.1.2 Name, Role, Value	A	N	Y	Y	N	N	N	Y	N	N	Y	N	N	N	N	N
4.1.3 Status Messages	AA	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y

Gov.ie – Department of Social Protection

The Department of Social Protection is the department of the Government of Ireland tasked with administering Ireland's social welfare system. It oversees the provision of income support and other social services. The Department of Social Protection information review sits on the GOV.ie website, which is the central portal for government services and information.

Website: <https://www.gov.ie/en>

Date range of reviews: 1-23 November 2021

Page title	URL	Type
1. Homepage	https://www.gov.ie/en	
2. Department of Social Protection homepage	https://www.gov.ie/en/organisation/departments-of-social-protection/	
3. Contact	https://www.gov.ie/dspphonenumbers	
4. Accessibility Statement	https://www.gov.ie/en/help/accessibility/	
5. Policy Page	https://www.gov.ie/en/policy/21f19-culture/	
6. Search results	https://www.gov.ie/en/search/?q=disability&sort_by=published_date&organisation=department-of-social-protection	
7. Department of Social Protection's Privacy Statement (updated 2020)	https://www.gov.ie/en/organisation-information/534503-privacy-statement/	
8. Pathways to Work	https://www.gov.ie/en/press-release/dc449-pathways-to-work-minister-humphreys-announces-over-75-million-in-funding-to-improve-employment-opportunities-for-people-with-disabilities/	
9. Get work supports if you have a disability	https://www.gov.ie/en/publication/f6d74-get-work-supports-if-you-have-a-disability/	
10. Intreo – the Public Employment services	https://www.gov.ie/en/organisation-information/3c095-intreo-the-public-employment-services/	
11. Disablement Benefit or Incapacity Supplement Application Form (OB21	https://assets.gov.ie/26917/32b82148f0864bf9a53f8fa59f770267.pdf	PDF
12. Access Officers under the Disability Act 2005	https://www.gov.ie/en/publication/39b2e5-access-officers-under-the-disability-act-2005/	

Page title	URL	Type
13. Disability Allowance	https://www.gov.ie/en/service/df6811-disability-allowance/	
14. Application Form: Disability Allowance (DAI)	https://assets.gov.ie/37058/cb5b7ad51df64140b7ec346446ef31fb.pdf	PDF
15. Budget 2022	https://www.gov.ie/en/publication/318a9-budget-2022/	

Description of results

The Gov.ie website has been designed with accessibility in mind and has a very good level of accessibility.

The site's use of templates for different information types provides a consistent look and feel. A small number of accessibility errors identified in these templates persist across most of the site and result in a large cumulative number of errors. However most of these errors such as colour contrast are not serious and can be remediated easily (SC1.4.3).

Some of the most serious issues identified were found on the Cookie widget, including issues with incorrectly coded checkboxes and inconsistent keyboard focus (SC2.4.3, SC4.1.2). The PDF reviewed was not properly tagged and contained a small number of critical issues related to the reading order of and ability to focus on the contents of the page (SC1.3.2, SC2.4.3).

The Accessibility Statement contained a good level of useful information and an accurate declaration of the site's compliance with the Directive. It provides a feedback and complaints channel, although the contact details of the relevant Access Officer in each Department is not clearly linked to from the statement and it is not clear how a person may make a request or complaint in relation to the accessibility of the website.

Summary of supporting actions

The Office of the Government Chief Information Officer (OGCIO) reported that relevant staff have received training on a range of Plain English, inclusive design and web accessibility courses. OGCIO is currently developing HTML forms in order to reduce the use of less accessible formats such as PDFs. An accessibility review was conducted during development of the current site and testing with a screen reader user conducted. OGCIO has received a large volume of feedback through the "Was this page useful?" feature. No feedback or complaints directly related to accessibility were reported as being received.

Compliance status with the EU Web Accessibility Directive

Partially compliant

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1. Perceivable																
1.1 Text Alternatives																
1.1.1 Non-text Content	A	N	Y	Y	Y	Y	N	N	N	Y	Y	N	Y	Y	N	N
1.2 Time-based Media																
1.2.1 Audio-only and Video-only (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.2.2 Captions (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.2.3 Audio Description or Media Alternative (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
³⁰ 1.2.4 Captions (Live)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.2.5 Audio Description (Prerecorded)	AA	n/a	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.3 Adaptable																
1.3.1 Info and Relationships	A	N	Y	N	N	N	N	N	Y	N	N	N	N	N	N	N
1.3.2 Meaningful Sequence	A	n/a	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y
1.3.3 Sensory Characteristics	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.3.4 Orientation	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.3.5 Identify Input Purpose	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.4 Distinguishable																
1.4.1 Use of Color	A	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
1.4.2 Audio Control	AA	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.4.3 Contrast (Minimum)	AA	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
1.4.4 Resize text	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.4.5 Images of Text	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.4.10 Reflow	A	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	n/a	Y
1.4.11 Non-text Contrast	AA	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
1.4.12 Text Spacing	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	n/a	Y
1.4.13 Content on Hover or Focus	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2. Operable																
2.1 Keyboard Accessible																
2.1.1 Keyboard	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.1.2 No Keyboard Trap	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.1.4 Character Key Shortcuts	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

³⁰ Success Criteria 1.2.4, captioning for live streamed events, is explicitly exempt under the Directive

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
2.2 Enough Time																
2.2.1 Timing Adjustable	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.2.2 Pause, Stop, Hide	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.3 Seizures and Physical Reactions																
2.3.1 Three Flashes or Below Threshold	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y
2.4 Navigable																
2.4.1 Bypass Blocks	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
2.4.2 Page Titled	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y
2.4.3 Focus Order	A	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y
2.4.4 Link Purpose (In Context)	A	N	N	Y	Y	N	N	N	N	N	Y	n/a	N	N	n/a	Y
2.4.5 Multiple Ways	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	n/a	Y
2.4.6 Headings and Labels	AA	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.7 Focus Visible	AA	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.5 Input Modalities																
2.5.1 Pointer Gestures	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.5.2 Pointer Cancellation	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.5.3 Label in Name	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.5.4 Motion Actuation	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3.Understandable																
3.1 Readable																
3.1.1 Language of Page	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
3.1.2 Language of Parts	AA	N	N	N	N	Y	N	N	N	N	N	Y	N	N	Y	N
3.2 Predictable																
3.2.1 On Focus	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y
3.2.2 On Input	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y
3.2.3 Consistent Navigation	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.4 Consistent Identification	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y
3.3 Input Assistance																
3.3.1 Error Identification	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3.3.2 Labels or Instructions	A	N	N	N	N	N	N	N	N	N	N	Y	n/a	N	Y	N
3.3.3 Error Suggestion	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3.3.4 Error Prevention (Legal, Financial, Data)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
4.Robust																
4.1 Compatible																
4.1.1 Parsing	A	N	N	N	N	N	N	N	N	N	N	n/a	N	N	n/a	N
4.1.2 Name, Role, Value	A	N	N	N	N	N	N	N	N	N	N	n/a	N	N	n/a	N
4.1.3 Status Messages	AA	N	N	N	N	N	N	N	N	N	N	n/a	N	N	n/a	N

Bus Éireann

Bus Éireann is a subsidiary of Córas Iompair Éireann (CIÉ) and provides bus services throughout Ireland with the exception of Dublin City. CIÉ is a State company that operates most bus services in Ireland.

Website: <https://www.buseireann.ie/>

Date range of reviews: 1-23 November 2021

Page title	URL	Type
1. Homepage	https://www.buseireann.ie/	
2. Contact (Customer Care	https://www.buseireann.ie/inner.php?id=290#contact	
3. Accessibility Statement	https://www.buseireann.ie/inner.php?id=639	
4. Sitemap	https://buseireann.ie/inner.php?id=655	
5. Stories of Hope and Recovery go on tour at Bus Éireann Stations Nationwide	https://buseireann.ie/bus_eireann_news.php?id=5188&month=Oct	
6. Driving Change Sustainability Strategy 2021-2030	https://buseireann.ie/pdf/1621430203-Sustainability.pdf	PDF
7. Buy tickets	https://www.buseireann.ie/#panel-buy-tickets	
8. View Timetables	https://www.buseireann.ie/#panel-fare-finder	
9. Fare Finder	https://www.buseireann.ie/#panel-fare-finder	
10. Real Time information	https://www.buseireann.ie/inner.php?id=403	
11. Booking search	https://national.buseireann.ie/booking/search/	
12. Customer information	https://www.buseireann.ie/inner.php?id=289	
13. About Us	https://www.buseireann.ie/inner.php?id=301	
14. News	https://buseireann.ie/inner.php?id=698	
15. School Transport	https://buseireann.ie/inner.php?id=256	

Description of results

Many of the static information pages reviewed have a reasonable level of accessibility with good alternative text on images. A range of colour contrast issues in common elements of all pages reviewed resulted in a large number of failures recorded, but this also indicates that many of these failures could be addressed relatively easily through application of improved colour contrast. The breadcrumb navigation features use ARIA attributes but these are incorrectly implemented and provide confusing information for screen reader users (SC4.1.2).

There is a poor level of accessibility on critical elements of the site's functionality such as the Buy Tickets, Fare Finder and Realtime Information features. Errors identified include lack of accessibility of errors messages in forms, poor or no markup for tables and inconsistent coding of forms and interactive elements (SC3.3.2, SC4.1.2).

The website's accessibility page contains general information about all aspects of Bus Éireann's service but does not contain information specific to the accessibility of the website or its compliance with the Directive.

Summary of supporting actions

Bus Éireann reported no formal complaints have been received. Bus Éireann is scoping out a project to conduct an accessibility review of its website.

Compliance status with the EU Web Accessibility Directive

Partially compliant

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
I. Perceivable																
I.1 Text Alternatives																
I.1.1 Non-text Content	A	N	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y	Y	Y
I.2 Time-based Media																
I.2.1 Audio-only and Video-only (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.2 Captions (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.3 Audio Description or Media Alternative (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
³¹ I.2.4 Captions (Live)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

³¹ Success Criteria I.2.4, captioning for live streamed events, is explicitly exempt under the Directive

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1.2.5 Audio Description (Prerecorded)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.3 Adaptable																
1.3.1 Info and Relationships	A	N	N	Y	Y	Y	N	N	N	Y	N	Y	Y	Y	Y	Y
1.3.2 Meaningful Sequence	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.3.3 Sensory Characteristics	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y
1.3.4 Orientation	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.3.5 Identify Input Purpose	AA	n/a	N	n/a	n/a	n/a	n/a	N	Y	Y	n/a	N	n/a	n/a	n/a	n/a
1.4 Distinguishable																
1.4.1 Use of Color	A	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
1.4.2 Audio Control	AA	n/a	n/a	Y	Y	Y	n/a	n/a	Y	Y	n/a	n/a	n/a	n/a	n/a	n/a
1.4.3 Contrast (Minimum)	AA	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
1.4.4 Resize text	AA	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	Y	Y
1.4.5 Images of Text	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.4.10 Reflow	A	N	N	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y
1.4.11 Non-text Contrast	AA	N	Y	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y	Y
1.4.12 Text Spacing	AA	N	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y
1.4.13 Content on Hover or Focus	AA	n/a	n/a	Y	n/a	n/a	n/a	N	Y	Y	n/a	n/a	n/a	n/a	n/a	n/a
2. Operable																
2.1 Keyboard Accessible																
2.1.1 Keyboard	A	Y	N	Y	Y	Y	n/a	N	Y	Y	N	N	Y	Y	Y	Y
2.1.2 No Keyboard Trap	A	N	Y	Y	Y	Y	n/a	N	Y	Y	N	Y	Y	Y	Y	Y
2.1.4 Character Key Shortcuts	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	n/a	n/a	n/a	n/a	n/a	n/a
2.2 Enough Time																

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
2.2.1 Timing Adjustable	A	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	Y	Y	Y	n/a	n/a	n/a	n/a
2.2.2 Pause, Stop, Hide	A	N	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	Y	Y	n/a	n/a	n/a	n/a
2.3 Seizures and Physical Reactions																
2.3.1 Three Flashes or Below Threshold	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y
2.4 Navigable																
2.4.1 Bypass Blocks	A	N	N	N	N	N	N	N	N	N	N	N	Y	Y	Y	N
2.4.2 Page Titled	A	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y
2.4.3 Focus Order	A	N	N	Y	Y	Y	Y	N	N	N	N	N	Y	Y	Y	Y
2.4.4 Link Purpose (In Context)	A	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.5 Multiple Ways	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.6 Headings and Labels	AA	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
2.4.7 Focus Visible	AA	N	N	Y	Y	Y	Y	N	N	Y	N	N	Y	Y	Y	Y
2.5 Input Modalities																
2.5.1 Pointer Gestures	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.5.2 Pointer Cancellation	A	Y	Y	Y	Y	Y	Y	n/a	n/a	n/a	Y	n/a	Y	Y	Y	Y
2.5.3 Label in Name	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
2.5.4 Motion Actuation	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3.Understandable																
3.1 Readable																
3.1.1 Language of Page	A	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.1.2 Language of Parts	AA	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y	Y	n/a	n/a	n/a	Y
3.2 Predictable																
3.2.1 On Focus	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.2 On Input	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
3.2.3 Consistent Navigation	AA	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.4 Consistent Identification	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.3 Input Assistance																
3.3.1 Error Identification	A	n/a	Y	n/a	n/a	n/a	n/a	Y	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a
3.3.2 Labels or Instructions	A	Y	Y	Y	Y	Y		N	N	Y	N	N	N	N	N	N
3.3.3 Error Suggestion	AA	n/a	Y	n/a	n/a	n/a	n/a	Y	n/a	n/a	n/a	Y	n/a	n/a	n/a	n/a
3.3.4 Error Prevention (Legal, Financial, Data)	AA	n/a	n/a	n/a	n/a	n/a	n/a	Y	n/a	n/a	n/a	Y	n/a	n/a	n/a	n/a
4. Robust																
4.1 Compatible																
4.1.1 Parsing	A	N	N	N	N	N	n/a	N	N	N	N	N	N	N	N	N
4.1.2 Name, Role, Value	A	N	n	N	Y	Y	Y	N	N	N	N	N	Y	Y	Y	Y
4.1.3 Status Messages	AA	n/a	n/a	n/a	n/a	n/a	Y	n/a	n/a	N	N	N	Y	Y	Y	n/a

Public Jobs

Publicjobs.ie is the website of the Public Appointments Service, the centralised provider of recruitment, assessment and selection services for the Civil Service in Ireland. Under part 5 of the Disability Act 2005, public bodies in Ireland have an obligation to ensure that at least 3% of its employees are persons with disabilities (see section on other [NDA monitoring activities](#) above).

Website: <https://publicjobs.ie/en/>

Date range of reviews: 1-23 November 2021

Page title	URL	Type
1. Homepage	https://publicjobs.ie/en/	
2. Contact	https://publicjobs.ie/en/contact-us	
3. Accessibility Statement	https://publicjobs.ie/en/accessibility	
4. Sitemap	https://publicjobs.ie/en/site-map	
5. Job Search	https://publicjobs.ie/en/job-search	
6. Candidate Privacy Statement	https://www.publicjobs.ie/candidateportal/login/register.do	
7. Register a New Account (page 1 of 3)	https://www.publicjobs.ie/candidateportal/login/register.do	
8. Register a New Account (page 2 of 3)		
9. Register a New Account (page 3 of 3)		
10. Featured Job – Assistant Lecturer in Advanced Robotics	https://www.publicjobs.ie/en/index.php?option=com_jobsearch&view=jobdetails&Itemid=263&cid=144017&campaignId=21312206 https://www.publicjobs.ie/en/index.php?option=com_jobsearch&view=jobdetails&Itemid=263&cid=144519&campaignId=21322400	
11. CANDIDATES INFORMATION BOOKLET – Information Booklet	https://www.publicjobs.ie/restapi/campaignAdverts/143615/booklet	PDF
12. FAQ	https://www.publicjobs.ie/en/information-hub/faq-info#I-i-have-forgotten-my-login-details-other-technical-issues	

Page title	URL	Type
I3. Data Protection	https://publicjobs.ie/en/data-protection	
I4. Diversity and Inclusion	https://publicjobs.ie/en/diversity-and-inclusion	
I5. Discover Health Policy Analyst Graduate Opportunities	https://publicjobs.ie/en/graduate-opportunities/health-policy-analyst	

Description of results

The Publicjobs.ie website has been designed with accessibility in mind but a large number of accessibility issues still persist.

While overall there is a good level of colour contrast found on the site's template and content, a small number of headings, buttons, features and pages such as the Sitemap have insufficient contrast (SCI.4.3). Interface components such as the video player, video carousel, main menu and the language switcher widget lack some element of accessibility support resulting in a degradation in the experience for users of Assistive Technology. Overall, while obvious attention has been given to accessibility, a high number of issues, inconsistent implementation and Success Criteria failures persist across the site.

The website's Accessibility Statement contains a detailed description of the accessibility issues and work underway to address these with timelines for completion. The Accessibility Statement does not contain a link to the enforcement mechanism under the Disability Act 2005.

Summary of supporting actions

The Public Appointments Service (PAS) reported sending staff to a variety of training from Plain English to webinars on accessibility. The PAS has undertaken a range of actions to improve the website's accessibility including an accessibility audit and a project to improve the accessibility of interactive applications. The PAS reported some negative feedback around areas where accessibility could be improved.

Compliance status with the EU Web Accessibility Directive

Partially compliant.

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
I. Perceivable																
I.1 Text Alternatives																
I.1.1 Non-text Content	A	N	N	N	Y	N	Y	Y	Y	Y	Y	N	Y	Y	N	N
I.2 Time-based Media																
I.2.1 Audio-only and Video-only (Prerecorded)	A	Y	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.2 Captions (Prerecorded)	A	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.3 Audio Description or Media Alternative (Prerecorded)	A	Y	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
³² I.2.4 Captions (Live)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.5 Audio Description (Prerecorded)	AA	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.3 Adaptable																
I.3.1 Info and Relationships	A	N	Y	N	N	N	N	N	N	N	N	Y	N	N	Y	N
I.3.2 Meaningful Sequence	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I.3.3 Sensory Characteristics	A	Y	Y	Y	Y	Y	Y	Y	N	N	N	n/a	N	Y	Y	Y
I.3.4 Orientation	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I.3.5 Identify Input Purpose	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	N	N	n/a	n/a	n/a	n/a	n/a
I.4 Distinguishable																
I.4.1 Use of Color	A	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y
I.4.2 Audio Control	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.4.3 Contrast (Minimum)	AA	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
I.4.4 Resize text	AA	N	N	N	N	N	N	N	N	N	N	n/a	N	N	N	N

³² Success Criteria I.2.4, captioning for live streamed events, is explicitly exempt under the Directive

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1.4.5 Images of Text	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y
1.4.10 Reflow	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.4.11 Non-text Contrast	AA	N	Y	Y	Y	Y	Y	Y	N	N	Y	n/a	Y	Y	Y	Y
1.4.12 Text Spacing	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.4.13 Content on Hover or Focus	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

2. Operable

2.1 Keyboard Accessible																
2.1.1 Keyboard	A	N	Y	Y	Y	Y	Y	Y	Y	N	Y	n/a	Y	Y	Y	Y
2.1.2 No Keyboard Trap	A	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	n/a	Y	Y	Y	Y
2.1.4 Character Key Shortcuts	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.2 Enough Time																
2.2.1 Timing Adjustable	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.2.2 Pause, Stop, Hide	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.3 Seizures and Physical Reactions																
2.3.1 Three Flashes or Below Threshold	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y
2.4 Navigable																
2.4.1 Bypass Blocks	A	Y	N	N	N	N	Y	Y	Y	Y	Y	N	Y	Y	N	Y
2.4.2 Page Titled	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
2.4.3 Focus Order	A	N	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y
2.4.4 Link Purpose (In Context)	A	N	N	N	N	N	N	Y	Y	Y	Y	Y	N	N	N	N
2.4.5 Multiple Ways	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.6 Headings and Labels	AA	Y	Y	Y	Y	Y	N	N	N	N	N	Y	Y	N	Y	N
2.4.7 Focus Visible	AA	N	Y	Y	Y	N	N	N	N	N	Y	Y	Y	Y	Y	Y
2.5 Input Modalities																

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
2.5.1 Pointer Gestures	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.5.2 Pointer Cancellation	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.5.3 Label in Name	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	n/a	n/a	n/a	Y	n/a
2.5.4 Motion Actuation	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

3. Understandable

3.1. Readable																
3.1.1 Language of Page	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.1.2 Language of Parts	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y
3.2 Predictable																
3.2.1 On Focus	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.2 On Input	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.3 Consistent Navigation	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
3.2.4 Consistent Identification	AA	Y	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y	Y	Y
3.3 Input Assistance																
3.3.1 Error Identification	A	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	Y	n/a	n/a	n/a	n/a	n/a	n/a
3.3.2 Labels or Instructions	A	Y	Y	Y	Y	N	n/a	N	N	N	n/a	n/a	n/a	n/a	Y	n/a
3.3.3 Error Suggestion	AA	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	Y	n/a	n/a	n/a	n/a	n/a	n/a
3.3.4 Error Prevention (Legal, Financial, Data)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

4. Robust

4.1 Compatible																
4.1.1 Parsing	A	N	N	N	N	N	N	N	N	N	N	n/a	N	N	N	N
4.1.2 Name, Role, Value	A	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N
4.1.3 Status Messages	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

National Council for Special Education (NCSE)

The National Council for Special Education (NCSE) was set up to improve the delivery of education services to persons with special educational needs arising from disabilities with particular emphasis on children. The NCSE's local service is delivered through its national network of Special Educational Needs Organisers (SENOS) who interact with parents and schools and liaise with the HSE in providing resources to support children with special educational needs.

Website: <https://ncse.ie/>

Date range of reviews: 1-23 November 2021

Page title	URL	Type
1. Homepage	https://ncse.ie/	
2. Contact	https://ncse.ie/contact-us-2	
3. Accessibility Statement	https://ncse.ie/accessibility	
4. Sitemap	https://ncse.ie/sitemap	
5. NCSE School Information Map	https://osi.maps.arcgis.com/apps/MapSeries/index.html?appid=acfl28d5d4d94f5bbc04ee910139268c	
6. Statistics	https://ncse.ie/statistics	
7. Guidelines on the Individual Education Plan Process	https://ncse.ie/wp-content/uploads/2021/06/NCSE-Annual-Report-2020.pdf	PDF
8. Search results page for 'disability'	https://ncse.ie/?s=disability	
9. Regional Services Contact List	https://ncse.ie/regional-services-contact-list	
10. Resources on 'General Support for Learning' for parent of a child in Early Years	https://ncse.ie/parent-early-years-general-support-for-learning	Video
11. NCSE Conference 2021 Booking Form	https://ncse.ie/research-conference-2021-booking-form	
12. Resources on 'Promoting Learning and Behaviour at home' for a parent of a child in a Special Class or Special School	https://ncse.ie/parent-special-class-or-special-school-promoting-learning-and-behaviour-at-home	
13. Parents – Special Class/School: I want to see resources on.....	https://ncse.ie/parents-special-class-special-school	

Page title	URL	Type
I 4. Resources on 'Visiting Teachers Support' for a parent of a child in Post Primary School who is Blind or Visually Impaired	https://ncse.ie/resources-on-visiting-teachers-support-for-a-parent-of-a-child-in-post-primary-school-who-is-blind-or-visually-impaired	
I 5. Teachers: I teach children in	https://ncse.ie/teacher-resources	

Description of results

The NSCE site is an older website that still refers to the previous version of the Web Content Accessibility Guidelines and not the version required under the Directive (WCAG .21). A significant number of accessibility issues were recorded across all pages reviewed. They included issues with alt text for images, colour contrast, text resizing, the names used for links as well as operating and navigating the website using a keyboard alone.

The website's Accessibility Statement does not contain information on how a person may ask for assistance or make a complaint in relation to the accessibility of the website. The page with information about the NCSE Access Officer is not linked from any prominent area of the website.

Summary of supporting actions

NSCE reported that a website development project is underway and the relevant accessibility standards are included in its procurement of web design services. The NCSE reported no complaints have been received in relation to the accessibility of its website.

Compliance status with the EU Web Accessibility Directive

Partially compliant

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
I. Perceivable																
I.1 Text Alternatives																
I.1.1 Non-text Content	A	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
I.2 Time-based Media																
I.2.1 Audio-only and Video-only (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
I.2.2 Captions (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	Y	Y
I.2.3 Audio Description or Media Alternative (Prerecorded)	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	N
³³ I.2.4 Captions (Live)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
I.2.5 Audio Description (Prerecorded)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	N
I.3 Adaptable																
I.3.1 Info and Relationships	A	N	Y	Y	Y	N	Y	N	N	N	Y	N	Y	Y	Y	Y
I.3.2 Meaningful Sequence	A	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I.3.3 Sensory Characteristics	A	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I.3.4 Orientation	AA	Y		Y	Y	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y
I.3.5 Identify Input Purpose	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a
I.4 Distinguishable																
I.4.1 Use of Color	A	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I.4.2 Audio Control	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

³³ Success Criteria I.2.4, captioning for live streamed events, is explicitly exempt under the Directive

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1.4.3 Contrast (Minimum)	AA	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
1.4.4 Resize text	AA	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N
1.4.5 Images of Text	AA	N	N	N	N	n/a	N	Y	Y	Y	N	n/a	N	N	N	N
1.4.10 Reflow	A	n/a	Y	Y	Y	N	Y	n/a	Y	Y	Y	N	Y	Y	Y	Y
1.4.11 Non-text Contrast	AA	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.4.12 Text Spacing	AA	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	N	Y	Y	Y	Y
1.4.13 Content on Hover or Focus	AA	Y	n/a	Y	Y	n/a	Y	Y	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2. Operable																
2.1 Keyboard Accessible																
2.1.1 Keyboard	A	N	N	N	N	N	N	Y	N	N	N	Y	N	N	N	N
2.1.2 No Keyboard Trap	A	Y	Y	n/a	n/a	N	n/a	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.1.4 Character Key Shortcuts	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.2 Enough Time																
2.2.1 Timing Adjustable	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.2.2 Pause, Stop, Hide	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.3 Seizures and Physical Reactions																
2.3.1 Three Flashes or Below Threshold	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.4 Navigable																
2.4.1 Bypass Blocks	A	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N
2.4.2 Page Titled	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.3 Focus Order	A	Y	Y	Y	Y	N	Y	N	Y	N	N	Y	N	Y	Y	Y
2.4.4 Link Purpose (In Context)	A	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
2.4.5 Multiple Ways	AA	Y	Y	Y	Y	n/a	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.4.6 Headings and Labels	AA	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
2.4.7 Focus Visible	AA	N	N	N	N	N	N	n/a	N	N	N	N	N	N	N	N
2.5 Input Modalities																
2.5.1 Pointer Gestures	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2.5.2 Pointer Cancellation	A	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y	Y	Y	Y	Y
2.5.3 Label in Name	A	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y	Y	Y	Y	Y
2.5.4 Motion Actuation	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3.Understandable																
3.1 Readable																
3.1.1 Language of Page	A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.1.2 Language of Parts	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2 Predictable																
3.2.1 On Focus	A	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	n/a	Y	Y	Y	Y
3.2.2 On Input	A	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	n/a	Y	Y	Y	Y
3.2.3 Consistent Navigation	AA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2.4 Consistent Identification	AA	Y	Y	Y	Y	Y	Y	n/a	Y	Y	Y	Y	Y	Y	Y	Y
3.3 Input Assistance																
3.3.1 Error Identification	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a
3.3.2 Labels or Instructions	A	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N
3.3.3 Error Suggestion	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a
3.3.4 Error Prevention (Legal, Financial, Data)	AA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Y	n/a	n/a	n/a	n/a
4.Robust																

Success Criteria		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
4.1 Compatible																
4.1.1 Parsing	A	N	N	N	N	N	N	n/a	N	N	N	N	N	N	N	N
4.1.2 Name, Role, Value	A	N	N	N	N	N	N	n/a	Y	N	N	N	N	Y	Y	N
4.1.3 Status Messages	AA	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a

In-depth Review results – mobile apps

The following results are based on the two reviews conducted on mobile apps.

IrishRail app

Iarnród Éireann (Irish Rail) is a subsidiary of CIÉ that provides passenger and freight rail services through-out Ireland. The IrishRail app enables people to get journey planner, live departure and arrival information and train and commuter push notifications to their device.

Description of results

The Irish Rail app has a high level of accessibility. The errors identified were mostly minor and would not seriously impact on the accessibility of the app.

Summary of supporting actions

The Irish Rail app was recently redeveloped. The Iarnród Éireann Digital Team reported they have an accessibility partner which has provided training to staff. All tenders refer to WCAG 2.1AA compliance.

Iarnród Éireann reported receiving no complaints about the accessibility of the Irish Rail app.

The Iarnród Éireann Website Accessibility Statement contains no reference to the accessibility compliance of the Irish Rail app.

Compliance status with the EU Web Accessibility Directive

Partially compliant

Success Criteria	Level	Irish Rail App iOS	Irish Rail App Android
I. Perceivable			
I.1 Text Alternatives			
I.1.1 Non-text Content	A	N	N
I.2 Time-based Media			
I.2.1 Audio-only and Video-only (Prerecorded)	A	N/A	N/A
I.2.2 Captions (Prerecorded)	A	N/A	N/A
I.2.3 Audio Description or Media Alternative (Prerecorded)	A	N/A	N/A
³⁴ I.2.4 Captions (Live)	AA	N/A	N/A
I.2.5 Audio Description (Prerecorded)	AA	N/A	N/A
I.3 Adaptable			
I.3.1 Info and Relationships	A	N	N
I.3.2 Meaningful Sequence	A	N	Y
I.3.3 Sensory Characteristics	A	Y	Y
I.3.4 Orientation	AA	N	N
I.3.5 Identify Input Purpose	AA	N/A	N/A
I.4 Distinguishable			
I.4.1 Use of Color	A	N	N

³⁴ Success Criteria I.2.4, captioning for live streamed events, is explicitly exempt under the Directive

Success Criteria	Level	Irish Rail App iOS	Irish Rail App Android
1.4.2 Audio Control	AA	N/A	N/A
1.4.3 Contrast (Minimum)	AA	N	N
1.4.4 Resize text	AA	N	Y
1.4.5 Images of Text	AA	Y	Y
1.4.10 Reflow	A	N/A	N/A
1.4.11 Non-text Contrast	AA	N	N
1.4.12 Text Spacing	AA	N/A	N/A
1.4.13 Content on Hover or Focus	AA	N/A	N/A
2. Operable			
2.1 Keyboard Accessible			
2.1.1 Keyboard	A	N/A	N
2.1.2 No Keyboard Trap	A	N/A	N
2.1.4 Character Key Shortcuts	A	N/A	N/A
2.2 Enough Time			
2.2.1 Timing Adjustable	A	N/A	N/A
2.2.2 Pause, Stop, Hide	A	N/A	N/A
2.3 Seizures and Physical Reactions			
2.3.1 Three Flashes or Below Threshold	A	Y	Y
2.4 Navigable			
2.4.1 Bypass Blocks	A	N/A	N/A
2.4.2 Page Titled	A	Y	Y
2.4.3 Focus Order	A	N	N
2.4.4 Link Purpose (In Context)	A	Y	Y
2.4.5 Multiple Ways	AA	Y	Y
2.4.6 Headings and Labels	AA	N	N
2.4.7 Focus Visible	AA	N/A	Y
2.5 Input Modalities			
2.5.1 Pointer Gestures	A	N	N
2.5.2 Pointer Cancellation	A	Y	Y
2.5.3 Label in Name	A	Y	Y
2.5.4 Motion Actuation	A	N/A	N/A
3. Understandable			
3.1 Readable			
3.1.1 Language of Page	A	Y	Y
3.1.2 Language of Parts	AA	Y	Y
3.2 Predictable			
3.2.1 On Focus	A	Y	Y
3.2.2 On Input	A	N	N
3.2.3 Consistent Navigation	AA	Y	Y
3.2.4 Consistent Identification	AA	Y	Y
3.3 Input Assistance			
3.3.1 Error Identification	A	Y	Y

Success Criteria	Level	Irish Rail App iOS	Irish Rail App Android
3.3.2 Labels or Instructions	A	N	N
3.3.3 Error Suggestion	AA	Y	Y
3.3.4 Error Prevention (Legal, Financial, Data)	AA	N/A	N/A
4. Robust			
4.1 Compatible			
4.1.1 Parsing	A	N/A	N/A
4.1.2 Name, Role, Value	A	N	N
4.1.3 Status Messages	AA	N	N

Transport for Ireland Real Time Information App

The TFI Real Time Ireland App combines all real time information services from Bus Éireann, Dublin Bus, Go-Ahead Ireland Iarnród Éireann and Luas, the main transport providers in Ireland. The app provides live updates, helping people plan their journey efficiently. People can search by route or by stop number. There is also an interactive map available, with each stop labelled.

Description of results

The Transport for Ireland (TFI) Real Time app has a number of critical accessibility issues. Errors identified include a lack of consistency in how important elements on the screen receive focus when a user moves around a screen (SC2.4.3). The name, role and value provided in the code of the app to interface elements are incorrect or inconsistently applied (SC4.1.2). These errors render the app very difficult to use with a screen reader such as VoiceOver.

Summary of supporting actions

The National Transport Authority (NTA) is in the process of redeveloping all its mobile apps and reported that accessibility will be a key focus of this work. A requirement in the procurement documents is that they comply with EN 301 549 and the Web Content Accessibility Guidelines 2.1. Level AA. Relevant NTA staff have received accessibility training and attended accessibility seminars and an Accessibility Team has recently been established.

Both the TFI and the NTA websites have comprehensive accessibility statements. Neither statements refer to the accessibility of the mobile apps.

NTA has no record of any formal complaints with regard to the accessibility of its websites or apps.

Compliance status with the EU Web Accessibility Directive

Partially compliant

Success Criteria	Level	Real Time Information iOS	Real Time Information Android
1. Perceivable			
I.1 Text Alternatives			
I.1.1 Non-text Content	A	N	N
I.2 Time-based Media			
I.2.1 Audio-only and Video-only (Prerecorded)	A	N/A	N/A
I.2.2 Captions (Prerecorded)	A	N/A	N/A
I.2.3 Audio Description or Media Alternative (Prerecorded)	A	N/A	N/A
³⁵ I.2.4 Captions (Live)	AA	N/A	N/A
I.2.5 Audio Description (Prerecorded)	AA	N/A	N/A
I.3 Adaptable			
I.3.1 Info and Relationships	A	N	N
I.3.2 Meaningful Sequence	A	N	N
I.3.3 Sensory Characteristics	A	Y	Y
I.3.4 Orientation	AA	N	N
I.3.5 Identify Input Purpose	AA	N/A	N/A
I.4 Distinguishable			
I.4.1 Use of Color	A	Y	Y
I.4.2 Audio Control	AA	N/A	N/A
I.4.3 Contrast (Minimum)	AA	N	N
I.4.4 Resize text	AA	N	N
I.4.5 Images of Text	AA	Y	Y
I.4.10 Reflow	A	N/A	N/A
I.4.11 Non-text Contrast	AA	N	N
I.4.12 Text Spacing	AA	N/A	N/A
I.4.13 Content on Hover or Focus	AA	N/A	N/A
2. Operable			
2.1 Keyboard Accessible			
2.1.1 Keyboard	A	N/A	N
2.1.2 No Keyboard Trap	A	N/A	N
2.1.4 Character Key Shortcuts	A	N/A	N/A
2.2 Enough Time			
2.2.1 Timing Adjustable	A	N/A	N/A
2.2.2 Pause, Stop, Hide	A	N	N
2.3 Seizures and Physical Reactions			
2.3.1 Three Flashes or Below Threshold	A	Y	Y
2.4 Navigable			
2.4.1 Bypass Blocks	A	N/A	N/A
2.4.2 Page Titled	A	Y	Y
2.4.3 Focus Order	A	N	N

³⁵ Success Criteria I.2.4, captioning for live streamed events, is explicitly exempt under the Directive

Success Criteria	Level	Real Time Information iOS	Real Time Information Android
2.4.4 Link Purpose (In Context)	A	Y	Y
2.4.5 Multiple Ways	AA	Y	Y
2.4.6 Headings and Labels	AA	N	N
2.4.7 Focus Visible	AA	N/A	Y
2.5 Input Modalities			
2.5.1 Pointer Gestures	A	N	N
2.5.2 Pointer Cancellation	A	Y	Y
2.5.3 Label in Name	A	N	Y
2.5.4 Motion Actuation	A	N/A	N/A
3.Understandable			
3.1 Readable:			
3.1.1 Language of Page	A	N	N
3.1.2 Language of Parts	AA	Y	Y
3.2 Predictable			
3.2.1 On Focus	A	Y	Y
3.2.2 On Input	A	Y	Y
3.2.3 Consistent Navigation	AA	Y	Y
3.2.4 Consistent Identification	AA	N	N
3.3 Input Assistance			
3.3.1 Error Identification	A	N/A	N/A
3.3.2 Labels or Instructions	A	N	N
3.3.3 Error Suggestion	AA	N/A	N/A
3.3.4 Error Prevention (Legal, Financial, Data)	AA	N/A	N/A
4.Robust			
4.1 Compatible			
4.1.1 Parsing	A	N/A	N/A
4.1.2 Name, Role, Value	A	N	N
4.1.3 Status Messages	AA	N	N

Simplified Reviews

Methodology, sampling and tools

NDA's approach to monitoring is to produce data and information that is usable and actionable by a public body to improve the accessibility of its website. The methodological approach adopted by NDA seeks to provide useful and reliable information rather than statistical measurement of compliance.

The open source Axe-core engine was used as the basis for tests for the Simplified Reviews.³⁶ Axe-core is an accessibility testing engine for websites and other HTML-based user interfaces and is used by a number of vendors of accessibility analysis tools. Following a competitive public procurement process in August 2021, NDA commissioned Deque's Axe Monitor tool.³⁷ Axe Monitor is a server-based accessibility analysis and management tool which automatically scans web content and identifies violations of accessibility compliance against a subset of WCAG 2.1 Success Criteria using the Axe-core engine.

The Deque Axe Monitor implementation of the Axe Core engine allows for a potential total of 65 Axe Core discrete automated tests to be conducted against a total of 26 WCAG 2.1 Level A and AA Success Criteria. An Axe Core test is sufficient to identify a failure, to a high level of probability, on a webpage of a Success Criteria, but is insufficient to test if a Success Criteria is passed.

See the annex for a mapping of the Axe Core rules against WCAG 2.1 Success Criteria.

Description of outputs from the Simplified Testing Tool

Scans were conducted on the 50 selected sites on a weekly basis from 1-21 November 2021. Scans were conducted to three levels of each site's hierarchy to a maximum of 950 pages per site. Approximately 41,433 pages were scanned each week.

Axe Monitor provides a range of reports based on data collected from the scans. The level of detail generated from each scan was deemed to be too great to practically include in the Monitoring Report. The snapshot data provided below includes:

- Number of pages scanned
- Total number of issues identified

³⁶ <https://github.com/dequelabs/axe-core>

³⁷ <https://www.deque.com/axe/monitor/> Deque was partner in the Web Accessibility Initiative - Advanced Decision Support Tools for Scalable Web Accessibility Assessments (WAI-Tools) Project, a European Commission (EC) co-funded project, Horizon 2020 Program (780057).

- Categorisation of issues and percentages for each. Categories include ARIA, PDF, Colour Contrast, Tables and Text Alternatives.

Public bodies subject to monitoring are provided with a read-only version of the detailed scan report. This report allows issues to be sorted by severity or by WCAG 2.1 Success Criteria. A detailed description for each issue includes a list of pages on which it occurs and a code snippet from each error. Contextual guidance for each issue is provided on how to fix the problem, the impact the problem has on people with different types of disabilities and reference to the relevant WCAG 2.1 Success Criterion.

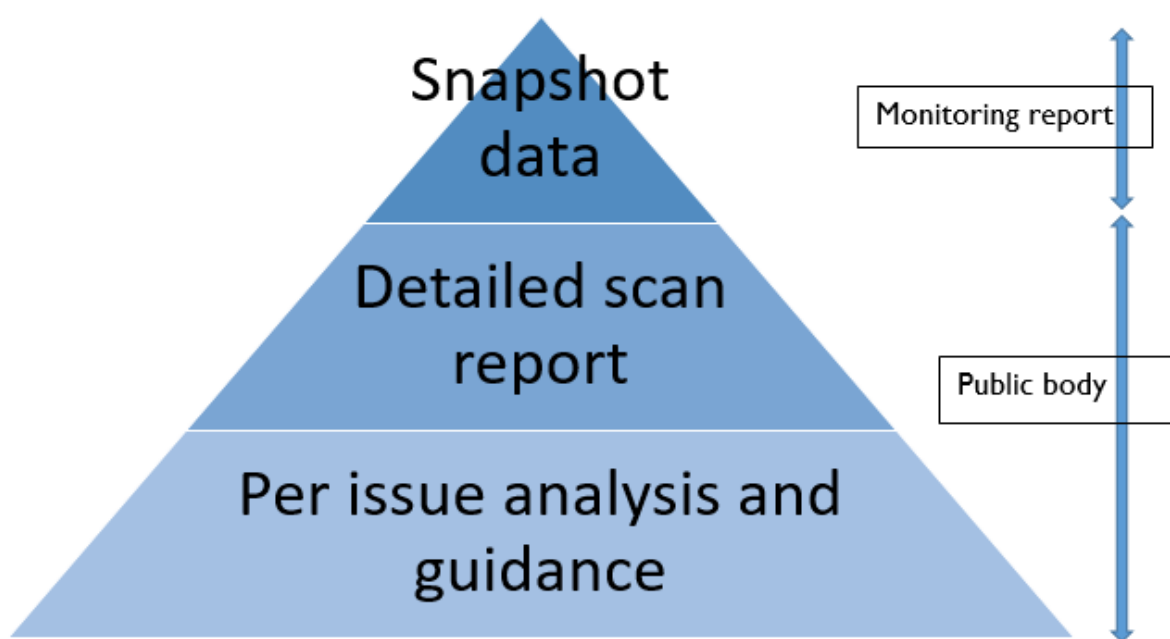


Figure 4. Levels of data provided by the National Monitoring Body

The Simplified Reviews Report below provides high-level snapshot data for each website in graphical and tabular format.

Issues are categorised as Critical, Serious, Moderate or Minor. Pages are categorised as Critical, Serious, Moderate or Good based on the "worst" issue on the page.

Explanation of monitoring data for Simplified Reviews

Simplified Review Monitoring Data is comprised of

- Name and URL of site
- Date of scan data

- Number of pages scanned
- Accessibility Score (not compliance score)
- Number of issues by impact: Critical, Serious, Moderate and Minor
- Graph of percentage of issues by category
- Accessibility table with percentage of issues by category

Definition of impact descriptions³⁸

Axe-core assigns an impact according to an assessment of the likely impact of an issue on a user with a disability that would be affected by this issue. In any given context, the actual impact for the user could be lower; in some instances, it could be higher. For this reason, NDA encourages public bodies to evaluate each individual issue and assess the impact in the context of their website application or content.

Minor

Considered to be a nuisance or an annoyance bug. Prioritise fixing if the fix only takes a few minutes and the developer is working on the same screen/feature at the same time, otherwise the issue should not be prioritised. Will still impact compliance if not fixed.

Moderate

Results in some difficulty for people with disabilities, but will generally not prevent them from accessing fundamental features or content. Users may be frustrated and abandon non-critical workflows. Prioritise fixing in this version, if there are no higher-priority issues. Will get in the way of compliance if not fixed.

Serious

Results in serious barriers for people with disabilities, and will partially or fully prevent them from accessing fundamental features or content. People relying on assistive technologies will experience significant frustration and may abandon essential workflows. Issues falling under this category are major problems, and remediation should be a priority.

Critical

Results in blocked content for people with disabilities, and will definitely prevent them from accessing fundamental features or content. This type of issue puts your organisation at risk. Prioritise fixing as soon as possible, within the week if possible. Remediation should be a top priority.

Accessibility Score

An Accessibility Score is provided for each site. This is based on the number of pages containing Critical, Serious, Moderate, Minor or no issues and is calculated according the following formula:

$(0.4 \cdot p_2 + 0.8 \cdot p_1 + p_0) / TP$, where:

- p_2 = number of pages with Serious issues
- p_1 = number of pages with Moderate issues
- p_0 = number of pages with Minor issues
- TP = Total pages

While the Directive and its Implementing Decisions do not require such a scoring, it is provided to public bodies and in this report as a high level indicator of the accessibility 'health' of the website. It is also intended to motivate public bodies to improve their Accessibility Score over time by addressing the most critical and serious issues first and seeing tangible improvements in the Accessibility Score.

Simplified Review results

Summary data

Table 5 provides totals for the number of pages reviewed per site, and the number of critical and serious issues identified through the automated accessibility software.

The Accessibility Score is not a rating of a website's compliance but a weighted scoring of the number of issues identified.

Table 5: Summary of Simplified Review Results

Public body	Score	Average Issues Per Page	Total pages	Critical issues	Serious issues
An Garda Síochana	44.97%	5	986	518	41
An Post	23.36%	7	987	466	484
Broadcasting Authority of Ireland	8.95%	9	997	783	208
Bus Éireann	0.55%	33	401	397	3
Cavan County Council	26.84%	54	980	327	650
Central Statistics Office (CSO)	59.96%	4	993	208	316
Citizens Information	78.68%	6	997	149	106
City of Dublin Education & Training Board	28.60%	25	847	273	553
Courts Service of Ireland	26.55%	4	993	334	659
Department of Justice	6.93%	29	998	852	128
Department of Social Protection - information - Gov.ie	40.00%	6	100	0	100
Department of Transport	39.72%	6	997	13	980
Dublin Bus	0.79%	30	814	804	6
Dublin City Council	1.75%	8	992	959	26
Enterprise Ireland	1.37%	24	847	833	4
Environmental Protection Agency	37.89%	2	996	57	936
Fáilte Ireland	7.37%	8	38	31	7
Galway and Roscommon Education & Training Board	22.33%	8	335	154	177
Galway County Council	1.41%	22	977	959	7
Go Ahead Ireland	0.00%	40	76	76	0

Gov.ie	39.56%	6	998	11	987
Health and Safety Authority (HSA)	0.71%	17	987	971	15
Heritage Ireland (OPW)	25.81%	16	616	355	170
Houses of the Oireachtas	1.30%	13	1000	978	150
Irish Rail	2.31%	7	994	965	10
Libraries Ireland	0.00%	5	165	165	0
Libraries Ireland Catalogue	18.99%	14	139	73	66
Limerick Council	0.08%	14	982	980	2
Luas	1.13%	19	247	243	2
National Advocacy Service	38.08%	6	73	41	7
National Disability Authority	89.26%	1	998	79	47
National Transport Authority	26.40%	5	985	383	570
Pobal	27.09%	10	697	279	382
Register of Irish Sign Language Interpreters	25.79%	10	114	54	51
Revenue	89.38%	0	1000	63	72
Sign Language Interpreting Service (CIB)	1.39%	43	72	71	0
Skillnet Ireland	7.10%	30	459	412	24
Sligo County Council	37.54%	22	998	63	934
Solas	7.51%	11	386	357	0
South Dublin County Council	31.63%	10	997	243	731
St James Hospital	38.00%	45	821	173	560
Student Universal Support Ireland (SUSI)	20.53%	31	452	220	232
Technological University Dublin	36.09%	7	992	121	855
The Housing Agency	6.42%	13	558	515	12
The Irish Human Rights and Equality Commission	46.63%	6	917	334	259
The Office of the Ombudsman	44.68%	5	141	78	0
Transport for Ireland	0.00%	15	647	647	0
University College Cork	29.09%	10	977	268	708
University College Dublin	24.34%	22	990	407	570
Workplace Relations Commission (WRC)	30.24%	9	998	278	697

Table 6 provides totals for all pages reviewed across all sites and the total number of issues identified.

Table 6: Simplified Reviews. Totals of issues identified – all sites

The following snapshot data for all sites provides an overview of all scan data collected. While the In-depth Reviews can confirm compliance with an individual Success Criteria, the Simplified Review can only confirm failures across a subset of those Success Criteria which can be automatically tested, but across a large number of pages.

In contrast to the In-Depth Review results, issues are grouped under headings rather than individual Success Criteria.³⁹

The Accessibility Score is a numerical calculation of the number of issues identified weighted according to their impact and presented as a percentage of the number of pages scanned. It is not a measure of the compliance of a website with the Directive and it is provided here as a baseline for future monitoring activities.

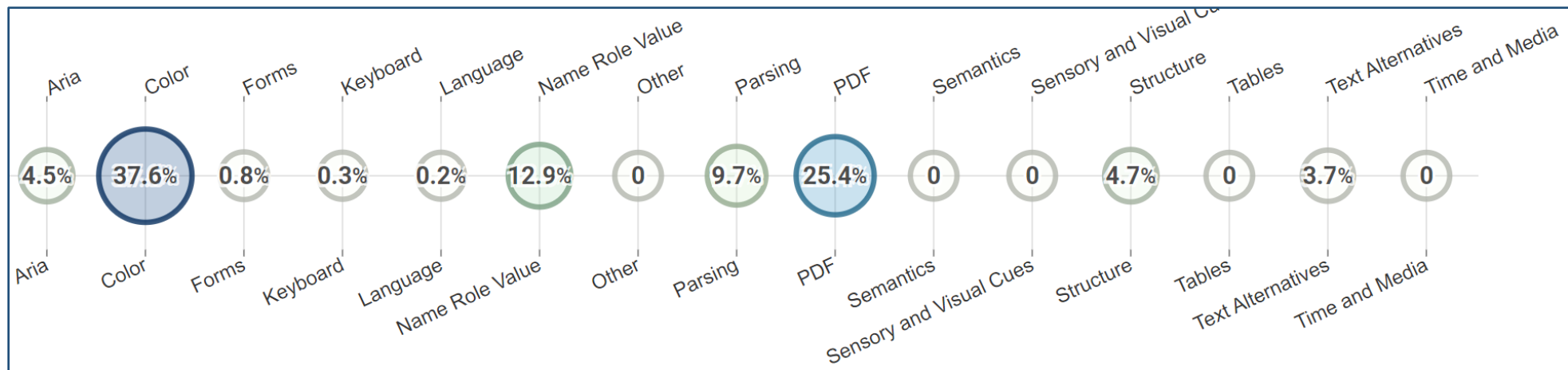
A high percentage of issues were identified under Colour Contrast, PDF, Name, Role, Value, Parsing, and Structure. A large number of failures can arise under Colour Contrast on any site where elements of the websites template such as the header and footer contains inadequate contrast between the background and text colours. While these issues can be relatively quick to remediate, they usually require technical input from the websites to develop and may also have implications for the branding and colour palette used for the website.

A large quantity of information published to public websites are contained in PDFs. Many PDFs scanned were not tagged or contain other accessibility features required under WCAG 2.1 AA.

³⁹ A correlation tables between these groupings and the success criteria is provided in the annex

Snapshot for-	Score	Total pages	Total issues	Pages with issues	Pages with critical issues
All sites - 50	23.6 %	40373	517,348	31,880	19,241

Figure 5: Simplified Review. Issues by category – all sites



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
4.5%	37.6%	0.8%	0.3%	0.2%	12.9%	0	9.7%	25.4%	0	0	4.7%	0	3.7%	0

Simplified Review results – per site data

An Garda Síochána	70
An Post	71
Broadcasting Authority of Ireland	72
Bus Éireann.....	73
Cavan County Council	74
Central Statistics Office (CSO)	75
Citizens Information Board.....	76
City of Dublin Education and Training Board	77
Courts Service of Ireland	78
Department of Justice	79
Department of Social Protection - Services	80
Department of Transport	81
Dublin Bus	82
Dublin City Council.....	83
Enterprise Ireland	84
Environmental Protection Agency.....	85
Fáilte Ireland.....	86
Galway and Roscommon Education & Training Board.....	87
Galway County Council	88
Go Ahead Ireland	89
Gov.ie	90
Health and Safety Authority	91
Heritage Ireland (OPW)	92
Houses of the Oireachtas	93
The Housing Agency	94
The Irish Human Rights and Equality Commission	95
Irish Rail	96
Libraries Ireland	97

Libraries Ireland Catalogue	98
Limerick County Council.....	99
Luas	100
National Advocacy Service	101
National Council for Special Education	102
National Disability Authority	103
National Transport Authority	104
Office of the Ombudsman	105
Pobal	106
Register of Irish Sign Language Interpreters.....	107
Revenue	108
Sign Language Interpreting Service.....	109
Skillnet Ireland.....	110
Sligo County Council.....	111
Solas	112
South Dublin County Council	113
Saint James Hospital	114
Student Universal Support Ireland (SUSI).....	115
TU Dublin.....	116
Transport for Ireland.....	117
University College Dublin	118
University College Cork	119
University of Limerick	120
Workplace Relations Commission.....	121

An Garda Síochána

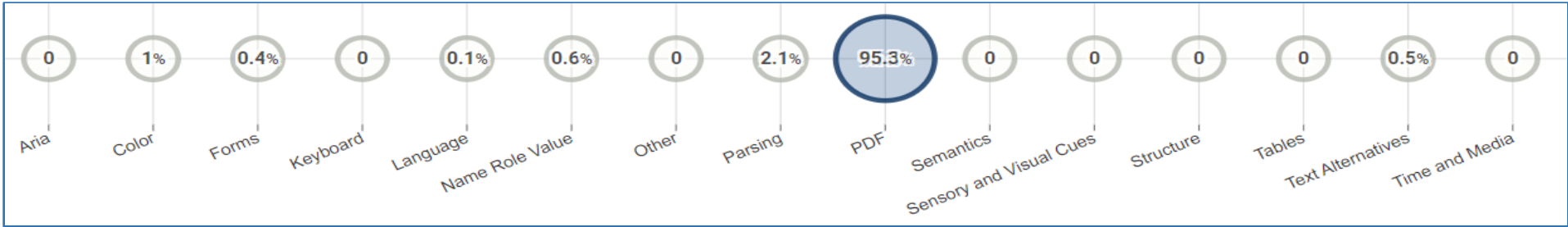
Website: <https://www.garda.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
An Garda Síochana	44.97%	5	986	518	41	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	1%	0.4%	0	0.1%	0.6%	0	2.1%	95.3%	0	0	0	0	0.5%	0

An Post

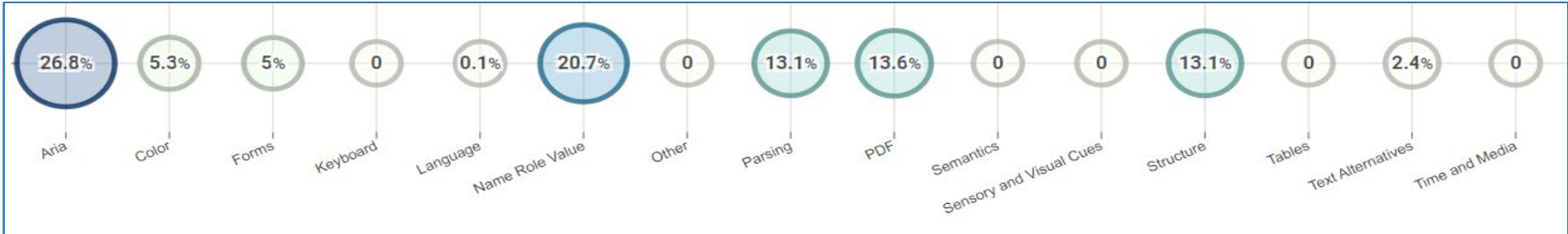
Website: <https://www.anpost.com/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
An Post	23.36%	7	987	466	484	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
26.8%	5.3%	5%	0	0.1%	20.7%	0	13.1%	13.6%	0	0	13.1%	0	2.4%	0

Broadcasting Authority of Ireland

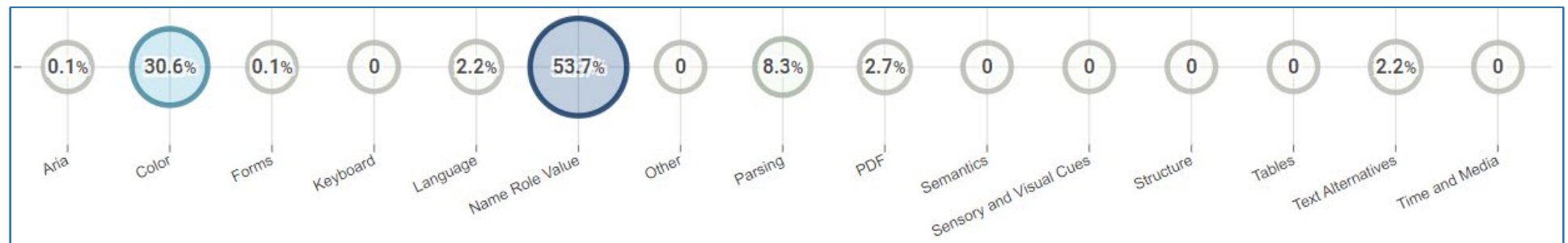
Website: <https://www.bai.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Broadcasting Authority of Ireland	8.95%	9	997	783	208	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.1%	30.6%	0.1%	0	2.2%	53.7%	0	8.3%	2.7%	0	0	0	0	2.2%	0

Bus Éireann

Website: <https://www.buseireann.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Bus Eireann	0.55%	33	401	397	3	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
23.2%	64.1%	0.2%	0	0	0.3%	0	0.3%	9.2%	0	0	2.6%	0	0.1%	0

Cavan County Council

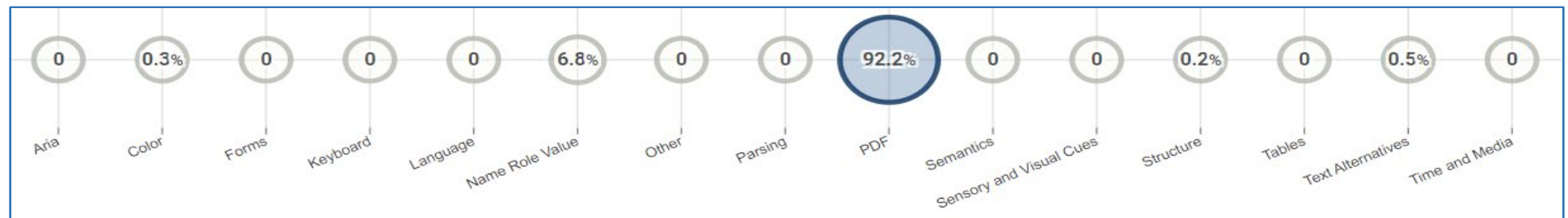
Website: <https://www.cavancoco.ie/home.htm>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Cavan County Council	26.84%	54	980	327	650	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	0.3%	0	0	0	6.8%	0	0	92.2%	0	0	0.2%	0	0.5%	0

Central Statistics Office (CSO)

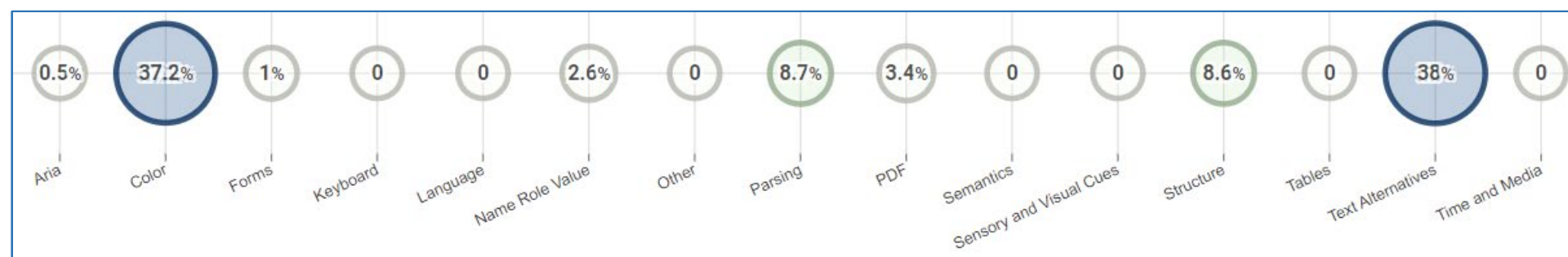
Website: <https://www.cso.ie/en/index.html>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Central Statistics Office (CSO)	59.96%	4	993	208	316	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.5%	37.2%	1%	0	0	2.6%	0	8.7%	3.4%	0	0	8.6%	0	38%	0

Citizens Information Board

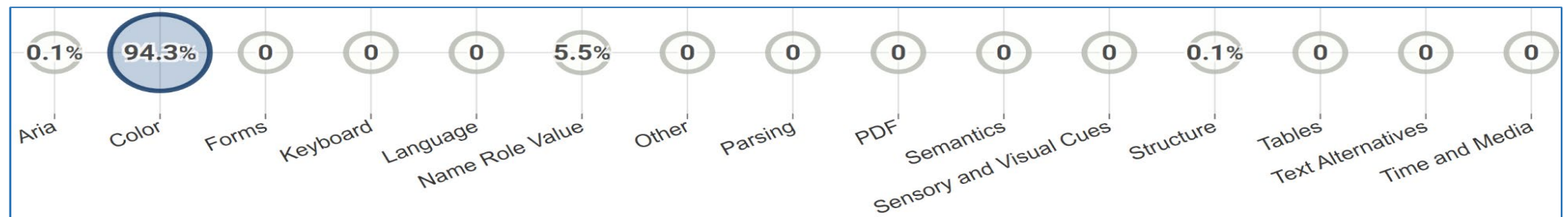
Website: <https://citizensinformation.ie>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total pages	Critical	Serious	Moderate
Citizens Information	78.68%	6	997	149	106	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.1%	94.3%	0	0	0	5.5%	0	0	0	0	0	0.1%	0	0	0

City of Dublin Education and Training Board

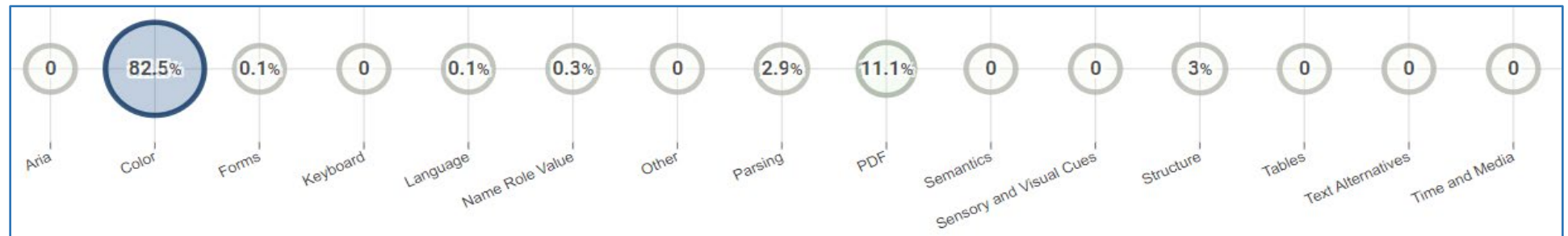
Website: <http://cityofdublin.etb.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
City of Dublin Education & Training Board	28.60%	25	847	273	553	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	82.5%	0.1%	0	0.1%	0.3%	0	2.9%	11.1%	0	0	3%	0	0	0

Courts Service of Ireland

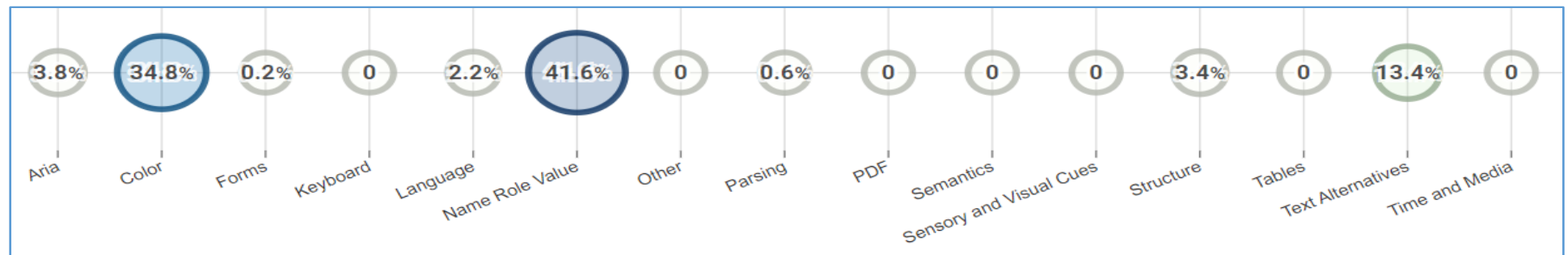
Website: <https://www.courts.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Courts Service of Ireland	26.55%	4	993	334	659	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
3.8%	34.8%	0.2%	0	2.2%	41.6%	0	0.6%	0	0	0	3.4%	0	13.4%	0

Department of Justice

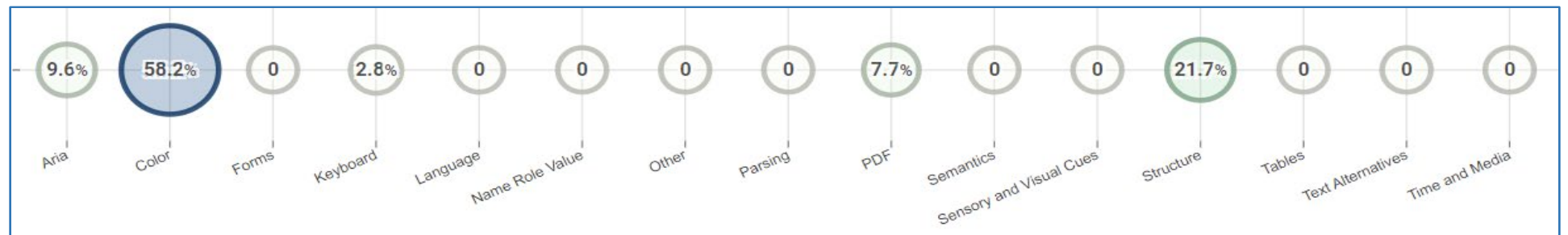
Website: <https://justice.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Department of Justice	6.93%	29	998	852	128	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
9.6%	58.2%	0	2.8%	0	0	0	0	7.7%	0	0	21.7%	0	0	0

Department of Social Protection - Services

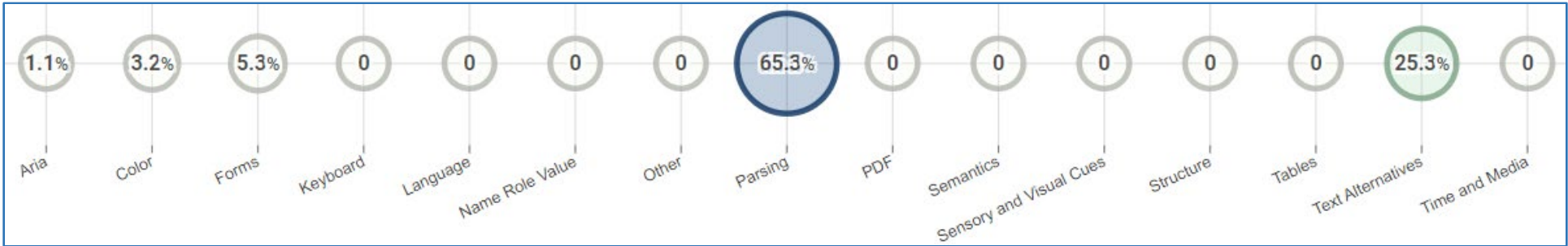
Website: <https://services.mywelfare.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Dept Social Protection - information - Gov.ie	40.00%	6	100	0	100	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
1.1%	3.2%	5.3%	0	0	0	0	65.3%	0	0	0	0	0	25.3%	0

Department of Transport

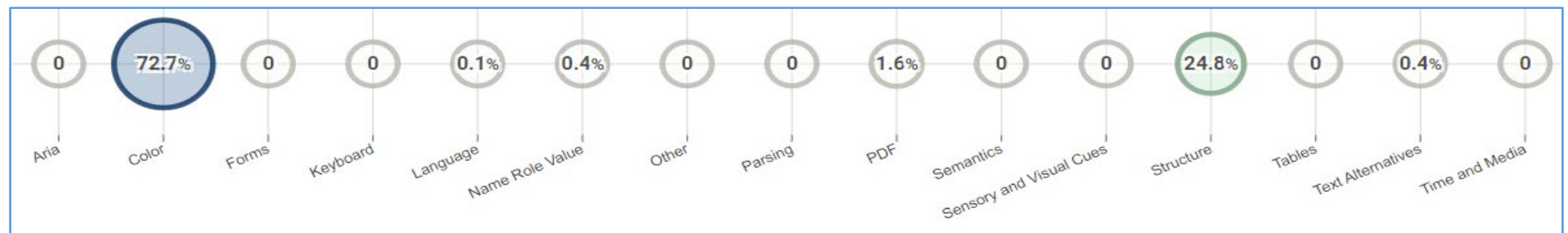
Website: <https://www.gov.ie/en/organisation/departments-of-transport/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Department of Transport	39.72%	6	997	13	980	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	72.7%	0	0	0.1%	0.4%	0	0	1.6%	0	0	24.8%	0	0.4%	0

Dublin Bus

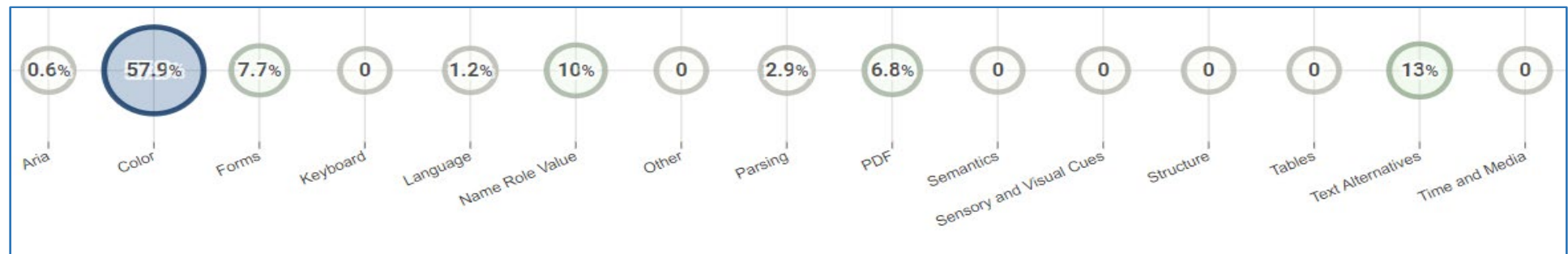
Website: <https://dublinbus.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Dublin Bus	0.79%	30	814	804	6	0

Issues by category



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.6%	57.9%	7.7%	0	1.2%	10%	0	2.9%	6.8%	0	0	0	0	13%	0

Dublin City Council

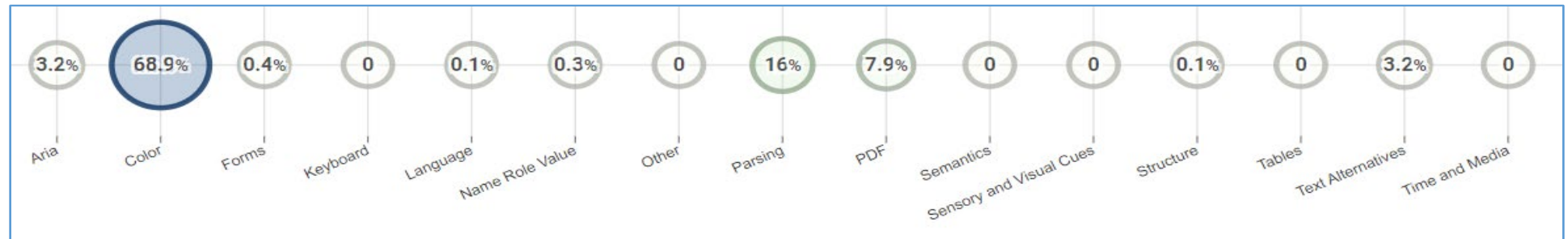
Website: <https://www.dublincity.ie/residential>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Dublin City Council	1.75%	8	<u>992</u>	<u>959</u>	<u>26</u>	<u>0</u>

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
3.2%	68.9%	0.4%	0	0.1%	0.3%	0	16%	7.9%	0	0	0.1%	0	3.2%	0

Enterprise Ireland

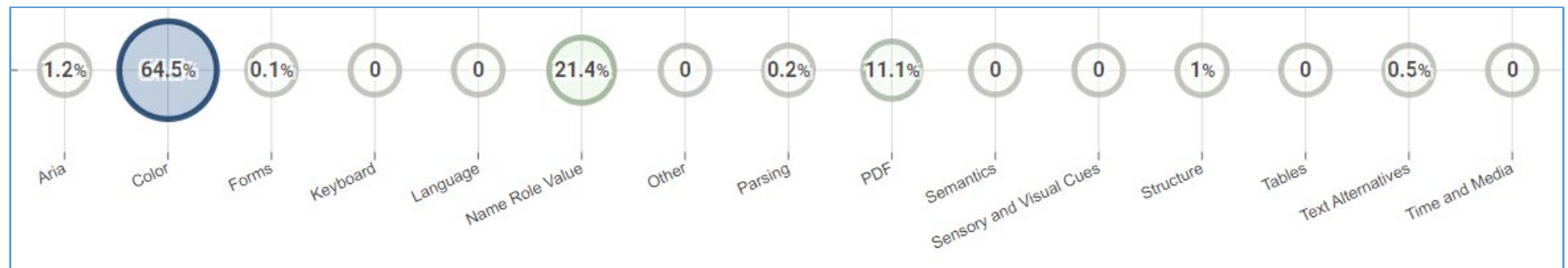
Website: <https://www.enterprise-ireland.com/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Enterprise Ireland	1.37%	24	847	833	4	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
1.2%	64.5%	0.1%	0	0	21.4%	0	0.2%	11.1%	0	0	1%	0	0.5%	0

Environmental Protection Agency

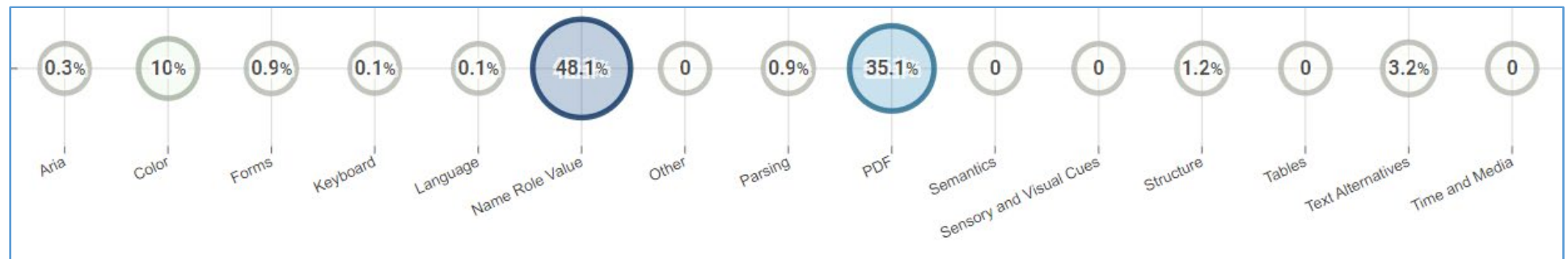
Website: <https://www.epa.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Environmental Protection Agency	37.89%	2	996	57	936	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.3%	10%	0.9%	0.1%	0.1%	48.1%	0	0.9%	35.1%	0	0	1.2%	0	3.2%	0

Fáilte Ireland

Website: <https://www.failteireland.ie/>

Date range of reviews: 1-23 November 2021

Results:

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
20.4%	16%	2.2%	0	9.6%	28.4%	0	9.9%	0	0	0	12.8%	0	0.6%	0

Galway and Roscommon Education & Training Board

Website: <https://gretb.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Galway and Roscommon Education & Training Board	22.33%	8	335	154	177	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	72.1%	0.1%	6.6%	0	0.1%	0	0.2%	20.3%	0	0	0.2%	0	0.2%	0

Galway County Council

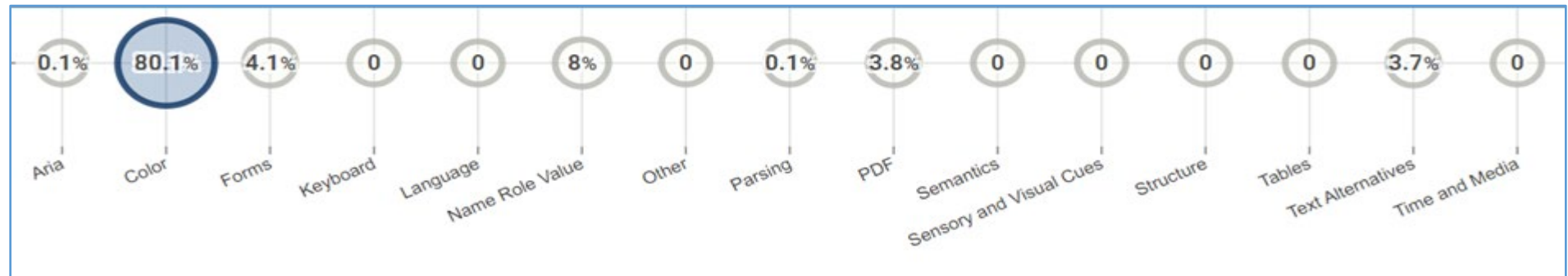
Website: <https://www.galway.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Galway County Council	1.41%	22	977	959	7	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.1%	80.1%	4.1%	0	0	8%	0	0.1%	3.8%	0	0	0	0	3.7%	0

Go Ahead Ireland

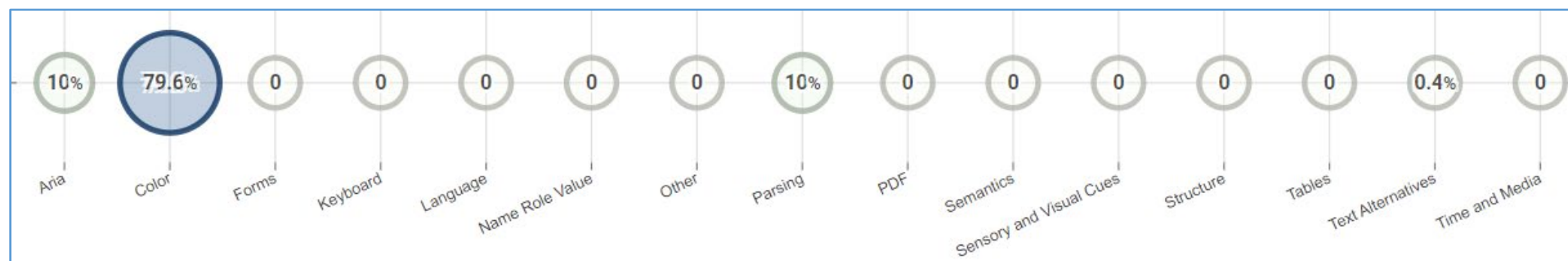
Website: <https://www.goaheadireland.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Go Ahead Ireland	0.00%	40	76	76	0	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
10%	79.6%	0	0	0	0	0	10%	0	0	0	0	0	0.4%	0

Gov.ie

Website: <https://www.gov.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Gov.ie	39.56%	6	998	11	987	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.2%	73.6%	0.1%	0	0	0.3%	0	0.3%	0	0	0	25.1%	0	0.5%	0

Health and Safety Authority

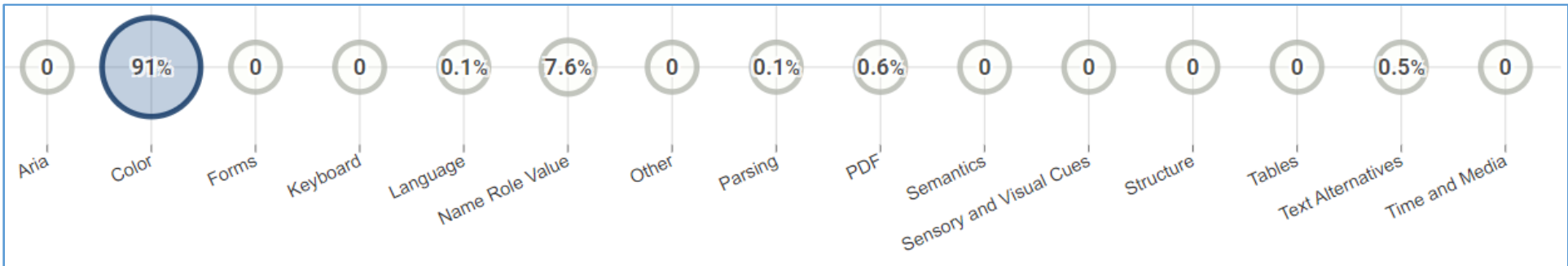
Website: <https://www.hsa.ie/eng/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Health and Safety Authority (HSA)	0.71%	17	987	971	15	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	91%	0	0	0.1%	7.6%	0	0.1%	0.6%	0	0	0	0	0.5%	0

Heritage Ireland (OPW)

Website: <https://heritageireland.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Heritage Ireland (OPW)	25.81%	16	616	355	170	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
27.2%	36.8%	0	0	0	13.1%	0	0.8%	10%	0	0	0	0	12.1%	0

Houses of the Oireachtas

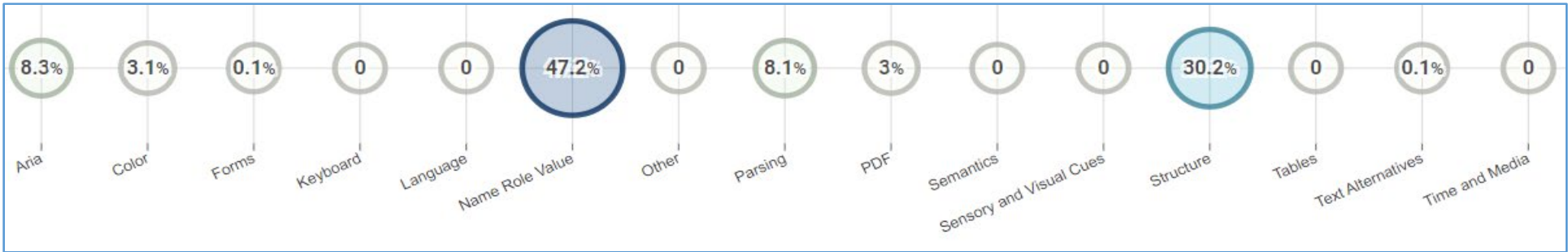
Website: <https://www.oireachtas.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Houses of the Oireachtas	1.30%	13	1000	978	15	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
8.3%	3.1%	0.1%	0	0	47.2%	0	8.1%	3%	0	0	30.2%	0	0.1%	0

The Housing Agency

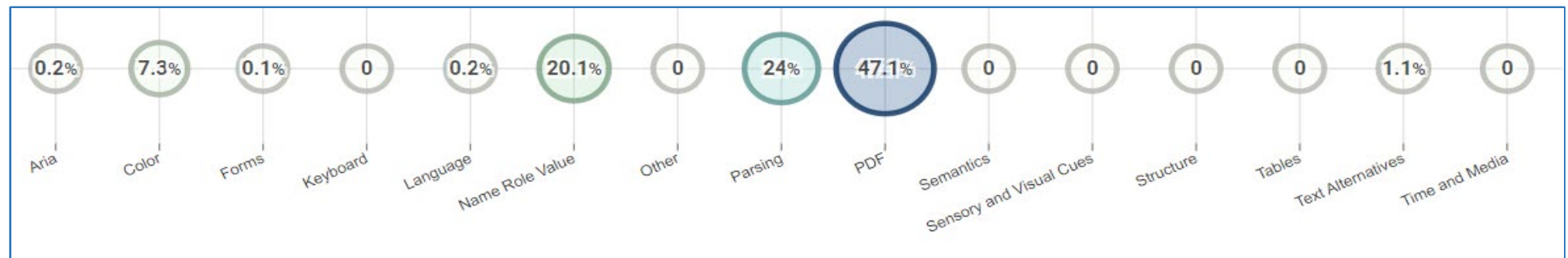
Website: <http://www.housingagency.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Housing Agency	6.42%	13	558	515	12	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.2%	7.3%	0.1%	0	0.2%	20.1%	0	24%	47.1%	0	0	0	0	1.1%	0

The Irish Human Rights and Equality Commission

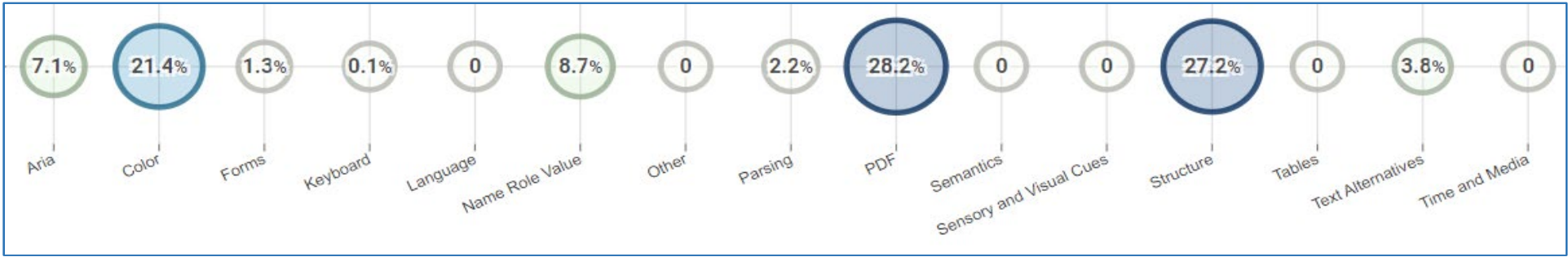
Website: <https://www.ihrec.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Irish Human Rights and Equality Commission	46.63%	6	917	334	259	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
7.1%	21.4%	1.3%	0.1%	0	8.7%	0	2.2%	28.2%	0	0	27.2%	0	3.8%	0

Irish Rail

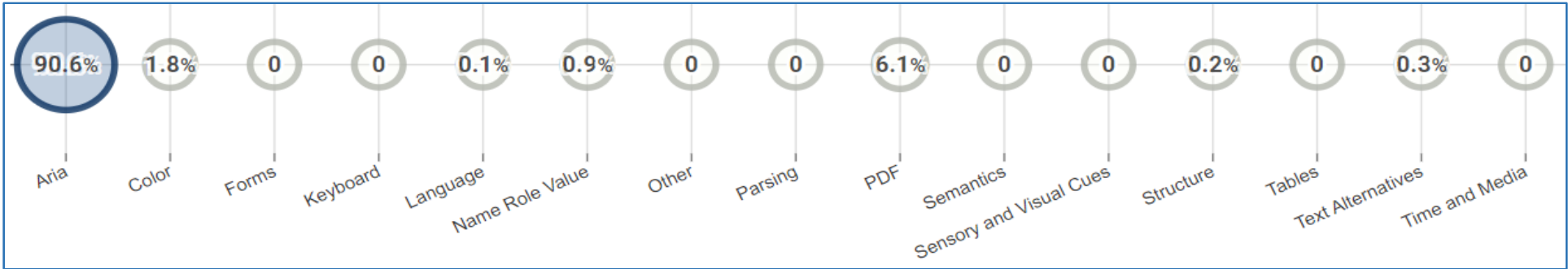
Website: <https://www.irishrail.ie/en-ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Irish Rail	2.31%	7	994	965	10	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
90.6%	1.8%	0	0	0.1%	0.9%	0	0	6.1%	0	0	0.2%	0	0.3%	0

Libraries Ireland

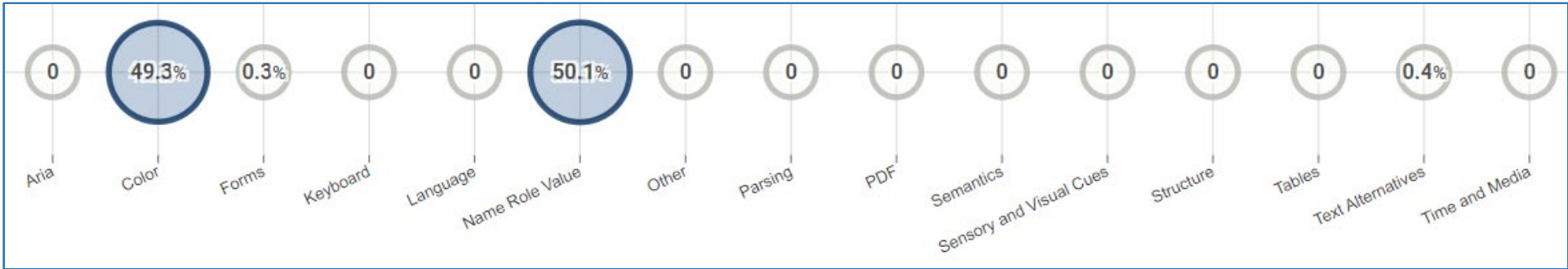
Website: <https://www.librariesireland.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Libraries Ireland	0.00%	5	165	165	0	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	49.3%	0.3%	0	0	50.1%	0	0	0	0	0	0	0	0.4%	0

Libraries Ireland Catalogue

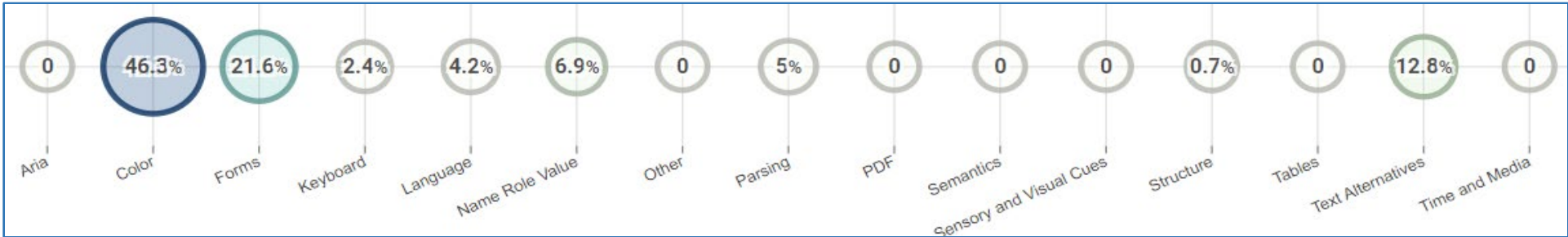
Website: <https://lgma.iii.com/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Library Catalogue	18.99%	14	139	73	66	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	46.3%	21.6%	2.4%	4.2%	6.9%	0	5%	0	0	0	0.7%	0	12.8%	0

Limerick County Council

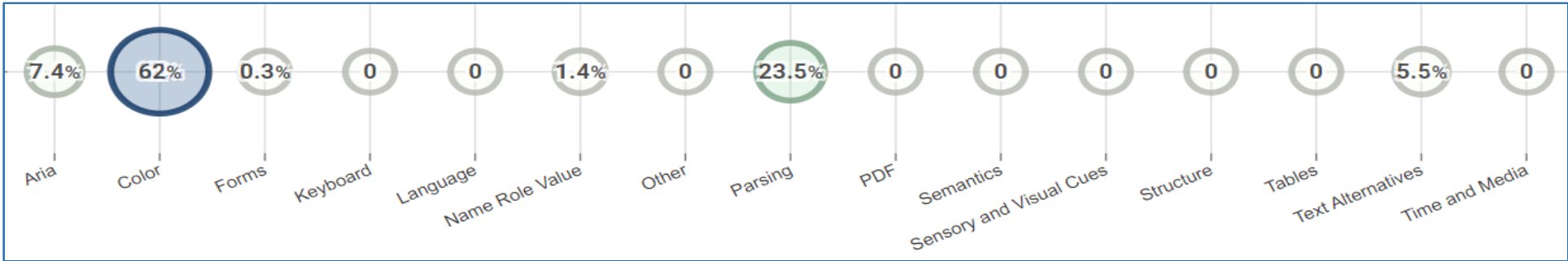
Website: <https://www.limerick.ie/council>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Limerick Council	0.08%	14	982	980	2	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
7.4%	62%	0.3%	0	0	1.4%	0	23.5%	0	0	0	0	0	5.5%	0

Luas

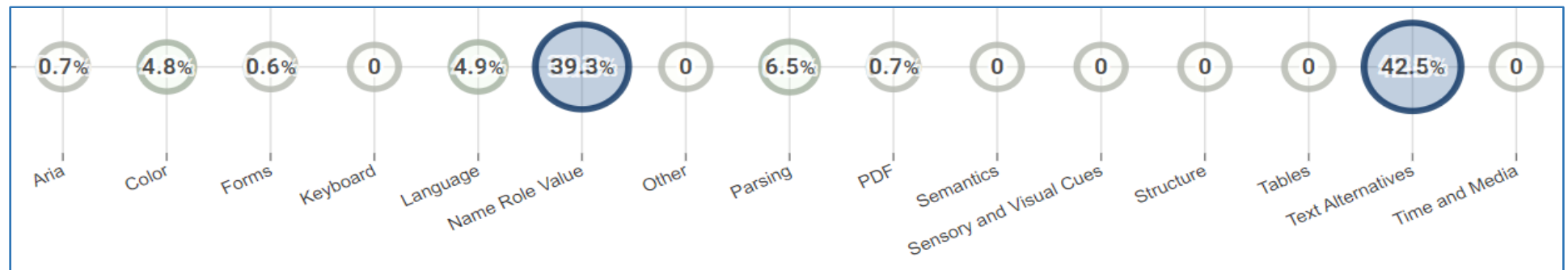
Website: <https://www.luas.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Luas	1.13%	19	247	243	2	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.7%	4.8%	0.6%	0	4.9%	39.3%	0	6.5%	0.7%	0	0	0	0	42.5%	0

National Advocacy Service

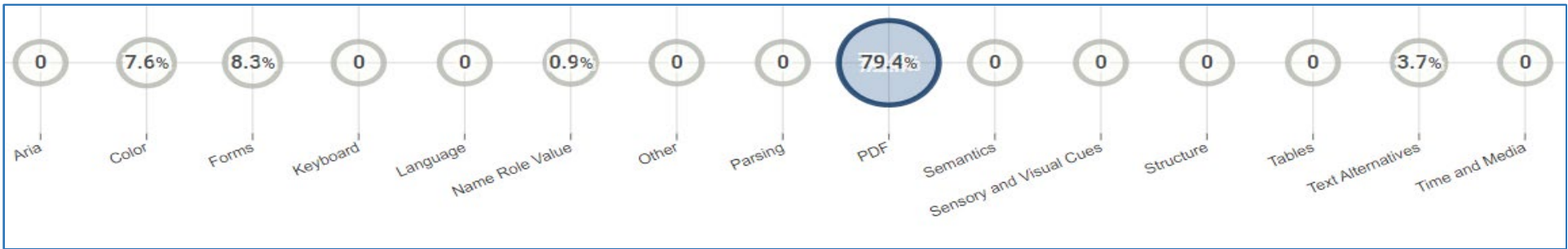
Website: <https://advocacy.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
National Advocacy Service	38.08%	6	73	41	7	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	7.6%	8.3%	0	0	0.9%	0	0	79.4%	0	0	0	0	3.7%	0

National Council for Special Education

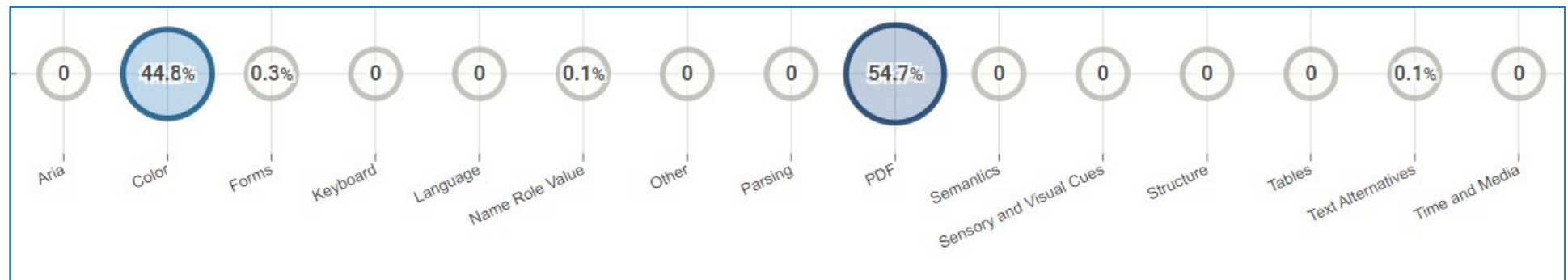
Website: <https://ncse.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
National Council for Special Education	14.43%	19	999	781	123	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	44.8%	0.3%	0	0	0.1%	0	0	54.7%	0	0	0	0	0.1%	0

National Disability Authority

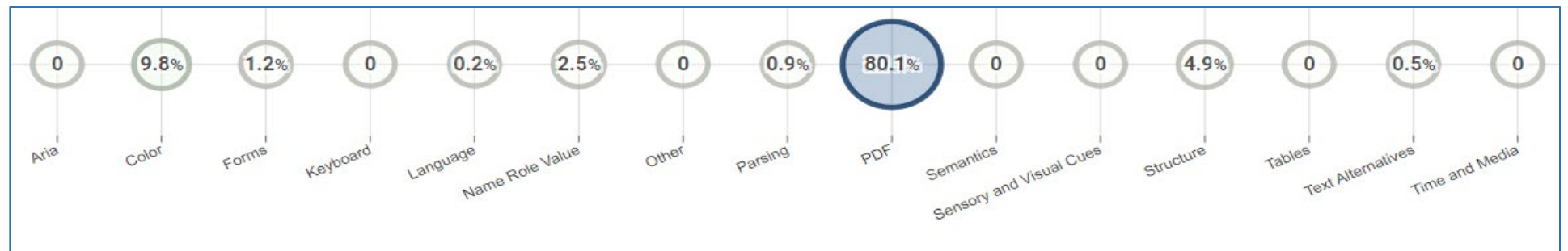
Website: <https://nda.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
National Disability Authority	89.26%	1	998	79	47	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	9.8%	1.2%	0	0.2%	2.5%	0	0.9%	80.1%	0	0	4.9%	0	0.5%	0

National Transport Authority

Website: <https://www.nationaltransport.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
National Transport Authority	26.40%	5	985	383	570	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
3.8%	16.6%	0	0	0.1%	0.6%	0	0.1%	77.6%	0	0	0.8%	0	0.4%	0

Office of the Ombudsman

Website: <https://www.ombudsman.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Ombudsman	44.68%	5	141	78	0	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	2.6%	0.3%	0	0	0.8%	0	2%	93.2%	0	0	0	0	1.1%	0

Pobal

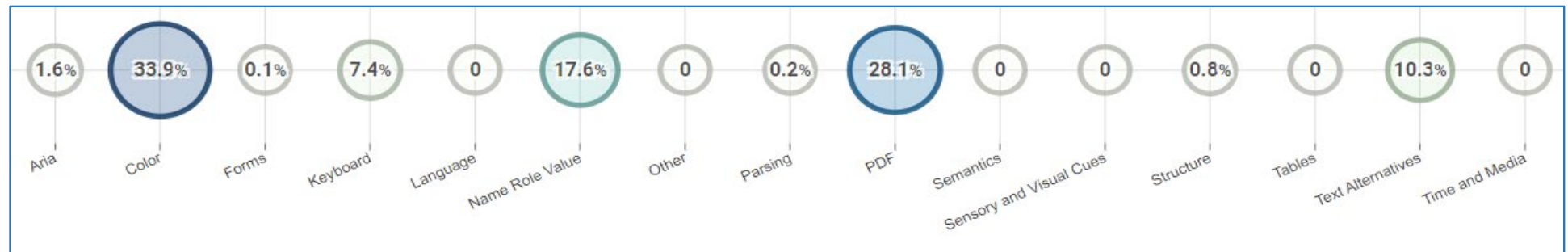
Website: <https://www.publicjobs.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Public Jobs	27.09%	10	697	279	382	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
1.6%	33.9%	0.1%	7.4%	0	17.6%	0	0.2%	28.1%	0	0	0.8%	0	10.3%	0

Register of Irish Sign Language Interpreters

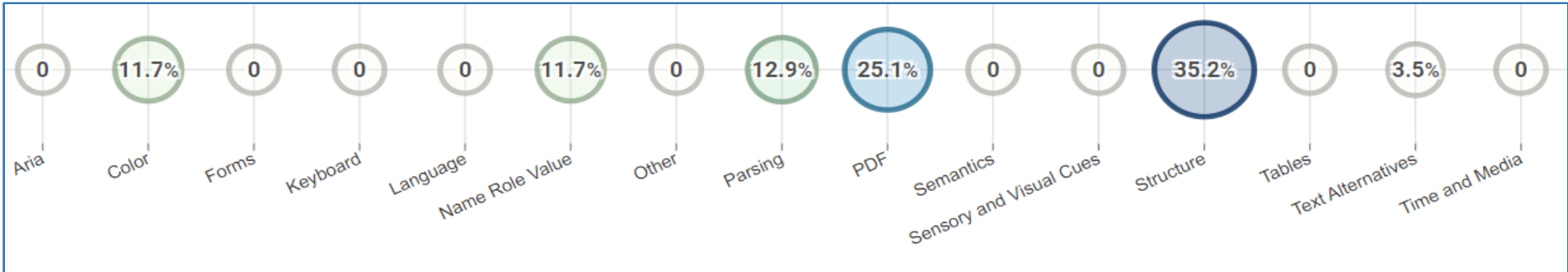
Website: <https://risli.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Register of Irish Sign Language Interpreters	25.79%	10	114	54	51	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	11.7%	0	0	0	11.7%	0	12.9%	25.1%	0	0	35.2%	0	3.5%	0

Revenue

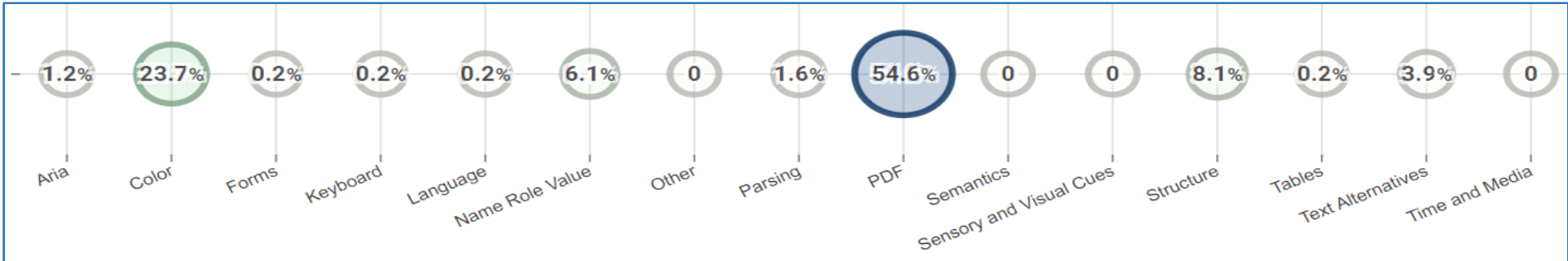
Website: <https://www.revenue.ie/en/Home.aspx>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Revenue	89.38%	0	1000	63	72	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
1.2%	23.7%	0.2%	0.2%	0.2%	6.1%	0	1.6%	54.6%	0	0	8.1%	0.2%	3.9%	0

Sign Language Interpreting Service

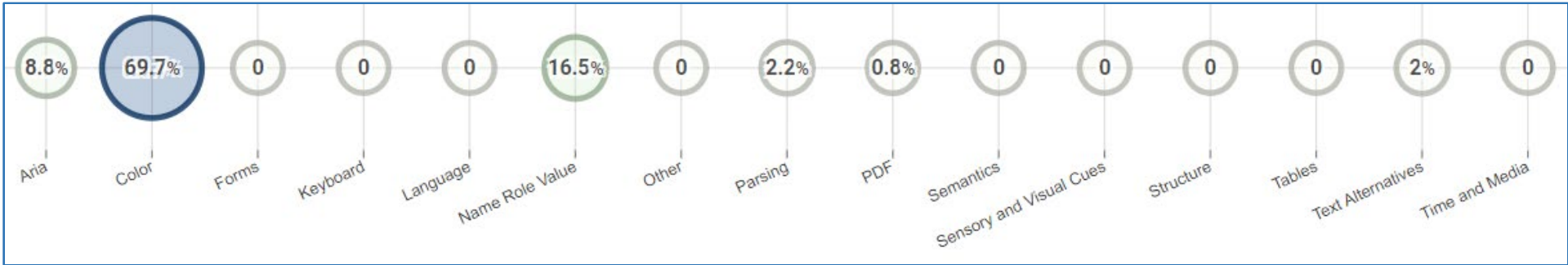
Website: <https://slis.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Sign Language Interpreting Service	1.39%	43	72	71	0	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
8.8%	69.7%	0	0	0	16.5%	0	2.2%	0.8%	0	0	0	0	2%	0

Skillnet Ireland

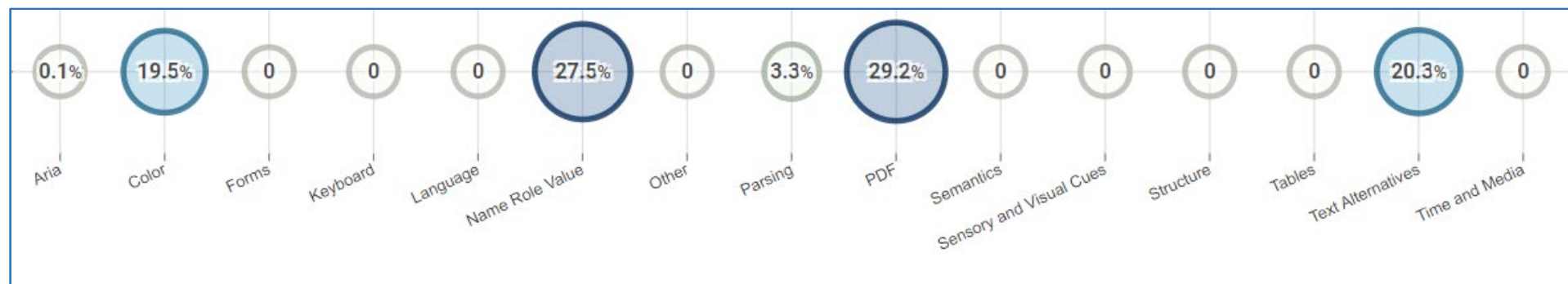
Website: <https://www.skillnetireland.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Skillnet Ireland	7.10%	30	459	412	24	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.1%	19.5%	0	0	0	27.5%	0	3.3%	29.2%	0	0	0	0	20.3%	0

Sligo County Council

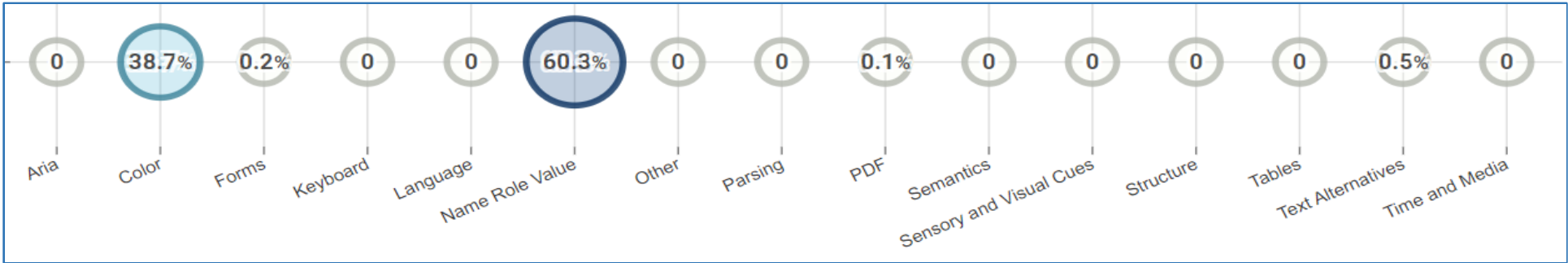
Website: <https://www.sligococo.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Sligo County Council	37.54%	22	998	63	934	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	38.7%	0.2%	0	0	60.3%	0	0	0.1%	0	0	0	0	0.5%	0

Solas

Website: <https://www.solas.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Solas	7.51%	11	386	357	0	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	2.2%	0	0	0	8.5%	0	0.2%	89%	0	0	0.1%	0	0	0

South Dublin County Council

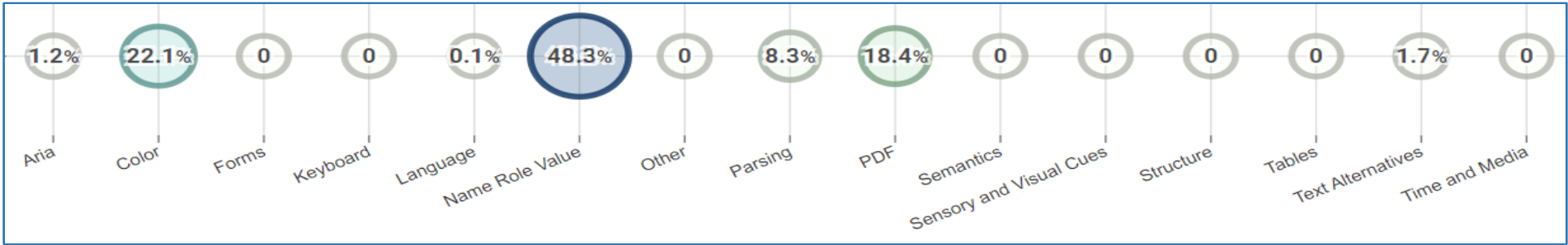
Website: <https://www.sdcc.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
South Dublin County Council	31.63%	10	997	243	731	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
1.2%	22.1%	0	0	0.1%	48.3%	0	8.3%	18.4%	0	0	0	0	1.7%	0

Saint James Hospital

Website: <https://www.stjames.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
St James Hospital	38.00%	45	821	173	560	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0	5.3%	0	0	0.1%	0.4%	0	86.1%	7.7%	0	0	0.2%	0	0.1%	0

Student Universal Support Ireland (SUSI)

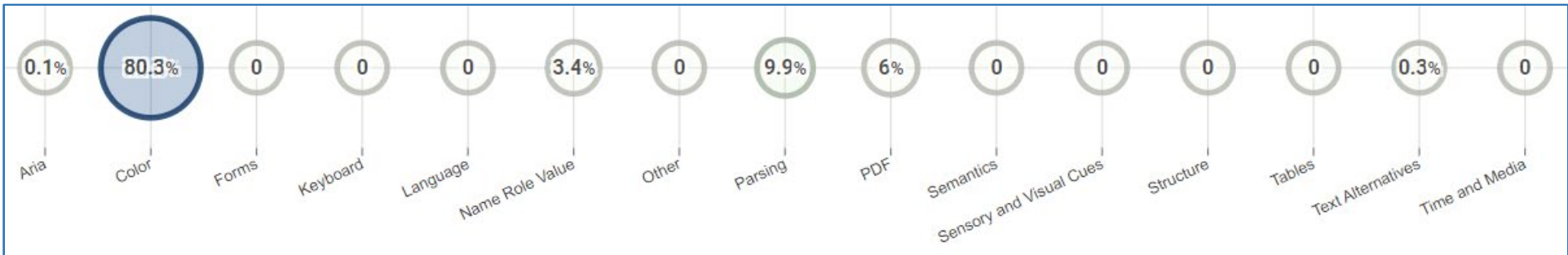
Website: <https://susi.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Student Universal Support Ireland (SUSI)	20.53%	31	452	220	232	0

Issues by category:



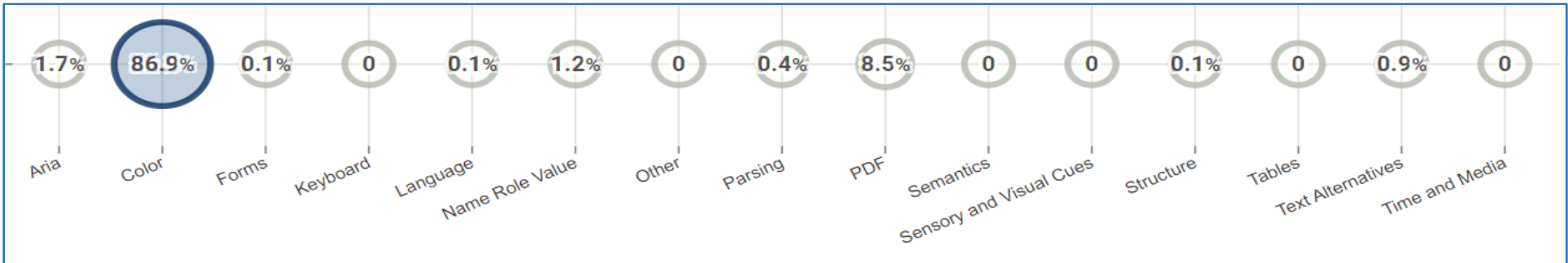
ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.1%	80.3%	0	0	0	3.4%	0	9.9%	6%	0	0	0	0	0.3%	0

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
TU Dublin	36.09%	7	992	121	855	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
1.7%	86.9%	0.1%	0	0.1%	1.2%	0	0.4%	8.5%	0	0	0.1%	0	0.9%	0

Transport for Ireland

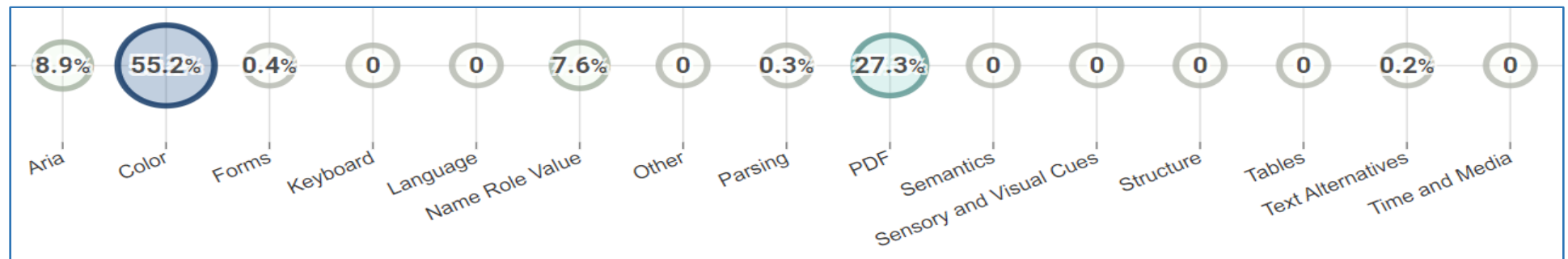
Website: <https://www.transportforireland.ie/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Transport for Ireland	0.00%	15	647	647	0	0

Issues by category:



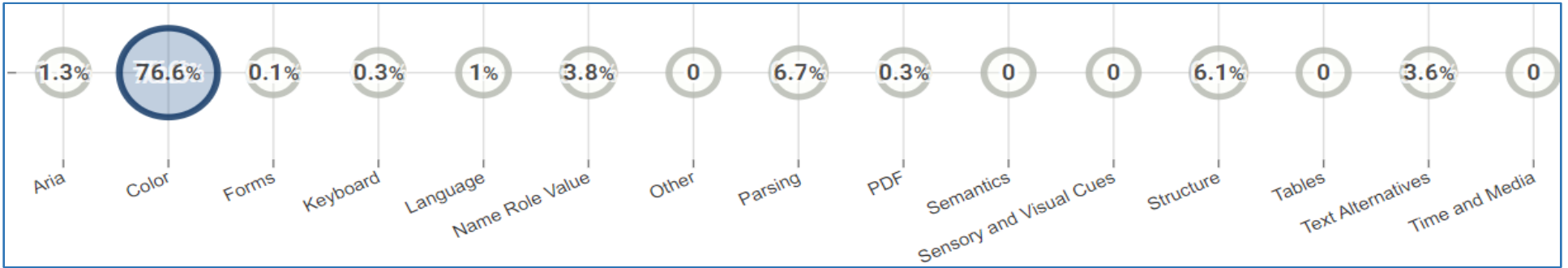
ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
8.9%	55.2%	0.4%	0	0	7.6%	0	0.3%	27.3%	0	0	0	0	0.2%	0

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
UCD	24.34%	22	990	407	570	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
1.3%	76.6%	0.1%	0.3%	1%	3.8%	0	6.7%	0.3%	0	0	6.1%	0	3.6%	0

University College Cork

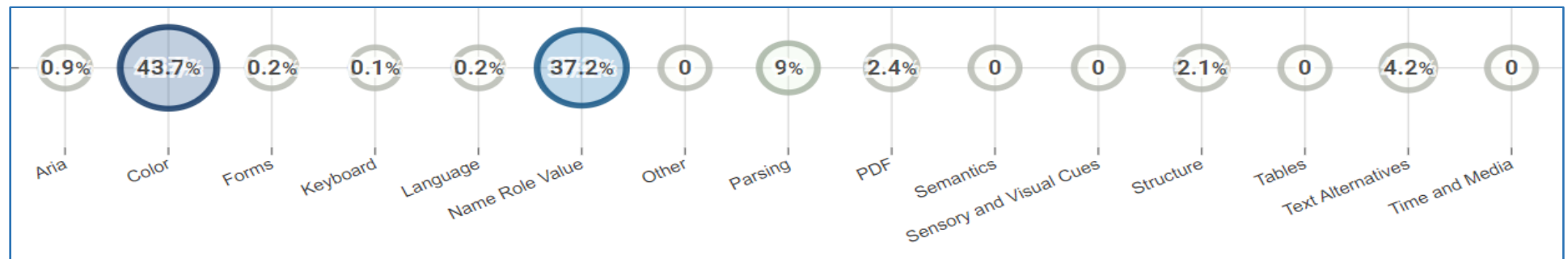
Website: <https://www.ucc.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
University College Cork	29.09%	10	977	268	708	0

Issues by category:



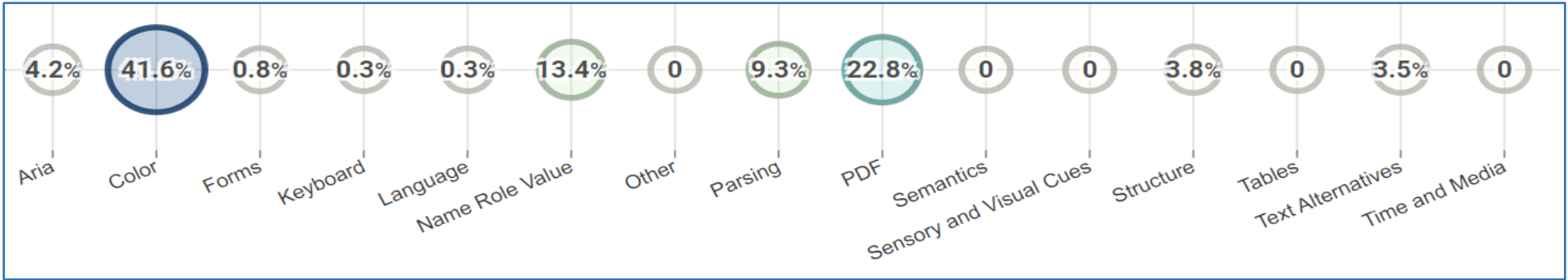
ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.9%	43.7%	0.2%	0.1%	0.2%	37.2%	0	9%	2.4%	0	0	2.1%	0	4.2%	0

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
University of Limerick	24.62%	15	991	558	315	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
4.2%	41.6%	0.8%	0.3%	0.3%	13.4%	0	9.3%	22.8%	0	0	3.8%	0	3.5%	0

Workplace Relations Commission

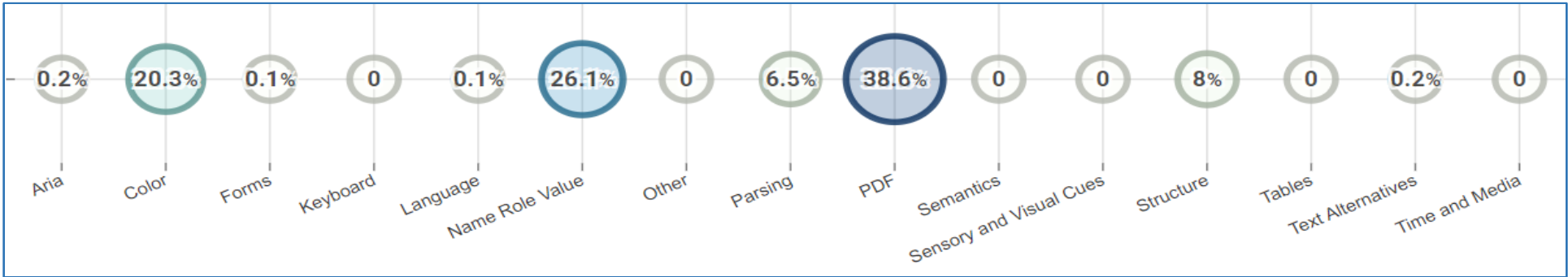
Website: <https://www.workplacelrelations.ie/en/>

Date range of reviews: 1-23 November 2021

Results:

Snapshot for-	Score	Issues Per Page	Total	Critical	Serious	Moderate
Workplace Relations Commission (WRC)	30.24%	9	998	278	697	0

Issues by category:



ARIA	Colour	Forms	Keyboard	Language	Name/Role/Value	Other	Parsing	PDF	Semantics	Sensory And Visual Cues	Structure	Tables	Text Alternatives	Time And Media
0.2%	20.3%	0.1%	0	0.1%	26.1%	0	6.5%	38.6%	0	0	8%	0	0.2%	0

Annex: mapping of the Axe Core rules against WCAG 2.1 Success Criteria.

Axe Rule	WCAG Checkpoint
9. <object> elements must have alternate text	1.1.1 Non-text Content
23. ARIA meter must have an accessible name	1.1.1 Non-text Content
24. ARIA progressbar must have an accessible name	1.1.1 Non-text Content
44. Elements containing role="img" have an alternative text	1.1.1 Non-text Content
66. Image buttons must have alternate text	1.1.1 Non-text Content
67. Images must have alternate text	1.1.1 Non-text Content
86. SVG images and graphics require accessible text	1.1.1 Non-text Content
13. Active <area> elements must have alternate text	1.1.1 Non-text Content 2.4.4 Link Purpose (In Context) 4.1.2 Name, Role, Value
11. <video> elements must have a <track> for captions	1.2.2 Captions (Prerecorded)
2. <dl> elements must only directly contain properly-ordered <dt> and <dd> groups, <script>, or <template> elements	1.3.1 Info and Relationships
3. <dt> and <dd> elements must be contained by a <dl>	1.3.1 Info and Relationships
7. elements must be contained in a or 	1.3.1 Info and Relationships
10. and must only directly contain , <script> or <template> elements	1.3.1 Info and Relationships
14. All <th> elements and elements with role="columnheader" or role="rowheader" must have data cells they describe	1.3.1 Info and Relationships
15. All cells in a <table> element that use the headers attribute must only refer to other cells of that same <table>	1.3.1 Info and Relationships
16. All non-empty <td> elements in tables larger than 3 by 3 must have an associated table header	1.3.1 Info and Relationships
35. Bold, italic text and font-size are not used to style <p> elements as a heading	1.3.1 Info and Relationships
37. Certain ARIA roles must be contained by particular parent elements	1.3.1 Info and Relationships
38. Certain ARIA roles must contain particular children	1.3.1 Info and Relationships
42. Data or header cells should not be used to give caption to a data table	1.3.1 Info and Relationships
87. Table header elements must have visible text that clearly describes the purpose for screen reader users.	1.3.1 Info and Relationships
53. Form <input> elements must have labels	1.3.1 Info and Relationships 4.1.2 Name, Role, Value
41. CSS Media queries are not used to lock display orientation	1.3.4 Orientation
33. Autocomplete attribute must be used correctly	1.3.5 Identify Input Purpose

Axe Rule	WCAG Checkpoint
74. Links must be distinguished from surrounding text in a way that does not rely on color	1.4.1 Use of Color
68. Inline text spacing must be adjustable with custom stylesheets	1.4.12 Text Spacing
32. Audio must have controls that provide users with the ability to stop automatically played audio after three seconds	1.4.2 Audio Control
88. Text elements must have sufficient color contrast against the background	1.4.3 Contrast (Minimum)
95. Zooming and scaling must not be disabled	1.4.4 Resize text
56. Frame focusable content	2.1.1 Keyboard
85. Server-side image maps must not be used	2.1.1 Keyboard
92. Timed refresh must not exist	2.2.1 Timing Adjustable 2.2.4 Interruptions 3.2.5 Change on Request
1. <blink> elements are deprecated and must not be used	2.2.2 Pause, Stop, Hide
8. <marquee> elements are deprecated and must not be used	2.2.2 Pause, Stop, Hide
78. Page must have means to bypass repeated blocks	2.4.1 Bypass Blocks
59. Frames must have title attribute	2.4.1 Bypass Blocks 4.1.2 Name, Role, Value
43. Documents must contain a title element to aid in navigation	2.4.2 Page Titled
75. Links must have programmatically determinable text	2.4.4 Link Purpose (In Context) 4.1.2 Name, Role, Value
51. Ensure that scrollable region has keyboard access	2.4.7 Focus Visible
50. Ensure that links with the same accessible name serve a similar purpose	2.4.9 Link Purpose (Link Only)
71. Label and name from content mismatch	2.5.3 Label in Name
4. <html> element must have a lang attribute	3.1.1 Language of Page
5. <html> element must have a valid value for the lang attribute	3.1.1 Language of Page
6. <html> elements with lang and xml:lang must have the same base language	3.1.1 Language of Page
73. lang attribute must have a valid value	3.1.2 Language of Parts
55. Form fields do not have duplicate labels	3.3.2 Labels or Instructions
63. ID attribute value must be unique	4.1.1 Parsing
64. ID attribute values must be unique	4.1.1 Parsing
65. IDs used in ARIA and labels must be unique	4.1.1 Parsing
18. ARIA attributes must conform to valid names	4.1.2 Name, Role, Value
19. ARIA attributes must conform to valid values	4.1.2 Name, Role, Value
20. ARIA buttons, links, and menuitems must have an accessible name	4.1.2 Name, Role, Value

Axe Rule	WCAG Checkpoint
22. ARIA input fields must have an accessible name	4.1.2 Name, Role, Value
26. ARIA roles used must conform to valid values	4.1.2 Name, Role, Value
27. ARIA toggle fields have an accessible name	4.1.2 Name, Role, Value
28. ARIA tooltip must have an accessible name	4.1.2 Name, Role, Value
30. aria-hidden elements do not contain focusable elements	4.1.2 Name, Role, Value
31. aria-hidden="true" must not be present on the document <body>	4.1.2 Name, Role, Value
36. Buttons must have programmatically determinable text	4.1.2 Name, Role, Value
46. Elements must only use allowed ARIA attributes	4.1.2 Name, Role, Value
69. Input buttons must have programmatically determinable text	4.1.2 Name, Role, Value
70. Interactive controls must not have focusable descendants.	4.1.2 Name, Role, Value
82. Required ARIA attributes must be provided	4.1.2 Name, Role, Value
84. select element must have an accessible name	4.1.2 Name, Role, Value
93. Use aria-roledescription on elements with a semantic role	4.1.2 Name, Role, Value

Annex: Correlation table between tests conducted and the technical specifications referred to in the Directive

There is a direct link ?? between the tests conducted in the In-depth Reviews and the standards and technical specifications referred to in Article 6 of Directive (EU) 2016/2102, (Art 9.1.b ID). This is visible in the tables of In-depth Review results above which explicitly refer to each of the WCAG 2.1 AA Success Criteria.

The following table shows the relationship between the categorisation of issues in the Simplified Review results above and the standards and technical specifications referred to in Article 6 of Directive (EU) 2016/2102, (Art 9.1.b ID).

Category	WCAG Criteria
Aria	WCAG 2.0: 1.1.1 Text Alternatives (A) WCAG 2.0: 1.3.1 Adaptable (A) WCAG 2.0: 4.1.2 Name, Role, Value (A)
Colour	WCAG 2.0: 1.4.3 Contrast (Minimum) (AA)
Forms	WCAG 2.0: 1.3.1 Adaptable (A) WCAG 2.0: 3.3.2 Labels or Instructions (A) WCAG 2.0: 4.1.2 Name, Role, Value (A) WCAG 2.1: 1.3.5 Identify Input Purpose (AA)
Keyboard	WCAG 2.0: 2.1.1 Keyboard (A) WCAG 2.0: 2.4.1 Bypass Blocks (A) WCAG 2.0: 4.1.2 Name, Role, Value (A)
Language	WCAG 2.0: 3.1.1 Language of Page (A) WCAG 2.0: 3.1.2 Language of Parts (AA)
Name/Role/Value	WCAG 2.0: 1.3.1 Adaptable (A) WCAG 2.0: 2.4.4 Link Purpose (In Context) (A) WCAG 2.0: 4.1.2 Name, Role, Value (A)
Other	

Category	WCAG Criteria
PDF	
Parsing	WCAG 2.0: 2.2.2 Pause, Stop, Hide (A) WCAG 2.0: 4.1.1 Parsing (A)
Semantics	
Sensory and Visual Clues	
Structure	WCAG 2.0: 1.3.1 Info and Relationships (A) WCAG 2.1: 1.4.12 Text Spacing (AA)
Tables	WCAG 2.0: 1.3.1 Info and Relationships (A)
Text Alternative	WCAG 2.0: 1.1.1 Text Alternatives (A) WCAG 2.0: 1.2.2 Captions (Prerecorded) (A) WCAG 2.0: 2.1.1 Keyboard (A) WCAG 2.0: 2.4.1 Bypass Blocks (A) WCAG 2.0: 2.4.2 Page Titled (A) WCAG 2.0: 2.4.4 Link Purpose (In Context) (A) WCAG 2.0: 4.1.2 Name, Role, Value (A)
Time and Media	WCAG: 1.2.1 Audio-only and Video-only (Prerecorded) (A) WCAG 2.0: 2.2.1 Timing Adjustable (A) WCAG 2.0: 2.2.2 Pause, Stop, Hide (A) WCAG 2.2.4 Interruptions (AAA) WCAG 3.2.5 Change on Request (AAA)

Annex: calculation of cohort of sites and app for monitoring

The number of websites and mobile applications to be monitored in each monitoring period is calculated based on the population of the Member State.

Ireland's population was estimated to be 5.01 million in April 2021 and is expected to rise to 5.19 million by end of 2024.⁴⁰

In the first and second monitoring period, the minimum sample size for the simplified monitoring of websites shall be two per 100 000 inhabitants plus 75 websites.

In the subsequent monitoring periods, the minimum sample size for the simplified monitoring of websites shall be three per 100 000 inhabitants plus 75 websites.

The sample size for the in-depth monitoring of websites shall be at least 5 % of the minimum sample size for the simplified monitoring as set out in point 2.1.2 plus 10 websites.

The minimum sample size for the in-depth monitoring of mobile applications shall be one per 1,000 000 inhabitants plus six mobile applications.

If the number of websites in a Member State is less than the number required to monitor, the Member State shall monitor at least 75 % of all the websites.

If the number of mobile applications in a Member State is less than the number required to monitor, the Member State shall monitor at least 50 % of all the mobile applications.

Figures below based on a population size of 4.99 mil in 2021, rising to 5.19 mil in 2024

Table 3: Overview of number and types of reviews

Monitoring period	Year	Simplified	In-depth	Mobile
1st MP	2020-2021	175	19	4
Totals for 1st Report	23 Dec 2021	175	19	4
Reduced no. to be provided	Dec 2021	50	5	2
Shortfall in 2021		125	14	2
2nd MP	2022	225	21	11

⁴⁰ <https://www.cso.ie/en/releasesandpublications/ep/p-pme/populationandmigrationestimatesapril2021/mainresults/#:~:text=Ireland's%20population%20was%20estimated%20to%20comparable%20population%20was%205.11%20million.>

Monitoring period	Year	Simplified	In-depth	Mobile
3rd MP	2023	228	21	12
4th MP	2024	231	22	12
Totals for 2nd Report	23 Dec 2024	684	64	35

Source: Commission Implementing Decision (EU) 2018-1524 of 11 October 2018

Append: Websites for Simplified Review

Name	Base URL
An Garda Síochána	https://www.garda.ie/en/
An Post	https://www.anpost.com/
Broadcasting Authority of Ireland	https://www.bai.ie/
Bus Éireann	https://www.buseireann.ie/
Cavan County Council	https://www.cavancoco.ie/home.htm
Central Statistics Office (CSO)	https://www.cso.ie/en/index.html
Citizens Information	https://citizensinformation.ie
City of Dublin Education & Training Board	http://cityofdublin.etb.ie/
Courts Service of Ireland	https://www.courts.ie/
Department of Justice	https://justice.ie/
Department of Transport	https://www.gov.ie/en/organisation/department-of-transport/
Department of Social Protection - services - Welfare.ie	https://services.mywelfare.ie/en/
Dublin Bus	https://dublinbus.ie/
Dublin City Council	https://www.dublincity.ie/residential
Enterprise Ireland	https://www.enterprise-ireland.com/en/

Name	Base URL
Environmental Protection Agency	https://www.epa.ie/
Fáilte Ireland	https://www.failteireland.ie/
Galway and Roscommon Education & Training Board	https://gretb.ie/
Galway County Council	https://www.galway.ie/en/
Go Ahead Ireland	https://www.goaheadireland.ie/
Gov.ie	https://www.gov.ie/en/
Health and Safety Authority (HSA)	https://www.hsa.ie/eng/
Heritage Ireland (OPW)	https://heritageireland.ie/
Houses of the Oireachtas	https://www.oireachtas.ie/
The Housing Agency	http://www.housingagency.ie/
The Irish Human Rights and Equality Commission	https://www.ihrec.ie/
Irish Rail	https://www.irishrail.ie/en-ie/
Libraries Ireland	https://www.librariesireland.ie/
Libraries Ireland Catalogue	https://lgma.iii.com/
Limerick Council	https://www.limerick.ie/council
Luas	https://www.luas.ie/
National Advocacy Service	https://advocacy.ie/
National Disability Authority	https://nda.ie/
National Transport Authority	https://www.nationaltransport.ie/
Office of the Ombudsman	https://www.ombudsman.ie/
Pobal	https://www.publicjobs.ie/en/
Register of Irish Sign Language Interpreters	https://risli.ie/
Revenue	https://www.revenue.ie/en/Home.aspx

Name	Base URL
Sign Language Interpreting Service (CIB)	https://slis.ie/
Skillnet Ireland	https://www.skillnetireland.ie/
Sligo County Council	https://www.sligococo.ie/
Solas	https://www.solas.ie/
South Dublin County Council	https://www.sdcc.ie/en/
St James Hospital	https://www.stjames.ie/
Student Universal Support Ireland (SUSI)	https://susi.ie/
Transport for Ireland	https://www.transportforireland.ie/
TU Dublin	https://www.tudublin.ie/
University College Dublin	https://www.ucd.ie/
University College Cork	https://www.ucc.ie/en/
University of Limerick	https://www.ul.ie/
Workplace Relations Commission (WRC)	https://www.workplacerelations.ie/en/

Annex: Survey questions to establish a Register for monitoring

Public bodies in Ireland must ensure their websites and mobile apps are accessible to all people, including persons with disabilities.

The [European Union \(Accessibility of Websites and Mobile Applications of Public Sector Bodies\) Regulations 2020](#) came into force on 23 September 2020.

The 2020 Regulations give effect to the EU “[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”. This is known as the Web Accessibility Directive.

The 2020 Regulations name [the National Disability Authority](#) as the national monitoring body for the purposes of the Directive and these Regulations.

The National Disability Authority (NDA) is required to [periodically monitor the compliance of website and mobile applications](#) of public sector bodies with the accessibility requirements set out in

the Regulations. These accessibility requirements are equivalent to Level AA with the [Web Content Accessibility Guidelines 2.1](#). NDA will commence reviewing a selection of websites and mobile apps for compliance with these standards in September 2021. A first monitoring Report is due to be submitted by the Minister of the Environment, Climate and Communications to the European Commission in December 2021.

The NDA is required to maintain a Register of websites and mobile apps to be monitored in a given period. This register is to be developed in consultation with national stakeholders including persons with disabilities and their representative organisations.

The selection of the sample for websites should include websites representing as much as possible the variety of services provided by the public sector bodies. According the Web Accessibility Directive, this includes “social protection, health, transport, education, employment and taxes, environmental protection, recreation and culture, housing and community amenities and public order and safety.” (Web Accessibility Directive, [Implementing Decision \(EU\) 2018/1524](#))

To ensure the website and mobile apps chosen are relevant and important to persons with disabilities, NDA now wishes to hear your views. Please fill in the brief survey below.

Please tell us a little about yourself to start with.

I Am you:

- A persons with disability
- A representative of an organisation that present persons with a disability
- A representative of an organisation that provides service to persons with disabilities

Please provide your view on the selection of websites to make up the Register for the current Monitoring Period.

2 Which are the 5 most important online public services for you, the persons you represent or the people to whom you provide services.

- social protection,
- health,
- transport,
- education,
- employment,
- taxes,
- environmental protection,

- recreation and culture,
- housing and community amenities,
- public order and safety.

3 Are there any other areas that you consider are a priority?

4 Please provide the names of the 5 public sector websites or mobile apps **used most often** by yourself, the persons you represent or the people to whom you provide services

5 If different from the above, please provide the names of what you consider to be the **5 most important** public sector websites or mobile apps for you, the persons you represent or the people to whom you provide services

Now, please tell us a little about the lived experience by yourself, the persons with represent or the people to whom you provide a service

6 How often would you say you, the persons you represent or the people to whom you provide a service encounter accessibility issues on public sector websites or mobile apps

- Never
- Sometimes
- Routinely
- Often
- Always

7 What are the biggest obstacles encountered with the public website or mobile app:

- Difficult to navigate
- Difficult to find information
- Difficult to read information
- Language or instructions too complex or difficult to understand
- Difficult to fill out forms
- Difficulty with office file formats such as PDF Word or Powerpoint
- Difficulty with accessing content in videos
- Other: please explain

8 Have you personally or on behalf of another person ever made a complaint about the accessibility of a website or mobile app to a public body

- Yes
- No

How satisfied were you in relation to the response to the complaint:

- Very satisfied
- Satisfied
- Not satisfied

Is there any other information you wish to provide at this time about experiences with the accessibility of public sector websites or mobile apps