

Accessibility of Verloren of Gevonden

An evaluation of [verlorenofgevonden.nl](https://www.verlorenofgevonden.nl) and [verlorenofgevonden.be](https://www.verlorenofgevonden.be) against WCAG 2.1 level AA: the state on 6 October 2026, the method used, the screen-reader test and the evidence per success criterion.

WEBSITES EVALUATED www.verlorenofgevonden.nl www.verlorenofgevonden.be	STANDARD WCAG 2.1, level AA (EN 301 549)	DATE OF MEASUREMENT 6 October 2026
METHOD WCAG-EM (W3C)	CARRIED OUT BY Verloren of Gevonden development team	TYPE OF EVALUATION Self-assessment, not an independent audit

This is a self-assessment, not an independent audit. The evaluation was carried out by the team that built the website. It gives a substantiated and reproducible picture of its accessibility, but it does not replace an evaluation by an independent party. An external audit is planned for early 2027.

For public-sector organisations: this report provides the substantiation you can use for your own accessibility statement under the national implementation of EU Directive 2016/2102 (in the Netherlands the *Tijdelijk besluit digitale toegankelijkheid overheid*; EN 301 549). It is not itself an accessibility statement or a certificate of conformance.

01 Summary

WCAG 2.1 has 50 success criteria at levels A and AA combined. All 50 were evaluated on the live websites, as visitors saw them on 6 October 2026.

44 Passed	0 Failed	0 Cannot tell	6 Not applicable
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No criterion was found to fail. The automated check (chapter 04) finds no issues on either website, in three browser engines, on all fourteen page types and in all nine languages. Additional measurements per criterion and a test with the NVDA screen reader (chapter 02) confirm that picture.

What this means for an accessibility statement. Based on this measurement, the website *fully* conforms to WCAG 2.1 level AA according to this self-assessment. Two criteria (2.2.2 and 3.1.2) rest on a reasoned judgement rather than a measurement; chapter 03 explains them. Because this is a self-assessment, we recommend stating “fully conforms, based on a self-assessment” in a statement until the external audit has been carried out.

02 Screen-reader test

Automated checks evaluate what a screen reader *would* receive; they do not hear what a user actually hears. The written test script was therefore run with **NVDA 2026.2** and **Google Chrome on Windows 11**, against the production environment, on the Dutch version of the site. Everything NVDA said was recorded and assessed step by step. Quoted announcements are in Dutch, with an English gloss.

RESULT PER AREA

Area	What NVDA announces	Result
Page title and landmarks	Title, banner, navigation, one level-1 heading	good
Page language	Switches from Dutch to English along with the chosen language	good
Skip link	First tab stop; moves to the main content	good
Search field	“Zoek een voorwerp” (search for an item), combo box, required	good
Number of results	“20 van 2.175 resultaten geladen” (20 of 2,175 results loaded)	good
“More information” window	Name of the item, dialog; Escape closes it and returns focus	good
Sorting and filter button	“Current” on the active sort option; filter button with expanded/collapsed	good
Report form	Step heading on every step (“Stap 2: Waar heb je het verloren? (2/4)”, step 2: where did you lose it?); error summary as an alert; “invalid entry” with the message on each field	good
Add a photo	“Foto (optioneel)” (photo, optional)	good
Language picker	Button “Taal: Nederlands” (language: Dutch) with expanded/collapsed; list of 9 languages, current language marked	good
Frequently asked questions	Category buttons “pressed/not pressed”; questions expandable with their state	good

Limits of this screen-reader test

- The test was driven with the Tab key and focus. NVDA's browse-mode navigation keys (such as jumping by heading or by landmark) were not exercised separately; the landmarks and headings were announced when each page loaded.
- No Dutch voice was installed on the test computer, so Dutch text was read with an English voice. The language switches themselves came through correctly.
- The report form was run with the screen reader up to and including step 2 of 4. Steps 3 and 4 use the same structure and were checked automatically.

03 Judgements that rest on interpretation

For two criteria the standard leaves room for interpretation. The verdict “passed” is a reasoned judgement there, not a measurement. We make that explicit so that a reader or external auditor can weigh the reasoning themselves.

passed 2.2.2 Pause, Stop, Hide – moving logo bar

On the home page, a bar with the logos of participating organisations scrolls past. The movement stops as soon as the pointer is over it or a logo receives keyboard focus, and is switched off completely when the visitor has enabled “reduce motion” in their operating system.

What the judgement turns on. On a touch screen without that system setting there is no visible button to stop the movement. A strict reading of the criterion could count that as a failure. A visible pause button would settle the question.

passed 3.1.2 Language of Parts

All text on the website and the fixed vocabularies (category, item type, colour) are shown in the chosen language, and the page language follows that choice.

What the judgement turns on. The free-text item descriptions come from the registration by the municipality or police and stay in Dutch, even when the visitor chooses another language. They carry no language marker of their own. The same applies to the example text in the search field of the Belgian website. A strict reading requires a language marker; adding one would settle the question.

04 Method

The evaluation follows **WCAG-EM**, the W3C’s evaluation methodology for websites.

- 1 Scope.** The public websites www.verlorenofgevonden.nl and www.verlorenofgevonden.be in production.
Conformance target: WCAG 2.1 level AA.
- 2 Exploration.** The core functions: searching for an item, filtering and viewing results, reporting a lost or found item, and joining as an organisation.
- 3 Coverage.** No sample: all fourteen public page types, each in all nine supported languages, on both websites.
- 4 Evaluation.** Automated testing, targeted measurements per criterion in a real browser, a screen-reader test and manual assessment.
- 5 Reporting.** This document: a verdict per criterion, with the evidence it rests on.

Coverage

The fourteen page types: the home page; the search results, with and without results; the item detail page; the place selection; the report form for “found” and for “lost” and its thank-you page; the frequently asked questions; “About us”; the sign-up page for organisations and its thank-you page; and the error page. Each page type was tested in Dutch, English, French, German, Turkish, Arabic, Polish, Spanish and Portuguese. Arabic is written right to left; the layout checks were run in both text directions.

AUTOMATED CHECK, 6 OCTOBER 2026

Website	Browser engine	Page checks	Reflow checks	Result
.nl	Chromium	126	112	no issues
.nl	Firefox	126	112	no issues
.nl	WebKit (Safari)	126	112	no issues

Website	Browser engine	Page checks	Reflow checks	Result
.be	Chromium	126	112	no issues

A page check covers the axe-core rules for WCAG 2.0 and 2.1 levels A and AA, the presence of an accessible name on every control, the heading structure, the landmarks and the page's language and text-direction attributes. A reflow check measures whether horizontal scrolling is needed at a window width of 320, 375, 768 or 1280 px. In addition, every page was checked for control borders with a contrast of at least 3:1.

Tools

Automated	axe-core 4 via Playwright, rule sets <code>wcag2a</code> , <code>wcag2aa</code> , <code>wcag21a</code> , <code>wcag21aa</code> , extended with our own checks for reflow, border contrast, accessible names and structure. This check is part of the project's source code and runs again with every release.
Targeted measurements	Pixel-level contrast for text over the photo; a full keyboard walk-through checking visible focus; behaviour of dialogs and of the search suggestions; prescribed text spacing (1.4.12), including on narrow screens; 200% text size; both screen orientations; error messages in the report form; Chrome's accessibility tree.
Screen reader	NVDA 2026.2 with Google Chrome on Windows 11.
Browsers	Chromium, Firefox and WebKit (Safari's engine), in Playwright; Google Chrome for the screen-reader test.
Way of working	AI-assisted development tools were used in carrying out the evaluation. Every statement in this report rests on a measurement on the live website or on an explicitly described judgement.

Out of scope

- The administration area, which is password protected and not intended for visitors.
- Third-party content: the Google Maps maps on the detail page and on "About us". Their controls are outside our control. The information on the map (place and address of the storage location) is also on the page as text.
- The map view of the search results is currently switched off; the results are only available as a list and were tested as such.
- The PDF privacy statement of the Belgian website.

05 Evidence per criterion

Automated testing covers an estimated third of the WCAG requirements. The criteria below were therefore measured separately on the live websites.

MEASUREMENT RESULTS, 6 OCTOBER 2026

SC	Criterion	Measurement
1.3.1	Info and Relationships	One <code>h1</code> per page, no skipped heading levels, landmarks (banner, main, content info) present: on all 14 page types in 9 languages. NVDA announces the banner, navigation, main and form landmarks.
1.3.4	Orientation	The website works in portrait (375×812) and landscape (812×375), without locking and without horizontal scrolling.
1.3.5	Identify Input Purpose	Personal data fields in the report form carry the correct <code>autocomplete</code> purpose: given name, family name, e-mail, telephone, street, postcode, town. Established from the form definition.
1.4.1	Use of Color	Links in running text are underlined; the selected category in the frequently asked questions is also exposed programmatically.

SC	Criterion	Measurement
1.4.3	Contrast (Minimum)	Measured on the actual pixels behind the letters: text on the photo at least 5.32:1, the "OK" button of the Belgian privacy notice 5.22:1; menu and language picker 5.54:1, large heading 5.48:1 (3:1 required). All other text checked by axe-core on both websites.
1.4.4	Resize Text	At 200% text size no horizontal scrolling and no loss of content on 11 page types, at 1280 and 1024 px.
1.4.10	Reflow	No horizontal scrolling at 320, 375, 768 and 1280 px, on 14 page types, left-to-right and right-to-left, in three engines and on both websites.
1.4.11	Non-text Contrast	All borders of active controls at least 3:1, on all page types and in all three engines.
1.4.12	Text Spacing	With the prescribed line, letter, word and paragraph spacing no loss of content or functionality, at 1280 px and also at 320 and 375 px: nothing cut off, nothing overlapping, no horizontal scrolling.
1.4.13	Content on Hover or Focus	The search suggestions can be closed with Escape without moving focus or losing the input.
2.1.1 / 2.1.2	Keyboard, No Keyboard Trap	Full keyboard walk-through of 6 core pages (175 tab stops). All functions reachable; no trap. In dialogs focus stays inside the dialog and Escape closes it.
2.4.1	Bypass Blocks	The first tab stop on every page is the skip link, which moves to the main content; confirmed with NVDA.
2.4.2	Page Titled	All 11 page types examined have a descriptive title in the chosen language, including the error page (for example "Page not found – Verloren of Gevonden").
2.4.3	Focus Order	Logical order; opening a dialog moves focus to its close button, closing it returns focus to the button that opened it. On each form step focus moves to the step heading.
2.4.6	Headings and Labels	Headings and labels describe topic and purpose; the search field is labelled "Search for an item" (Dutch: "Zoek een voorwerp").
2.4.7	Focus Visible	Every tab stop shows a 3 px focus outline (#1452cc). On the date fields of the filter the browser draws the focus itself.
2.5.3	Label in Name	The name of the language button contains its visible text (for example "Language: English").
3.1.1	Language of Page	The lang attribute matches the chosen language, for all 9 languages, including on the error page; NVDA follows the switch.
3.3.1 / 3.3.3	Error Identification, Error Suggestion	Continuing with empty required fields: NVDA reads the error summary as an alert, and "invalid entry" with the message "Dit veld is verplicht." (this field is required) on each field.
3.3.2	Labels or Instructions	Every visible form field has a programmatic label; required fields are announced as required.
4.1.1	Parsing	According to the W3C errata for WCAG 2.1 (2023) this criterion is always satisfied for HTML content; the underlying issues fall under 1.3.1 and 4.1.2.
4.1.2	Name, Role, Value	Every control has an accessible name, on all page types in all languages. Toggle buttons expose their state (pressed/not pressed), expandable elements their expanded state, and both dialogs have a name.
4.1.3	Status Messages	NVDA announces the number of loaded results ("20 of 2,175 results loaded") without moving focus.

06 Limitations of this evaluation

- **One screen reader.** NVDA with Chrome was tested; see chapter 02 for the limits of that test.
- **WebKit, not Safari itself.** Safari on macOS and iOS was approximated through its underlying engine WebKit. Small differences, for example in how focus is shown, cannot be ruled out.
- **Targeted measurements in one engine.** The measurements in chapter 05 were made in Chromium; the automated check ran in all three engines.
- **No user research.** No testing was done with people with disabilities. Conformance with the standard and actual usability are not the same thing.
- **Snapshot.** This report describes the websites on 6 October 2026. Later releases may change the outcome; that is why the automated check runs with every release.

07 Next steps

#	Action	Why
1	Independent external audit, planned for early 2027	Required for a formal conformance claim and for an independent view on chapter 03.

Accessibility report Verloren of Gevonden · WCAG 2.1 level AA · self-assessment following WCAG-EM · measured on 6 October 2026 on www.verlorenofgevonden.nl and www.verlorenofgevonden.be.

08 Appendix – all 50 criteria

State on 6 October 2026, measured on www.verlorenofgevonden.nl and www.verlorenofgevonden.be.

1 – PERCEIVABLE

SC	Criterion	Result
1.1.1	Non-text Content	passed
1.2.1	Audio-only and Video-only (Prerecorded)	n/a
1.2.2	Captions (Prerecorded)	n/a
1.2.3	Audio Description or Media Alternative (Prerecorded)	n/a
1.2.4	Captions (Live)	n/a
1.2.5	Audio Description (Prerecorded)	n/a
1.3.1	Info and Relationships	passed
1.3.2	Meaningful Sequence	passed
1.3.3	Sensory Characteristics	passed
1.3.4	Orientation	passed
1.3.5	Identify Input Purpose	passed
1.4.1	Use of Color	passed
1.4.2	Audio Control	n/a
1.4.3	Contrast (Minimum)	passed
1.4.4	Resize Text	passed
1.4.5	Images of Text	passed
1.4.10	Reflow	passed
1.4.11	Non-text Contrast	passed
1.4.12	Text Spacing	passed
1.4.13	Content on Hover or Focus	passed

4 – ROBUST

SC	Criterion	Result
4.1.1	Parsing	passed
4.1.2	Name, Role, Value	passed
4.1.3	Status Messages	passed

2 – OPERABLE

SC	Criterion	Result
2.1.1	Keyboard	passed
2.1.2	No Keyboard Trap	passed
2.1.4	Character Key Shortcuts	passed
2.2.1	Timing Adjustable	passed
2.2.2	Pause, Stop, Hide	passed
2.3.1	Three Flashes or Below Threshold	passed
2.4.1	Bypass Blocks	passed
2.4.2	Page Titled	passed
2.4.3	Focus Order	passed
2.4.4	Link Purpose (In Context)	passed
2.4.5	Multiple Ways	passed
2.4.6	Headings and Labels	passed
2.4.7	Focus Visible	passed
2.5.1	Pointer Gestures	passed
2.5.2	Pointer Cancellation	passed
2.5.3	Label in Name	passed
2.5.4	Motion Actuation	passed

3 – UNDERSTANDABLE

SC	Criterion	Result
3.1.1	Language of Page	passed
3.1.2	Language of Parts	passed
3.2.1	On Focus	passed
3.2.2	On Input	passed
3.2.3	Consistent Navigation	passed
3.2.4	Consistent Identification	passed
3.3.1	Error Identification	passed
3.3.2	Labels or Instructions	passed
3.3.3	Error Suggestion	passed
3.3.4	Error Prevention (Legal, Financial, Data)	passed