Access to online public services and information improved in the EU since 2018

The Commission has published the review of the Web Accessibility directive, four years after its transposition into national law by Member States. The review includes the results of a public consultation held in 2021 that gathered views on the application of the Directive in practice, Member States’ accessibility monitoring reports and a supporting study.

The findings, published in an accessible format, show the Directive was designed and implemented efficiently and **improved access to online public services and information** inside the EU, strengthening social and digital inclusion. But because accessibility is a constant process, there is always room for improvement.

Though the level of accessibility of public sector websites and mobile applications has improved, **people with disabilities still experience difficulties**. The results also revealed a shortage of digital accessibility experts.

Commissioner for Internal Market, Thierry Breton, said:

> The ongoing digitalisation of the public sector should benefit all EU citizens, and the review shows our actions have improved access to public online services for people with disabilities. We welcome the conclusions underlining the substantial EU added value in improving online accessibility and the positive impact of the directive.

Since 23 June 2021, Member States are obliged to ensure their public sector websites and mobile apps are accessible to people with disabilities. The Directive aims to increase digital and social inclusion and harmonise the internal market for web accessibility. Inclusion is a key pillar of the digital transformation, as reflected in the ‘Declaration (https://digital-strategy.ec.europa.eu/en/library/declaration-european-digital-rights-and-principles#De)
claration) on European Rights and principles’.

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The aim of the study is to support the review of the Web Accessibility Directive and its implementing acts, covering the first three years of their application (2018-2021).