

DINUM's Disabled-User Testing Panel & Ara Audit Tool — Institutionalising Accessibility in France's State Digital Services

Digital Inclusion · Good practice · France

Quality score: 96/100

Evidence strength: Observational / pre–post

Summary

France's digital agency DINUM built a standing panel of disabled users and an audit tool (Ara) to test state digital services against the RGAA accessibility framework. Backed by €17M in recovery-plan funding, compliant procedures rose from 12% to over 40%.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-22

[Direction interministérielle du numérique \(DINUM\)](#) — accessed 2026-08-22

[Interview: DINUM's accessibility policy \(Acteurs Publics\)](#) — accessed 2026-08-22

[DesignGouv — Accessibilité numérique](#) — accessed 2026-08-22

[Ara audit tool](#) — accessed 2026-08-22

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