

Citizen Engagement (CE) Enhancements

CE7.9.0 to CE7.11.1 Enablement Material

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Hello and welcome to this deep dive presentation that introduces the enhancements to Cúram Citizen Engagement that are available in the timeframe between Cúram v8.2.0 and Cúram v8.2.1 which incorporates the monthly CE releases from July 2025 (v7.9.0) up to and including November 2025 (v7.11.1).

Note that Citizen Engagement incorporates the Cúram Universal Access Responsive Web Application and the Cúram Web Design System.

Agenda

1. CE Accessibility Fixes (from July – November 2025)
2. Non-Accessibility Improvements (from July – November 2025)
3. New design system features (from July – November 2025)

The main focus for the last few months has been on accessibility. First, there are CE accessibility defects which have been addressed not only in Curam 8.2.1 and CE v7.11.1 but also in the releases leading up to that since July of this year (2025). As well as accessibility, we have also delivered lots of other ‘non accessibility’ improvements in the timeframe since July along with introducing some new features to the design system.

CE Accessibility Fixes

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There is new legislation both in the US and Canada designed to ensure that users with accessibility needs receive equal access to the systems available to them.

In the US, a new rule was finalized revising Title II of the Americans with Disabilities Act. The rule requires that US state and local governments make their websites and mobile applications accessible for people with disabilities and comes into effect in April 2026.

In Canada, there's the Accessible Canada Act (ACA) which came into force in 2019. The overarching goal of the ACA is to realize a barrier-free Canada by 2040. The legislation benefits all Canadians, especially persons with disabilities, through the proactive identification, removal and prevention of barriers to accessibility.

CE Accessibility Defect Fixes

41 accessibility fixes have been rolled out across **17** WCAG 2.1 Criteria* since July 2025

- | | |
|---|---|
| 1.3.1 Adaptable - Info and Relationships (7) | 2.4.11 Navigable – Focus Not Obscured (1) |
| 1.4.1 Distinguishable – Use of Color (1) | 2.5.2 Input Modalities – Pointer Cancellation (1) |
| 1.4.10 Distinguishable – Reflow (7) | 3.2.2 Predictable – On Input (1) |
| 1.4.11 Distinguishable - Non-Text Contrast (2) | 3.3.1 Input Assistance – Error Identification (2) |
| 1.4.4 Distinguishable – Resize Text (1) | 3.3.2 Input Assistance – Labels or Instructions (4) |
| 2.4.3 Navigable - Focus Order (2) | 3.3.4 Input Assistance – Error Prevention (1) |
| 2.4.4 Navigable – Link Purpose (In Context) (1) | 4.1.2 Compatible - name, role, value (2) |
| 2.4.6 Navigable - Headings and Labels (1) | 4.1.3 Compatible – Status Messages (5) |
| 2.4.7 Navigable - Focus Visible (2) | |

Details of the fixes are provided in the release notes contained within the CE guides

*Some fixes cross multiple criteria so number in brackets doesn't reflect number of defects addressed. The total number of accessibility defects addressed in the period is **35**

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As a result, we have continued to close the accessibility gaps in CE, to ensure accessibility compliance with the guidelines and standards including the Web Content Accessibility Guidelines WCAG 2.1 (level A&AA), Revised Section 508 standards and EN 301 549 requirements.

Throughout the last 5 releases of CE (from our v7.9.0 release in July 2025 to the current release v7.11.1 in November 2025, there has been a continued focus on reducing the number of accessibility issues that have the greatest impact on improving our users' experience especially important for a citizen facing application. We have addressed 41 accessibility issues across 17 WCAG 2.1 criteria. This will benefit hugely our US customers as their new legislation comes into effect in April 2026, but also our Canadian and other global customers.

Please see the *Cúram Universal Access Responsive Web Application* guide, and the *Cúram Design System Guide* for the release notes detailing the accessibility fixes which have been put in place for each release.

C I T I Z E N E N G A G E M E N T

Improvements (non-accessibility)

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In addition to the Accessibility fixes, we have also delivered other ‘non accessibility’ improvements in the timeframe since July 2025.

CE Improvements (non-accessibility)

5 other improvements have been rolled out since July 2025:

Problem	Resolution	Known Issue	Fix Version
1. The Edit screen was not reflecting previous answers when accessed from the summary page.	Now, answers display correctly on the Edit screen when accessed from the summary page.	DT037414	CE v7.11.0
2. Deletion modals displayed a generic message, "Are you sure you wish to delete this item?" without specifying what "this item" leading to confusion and the risk of unintentionally deleting the wrong item.	The delete dialog now adapts to the deletion context, giving users clearer information about what they will delete. This improvement applies only to fallback values when no customization exists.	DT037404	CE v7.11.0
3. Security – file upload vulnerability in formidable v3.1.4	The superagent library, which uses formidable to invoke REST APIs, has been upgraded to version 10.2.1.	-	CE v7.9.0
4. Downloading correspondence on mobile devices didn't work under certain conditions. For example, on an iPhone 14 using the Google Chrome browser.	This issue has now been resolved, and the file downloads as expected on all supported browsers	DT037355	CE v7.10.0
5. In some scenarios, combo boxes with many items extended below the end of the page and into the footer area.	The combo box is prevented from being sized larger than the page space below and instead when the contents are large, scrolling is used on the list items.	DT037096	CE v7.11.1

Details of the improvements are provided in the release notes contained within the CE guides

The improvements (numbered 1 to 6) are described by detailing the problem and the resolution applied. If the problem was a known issue, the known issue number is supplied for reference.

To view full details of each problem and resolution, consult the *Cúram Universal Access Responsive Web Application* guide, and the *Cúram Design System Guide* for the release notes.

Design System Features

We have also introduced some new features to the design system.

For those not familiar with the design system, it provides design and front-end development resources for creating websites and digital services to the standard governments require. The system incorporates the highest usability and accessibility standards, helps ensure a consistent experience for all users and builds on the international best practice for government digital services.

There is a design system storybook which contains information about the component library and associated resources. This is located in the docs folder of the Universal Access Responsive Web Application download. The easiest way to navigate it is to click on the 'index.html'.

CE Design System Features

3 enhancements to the design system have been rolled out since July 2025

Enhancement	Value	CE version
1. Text wrapping in buttons is now supported	The application now supports text wrapping within buttons, resolving issues with long labels or tight layouts, which resulted in the truncation of button text.	CE v7.11.0
2. Custom button shapes are now supported along with relational padding for buttons.	Rectangular or custom radius buttons are now supported enabling consistent button styling across the application while also maintaining design flexibility. Line-height-based calculations for buttons have been replaced with relational padding, resulting in more consistent button dimensions across different text sizes.	CE v7.11.0
3. The core-ui package has been updated to delay displaying content	The core-ui package exports the hook <code>useDelayedShow</code> , which can be used for delaying displaying content. The hook accepts a delay parameter in milliseconds (defaults to 100ms) and returns a boolean that becomes true after the specified delay. This means that screen readers wait before reading out content reducing repetition of announcements.	CE v7.10.0

Details of these new features are provided in the 'What's New' contained within the CE guides

The enhancements (numbered 1 to 3) are described in the table on this slide.

To view full details of each enhancement, consult the *Cúram Design System Guide* for the release notes.