

Family Context in Children's Services: Accessibility Plan

The Tool

Our final product will have a querying page that will require the user to type in the name, date of birth and (optionally) address of a child. The user will be able to pull information on that individual using the keyboard or pressing a search button.

Once the user has performed that action, they are redirected to a landing page that provides them with information on the child and relevant people around the child. The information includes personal details as well as details about services practitioners they are involved with or have been involved with in the past. Currently, the services that we cover are police, housing, adult social care and schools. The information that we want to provide and the structure in which we want to provide it can be viewed [here](#).

We are using GDS design guidelines and will ensure that our code complies with WCAG 2.1 AA.

Making the tool accessible for...

...people with visual impairment using screen readers by:

- Ensuring that the underlying code describes the page to screen readers and does not rely on visual cues that require a response e.g. highlighting when and how a user is expected to enter text and activate the search function
- Making the tool navigable using just the keyboard
- Following a linear, logical structure in our text with descriptive links and buttons e.g. we will ensure that our search function is clearly marked and can be identified by the screen reader and activated using the keyboard-only function
- Contact details to relevant service practitioners will be clearly marked and easily accessible e.g. email address links directly to a new email window and phone numbers are read out at a speed that can be followed

...people with low vision and colour blindness by:

- Making a clear contrast between the text and background that ensures clear visibility of all the relevant text (e.g. limit colour palette to 2-3 colours and use texture and patterns to enhance visibility of text)
- Conveying all relevant information in text and not expecting users to infer content based on colour (e.g. make links explicit through text rather than alluding to them using blue, underlined text)
- Ensuring that text is still visible when the user magnifies a page to 200% (i.e. the user should never have to scroll left to right to read the relevant text)
- Ensure that any links and buttons still appear in context when the user magnifies a page

...people with physical and motor disabilities by:

- Ensuring that any buttons, links, field spaces and other clickable actions are sufficiently large and capture movement without requiring precision (e.g. the search button should be large so that a user can access it without requiring precision and a steady hand)
- Making sure that the tool works for keyboard-only and speech-only use

...D/deaf people and those hard of hearing by:

- Providing email addresses in addition to phone numbers for relevant service practitioners to ensure that the phone is not the only available medium through which the user can get in touch with (we will guarantee secure communication through encrypted emails)

...people with dyslexia by:

- Adding a function that allows the user to change the colour contrast to their preferred setting (e.g. some people find it easier to read white on black)
- Offering clear, concise text that is aligned to the left and consistent across the tool

...people on the autistic spectrum by:

- Writing in plain English and avoiding figures of speech or idioms (e.g. phone number rather than 'get in touch')
- Using simple colours and short non-convoluted sentences to describe content
- Making any buttons clear and descriptive (e.g. 'search for person' rather than 'go')

We aim to include all of the above points in the development of the Family Context tool. As we begin building the web application, we will ensure that all web-specific guidelines are met.

We will test the accessibility manually using the I8F guidelines. For automated testing we will use GDS-recommended testing tools, such as aXe, Wave, Tenon and SiteImprove. We also hope to test our tool with the support of GDS, through empathy labs and hope to find user research participants with GDS support.