

This lab will be assessed, and you should work on it individually.

This exercise will take us back to the final project prompt, and you will try to apply the frameworks from today's lecture.

Select a page from Gov.uk. You could select one of the examples from class such as Contracts of employment and working hours; one of particular interest to Government Digital Services such as Births, Deaths, & Marriages; or another of interest to you such as one you have used yourself.

For each prompt, write a short response of up to a few sentences. Your answers can be based on your existing knowledge. You do not need to include references or conduct original research for this assignment.

How might you personally use this page? What information that might be relevant to you is made readily accessible and what information related to the topic is obscured?

Information regarding the section disability: equipment and transport tend to be vague. Everyone, at some point, can incur a disability and this sort of information should be effortlessly accessible; taking into account different types of disability (such as blindness combined with movement difficulties). Sections covering Disabled Facilities Grants, community transport services and Shopmobility are obscured (I personally tried with the city of Westminster and tower of hamlets borough), redirecting to local council home pages without offering any kind of additional support. The application process to order an 'older person's bus pass' seems the most accessible to use so far, where, it seems to address the right section of the user's respective council providing a positive user experience (however it can be further improved, making font size bigger for example).

If the government were to collect some information about you in order to personalise this page to your needs, what would success look like? What would failure look like?

Success: Users will receive relevant information via text implementing message and notification based on their location (a perfect example is Shoreditch box park, once you downloaded their card on your wallet, you receive notifications every time you walk in Shoreditch). This is an improvement to the current system, where users need to insert manually their postcode if they need to require to book or get information based on their location. Also, this is a limitation, where it forces disabled people to plan their journey with public transport days in advance.

Failure: It might lead to data exploitation, removing or reducing existing service based on areas with fewer disabled people.

Can you imagine someone else who might use this page differently from you? Are there any people who might face specific risks or harms related to the topic on the page?

Certain categories are underrepresented, the website lack specificity, and does not offer alternative user behaviour (even recommended section forces you to insert your postcode to proceed, which doesn't work if you are lost, or simply do not know your current position).

The current way the website operates forces vulnerable users to act in a certain behaviour, which can generate some dangers, such as disability hate crime.

What are the ways you can imagine that the government might stand to gain from having a personalisation strategy for this page?

Applying location-based tracking will drastically improve the public transport system, reducing the cost of empty buses and unused services.

How might the information or structure of this page change if it were designed through a process that followed the Design Justice Principles?

Everyone should be able to access information that can make their life easier, without discriminating against certain disabilities. Numerous improvements can be done to empower every type of user.

For example, the government website should have a text to speech option for people who are blind, which can be activated by entering a simple combination of letters and/or numbers (for example '12' which are the most top left digit in a keyboard).