

Design for everyone

Accessibility = no barriers

Assisted digital = support to use

Accessibility is about making sure people
are **not excluded** from using our service.

It is also about making sure people
don't struggle with our service.

We had been to a training workshop run by Alistair Duggin (Head of accessibility at GDS) and Richard Morton (Senior Accessibility Specialist at GDS). We followed up with the training with two visits to the Empathy Lab at GDS.

Now, we have good understanding of how to design an **accessible** service and we also have ideas on how we'll design the **assisted digital** support model for our service.



How we plan to meet the GOV.UK accessibility requirements

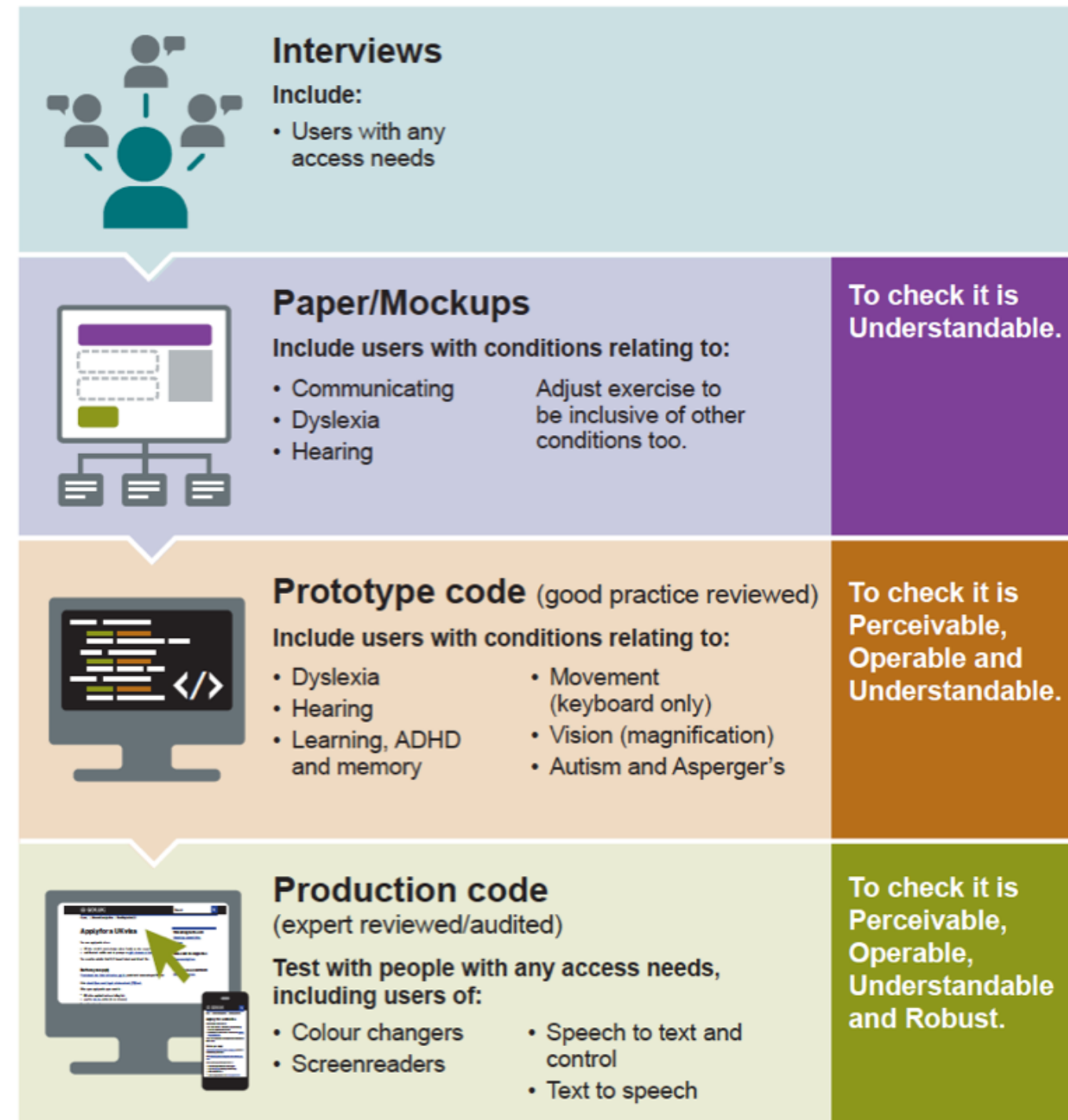
- We will be applying WCAG 2.0 design principles, Perceivable, Operable, Understandable and Robust (POUR) to achieve WCAG 2.0 level AA rating.
- We will be writing accessibility acceptance criteria.
- We will budget and plan for accessibility audit with an expert in Private beta.
- Follow inclusive design principles.
- Test with assistive technologies including screen readers like JAWS and speech recognition software like Dragon.
- Test with people in their own environment.
- Test with automated tools like Sortsite.
- Check if users can tab through the interface.
- Check the service can be used with just keyboard.
- Perform manual checks.

What we will be doing right from the start

We will consider needs of a diverse audience right from the start. Including users with impairments to their:

- **sight** - people that are colour blind, people with visual impairments and people that are fully blind.
- **hearing** - like people who are deaf or hard of hearing. With hearing there is a range.
- **mobility** - like those who find it difficult to use a mouse or keyboard.
- **thinking and understanding** - like people with dyslexia, autism or learning difficulties

How we will be researching access needs to make sure our service is Perceivable, Operable, Understandable and Robust (POUR)



We will be using automated tools like Sortsite to test for:

- Accessibility issues, indicating problems for older users, people with disabilities or accessibility needs. Automated testing cannot detect all accessibility issues, so we plan to use this alongside human testing.
- Compliance with W3C standards
- Usability issues, indicating navigation problems for all users

Accessibility

Screenshot of report from Sortsite

Summary

Issues

https://publiclaw.herokuapp.com/-c110a

Errors

Accessibility

Compatibility

Privacy

Search

Standards

Usability

This tab shows accessibility issues, indicating problems for older users, people with disabilities or accessibility needs. Automated testing cannot detect all accessibility issues, so should be used alongside human testing.

Level	WCAG 2	Section 508 - 2017	PDF Matterhorn 1.02	Key
A	✓	✓	✓	● Pages with level A issues are unusable for some people
AA	✓	✓	✓	● Pages with level AA issues are very difficult to use
AAA	✓		✓	● Pages with level AAA issues can be difficult to use

Priority	Description and URL	Guideline and Line#	Count
▶	Expand all 0 issues		

W3C Standards

Screenshot of report from Sortsite

☆ Summary	ⓘ Issues	https://publiclaw.herokuapp.com/-c110a				
Errors	Accessibility	Compatibility	Privacy	Search	Standards	Usability

This tab shows pages that do not comply with W3C standards.

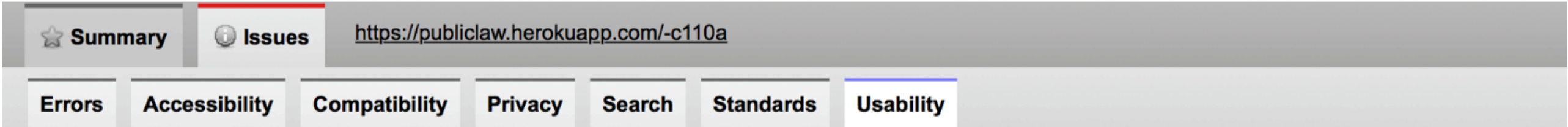
- ✓ W3C HTML/XHTML Validation - All pages valid.
- ✓ W3C CSS Validation - All pages valid.
- ✓ W3C Deprecated Features - No issues found.

Priority	Description and URL	Guideline and Line#	Count
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▶ Expand all 0 issues

Usability

Screenshot of report from Sortsite



This tab shows general usability issues, indicating navigation problems for all users.

This tab is available in SortSite Professional and OnDemand, but not in SortSite Standard edition.

- ✔ Usability.gov Guidelines - No issues found.
- ✔ W3C Best Practices - No issues found.
- ✔ Readability - No issues found.

Priority	Description and URL	Guideline and Line#	Count
▶	Expand all 0 issues		

Assisted digital support

How we'll design the assisted digital support model for our service.



- Telephone support is delivered by HMCTS contact centre staff.
- This involves supporting users to complete a form submission with support over the phone, or booking a face to face appointment for those who have no access to tech and/or have significant barriers to using digital service independently.
- Future capabilities such as web chat and screen sharing will be implemented through our to support this channel.



- HMCTS have partnered with Good Things Foundation to deliver our face to face AD support.
- This will involve a user visiting an Online Centre for help with the digital service.
- We used the Digital Training & Support Framework (DTSF) to procure their services.
- This contract (24 months), which began in Sept 2017, is valued at £1m.
- The programme has valued the total cost of F2F AD at £55m over 5 years.

We will strive to learn more and we have signed up to government accessibility group.

Make sure everyone in the team has some level of responsibility.

Strive for good experience with complimentary design.