HMRC Accessibility Empathy Hub

Changing People’s Perceptions

Everyone has a part to play in ensuring that the content and digital services we provide to our customers and colleagues are accessible. To demonstrate the barriers that disabled people can encounter we have opened the Accessibility Empathy Hub here at 10 South Colonnade in London. This complements the one we already have in Newcastle.

You can use the Accessibility Empathy Hub to gain an insight into the experiences of users with access needs. We want to inspire you to think about the role you play in a new, more accessible way. Even if you are not involved in the development of digital services or websites, you can still help improve the accessibility of documents that we create and share.

We have different areas set up. Each one has a set of tasks you can carry out that will show various barriers that exist for someone with a disability.

* Use the Chromebooks to access any of the seven personas created and experience the web from the perspective of that person.
* Try the glasses that simulate different visual impairments. For example, common conditions such as Glaucoma; age-related Macular Degeneration; patchy vision which can be a complication of Diabetes.
* Put on the ear defenders to experience the effects of severe hearing loss and the difficulties this can cause.

If you are interested in helping us spread awareness of accessibility and helping colleagues reach a deeper understanding of how people are impacted by inaccessible documents and services talk to us about arranging an awareness session.

We all need to think about accessibility from the start so you can come along to the Accessibility Empathy Hub at any time, you do not need to book. Please email us at accessibility.team@hmrc.gov.uk if you have any questions or want to know more.