HMRC Accessibility Empathy Hub

Changing People’s Perceptions

# HMRC’s Accessibility Empathy Hub is a learning environment designed to raise awareness of accessibility and the barriers disabled people experience online

Sixty-six million people currently live in the United Kingdom

Twenty percent of the United Kingdom population have a long term illness, impairment or disability

**Disability percentages by gender**

Female twenty-three percent

Male nineteen percent

**Disability percentages by age**

From birth seventeen percent

Working-age seven percent

Children nineteen percent

Age sixty-four and older forty-five percent

Eight out of ten of the United Kingdom population acquire a disability only later in their life

**Five most common United Kingdom impairments**

Dexterity twenty-six percent

Hearing fourteen percent

Learning thirteen percent

Vision twelve percent

Dyslexia ten percent

Seventy-five percent of disabled people have more than one impairment

Three hundred and ninety thousand people in the United Kingdom are both deaf and blind

One million one hundred and fifteen thousand disabled Britons have never gone online or not used the internet before

Ten million disabled adults in the United Kingdom have used the internet in the past three months - up thirteen percent since two thousand and fourteen

Sixty-five year olds and older are more likely to become disabled as age affects the overall condition of their health

Sixty-five to seventy-four year olds have the largest increase in online activity

Nine out of ten future jobs will require some form of digital skills

Fifty-three percent of seven million nine hundred thousand disabled working-age Britons (aged sixteen to sixty-four) are successfully employed

Seventy-five percent of disabled people who use the internet experience barriers on twenty-five percent of the sites they visit

Sixteen billion pound is the potential online spending power of disabled people in the United Kingdom per year