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.

67 million people currently live in the United Kingdom

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

**Disability percentages by gender**

Female 23 percent

Male 19 percent

**Disability percentages by age**

From birth 17 percent

Children 7 percent

Work-age 19 percent

Age 64 and older 45 percent

8 out of 10 of the United Kingdom population acquire a disability only later in their life

**5 most common United Kingdom impairments**

Dexterity 26 percent

Hearing 14 percent

Learning 13 percent

Vision 12 percent

Dyslexia 10 percent

75 percent of disabled people have more than one impairment

390,000 people in the United Kingdom are both deaf and blind

1.15 million disabled Britons have never gone online or not used the internet before

10 million disabled adults in the United Kingdom have used the internet in the past 3 months - up 13 percent since 2014

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

65 to 74 year olds have the largest increase in online activity - up 26 percent

9 out of 10 future jobs will require some form of digital skills

53 percent of 7.9 million disabled working-age Britons (aged 16 to 64) are successfully employed

75 percent of disabled people who use the internet experience barriers on 25 percent of the sites they visit

16 billion pounds is the potential online spending power of disabled people in the United Kingdom per year