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.

In the past, we had been to a training workshop run by Richard Morton. We followed up with visits to the Empathy Lab in the past.

We have a 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.

We have signed up to the Cross Government Accessibility email list and regularly attend the Cross Government Accessibility meet-ups.

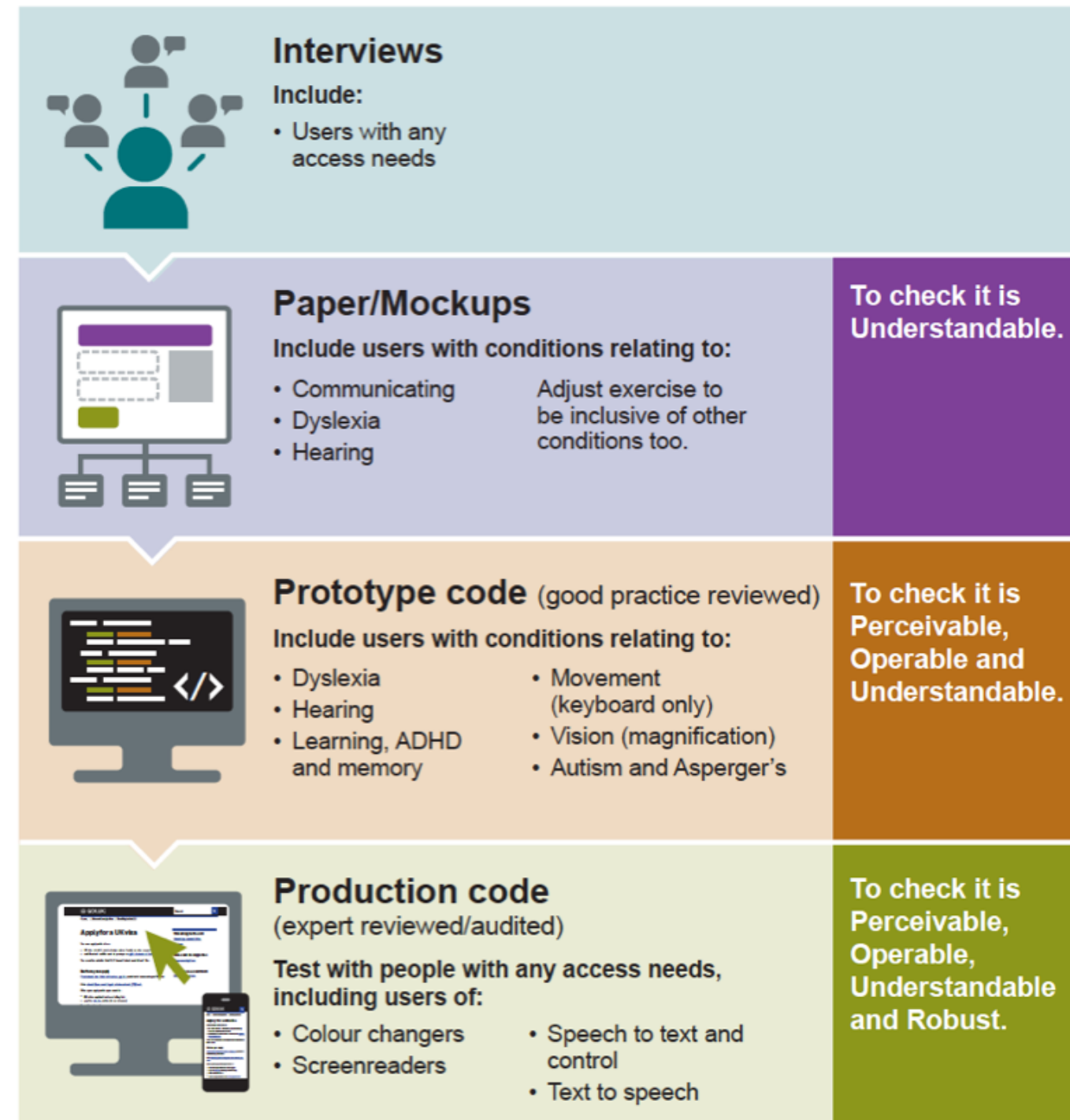# How we plan to meet the GOV.UK accessibility requirements

- 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 update our accessibility statement continuously

- 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 and Google lighthouse.

- 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)

Interviews

Include:
- Users with any access needs

Paper/Mockups

Include users with conditions relating to:
- Communicating
- Dyslexia
- Hearing

Adjust exercise to be inclusive of other conditions too.

To check it is Understandable.

Prototype code (good practice reviewed)

Include users with conditions relating to:
- Dyslexia
- Hearing
- Learning, ADHD and memory
- Movement (keyboard only)
- Vision (magnification)
- Autism and Asperger's

To check it is Perceivable, Operable and Understandable.

Production code (expert reviewed/audited)

Test with people with any access needs, including users of:
- Colour changers
- Screenreaders
- Speech to text and control
- Text to speech

To check it is Perceivable, Operable, Understandable and Robust.

We will be using automated tools like Sortsite & Google lighthouse

- 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

Assisted digital support

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

- Telephone support is delivered by Helpline staff.
- This involves supporting users to complete a form submission with support over the phone, or help for those who have no access to tech and/or have significant barriers to using digital service independently.
- Users can also download and post a paper version of the form

We have added below to the start page.

If you're not able to use the form, you can:
Call Acas helpline
Telephone: 0300 123 1122
Monday to Friday, 8am to 6pm

Calls cost 12p a minute from a landline, and from 3p to 45p a minute from a mobile.
Make sure you keep a note of the date you called and the name of the person you spoke to.
They'll fill in the form for you over the phone.

Notify by post
You can also download a paper version of the form and post it to:
EC Notifification
Acas (DEC)
PO BOX 0279
Nottingham
NG2 9PE

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.