



Digital Accessibility

Gavin Evans
Mike Taylor

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About the Digital Accessibility Centre



The Digital Accessibility Centre (DAC) is a Social Enterprise. We have been in operation for 8+ years and currently employ 50 staff, including 8 technical auditors and 36 user testers, and we audit websites in relation to Digital accessibility, provide training. We:

- Operate on a 100% not-for-profit basis.
- Are a Living Wage Foundation accredited employer

Most of our team are people with disabilities. Some of the user testing team are new to accessibility and some have over 15 years experience in the field of Digital Accessibility on multiple platforms such as :

- ATM's
- Native mobile apps
- Websites
- Software applications



Ziad's Video

[Play Ziad's – Video](#)



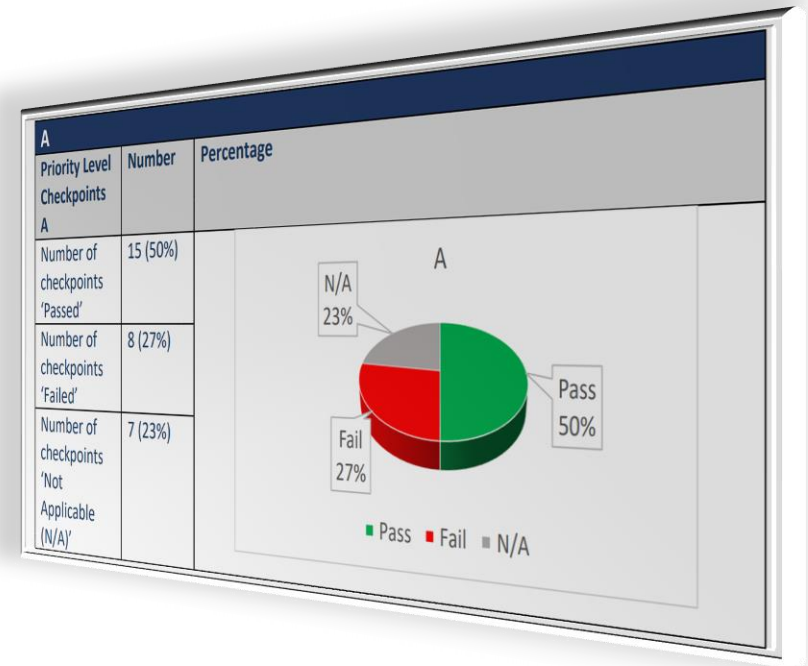
Case Study – Channel 4



Channel 4 were tasked with redesigning their iOS mobile app back in 2018

What did they do?

- Assess the current app (Involved a DAC audit) and then a presentation of the findings to the Development/Design/BA team
- They needed to know what they were doing well and not very well
- From these results Acceptance criteria generated, in line with DAC Accessibility requirements, aiming to meet WCAG 2.1 AA standard.



Case Study – Channel 4

After the initial assessment

- DAC consultant on-site in Channel 4 offices every two weeks to assist from Design through to prototype
- Stories were raised by the BA in Jira and acceptance criteria were added for each story
- If accessibility did not meet the acceptance criteria and it couldn't be fixed, for example due to a native iOS behaviour that couldn't be worked around, then this would be discussed with DAC consultant for the best approach.



Case Study – Channel 4

What problems did they find along the way?

- Hardest thing to understand for them was the accessibility requirements (78 success criteria in WCAG 2.1)
- Also, regression testing was a factor – Developers can break things when a change is made.

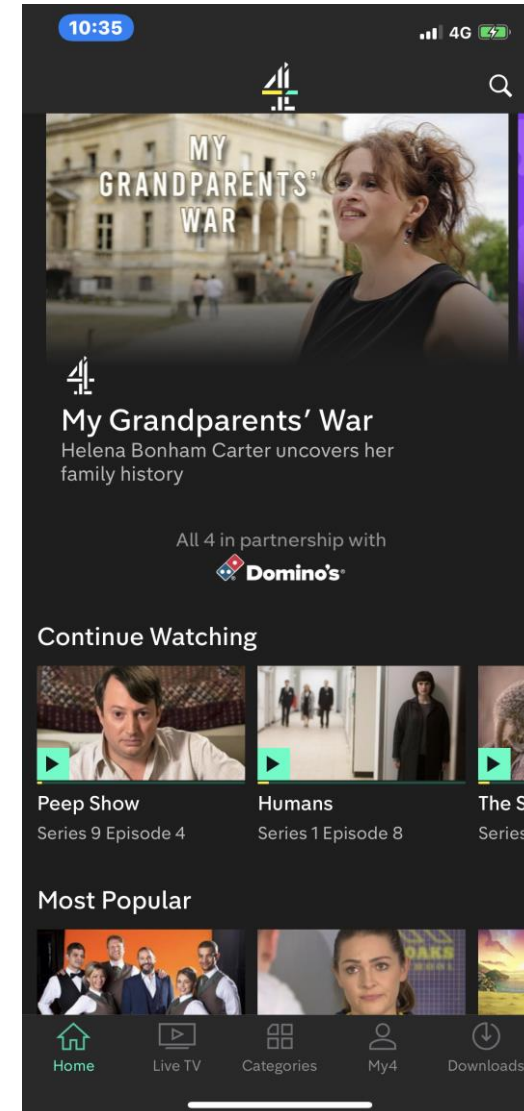
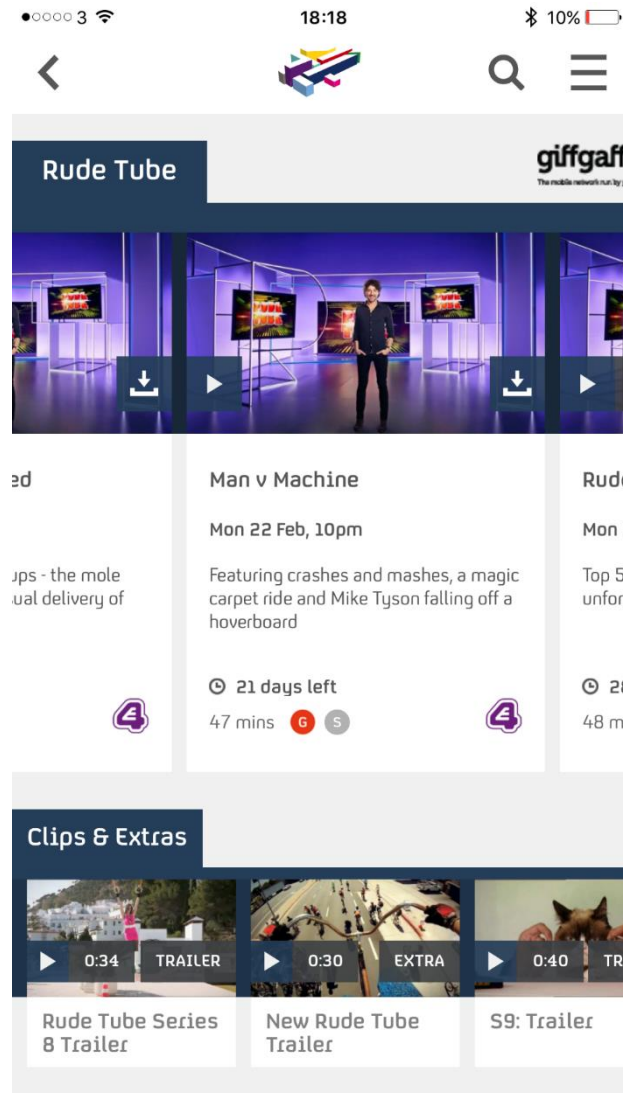
Good feedback received from the disability community

- The new app underwent a full audit again by DAC, in order to gain certification.



Case Study – Channel 4

Original design



Latest design

What is Digital Accessibility

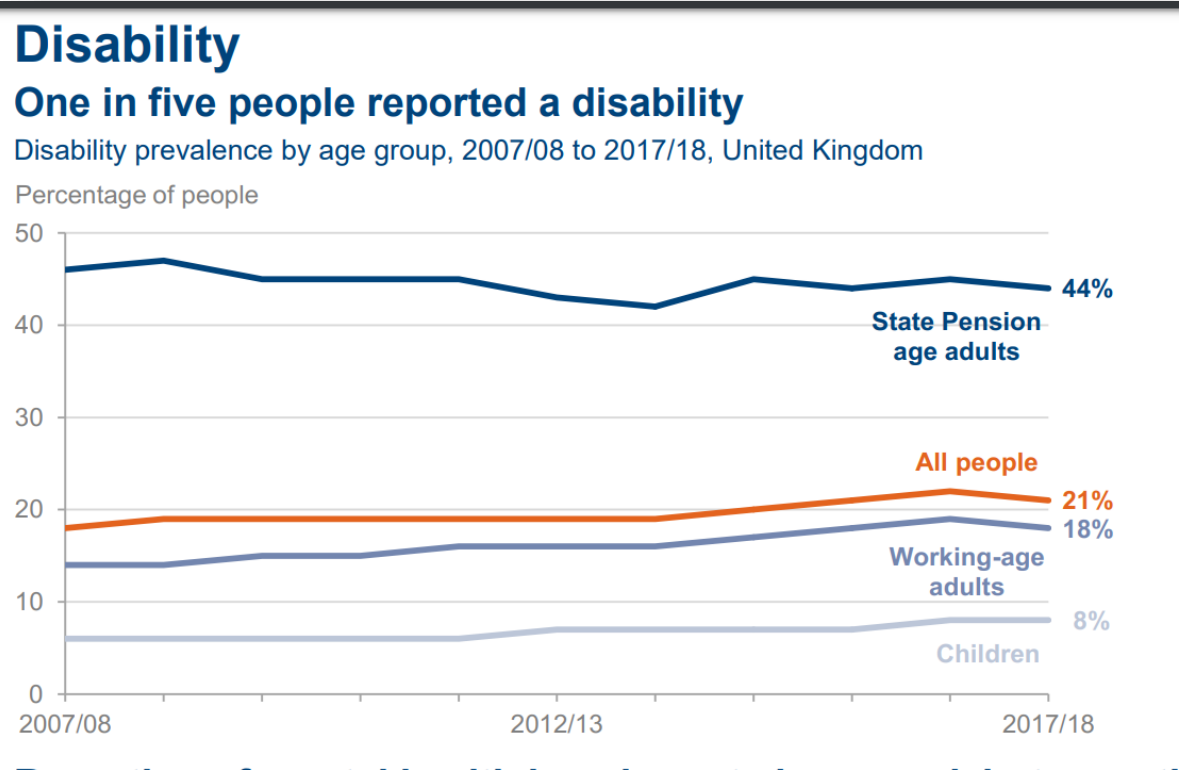
“

Ensuring that all web based platforms and applications are accessible to ALL regardless of ability and or age

”

- Colour blind
- Dyslexic
- Low vision
- Blind
- Deaf and hard of hearing
- Mobility impaired
- Learning difficulties

Disability Statistics



[Source – Family resources survey 2017/18](#)

How Common are Specific Disabilities?



Source: Americans with Disabilities: 2010, from Survey of Income and Program Participation

Legislation and Guidelines



The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018



Equality Act 2010



Users and Assistive Technologies

What types of access issues do you need to take into consideration?

Physical



Cognitive

Hearing

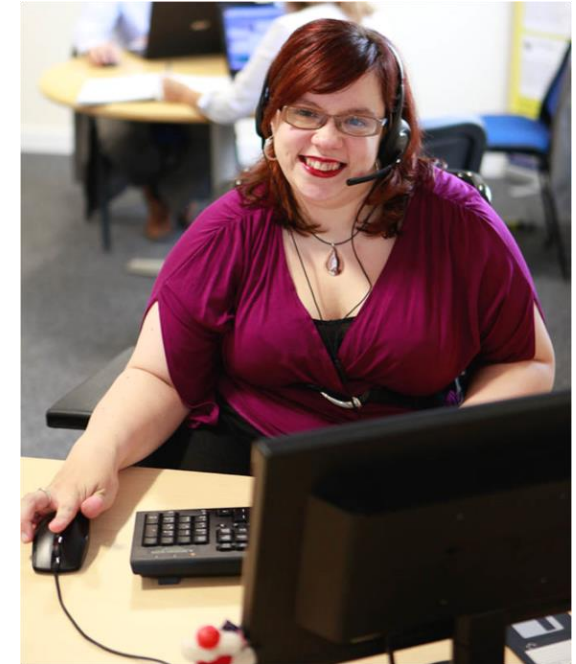


Vision

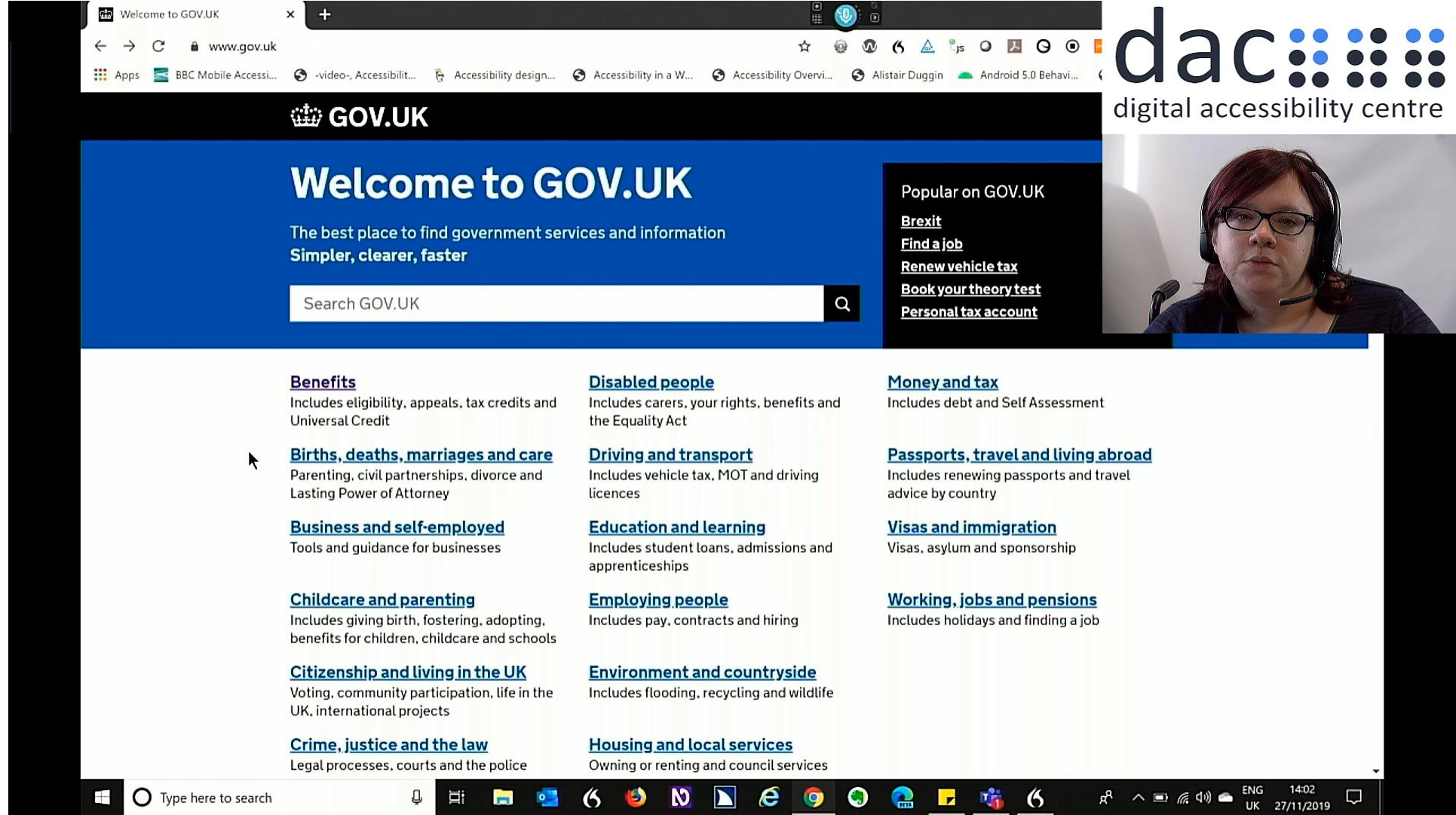
Physically impaired users



Physical



People with Mobility Impairments – Voice activation



The image shows a screenshot of the GOV.UK website. The browser address bar shows 'www.gov.uk'. The website header includes the GOV.UK logo and a search bar. The main content area features a grid of service categories such as 'Benefits', 'Disabled people', 'Money and tax', 'Births, deaths, marriages and care', 'Driving and transport', 'Passports, travel and living abroad', 'Business and self-employed', 'Education and learning', 'Visas and immigration', 'Childcare and parenting', 'Employing people', 'Working, jobs and pensions', 'Citizenship and living in the UK', 'Environment and countryside', and 'Crime, justice and the law'. 'Housing and local services' is also listed. A video overlay on the right side shows a woman with red hair and glasses wearing a headset, with the DAC logo and text 'digital accessibility centre' above her. The Windows taskbar at the bottom shows the search bar and various application icons, with the system tray displaying 'ENG UK' and the date '27/11/2019'.

dac
digital accessibility centre



Popular on GOV.UK
[Brexit](#)
[Find a job](#)
[Renew vehicle tax](#)
[Book your theory test](#)
[Personal tax account](#)

Benefits

Includes eligibility, appeals, tax credits and Universal Credit

Births, deaths, marriages and care

Parenting, civil partnerships, divorce and Lasting Power of Attorney

Business and self-employed

Tools and guidance for businesses

Childcare and parenting

Includes giving birth, fostering, adopting, benefits for children, childcare and schools

Citizenship and living in the UK

Voting, community participation, life in the UK, international projects

Crime, justice and the law

Legal processes, courts and the police

Disabled people

Includes carers, your rights, benefits and the Equality Act

Driving and transport

Includes vehicle tax, MOT and driving licences

Education and learning

Includes student loans, admissions and apprenticeships

Employing people

Includes pay, contracts and hiring

Environment and countryside

Includes flooding, recycling and wildlife

Housing and local services

Owning or renting and council services

Money and tax

Includes debt and Self Assessment

Passports, travel and living abroad

Includes renewing passports and travel advice by country

Visas and immigration

Visas, asylum and sponsorship

Working, jobs and pensions

Includes holidays and finding a job

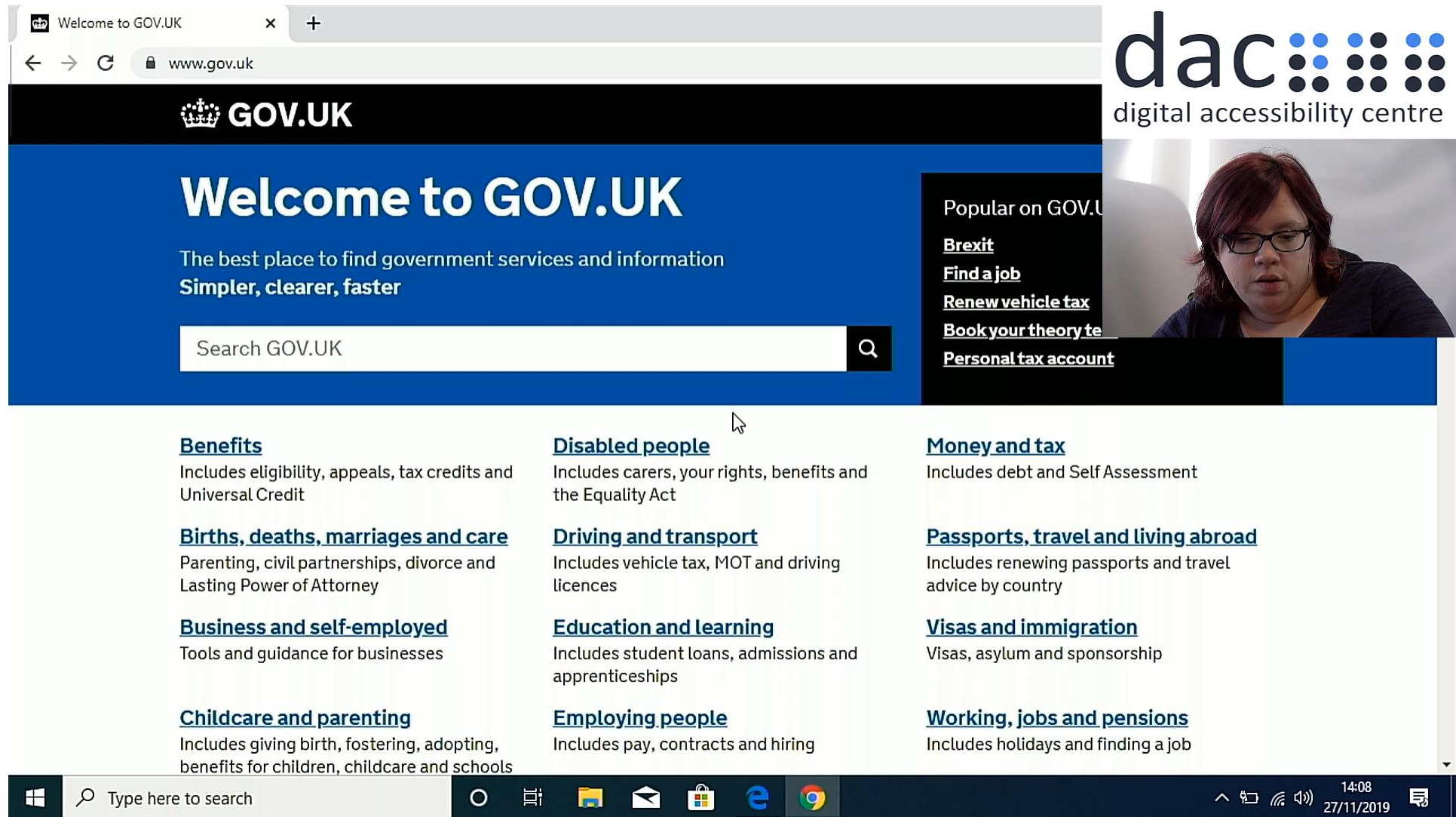
People with Mobility Impairments

What 3 key things do you need to consider?

- It is important that keyboard users can see which element has focus.
- All elements that can be clicked via a mouse should be selectable via keyboard presses also
- Elements should be focussed in a logical order



People with Mobility Impairments – Keyboard only



The screenshot shows the GOV.UK website interface. At the top, there is a browser window with the address bar showing 'www.gov.uk'. The GOV.UK logo is prominently displayed. Below the logo, the text reads 'Welcome to GOV.UK' and 'The best place to find government services and information. Simpler, clearer, faster'. A search bar is located below this text. To the right, there is a 'Popular on GOV.UK' section with links to 'Brexit', 'Find a job', 'Renew vehicle tax', 'Book your theory test', and 'Personal tax account'. Below this, there are several service categories, each with a brief description. The Windows taskbar is visible at the bottom, showing the search bar and various application icons.

Welcome to GOV.UK

The best place to find government services and information
Simpler, clearer, faster

Search GOV.UK

Popular on GOV.UK

- [Brexit](#)
- [Find a job](#)
- [Renew vehicle tax](#)
- [Book your theory test](#)
- [Personal tax account](#)

Benefits
Includes eligibility, appeals, tax credits and Universal Credit

Births, deaths, marriages and care
Parenting, civil partnerships, divorce and Lasting Power of Attorney

Business and self-employed
Tools and guidance for businesses

Childcare and parenting
Includes giving birth, fostering, adopting, benefits for children, childcare and schools

Disabled people
Includes carers, your rights, benefits and the Equality Act

Driving and transport
Includes vehicle tax, MOT and driving licences

Education and learning
Includes student loans, admissions and apprenticeships

Employing people
Includes pay, contracts and hiring

Money and tax
Includes debt and Self Assessment

Passports, travel and living abroad
Includes renewing passports and travel advice by country

Visas and immigration
Visas, asylum and sponsorship

Working, jobs and pensions
Includes holidays and finding a job

Type here to search

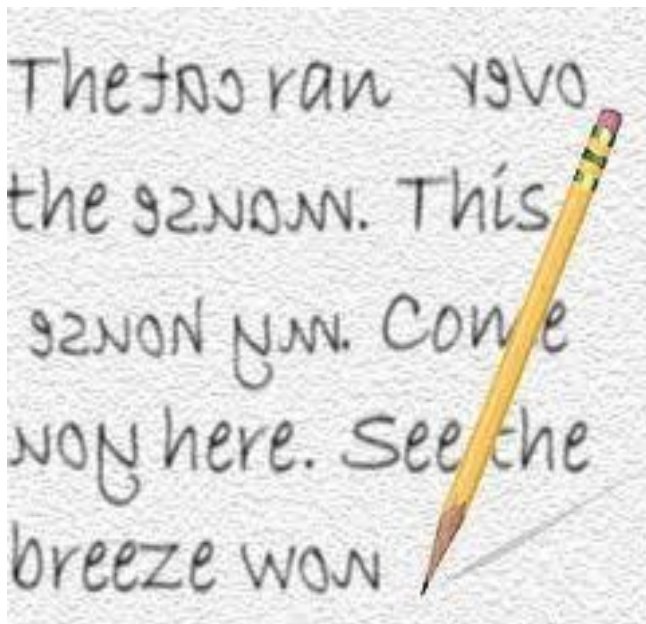
14:08
27/11/2019



Cognitive impaired users

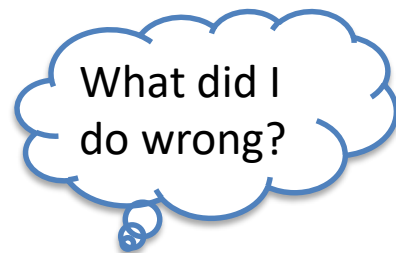


Cognitive



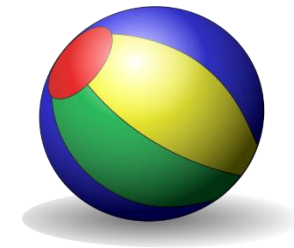
Users with Cognitive impairments

- Reading age may be lower
- May be easily distracted via moving animation
- Busy page layout can be confusing (Keep it simple!)
- Dyslexia needs to be considered – font style



Users with Cognitive impairments

- May be easily distracted by moving animation
- Short term memory may be affected

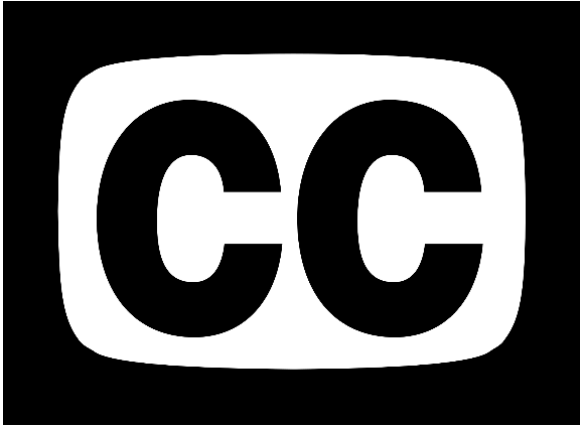


Search for courses

Users with Hearing impairments



Hearing

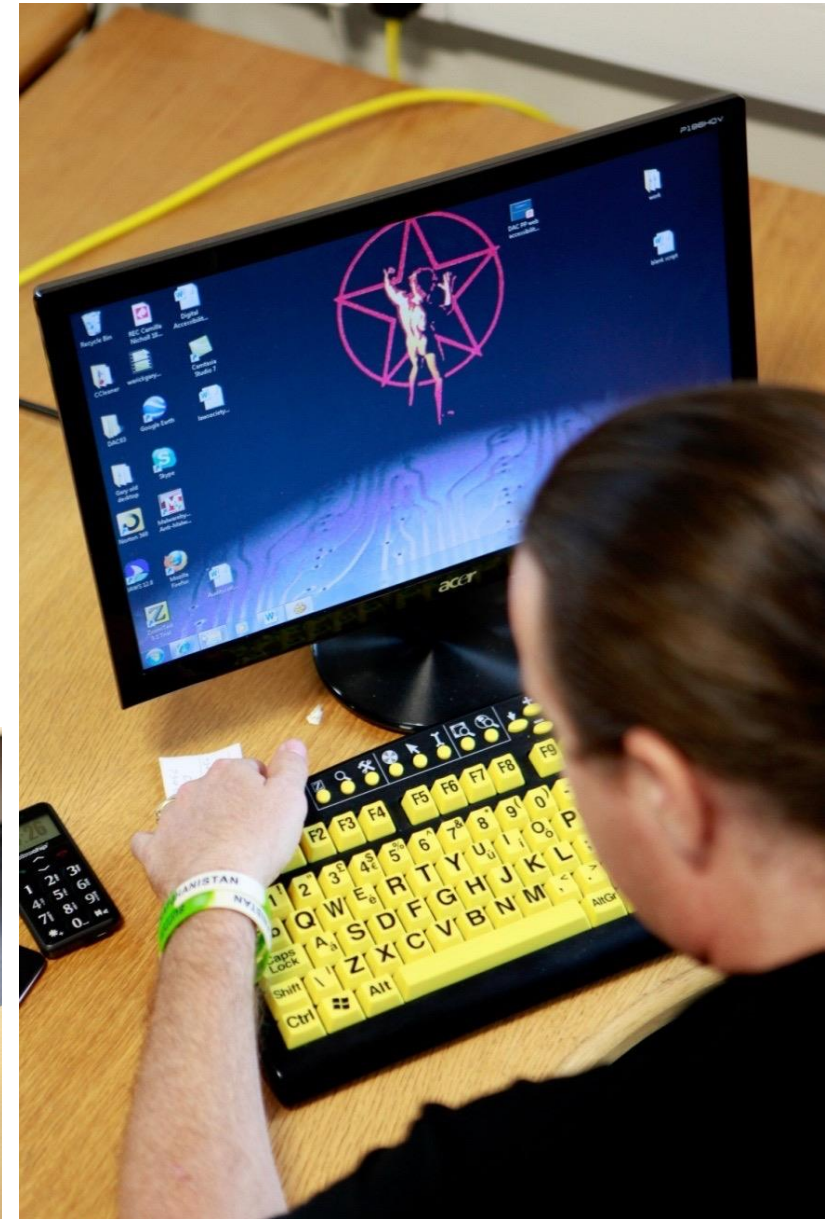
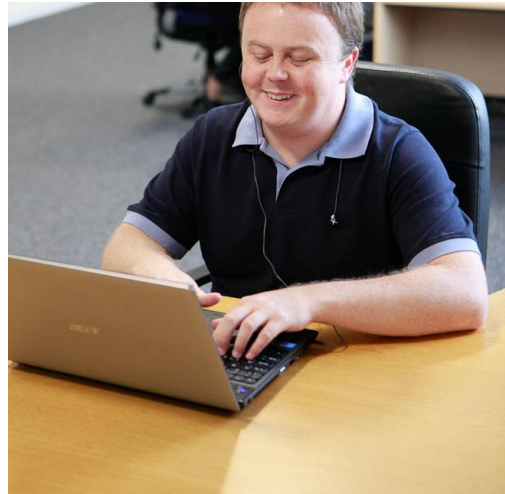


People with Hearing Impairments



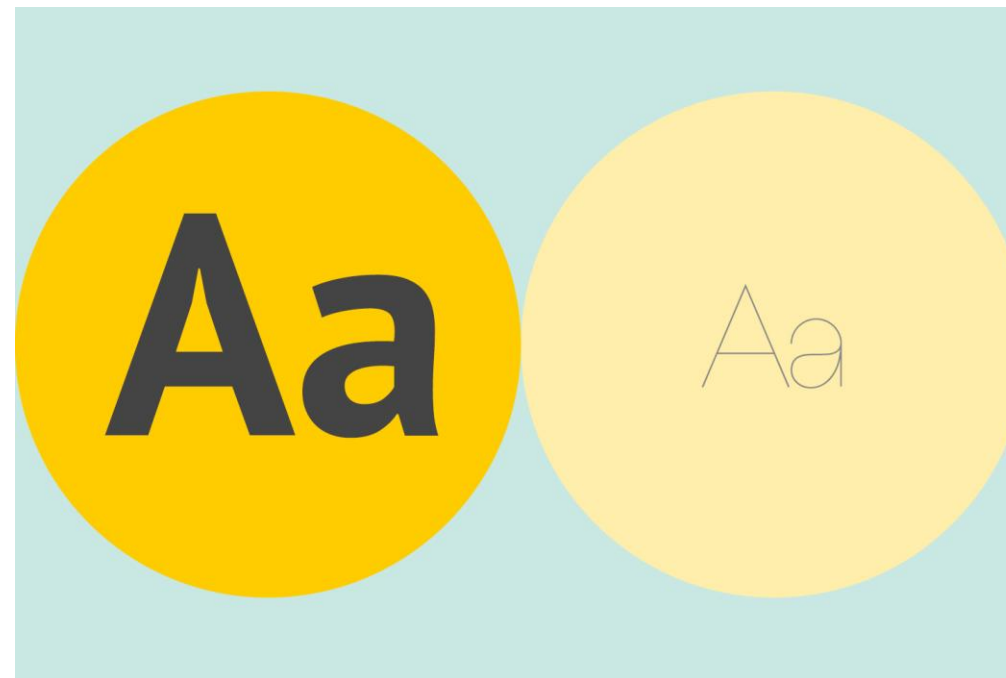
Vision

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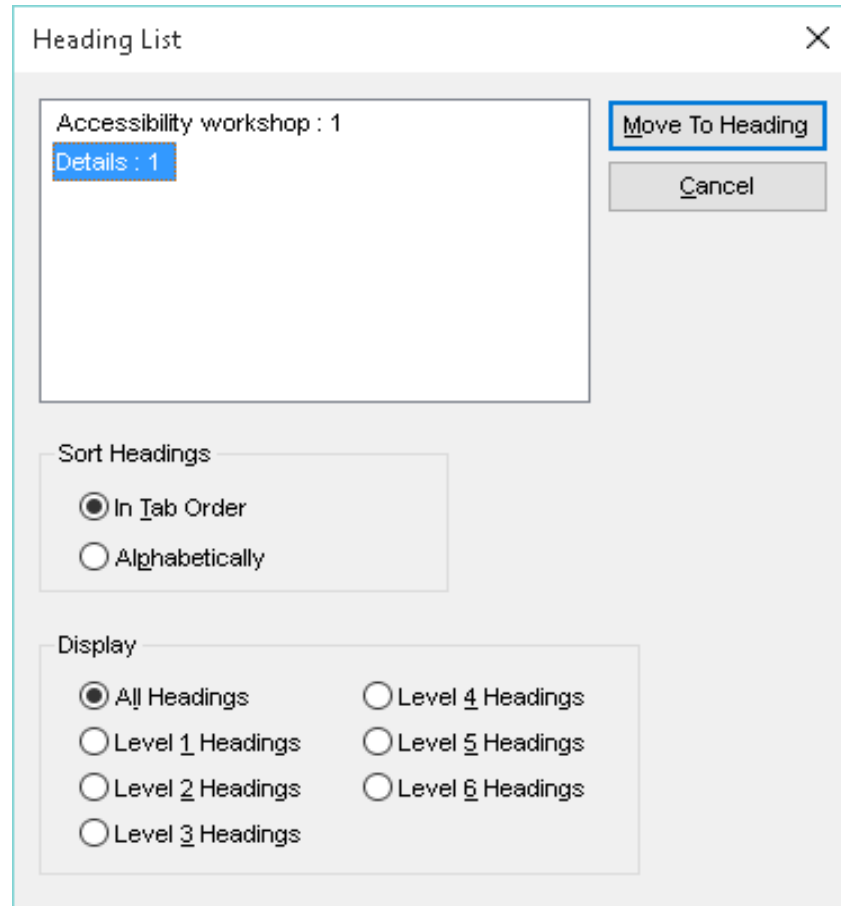


Low Vision Users

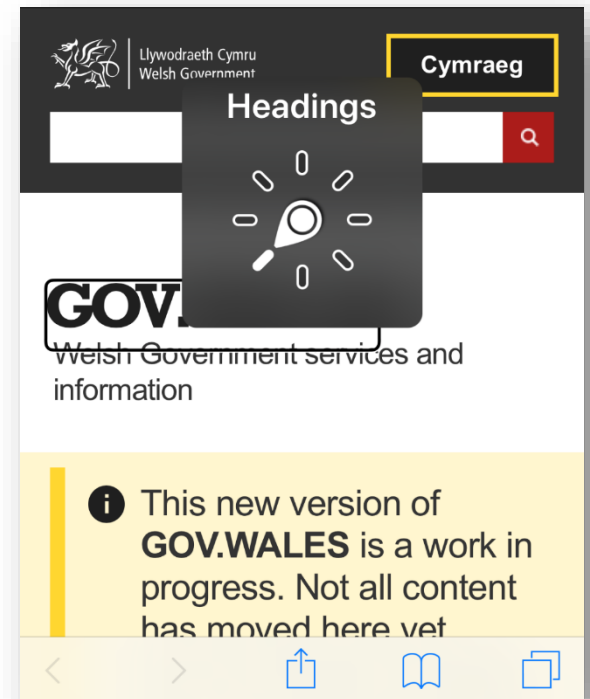
- Text may not be large enough to read so would need to resize or zoom into content
- Insufficient contrast between text and background



Blind users on desktop and mobile



Press INS+F6 on Desktop and use rotor for mobile



Screen reader demo and live site testing



Top tips

1. Use headings correctly to organize the structure of your content.
2. Give your links unique and descriptive names.
3. Ensure that all content can be accessed with the keyboard alone in a logical way.
4. Label forms appropriately and descriptively
5. Ensure selectable areas can be navigated to and selected by keyboard alone
6. Ensure colour contrast is sufficient on all links/buttons

How do you get this done?

- Choose an accessibility champion
- Write an accessibility policy/strategy
- Include references to current guidelines (WCAG 2.1)
- Audit or test through all stages of the process
- Get expert help to certify content
- **Get Users involved within the test process**

Group discussion

What practical things are you going to do to take back into your workplace



Digital Accessibility Centre
Stephen Lloyd Suite, Llan Coed House,
Llandarcy, Neath, SA10 6FG.

Telephone: 01792 815267
info@digitalaccessibilitycentre.org
www.digitalaccessibilitycentre.org

Thank you

Twitter:
[@GavinAEvans](https://twitter.com/GavinAEvans)
[@DACcaccessibility](https://twitter.com/DACcaccessibility)

Email:
gavin.evans@digitalaccessibilitycentre.org