Jornadas de **Acessibilidade e Usabilidade Digital da AP 2023**

9 e 10 de novembro

AGÊNCIA PARA A MODERNIZAÇÃO ADMINISTRATIVA

PRR Plano de Recuperação e Resiliência

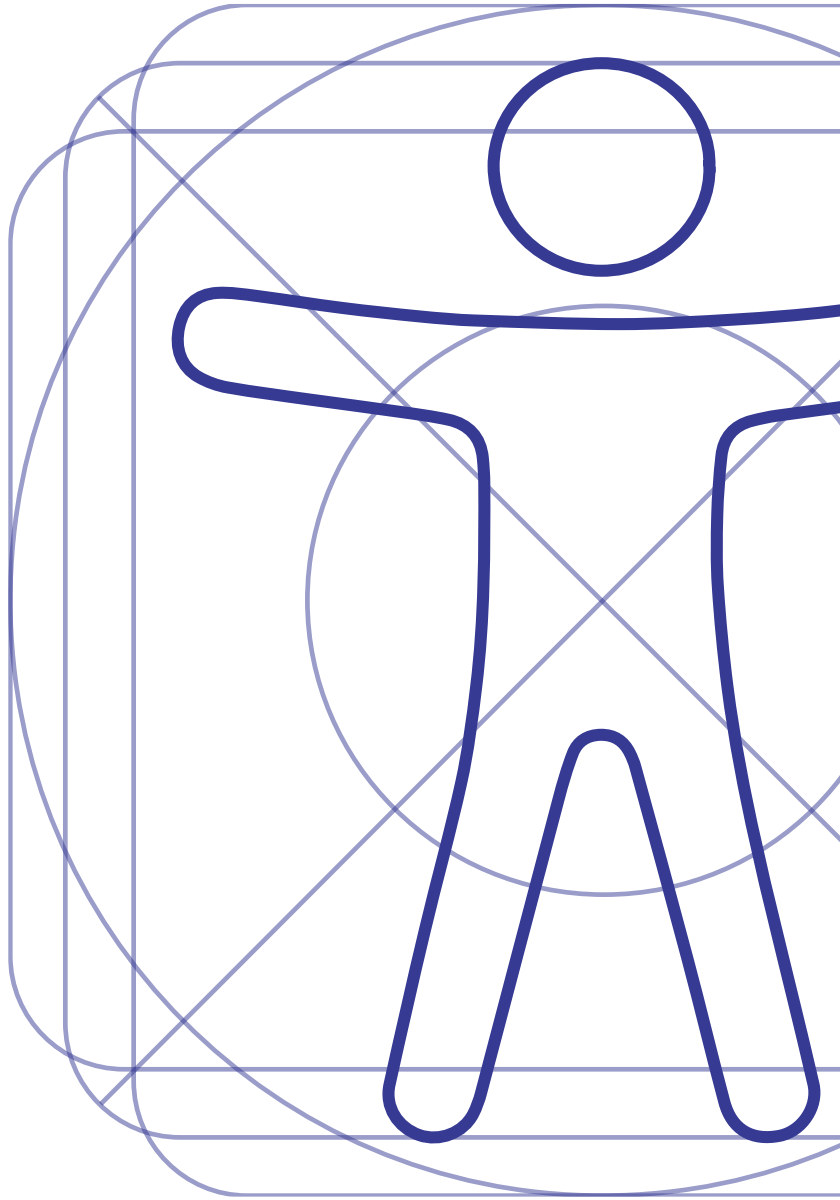
REPÚBLICA PORTUGUESA

Financiado pela União Europeia NextGenerationEU

[Esta apresentação é feita em língua inglesa]

Strategies for Accessibility: The United Kingdom example

Richard Morton
Head of Accessibility
Central Digital and Data Office, Cabinet Office



Experience in accessibility

Capability and training

In 2016 we ran a discovery across government to find out what the level of digital accessibility capability was across departments. We already knew the answer.

VISION

HEARING

SPEECH

MOTOR

COGNITIVE

Deaf

Injury or infection

Background noise

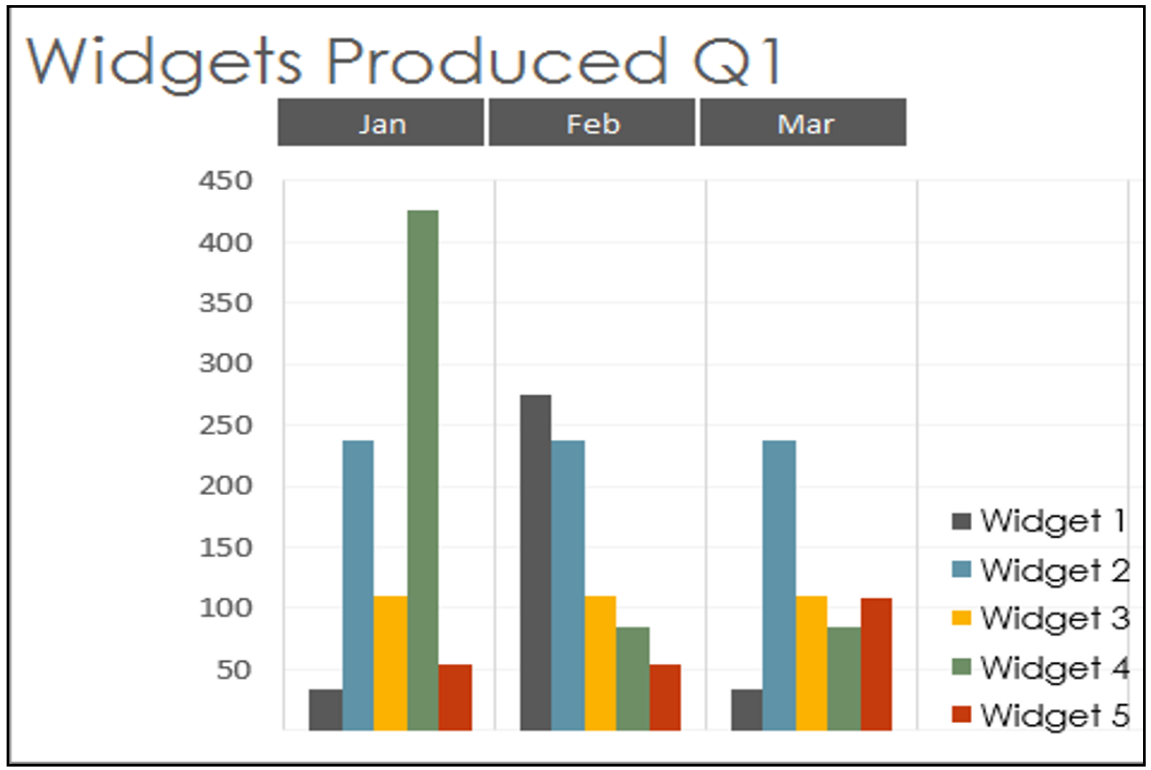
Permanent → Situational

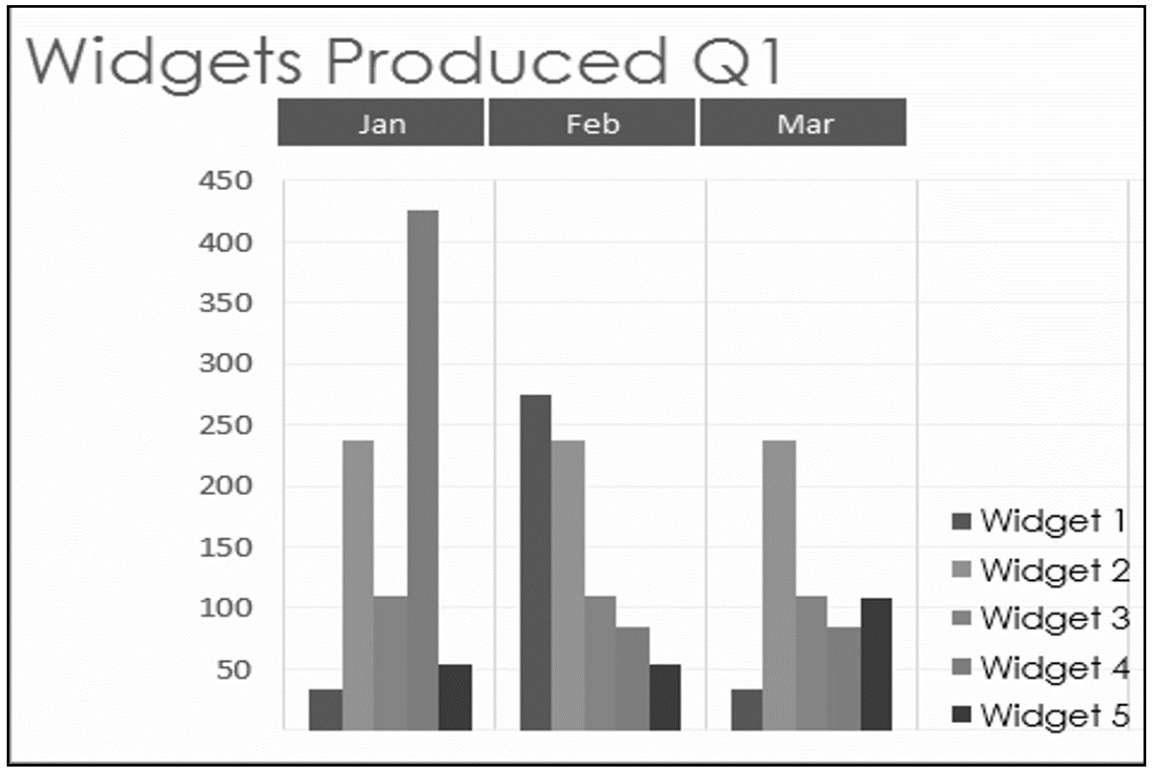
In 2021: of those Civil Servants who declared their disability status, 13.6% were disabled

Cabinet Office - Civil Service Statistics: 2021

Source: Civil Service Statistics bulletin (31 March 2021) - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1006434/Statistical_bulletin_Civil_Service_Statistics_2021_V2.pdf

Demonstrating and interacting rather than just talking about principles really made a difference





Regulations

Equality Act 2010

We have a legal obligation to provide equal access to people with disabilities

Disability Discrimination Act 1995

The same for Northern Ireland

Public Sector Bodies Accessibility Regulations 2018

Applies to most public sector organisations in the UK

Support

Accessibility Lab
Lab
You can work here but people using the empathy lab (which can be loud due to use of screen readers and voice recognition) have precedence.
Inclusive

Assistive technology tools you can test with at no cost

Anika Henke, 27 September 2018 - Accessibility, Assistive technology, Testing

Accessibility in government

This is for everyone: documenting how we're rebuilding inclusive digital services across the UK Government.
Find out more

Accessible*

*Inaccessible

How accessible is your website?

Public sector organisations have a legal duty to make websites accessible. Find out how your organisation is impacted at

Source: https://accessibility.blog.gov.uk/2018/09/27/assistive-technology-tools-you-can-use-at-no-cost/

Accessibility clinics

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Service assessments

Mobile app testing

Blog

Accessibility in government

Search blog

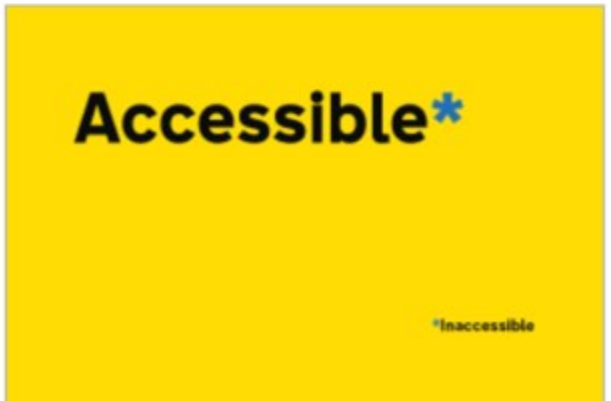
Organisations: Civil Service

How mobile apps undergo accessibility monitoring

Andrew Hick - Senior Accessibility Specialist - Government Digital Service, 18 October 2023 - Accessibility, Accessibility Monitoring

Accessibility in government

This is for everyone: documenting how we're rebuilding inclusive digital services across the UK Government.
Find out more



Source: https://accessibility.blog.gov.uk/2023/10/18/how-mobile-apps-undergo-accessibility-monitoring/

Impact of design systems

GOV.UK Design System

Search Design System

Get started | Styles | Components | Patterns | Community

Design your service using GOV.UK styles, components and patterns

Use this design system to make government services consistent with GOV.UK. Learn from the research and experience of other service teams and avoid repeating work that's already been done.

Get started >

What's new

6 July 2023: We've released GOV.UK Frontend v4.7.0. With this feature release, we've added a new component called Exit this Page to help users quickly exit a page or service. We've also made visual improvements to some components and done some minor fixes.

GOV.UK and GOV.UK services

Menu

GOV.UK

The best place to find government services and information

Search

Popular on GOV.UK

- Get support with the cost of living
- Find out about help you can get with your energy bills
- Find a job

Tax your vehicle

Tax your car, motorcycle or other vehicle using a reference number from:

- a recent reminder (V11) or 'last chance' warning letter from DVLA
- your vehicle log book (V5C) - it must be in your name
- the green 'new keeper' slip from a log book if you've just bought it

If you do not have any of these documents, you'll need to apply for a new log book.

You can pay by debit or credit card, or Direct Debit.

You must tax your vehicle even if you do not have to pay anything, for example if you're exempt because you're disabled.

You'll need to meet all the legal obligations for drivers before you can drive.

> This service is also available in Welsh.

Start now >

More information | Other ways to apply

Part of

Buy a vehicle: step by step

Show all steps

1. **Check the vehicle before you buy it**
   Show
2. **Buy and register the vehicle**
   Show

and **Register for MOT reminders**
Show

3. **Insure the vehicle**
   Show
4. **Tax the vehicle**
   Hide

You need to tax the vehicle before you can use it on the road.

BETA This is a new service – your feedback will help us to improve it.

If you're applying on behalf of an adult or child, answer these questions with their details rather than your own.

Do you live in the UK?

- ( ) Yes
- ( ) No

Continue

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BETA This is a new service – your feedback will help us to improve it.

Do you have a V11 reminder letter printed in your name?

- ○ Yes
- ○ No

Continue

BETA This is a new service – your feedback will help us to improve it.

Do you have a tax reminder letter (V11) printed in your name?

- ◯ Yes
- ◯ No

Continue

Authoring systems (content management)

Resources and guidance

GOV.UK

Search

Government Digital Service

Design Principles

Listed below are our design principles and examples of how we've used them so far. These build on, and add to, our original 7 digital principles.

1. **Start with needs***
2. **Do less**
3. **Design with data**
4. **Do the hard work to make it simple**
5. **Iterate. Then iterate again.**
6. **This is for everyone**
7. **Understand context**
8. **Build digital services, not websites**
9. **Be consistent, not uniform**
10. **Make things open: it makes things better**

Service Standard

Give feedback about this page

5. Make sure everyone can use the service

Provide a service that everyone can use, including people with disabilities or other legally protected characteristics. And people who don't have access to the internet or lack the skills or confidence to use it.

Last updated: almost 2 years ago

Meeting government accessibility requirements

To meet government accessibility requirements, digital services must:

- meet level AA of the Web Content Accessibility Guidelines (WCAG 2.2) as a minimum
- work on the most commonly used assistive technologies - including screen magnifiers, screen readers and speech recognition tools
- include disabled people in user research
- have an accessibility statement that explains how accessible the service is - you need to publish this when the service moves into public beta

Designing for users who are Deaf or hard of hearing

Do…	Don't…
write in plain English	use complicated words or figures of speech
Do this.	
use subtitles or provide transcripts for videos	put content in audio or video only
use a linear, logical layout	make complex layouts and menus
break up content with sub-headings, images and videos	make users read long blocks of content
let users ask for an interpreter when booking appoint-ments	don't make telephone the only means of contact for users

Home Office Home Office Digital

For more information, contact: access@digital.homeoffice.gov.uk

Designing for users of screen readers

Do…	Don't…
describe images and provide transcripts for video <alt>	only show information in an image or video
follow a linear, logical layout	spread content all over a page
structure content using HTML5 <h1> <nav> <label>	rely on text size and placement for structure 36pt, bold Header
build for keyboard use only	force mouse or screen use
write descriptive links and headings Contact us	write uninformative links and headings Click here

Home Office Home Office Digital

For more information, contact: access@digital.homeoffice.gov.uk

Designing for users with dyslexia

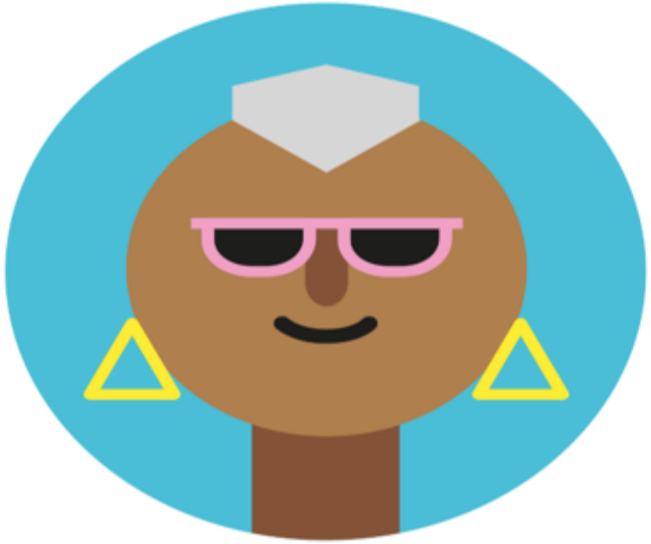
Do…	Don't…
use images and diagrams to support text	use large blocks of heavy text
align text to the left and keep a consistent layout	underline words, use italics or write in capitals DON'T DO THIS
consider producing materials in other formats (for example, audio or video)	force users to remember things from previous pages - give reminders and prompts
keep content short, clear and simple	rely on accurate spelling - use autocorrect or provide suggestions dyslexia dsyle
let users change the contrast be-tween background and text	put too much information in one place

Home Office Home Office Digital

For more information, contact: access@digital.homeoffice.gov.uk

Ashleigh

About the persona



- 24 years old arts graduate and administrative assistant
- Severely sight impaired (blind)
- Uses a screen reader

More about the persona on gov.uk and how to set it up

Chromebook help

Screen reader quick guide:

Use Tab to move from links and form elements to the next, Shift + Tab to go back, Search + Arrow Right/Left to read text in between those.

Communities

There are around 50-60 people across central government (including the devolved governments) who specialise in digital accessibility and meet regularly online.

Communities

Accessibility community

Give feedback about this page

Last updated: 11 months ago

Page contents:

- Who the community is for
- Get involved
- Community resources
- Accessibility in the Service Manual

The accessibility community exists to:

- improve accessibility across government
- make sure that everyone can use services regardless of any disabilities they have or the technology needed to access the service

The community is for people working in government to share best practice and experiences, discuss problems, and improve skills.

Who the community is for

Anyone who's interested in learning about accessibility or sharing knowledge and experiences can join the community, especially people working as:

- user researchers
- content designers

Source: https://www.gov.uk/service-manual/communities/accessibility-community

Accessibility and me: Dealing with dyslexia

Guest author, 15 November 2016 — Access needs, Accessibility, Accessibility and Me, Assistive technology

In this latest post in our Accessibility and Me series, we speak to a case manager at HM Revenue & Customs who has dyslexia and uses voice-dictation software Dragon. We talk to them about access requirements, the technology they use …

Accessibility and me: Molly Watt

Molly Watt, 9 January 2017 — Access needs, Accessibility, Accessibility and Me, Assistive technology

In the latest blog post in our Accessibility and Me series, we talk to accessibility consultant Molly Watt, who is deafblind, about how she uses technology and why she believes that accessibility should mean making things available to everyone.

Summary

- Regulations
- Capability
- Training, labs, and clinics
- Communities
- Culture of accessibility

Questions?

Central Digital & Data Office | Cabinet Office

Central Digital & Data Office

For further information please contact:

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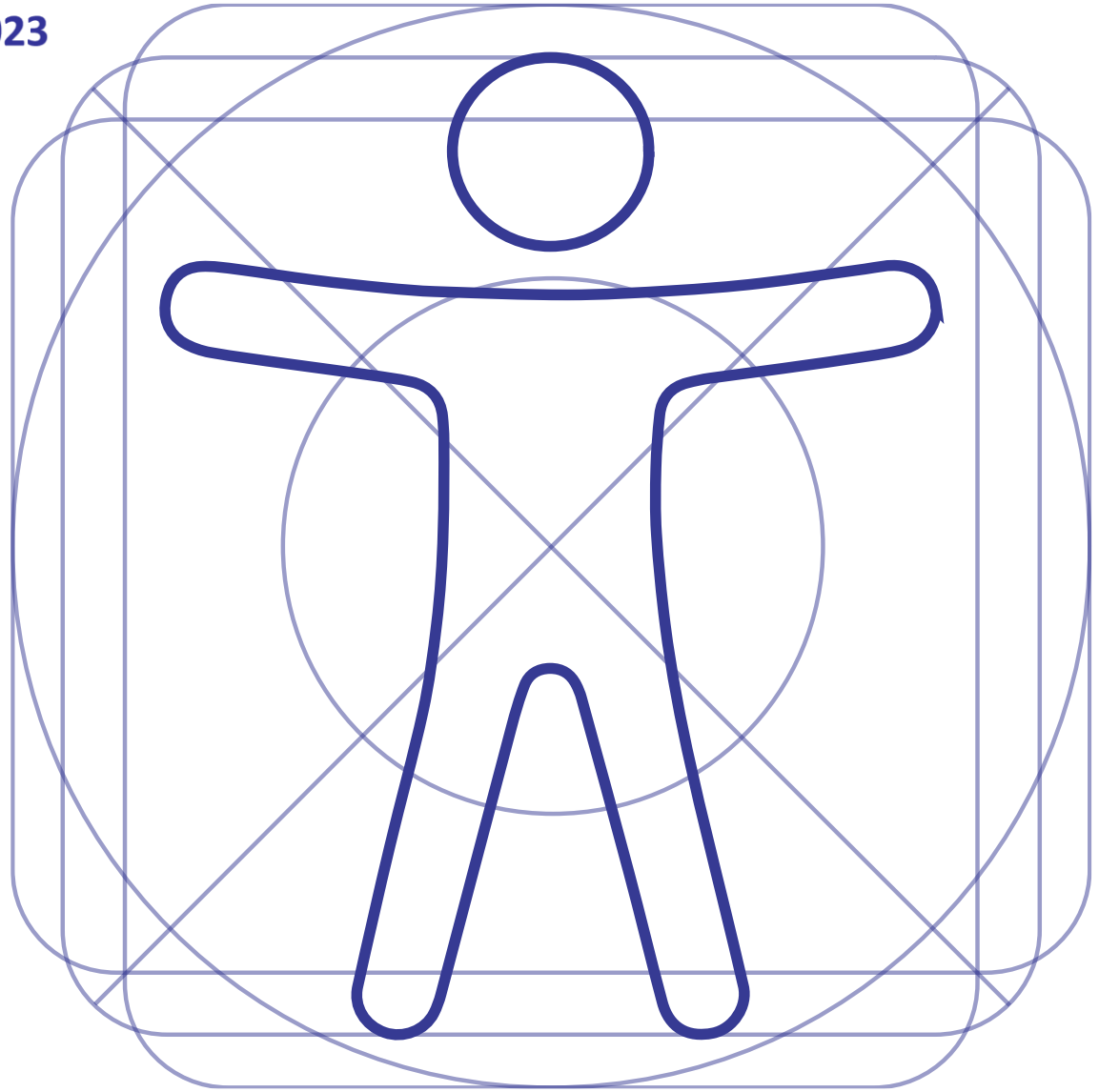
X (Twitter): @accessibleweb

BlueSky: @accessibleweb.bsky.social

LinkedIn: https://www.linkedin.com/in/accessibleweb/

Obrigado!