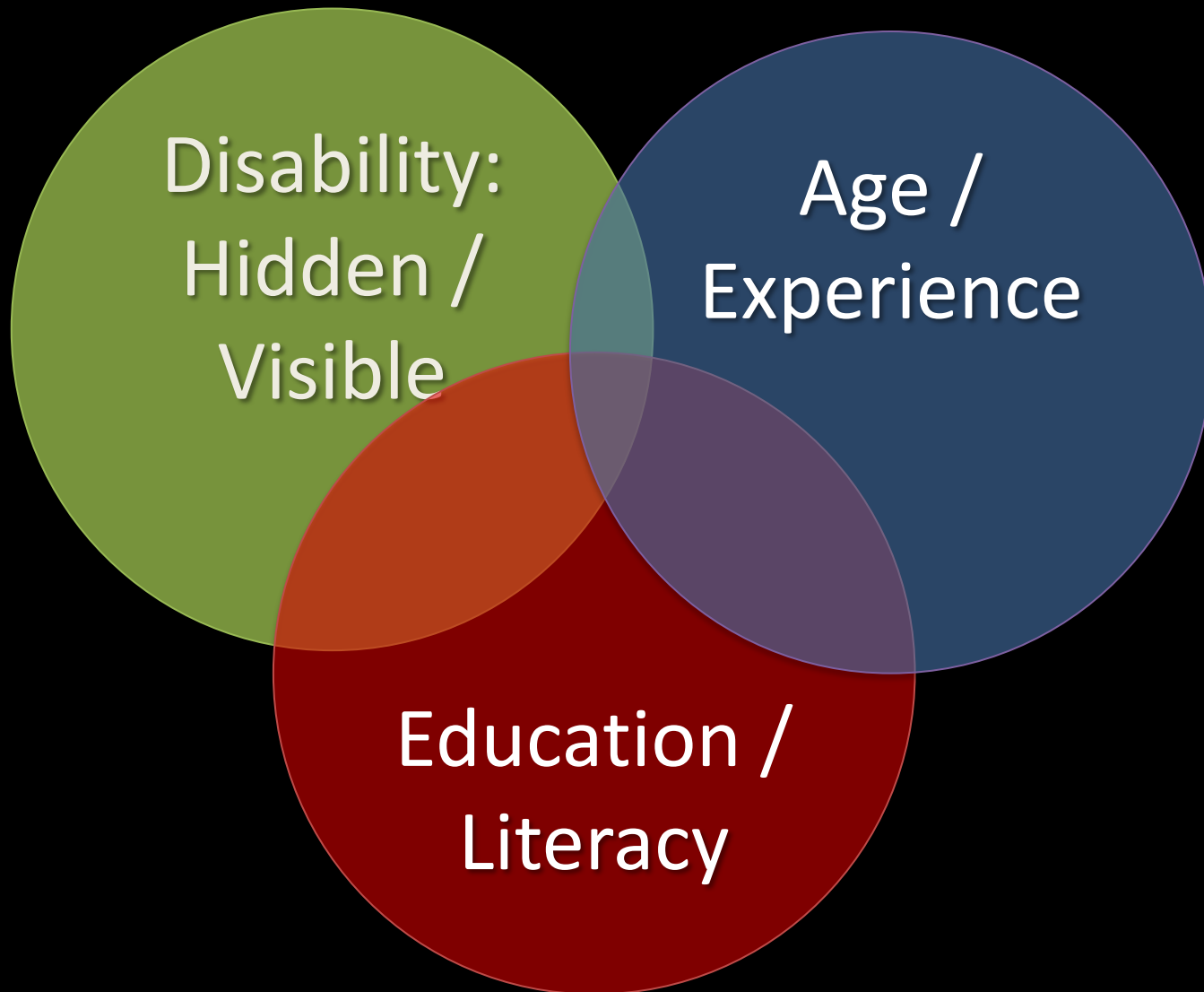


Digital services for everyone?



Paul Clayton

Barriers to Digital Capability?



Assessing people

- Feedback loops in assessment – listen, empathise and rationalise
- Ergonomics, motor skills and appropriate hardware
- Dialogue around tools, accessibility and cost.
- Goals – opening up processes to engage and include
- Observance – eye tracking, attitude
- Previous knowledge – working life

Improving capability

- Consult
- Listen
- Train to empower, give ownership
- 'Rinse and repeat'

Common Issues

- Firefox extensions beat Chrome for accessible experience
- Skip to text link in web pages!
- Always the menus with hidden items...
- Less is more – simple, effective design: gov.uk

A selection of tools.

- Stylus for tablets
- Big Button launchers for Android
- High contrast keyboards/Keyboard stickers
- Portable self powered speakers - X mini
- NVDA Screen reader
- Free Dyslexia windows apps for students
- WebbIE – text only web browser

Breezie

[Back to Address Book](#)

Paul Clayton

[? Help](#)

[Do more](#)



Video
call



Audio
call



Send
a message



Send
a photo



Birthday:

Paul Clayton

Trainer, tutor and Breezie owner

[Show contact details](#)



Main Menu

- 1 Emails
- 2 Letters and Documents
- 3 Access a Website
- 4 Scan and Read
- 5 Address Book
- 6 Play Audio CD or MP3
- 7 Calendar
- 8 Voice Memos
- 9 More Menu Options

ESC Close

F1 Help

Full fat Facebook

The screenshot displays the Facebook homepage interface. At the top, a blue navigation bar contains the Facebook logo, a search bar with the text "Find friends", and a user profile for "Paul" with links to "Home" and "Find Friends". Below the navigation bar, the left sidebar lists navigation options: "Paul Clayton" (with "Edit Profile"), "FAVOURITES" (including "News Feed", "Messages", "Events", "Find Friends", and "UP CLOSE AND ..."), "FRIENDS" (with "London, United Kin..."), and "GROUPS" (including "SSE 2014 Fellows...", "School for Social En...", "Digital Inclusion", "EDUCATION IN TH...", "Network of networks", "IT Trainers", "Greenwich Selling", "Mobile Learning a...", "New Groups", and "Create group"). At the bottom of the sidebar are "APPS" (including "Games" and "On This Day"). The main content area features a status update form with options to "Update Status", "Add Photos/Video", and "Create Photo Album". Below this is a post from "Bernadette Reed" (12 mins ago) with the text "What if we could present our insights and questions not as accusations, but as invitations? We are all here to learn." and a location tag "London, United Kingdom". The post has "Like", "Comment", and "Share" buttons, and a comment from "Maria Warren" is visible. Below the post is a photo of "Annie Drewry" (19 hrs ago) with the caption "Annie Drewry added a new photo." and a festive "Come and meet Santa" event poster for the "Big Red Bus Club Winter Funday" on "Sat 12 December 11am-3pm". The right sidebar shows "TRENDING" topics (including "ScotRail", "European Union", and "Olly Murs"), "PEOPLE YOU MAY KNOW" (including "Michele Petit-Jean", "James PC", "Camden McDonald", "Simone Boothe", and "David Brett"), and a "Chat (2)" button at the bottom.

Find friends

Paul Home Find Friends

Paul Clayton
Edit Profile

FAVOURITES

- News Feed
- Messages 3
- Events
- Find Friends
- UP CLOSE AND ... 20+

FRIENDS

- London, United Kin...

GROUPS

- SSE 2014 Fellows...
- School for Social En... 2
- Digital Inclusion
- EDUCATION IN TH... 1
- Network of networks
- IT Trainers 1
- Greenwich Selling 20+
- Mobile Learning a... 20+
- New Groups
- Create group

APPS

- Games
- On This Day

Update Status Add Photos/Video Create Photo Album

What's on your mind?

London, United Kingdom ... Post

Bernadette Reed
12 mins ·

What if we could present our insights and questions not as accusations, but as invitations? We are all here to learn.

Like Comment Share

Maria Warren likes this.

Write a comment...

Annie Drewry added a new photo.
19 hrs ·

Come and meet Santa
Big Red Bus Club
Winter Funday
Sat 12 December 11am-3pm
Xmas Crafts for kids

TRENDING

- ScotRail: Union Urges Scottish Government to Intervene and Prevent Job Cuts at Rail Company
- European Union: Member Nations Hold Moment of Silence in Honor of Victims of Attacks in Paris
- Olly Murs: 'The X-Factor' Co-Host Prematurely Announces Departing Contestant on Sunday's Show

See more

PEOPLE YOU MAY KNOW See All

- Michele Petit-Jean
9 mutual friends
Add Friend
- James PC
Add Friend
- Camden McDonald
2 mutual friends
Add Friend
- Simone Boothe
Add Friend
- David Brett
2 mutual friends
Add Friend

Chat (2)

Facebook Mobile

Search Facebook

Search

Home

Profile

Find Friends

Messages

Notifications

Chat(1)

Menu

Share with: London, United Kingdom Area

Post

Add photos

Check in

More

Bernadette Reed

What if we could present our insights and questions not as accusations, but as invitations? We are all here to learn.

15 mins · Friends

1 · Like · Comment · Share · Full Story · More

28,601 people like this.

Ice Rink Canary Wharf Ice Skating

BOOK NOW ice skating tickets to London's 5 star Ice Rink Canary Wharf

Like Page · Sponsored

Bernadette Reed

Hmmm putting it on here, because I've tried other avenues and it hasn't come to me yet who to work with: I'm looking for a poetry course to help my writing on to the next level. I was heading for Hannah Lowe's class at The Poetry School but she is not teaching it in January now, though I might still look at her online course The Poetry of Migration. Names that have come my way are Matthew Caley and Mario Petrucci at The Poetry School, but I am familiar with neither. Help poetry friends, and other geniuses....

7 hrs · Friends

1 · Like · 3 Comments · Share · Full Story · More

Peter J Allen

Words are important.

M / D

Media Diversified on Twitter

twitter.com/writersofcolou...

20 hrs · Twitter · Friends of friends

Like · Comment · Share · Full Story · More

Bernadette Reed shared Michael Mansfield's post.

Michael Mansfield added 17 new photos — at Leyton High Road

Add Friend

Would anyone like to come and share my 2 bed flat with me in East London, Leyton? I have a spacious double bed room ready to live in right now. I'm after £650 pcm all bills included.

3 questions

- Do you design by committee and forget the wider audience?
- Who do you consult, listen to and empower in your design process?
- Do you create UI that anyone can use with hardly any training or an interface that needs training for every update?

Thanks for listening

- paul.clayton@soulchip.co.uk
- www.soulchip.co.uk
- Look out for CaringDigital.co.uk!

