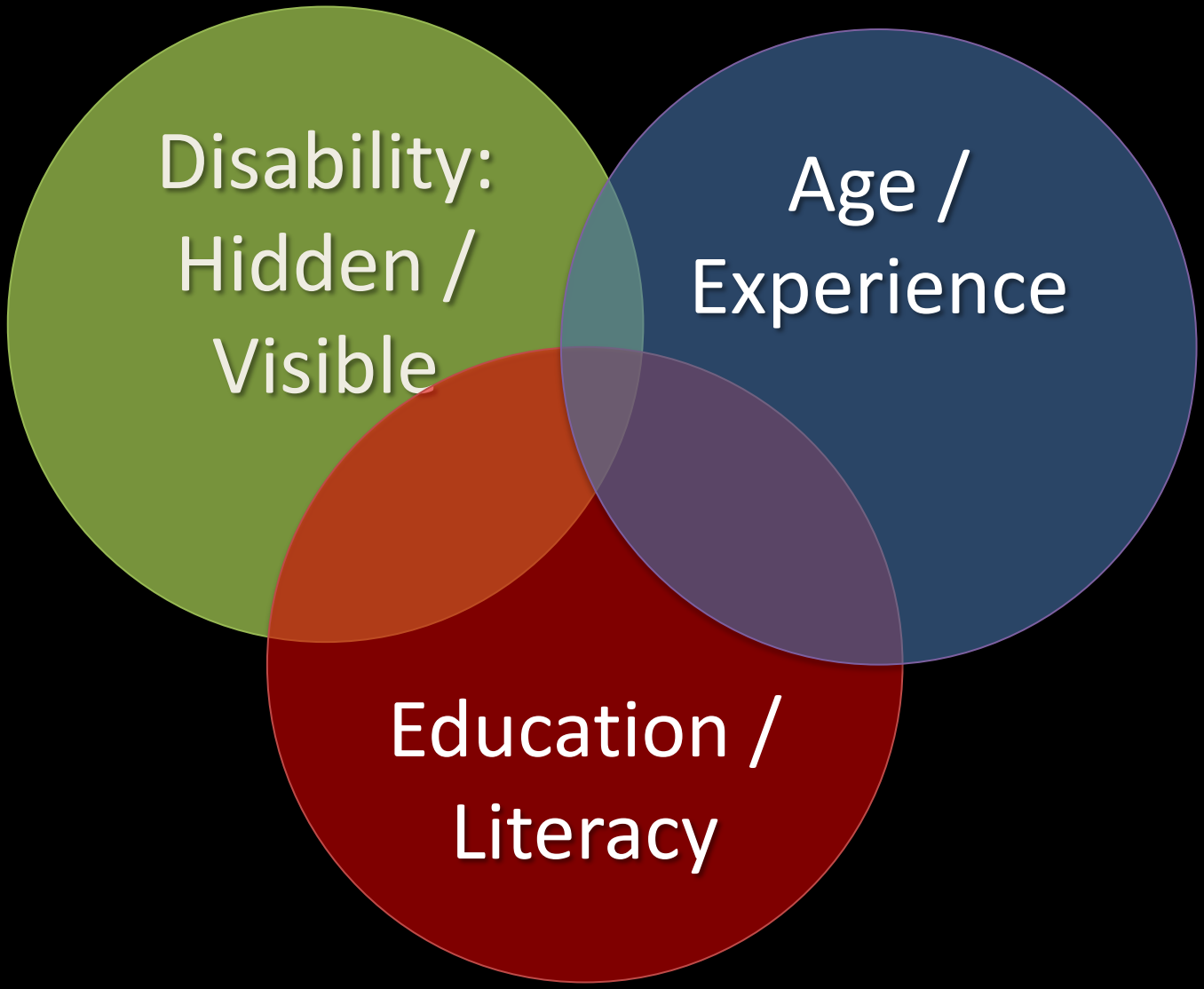
Digital services for everyone?

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’

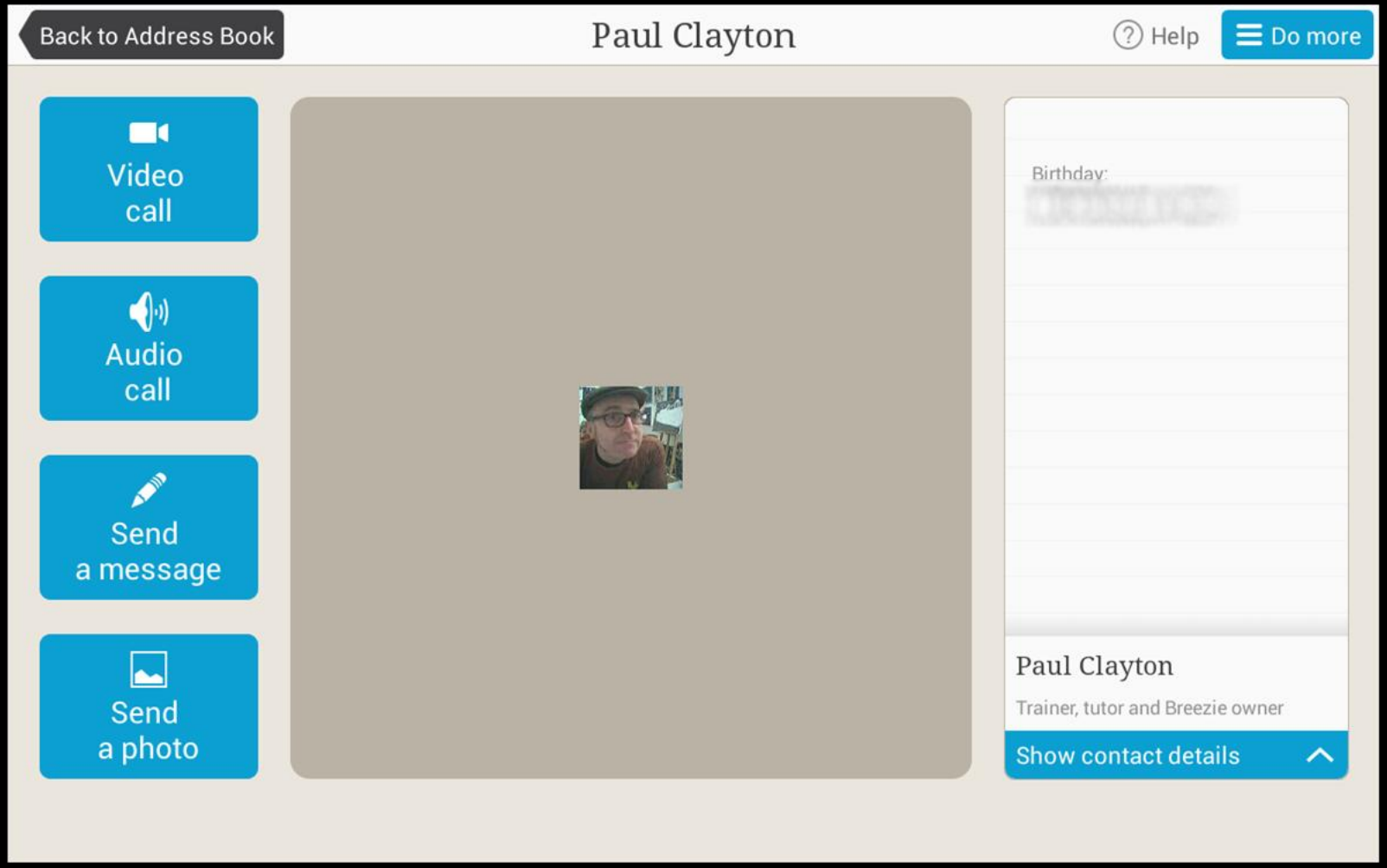
Common Issues

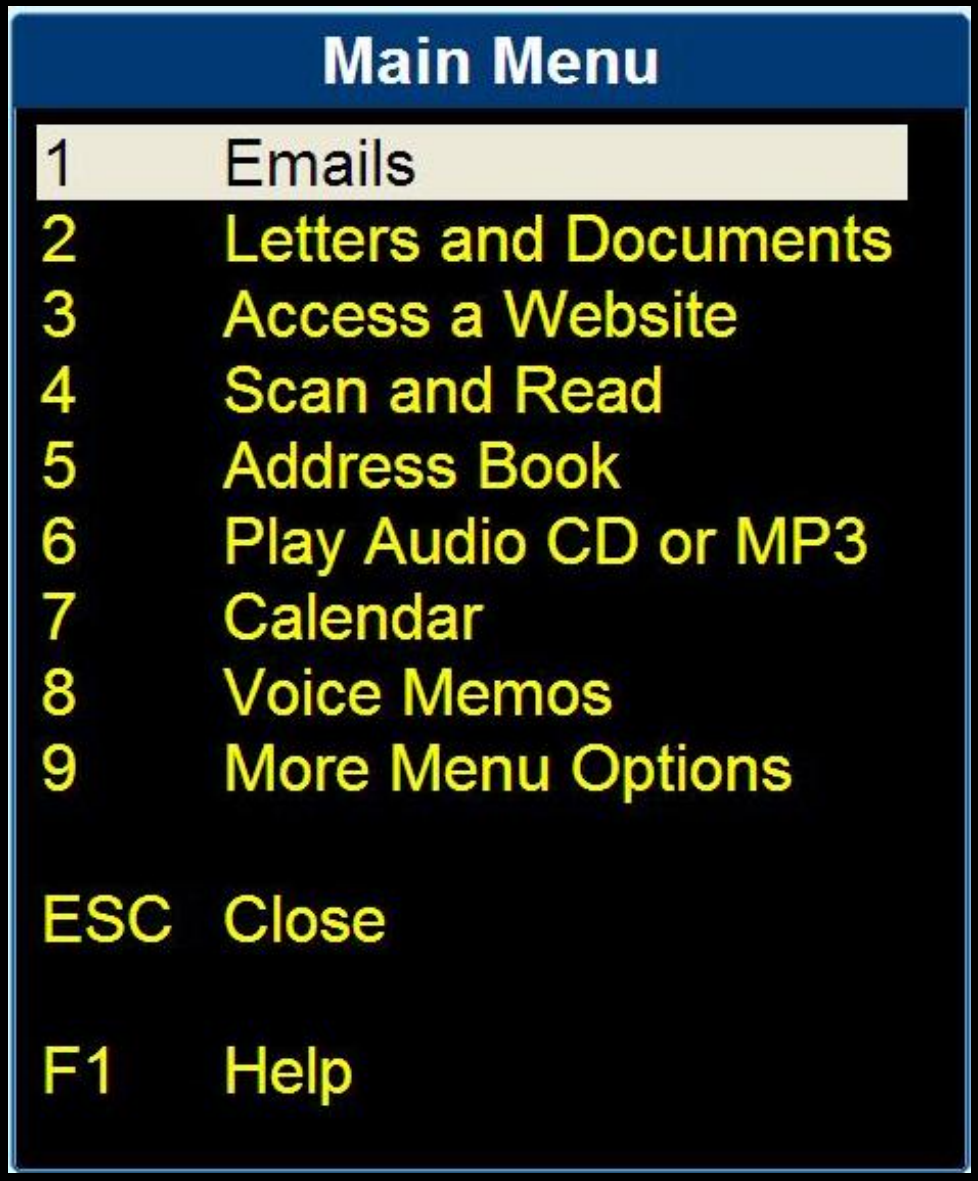
- Firefox extensions beat Chrome for accessible experience
- Skip to text link in web pages!
- Always the menus with hidden items…
- Less is more – simple, effective design: gov.uk

A selection of tools.

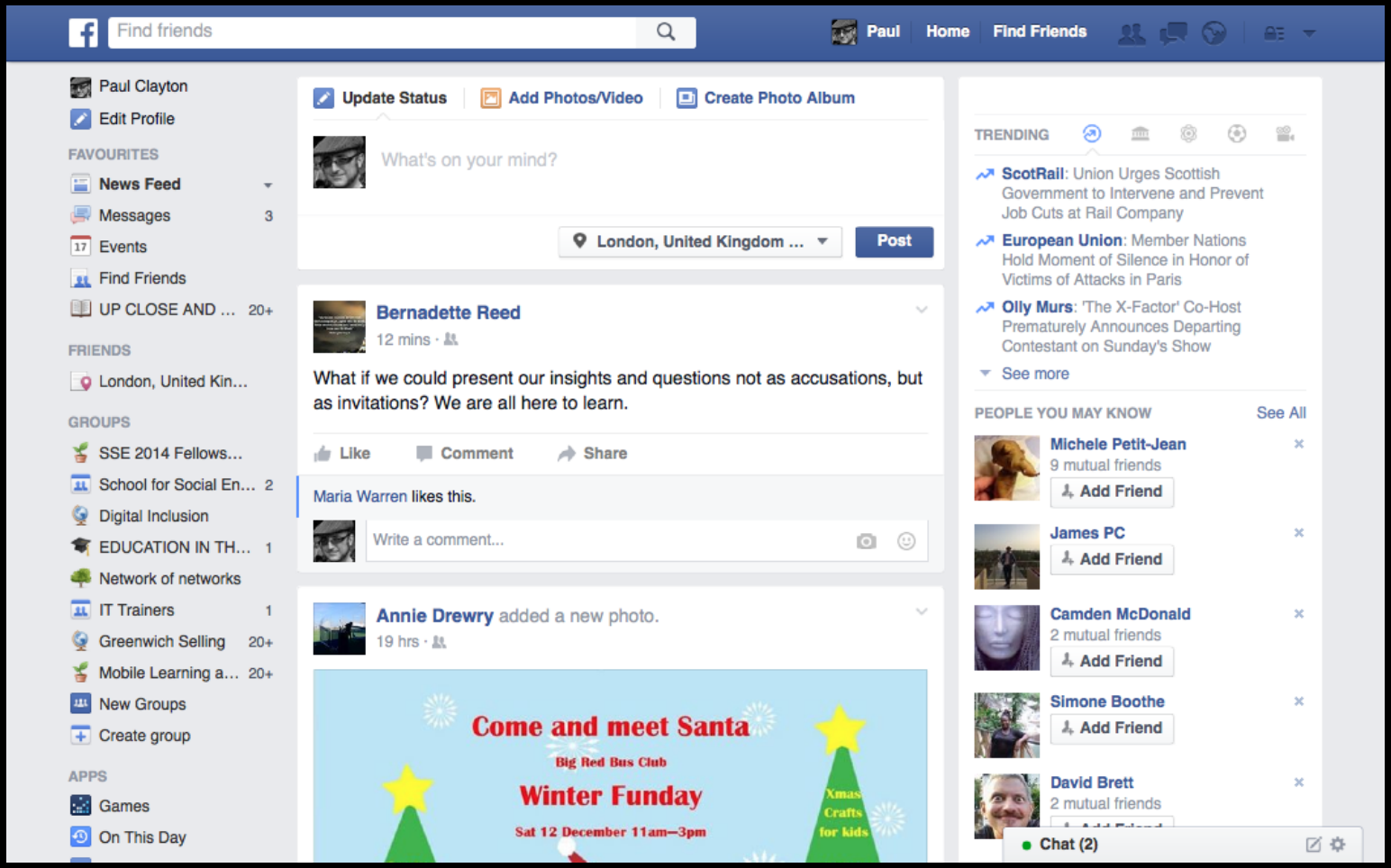
- Stylus for tablets
- Big Button launchers for Android
- High contrast keyboards/Keyboard stickers
- Portable self powered speakers - X mini
- NVDA Screen reader
- Free Dyslexia windows apps for students
- WebbIE – text only web browser

Breezie

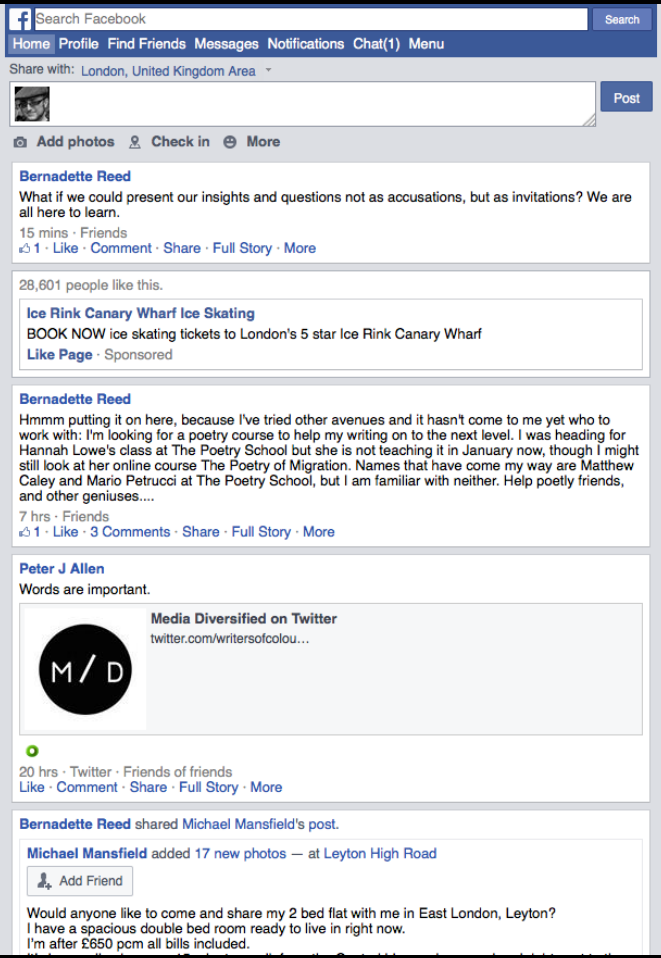

Back to Address Book
Paul Clayton
Help
Do more
Video call
Audio call
Send a message
Send a photo
Birthday:
Paul Clayton
Trainer, tutor and Breezie owner
Show contact details


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



Facebook Mobile



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

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- Look out for CaringDigital.co.uk!

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Communications