Designing for Accessibility:
Equal access during utility emergencies

Diana Thompson
User Experience Designer at Inclutech
24% of UK

16 million people in the UK reported vulnerabilities in 2021/22 financial year*

In the UK...

12 million adults*

Deaf, hearing loss, tinnitus

*Michael A. Akeroyd, George G. Browning, Adrian C. Davis, Mark P. Haggard, Hearing in Adults: A Digital reprint of the Main Report From the MRC National Study of Hearing. 20 December 2019.
In the UK...

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Over 87,000 Deaf individuals use BSL as their first language*

*Michael A. Akeroyd, George G. Browning, Adrian C. Davis, Mark P. Haggard, Hearing in Adults: A Digital reprint of the Main Report From the MRC National Study of Hearing. 20 December 2019.

In the UK...

340,000 people*
Registered blind or partially sighted

In the UK...

1 in 7 people

Neurodivergent
(e.g., Autism, ADHD, Dyslexia...)

In the UK...

1 in 12 men* + 1 in 200 women**
Colour blind

*National Eye Institute, At a glance: Color Blindness, 11 August 2023.

**Colour Blind Awareness, About Colour Blindness.
100% people
Can experience situational vulnerability
• Web Content Accessibility Guidelines (WCAG)
• Resources on designing for neurodiversity
Limit white on the screen, opting for grey to prevent overstimulation.
Use icons wherever possible to communicate to people whose first language is not spoken (e.g., BSL)
Ensure accessible contrast between text/clickable icons and background.
Use means other than colour to highlight a selected item.
Meet touch target requirements
Optimise for assistive technologies (e.g., screen reader)

accessibilityRole="header"

accessibilityLabel="Step 2 of 6 Who is this alert for?"

accessibilityRole="Tab list"

accessibilityLabel="Nav bar"

accessibilityHint="Double tap to focus on elements in container"

accessibilityHint="Double tap to select"
Come say hello to the Inclutech team! 🤝

Diana Thompson, UX Designer

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Our website