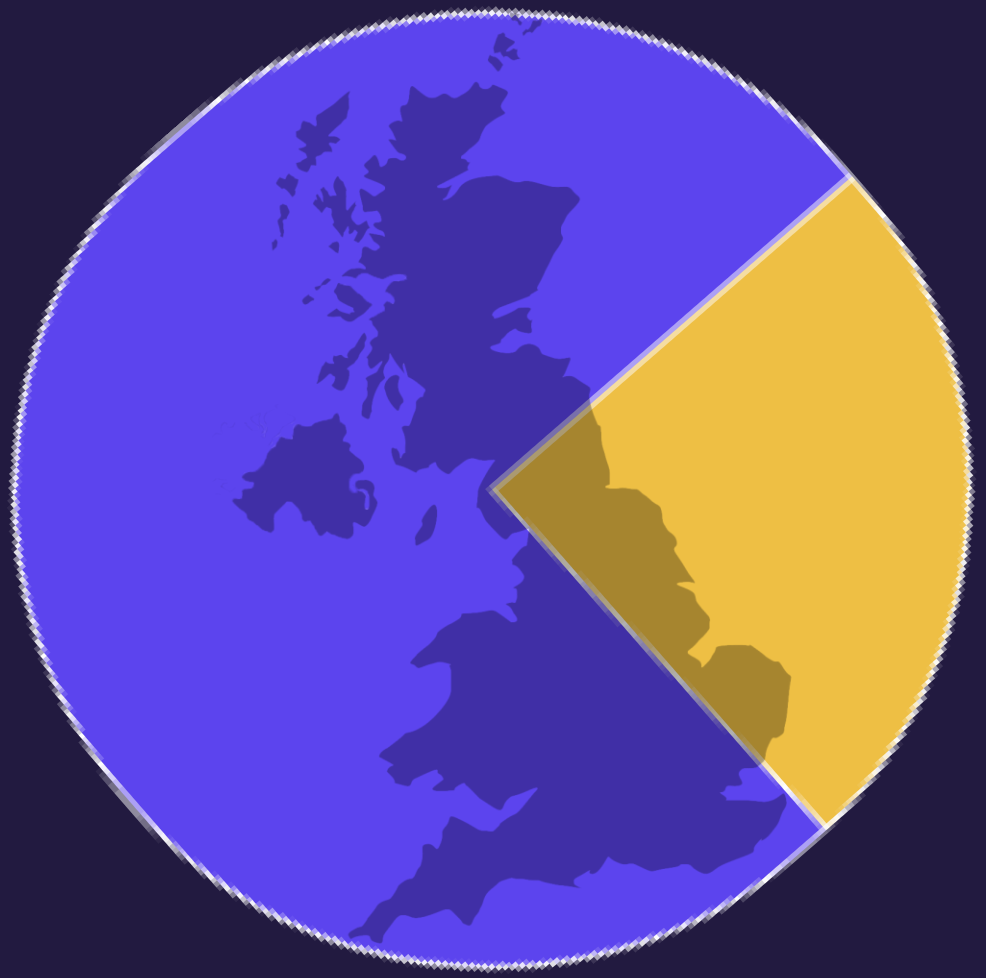
Designing for Accessibility:

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*

*Esme Kirke-Wade, “UK disability statistics: Prevalence and life experiences.” 23 August 2023.

In the UK...

12 million adults*

Deaf, hearing loss, tinnitus

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*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...

12 million adults*

Deaf, hearing loss, tinnitus

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

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*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.

**British Deaf Association, BSL users at home' from the Scottish Census and Census for England, Wales and Northern Ireland in 2011.

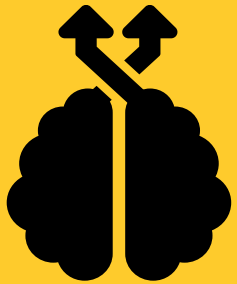
In the UK...

340,000 people*

Registered blind or partially sighted

*Healthwatch Kent, “2 million people live with sight loss. Are you one of them?” 4 January 2023.

In the UK...



1 in 7 people

Neurodivergent

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

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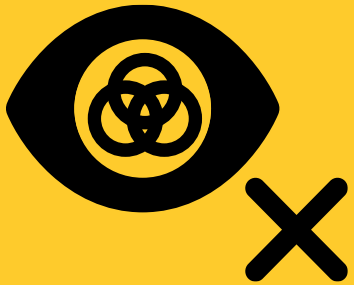
*The National Archives, ACAS Working for Everyone. Neurodiversity in the workplace.

In the UK...



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

Colour blind

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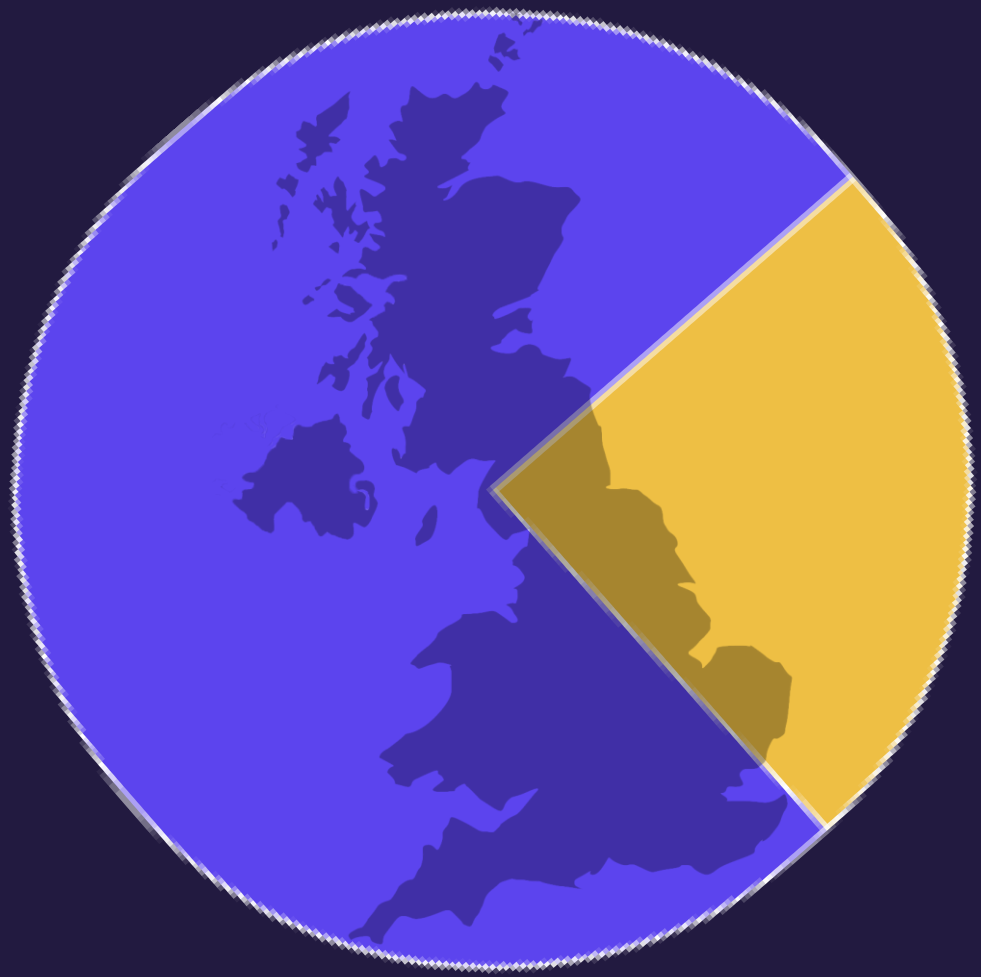
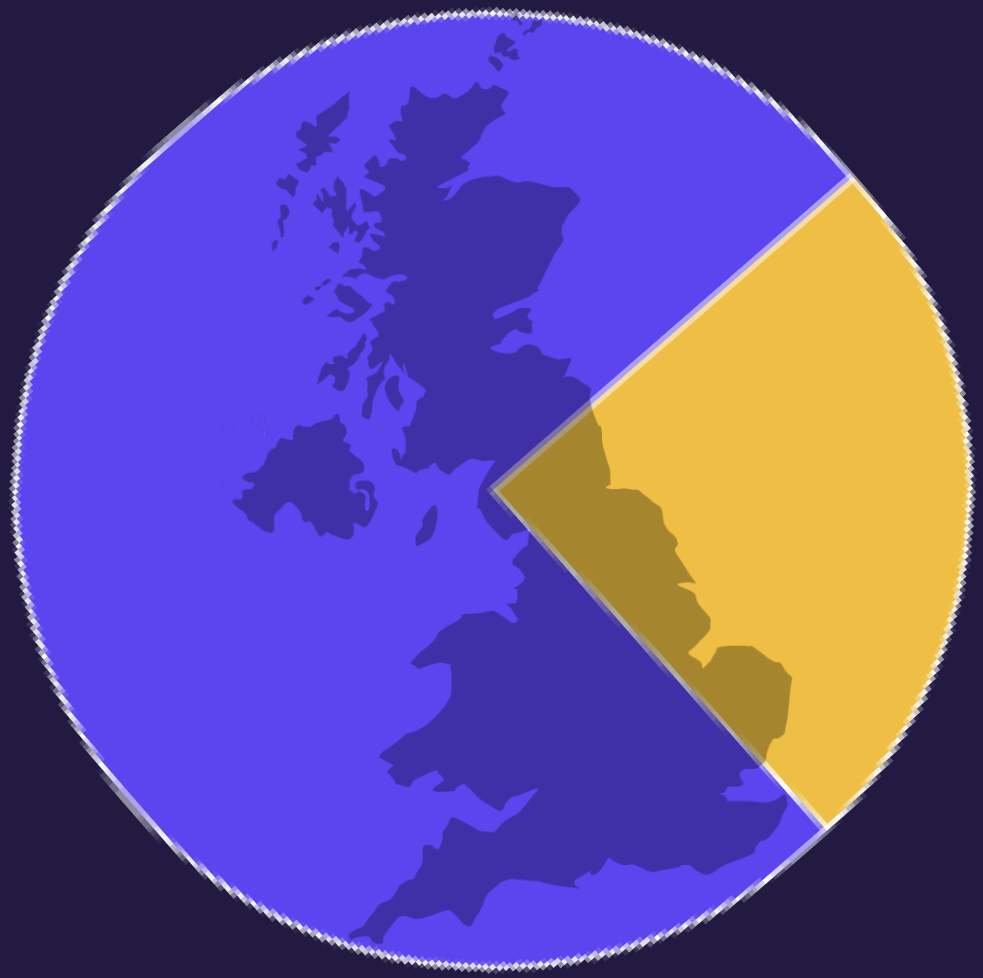
*National Eye Institute, At a glance: Color Blindness, 11 August 2023.

**Colour Blind Awareness, About Colour Blindness.

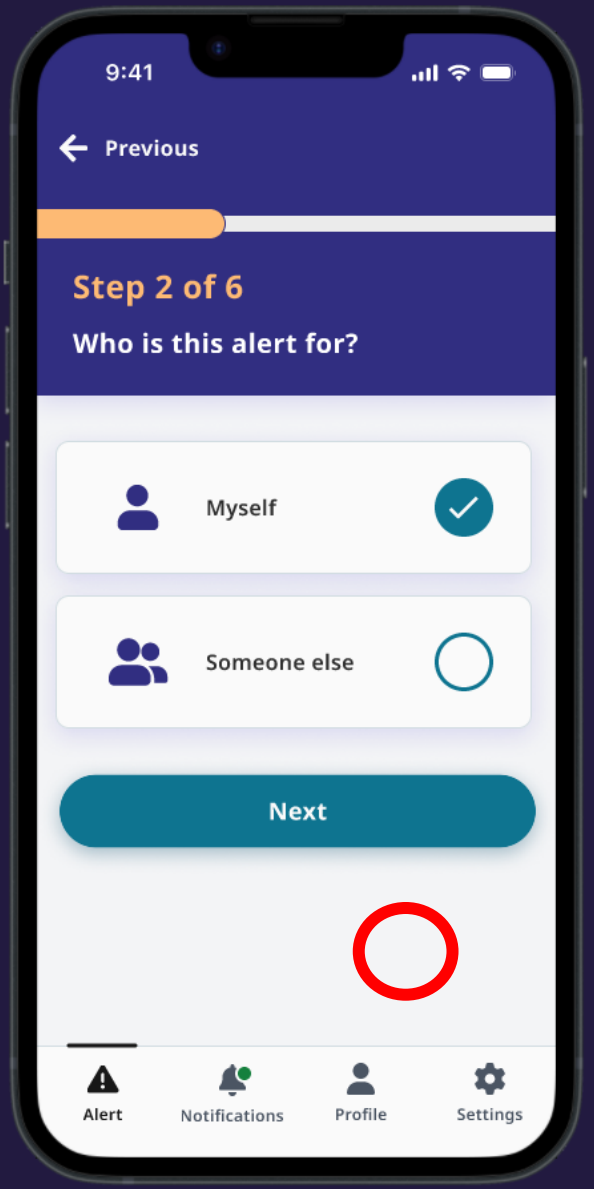




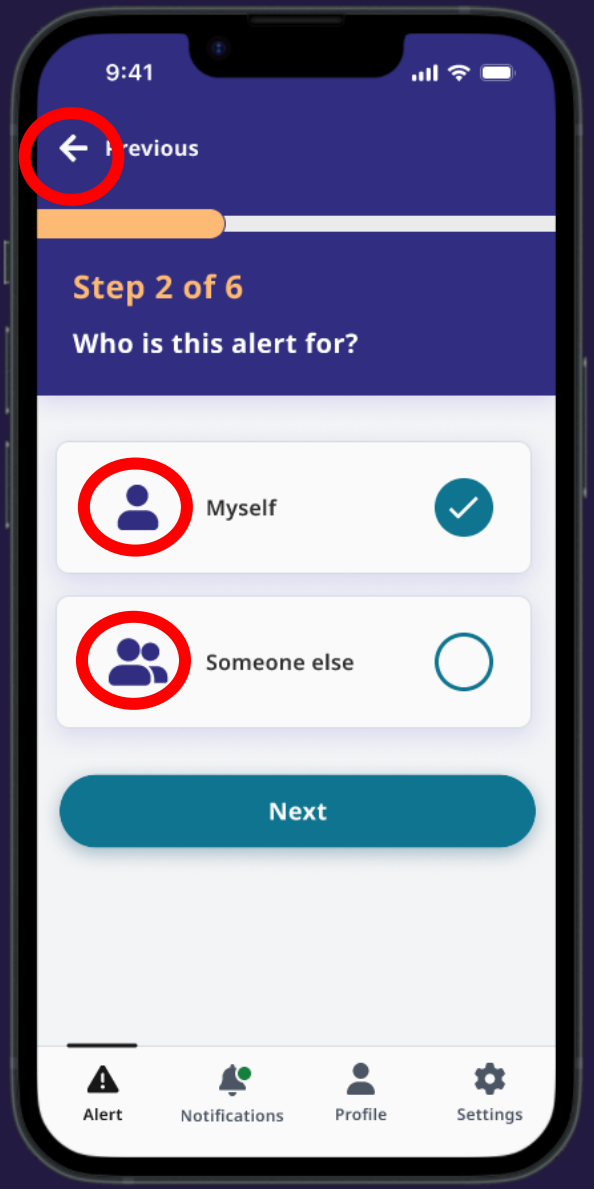
100% people

Can experience situational vulnerability

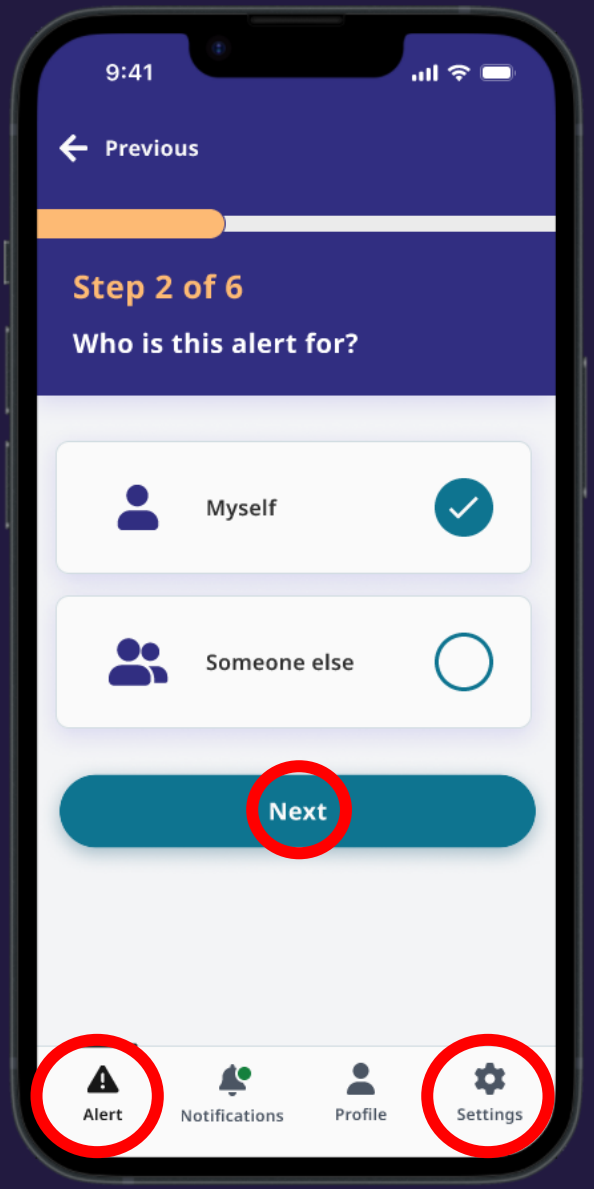
- Web Content Accessibility Guidelines (WCAG)
- Resources on designing for neurodiversity



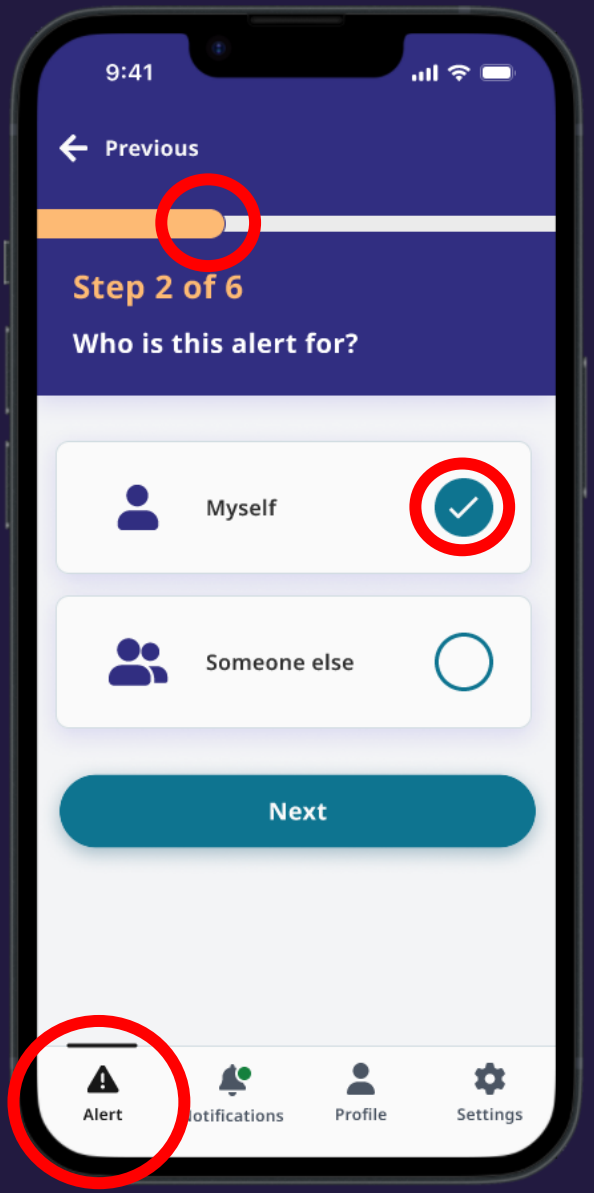
Limit white on the screen, opting for grey to prevent overstimulation



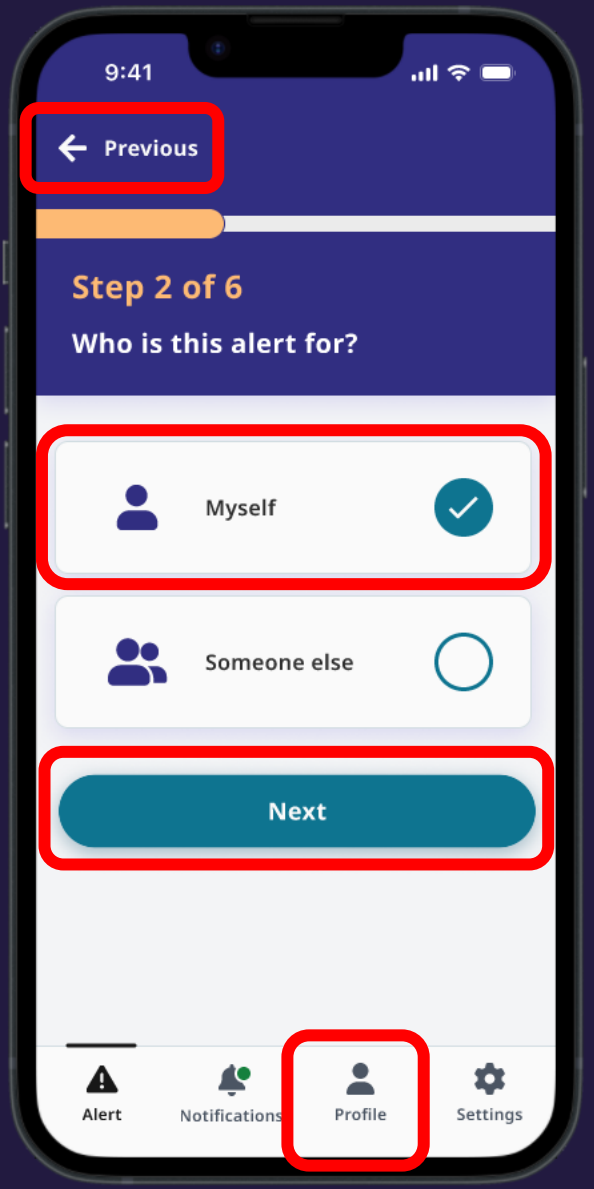
Use icons wherever possible to communicate to people whose first language is not spoken (e.g., BSL)



Ensure accessible contrast between text /clickable icons and background



Use means other than colour to highlight a selected item



Meet touch target requirements

accessibilityRole="header"

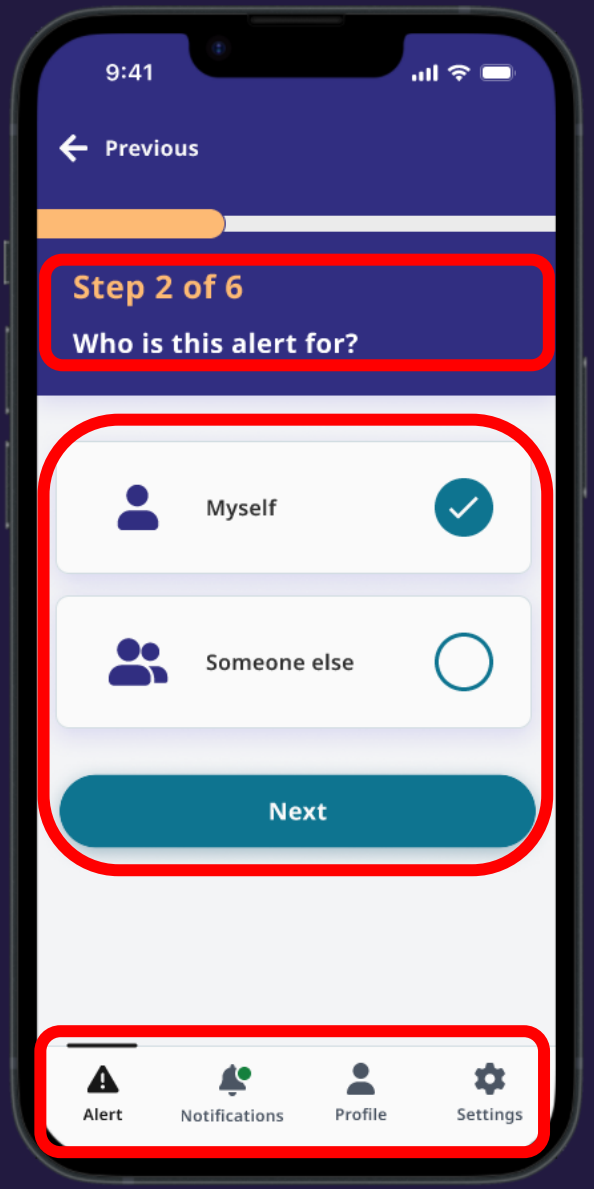
accessibilityLabel="Step 2 of 6 Who is this alert for?"

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

accessibilityRole="Tab list

accessibilityLabel="Nav bar"

accessibilityHint="Double tap to select"



Optimise for asssistive technologies (e.g., screen reader)

Come say hello to the Inclutech team!

Diana Thompson, UX Designer

/diana-h-thompson

Our website