

# Design accessible services

# Researching access needs: who to include when

Services must be **Perceivable, Operable, Understandable and Robust (POUR)**



## Interviews

Include:

- Users with any access needs



## Paper/Mockups

Include users with conditions relating to:

- Communicating
- Dyslexia
- Hearing

Adjust exercise to be inclusive of other conditions too.

To check it is Understandable.

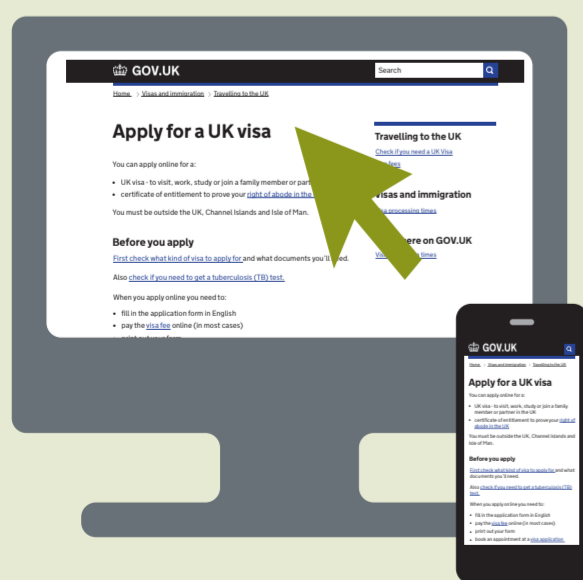


## Prototype code (good practice reviewed)

Include users with conditions relating to:

- Dyslexia
- Hearing
- Learning, ADHD and memory
- Movement (keyboard only)
- Vision (magnification)
- Autism and Asperger's

To check it is Perceivable, Operable and Understandable.



## Production code (expert reviewed/audited)

Test with people with any access needs, including users of:

- Colour changers
- Screenreaders
- Speech to text and control
- Text to speech

To check it is Perceivable, Operable, Understandable and Robust.

