REPORT ON A SURVEY OF I.T. PROFESSIONALS' AWARENESS OF DIGITAL ACCESSIBILITY BEST PRACTICE JULY 2014

Commissioned by the
BCS Digital Accessibility Specialist Group
May – June 2014

The Chartered Institute for IT

Digital Accessibility Specialist Group

Contents

EXECUTIVE SUMMARY

This survey was commissioned in May 2014 by the Digital Accessibility Specialist Group (DASG) of BCS, The Chartered Institute for IT to gain a better understanding of the awareness of digital (IT) accessibility issues by members of the IT profession. The survey was distributed widely amongst BCS membership and the wider professional community.

In the context of this survey accessibility is defined as:

The characteristics of facilities, programs, and services that allow them to be entered or used by individuals despite visual, hearing, mobility, other impairments or other circumstances, like literacy challenges, which may not be formally recognised as an 'official disability'.

319 people responded to this survey, 91% of whom were BCS professional members. The survey was circulated amongst groups of friends and colleagues, so no precise measure of percentage response is possible.

However, this implies that this sample is a self-selecting group of people with an interest in the field. The low levels of good practice reported seem even more concerning in view of this observation.

Respondents worked in a wide variety of industries, with the computer sector and education accounting for 37% of replies and the remainder spread more thinly over 17 industrial classifications.

Although a large proportion of those responding (80%) were aware of the 2010 UK Equality Act, the overall findings of the survey are disappointing:

- Providing Digital Accessibility is seen as a cost burden rather than a driver for improved customer satisfaction or increased revenue streams.
- There are significant barriers to providing Digital Accessibility within organisations
- There is a significant lack of awareness of standards and guidelines relating to Digital Accessibility
- There is a significant lack of relevant training being provided
- There is poor uptake in the use of tools to automate the development process and build in accessibility

As one respondent said:

"Accessibility is not the problem; motivation is."

HM Government's has published a Digital Strategy (Digital by Default) which includes the statement:

By digital by default, we mean digital services that are so straightforward and convenient that all those who can use them will choose to do so whilst those who can't are not excluded.

The strategy envisions an 'Assisted Digital' approach for those who cannot use the digital services. The results of this survey suggest that the number of people who will need the 'Assisted Digital' support will be significantly larger than necessary because of the relatively low level of awareness of Digital Accessibility issues within the IT profession. This will inevitably lead to an increased cost of providing assisted digital support than would otherwise be the case.

DASG recognises that its emphasis needs to be placed on moving employers and service providers past the tipping point where ensuring digital accessibility moves from being a pious aspiration to being normal. We see this as the major challenge in this area.

When it comes to improving the accessibility of their digital systems and services, organisations are like St Augustine of Hippo: “Lord, make me good, but not yet”.

DASG will continue to work closely with relevant organisations to improve the IT professions’ awareness of digital accessibility issues. In particular:

- The BCS is a member of the Business Disability Forum, a body capable of influencing both policy and practice in this field. DASG will seek to work closely with the Forum.
- Awareness of tools for developing accessible systems and appraising the accessibility of existing ones could be improved. DASG will work with ‘The One Voice Coalition for Accessible IT’ and similar organisations to promote knowledge of the tools and standards aimed at improving digital accessibility.
- DASG will also initiate discussions with the BCS Academy on including the topic of IT accessibility as a recognised aspect of the continuous professional development for members of the Institute.

DETAILED SURVEY RESULTS

Background information

91% of the respondents are members of the BCS working across a wide spectrum of industry sectors as shown below. The biggest industry sectors represented are IT (20%) and Education (17%) with a significant percentage selecting 'other'. Appendix 1 lists these 'other' industry sectors.

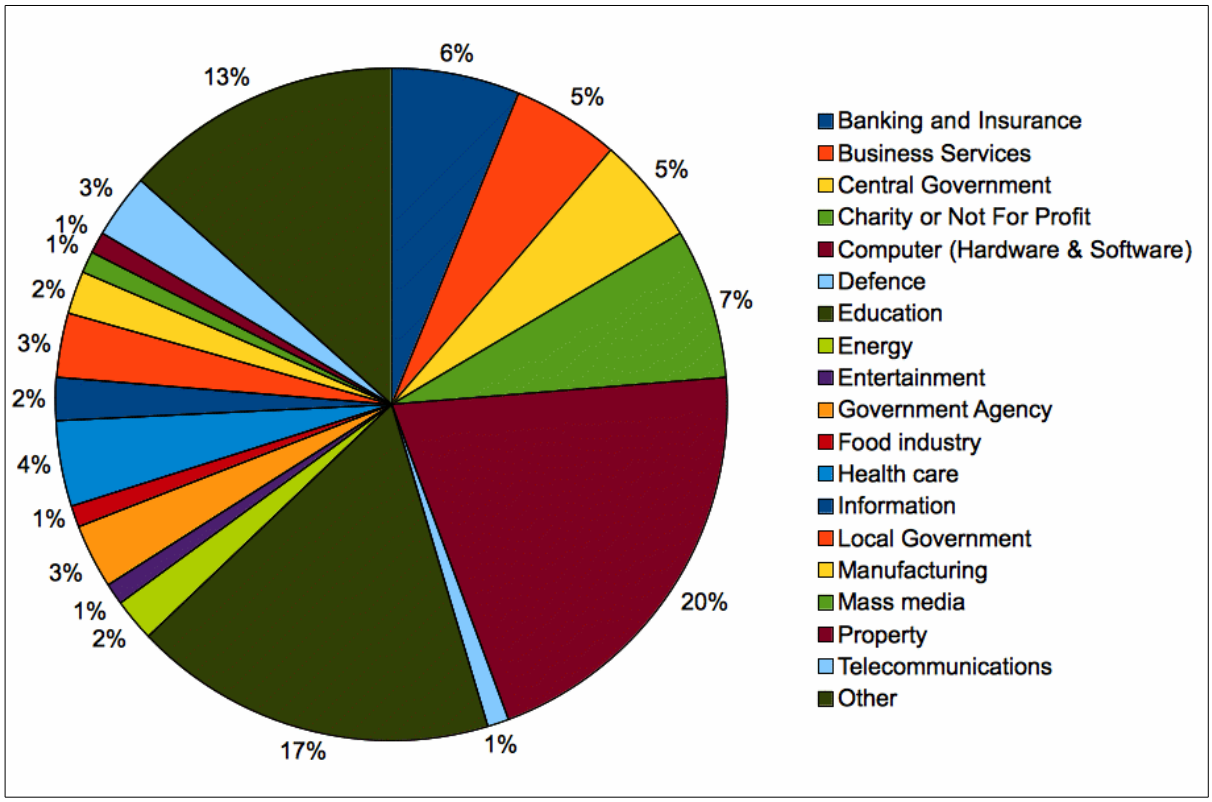

Illustration 1: Industry Sector

73% of respondents were from organisations which employ individuals with impairments.

A wide range of job holders responded, from Chairman to teaching assistant (see Appendix 2).

The organisation size employing the respondents was evenly spread with 31% working in organisations with less than £10 million p.a. turnover and 33% working in organisations with over £100 million turnover.

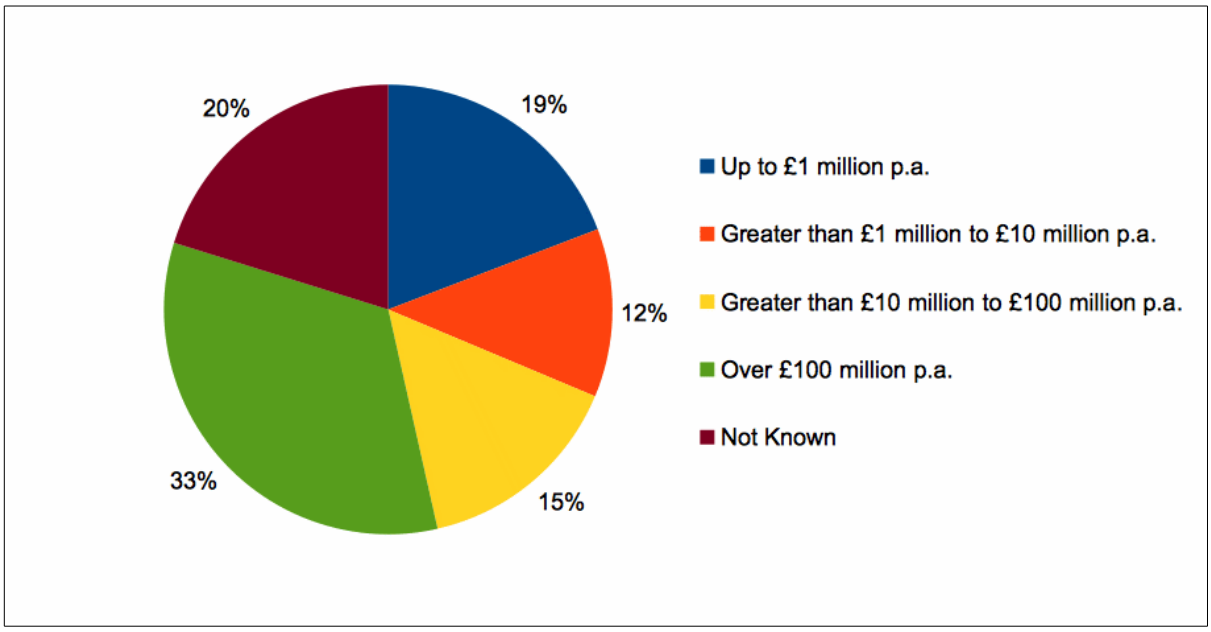

Illustration 2: Organisation by Size

Benefits of Providing Accessible IT Products and Services

Several possible benefits were identified for an organisation if it ensured that its products and services are accessible and respondents were asked to select as many options as they thought relevant.

The most popular benefit (selected by 76% of the respondents) was that corporate responsibility objectives would be met.

The next most popular (selected by 70% of the respondents) was that legal requirements would be met.

Economic reasons for ensuring accessibility, increase in revenues and/or decrease in costs, were only selected by 29% and 12% respectively.

This suggests that most organisations tend to see ensuring accessibility is a cost burden that they will only address if there is a legal or moral requirement to do so.

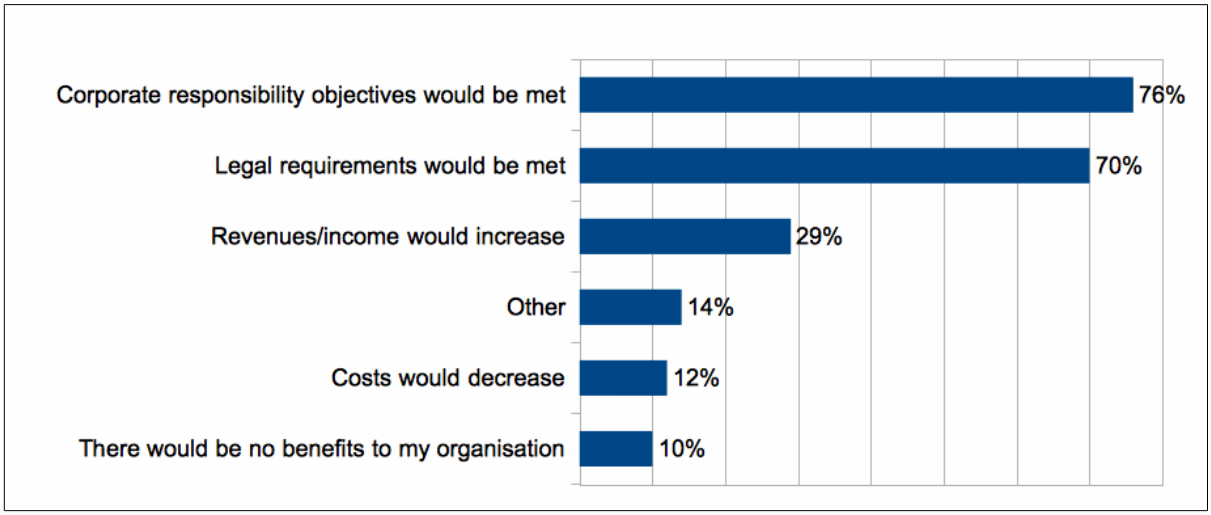

Illustration 3: Organisational Benefits of accessibility

Barriers to Developing Accessible IT Products and Services.

In responding to a question on the barriers to the organisation providing accessible IT products and services respondents were asked to select as many options as they thought relevant.

The three barriers most commonly selected involved:

- existing products and services being inaccessible and not easily upgraded
- inadequate budget being allocated to accessibility issues
- a lack of understanding of IT accessibility

Unfortunately the survey did not allow for an answer of 'No' so there were a large number of 'other' barriers, which are listed in Appendix 3, many of which identify that there are no barriers.

However, even if we assume that all of the 'other' responses were effectively that 'there were no barriers'. This still leaves nearly 70% of all organisations who responded identifying that they did have barriers to the development of accessible products and services.

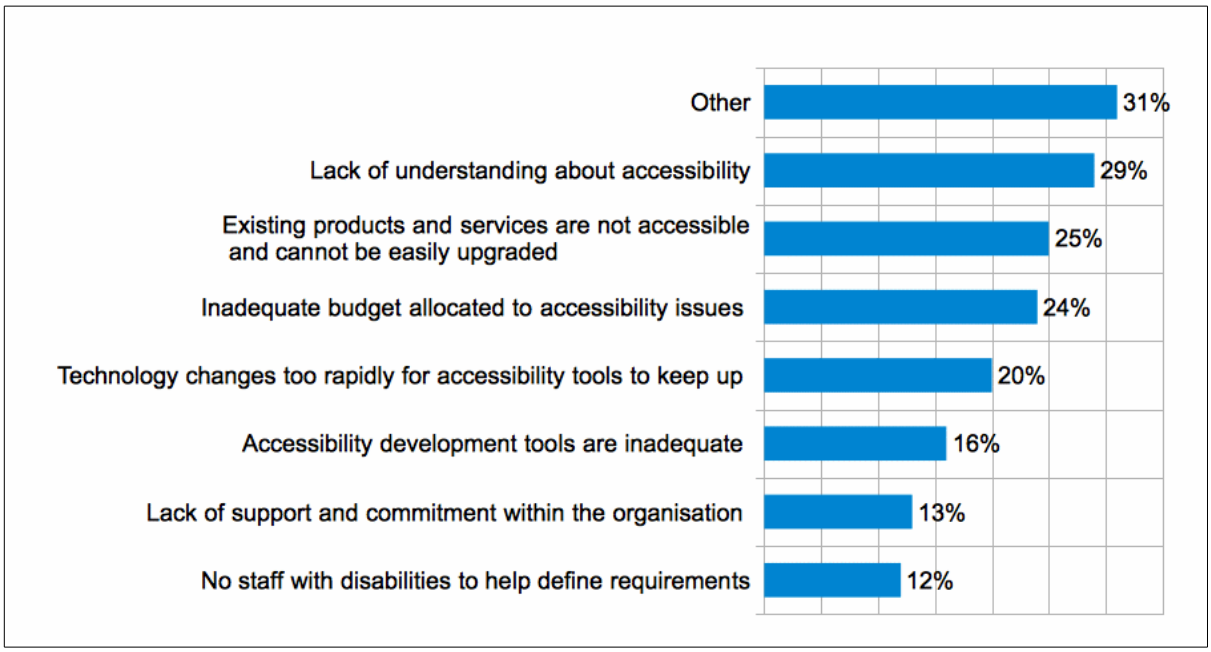

Illustration 4: Barriers to developing accessible products and services

Awareness of Standards, Guidelines, Policies and Legislation.

Respondents were asked to identify how aware they were of the various standards, guidelines, policies and legislation impacting on digital accessibility. The responses summarised below show how many were aware of each of the listed items.

There is a high level of awareness of the Equalities Act and a significant majority are aware of their organisation having a formal statement on accessibility.

However there is a disappointingly low awareness of the standards and guidelines relevant to digital accessibility:

- BSI Standard 8878:2010
- WCAG standards
- The guidelines in the Government's E-Accessibility Action Plan

A significant minority have processes for involving individuals with impairments in the development process for products and services and just over half the respondents stated that their organisations have processes for maintaining their organisations' accessibility guidelines.

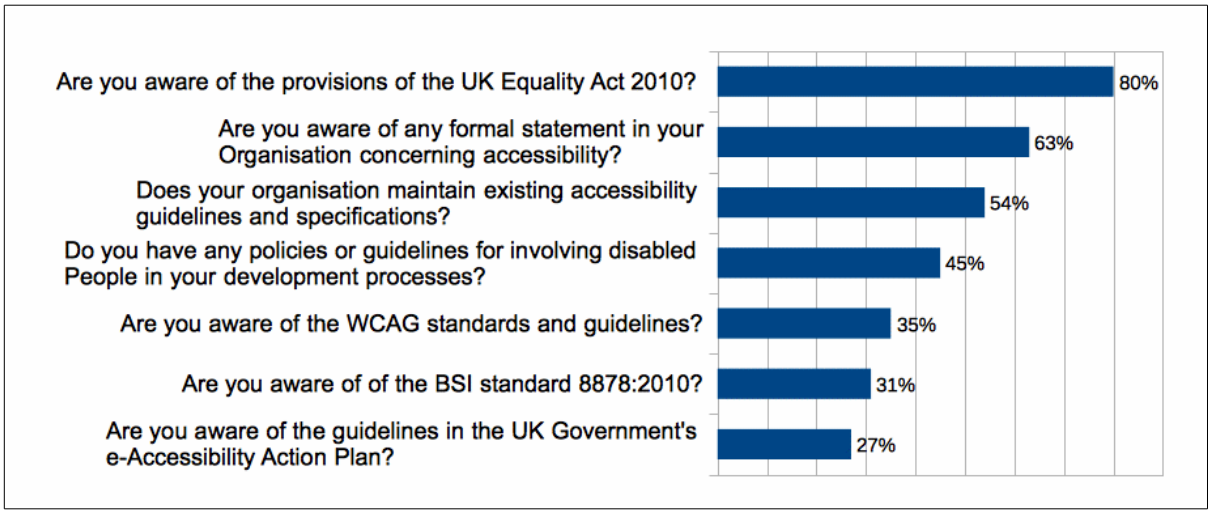

Illustration 5: Awareness of Standards, Policies, Guidelines and Legislation

The respondents were also asked how well they understood how to make accessible the products and services they were responsible for. As the figure below shows nearly 70% thought they had either a reasonable, good or complete understanding of how to make them accessible.

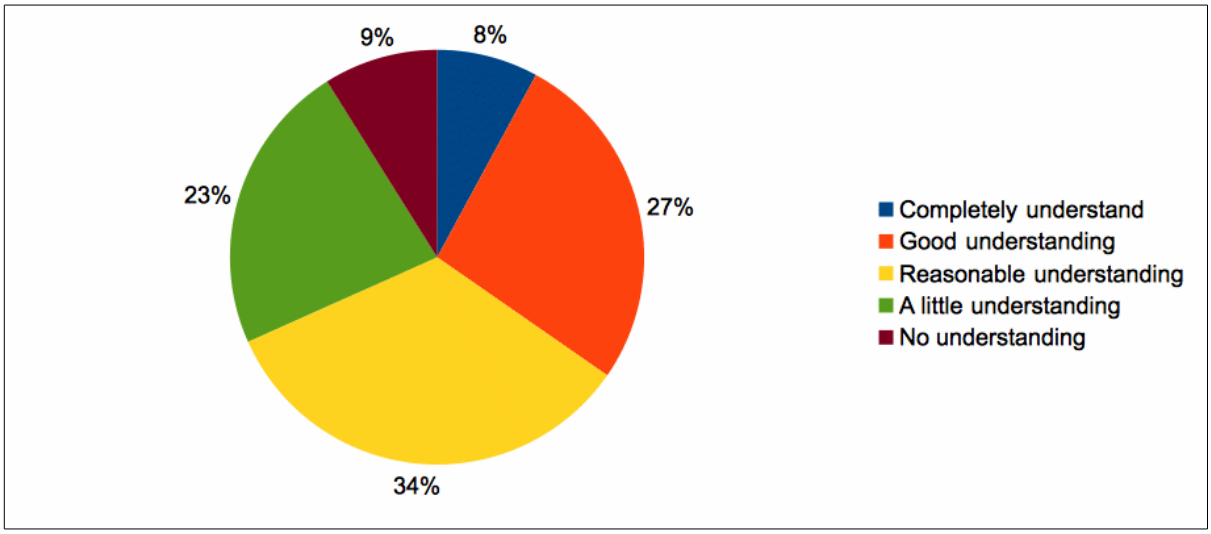

Illustration 6: Level of Understanding on how to achieve IT Accessibility

Developing Accessible Products and Services.

A number of questions were asked concerning the use of training, tools, and specific skill sets by the organisation to facilitate the development of accessible IT products and services. The figure below shows the percentage of respondents answering 'yes' to each question.

It is of interest to note that:

- Less than 30% of the respondents had received any relevant training in this area.
- Less than 25% of respondents used any automated tools to assist in the development process
- Only 30% of respondents used any automated tools to test for accessibility
- Just under half of the respondents worked in organisations where individuals with a specific skill set were employed to assist in the design of accessible products and services.
- About one third of the respondents worked in organisations where individuals with a specific skill set were employed to test for accessibility compliance.

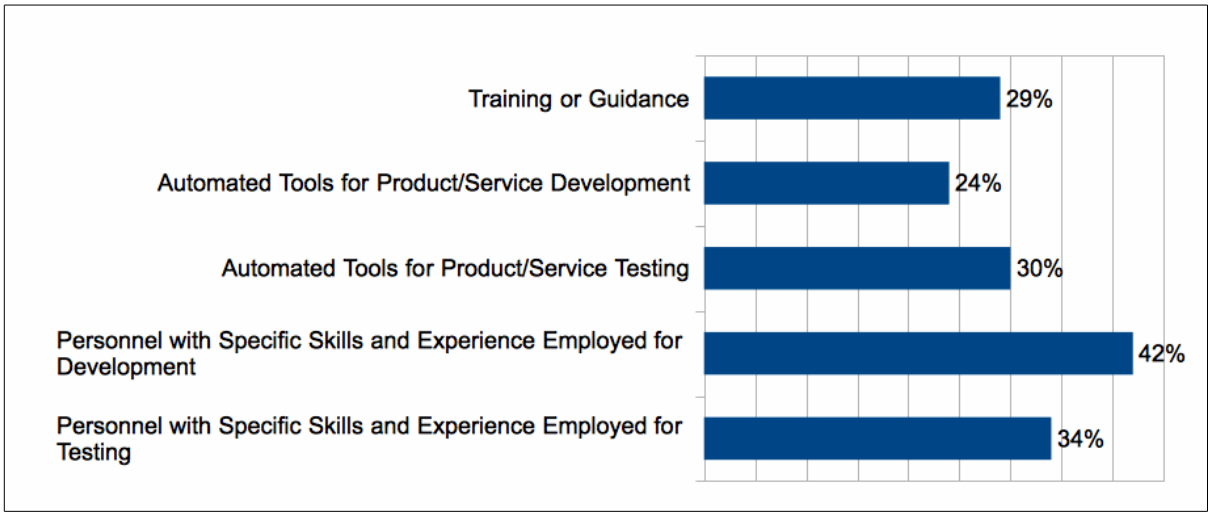

Illustration 7: Use of Techniques to Develop Accessible IT Products and Services

Use of Automated Tools to Improve IT Accessibility

Respondents were asked if they were using any tools to assist them in developing accessible IT products and services. As the figure below shows only 29% are currently using tools. There seems to be a variety of reasons for the failure to make more extensive use of tools.

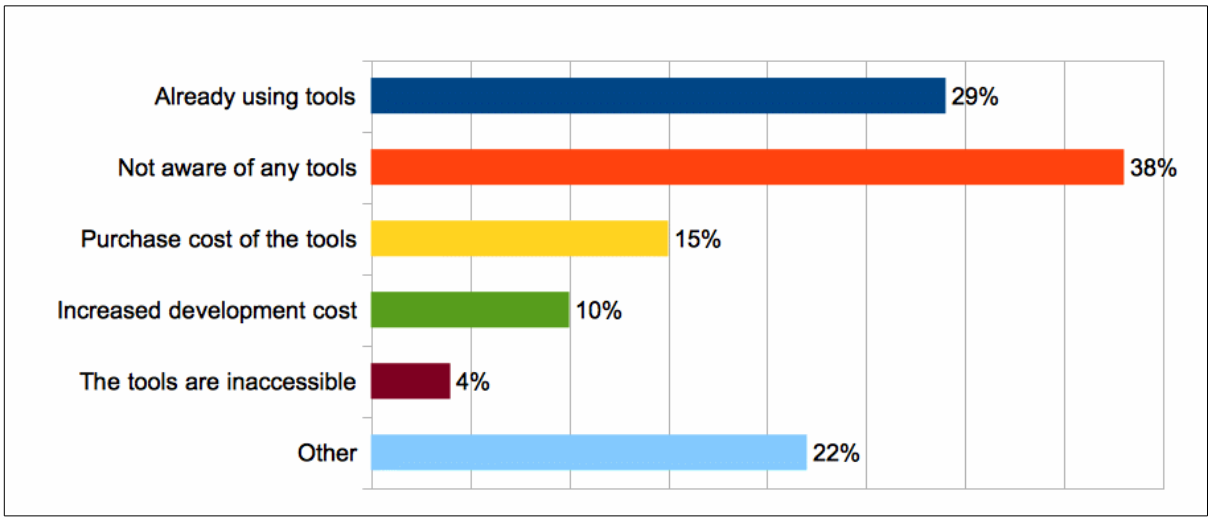

Illustration 8: Use of Tools to Improve IT Accessibility

Respondents were asked to identify tools that they either used or were aware of. The list of the tools identified is in Appendix 4

Appendices

Introduction

These Appendices contain the free format responses provided by survey respondents. Please note that the responses are provided exactly as entered.

Appendix 1 – 'Other' Industry Sectors identified by respondents.

- Airline
- Airline
- Airline / Transprot
- Assistive Technology Market - Screen Reading and Magnification Software for the Blind & Visually Impaired
- Consultancy
- Consultancy
- Currently unemployed
- Data Processing for Market Research
- Disability equipment supply, design and manufacture
- Disability Recruitment
- Document Management
- educatio
- Electronics and software services to a wide range of industries
- Engineering
- Film and media services.
- Financial Services - Pensions
- I am retired - but now involved with a Probus group and a Patient Participation Group at the local GPs' practice.
- I am retired, but used to work in Central Government
- Information security testing and consultancy
- Insurance
- It consultancy
- IT Consultancy
- IT Management Services, this covers a wide variety of sectors; Banking/Finance, Retail, Telco, Public/Government providing IT Consultancy and SME's into Programme and Project Management.
- Legal
- Legal services
- Oil & Gas
- Please use this free format text box to describe the indu...
- Policing
- Polythene packaging
- Providing outsourced call centre services
- publishing
- Recycling Electronic Devices
- Retired
- Retired Management Consultant
- Risk Management Consultancy
- Self-employed IT Consultant
- Small businesses

- Surprised that "Transport" wasn't an option. One of the biggest sectors in the UK. My company is Passenger Transport
- System Test Consultancy
- Transport
- Transport & Distribution
- Voluntary Computer support since retiring from University Computer support
- Wholesale Distribution in the automotive aftermarket

Appendix 2 – Respondents' Job Roles in their Organisations.

- academic
- Adviser
- Advisor
- Analyst
- Analyst Programmer
- Anonymous
- Applications Development & Support Management
- Architect
- Area Organiser for Volunteer computer support
- Assistive Technology Project Manager. We also have a Discover IT project to assist the people who use our services to explore and utilise IT
- Assistive Technology Specialist.
- Business analyst
- Business Analyst
- Business Analyst
- Business Analyst
- Business Analyst
- Business Analyst
- Business Analyst
- Business Analyst
- Business Analyst
- Business analyst
- Business Analyst
- Business analyst
- Business Analyst
- Business and IT consultant
- Business Architect
- Business Consultant - Integrating business users with IT
- business development
- Business Intelligence Analyst
- Business Manager
- Business Manager/Consultant
- Business Project Manager
- BUSINESS SYSTEMS MANAGER (ICT)
- CEO
- CEO
- CEO
- CEO/Founder
- Chairman
- Chief IT Architect
- CIO
- CIO
- cio
- Classroom support
- Clinical Business Change Manager
- Compliance Officer

- Computer system / IT infrastructure implementation and support
- Consultant
- Consultant
- Consultant
- Consultant
- Consultant
- Consultant
- Consultant
- consulting engineer
- Contract developer
- Co-owner
- County Organiser
- Cross business liaison / senior product owner
- CTO
- Curriculum Manager responsible for the day to day running of the Technology Department
- Customer Solution Architect
- Cyber Requirements Manager
- Data Analyst
- Data architect
- Data Manager
- Database Administrator (on Research Project)
- dba
- designer
- developer
- Developer
- Developer, automation of internal tools and processes
- Developer/QA
- Director
- Director
- Director
- Director
- Director
- Director
- director
- Director and Lead COnsultant
- Director of Info Securirty
- Director of IT
- Director of IT
- Director working for contract agencies as a System Test Consultant
- director, owner manager
- Director, Solutions Architect.
- Disability Information Officer for Information Services (Library Services and IT). I assess in house built and off the shelf procurements for accessibility
- dthydry
- Educational Design
- Educator and developer of learning materials
- E-Government Development
- e-Learning Web Developer
- Energy Management

- Enterprise Architect
- Enterprise Architect Manager
- Enterprise Data Architect - responsible for data and information strategy and projects at an organisation level.
- executive member
- faculty member
- Finance & Operations Manager
- Finance Officer and IT specialist
- Financial capability trainer.
- Former Analyst/Developer
- Fraud Investigator
- Freelance developer
- Handling IT related jobs in Telecommunication Engineering Disciplines.
- Head Facilitator/ Senior Sw Developer
- Head of Application Development
- Head of Business Analysis
- Head of Business Systems
- Head of Computing
- Head of Dept
- Head of InfoSec
- Head of IS
- Head of IS
- Head of IT Department
- Head of Public Participation and Engagement
- Head of sales for the Accessibility Practice
- Head of Software Development
- Head of Training
- head of training design and development
- Helping teams build quality and security into their products. Unfortunately I don't have the skills to push accessibility.
- Hon Secretary
- I am Chairman of our Probus group and a committee member of our PPG. It is a national target for PPGs and GPs to improve communications with patients generally.
- I am computer systems consultant & I work for myself
- I am retired and there is no organisation
- I assist in database administration.
- ICT Analyst
- ICT Teacher
- ICT teacher / coordinator
- Independent IT Consultant
- Independent Researcher & Application Software Developer
- Information Security
- information security
- Information security operative (last position held)
- Information services senior manager
- Infrastructure Engineer
- Integration technician
- Interim Transformation Consultant
- IT consultant

- IT delivery manager
- IT Development Manager
- IT Fellow
- IT Infrastructure Architect
- IT Management
- IT Manager
- IT Manager
- IT Manager
- IT Manager
- IT Manager
- IT Officer
- IT Officer - providing support and training to the organisation
- IT Professional
- IT Project Manager
- IT Quality, Design/Test Engineer and IT Services Engineer
- IT Security Consultant (CLAS) - not an architect
- IT Server and Desktop infrastructure rollout
- IT Service Management
- IT Service Management consultant, coach. Freelance
- IT Service Manager
- IT services technician
- IT Specialist
- IT staff
- IT support
- L&D
- Learning and Development Advisor
- Learning and Development Specialist Advisor
- Lecturer
- Lecturer
- lecturer
- Lecturer
- Management
- Management Information Systems Manager
- Manager
- Manager
- Manager
- Managing Director
- Marketing Communication
- MD
- MD and IT consultant
- no
- Operational Risk & Financial Crime Assurance
- Operations director
- ops manager
- Originally a Software Developer, but now looking after one of those third party products!
- owner
- Owner
- Owner
- Owner

- Owner
- Owner
- Owner - sole trader
- Partner
- Partner
- Portfolio manager
- Portfolio Manager
- Practice Leader
- Pre-Sales consultant
- Principal advisor to clients in developing countries on e-Government and Public sector Modernisation
- Principal Consultant
- Principal Consultant
- Principal Consultant
- Principal Engineer
- Principal lecturer - previous Head of School, recently taken semi-retirement (= now working half time)
- Principal Scientist
- Process Consultant
- Product Testing and Customisation Team member - Product Testing and Usability Studies
- Professional Services - Senior Technical Consultant
- professor
- Professor
- Professsor
- Programme Manager.
- Project Coordinator
- project director
- Project management
- Project manager
- Project manager
- Project Manager
- Project Manager
- Project Manager
- project manager
- Project Manager
- Project Manager (formerly IT Manager - effectively CIO/CTO)
- Project planner, system designer and implementer that primarily offers support services.
- Publisher
- QA Consultant
- QA Software and CSV
- Quality
- Quality Coordinator
- quality manager
- Regional Head EAME for R&D Infomration Systems
- Research and Education
- Research Assistant, Computing
- Research Fellow
- Researcher
- Responsible for Quality & Security in one Business area

- Retired
- Retired CEO
- Retired General Manager
- Sales Co ordinator
- Sales Director
- Sector manager - ICT
- Security Specialist
- Self-employed owner
- Senior Business Analyst
- Senior Business Analyst / Applications Development team leader
- Senior Cyber Defence Administrator
- Senior Developer
- Senior Developer
- Senior IT Specialist
- Senior lecturer
- senior lecturer
- Senior lecturer
- Senior Lecturer
- Senior LEcturer
- Senior Lecturer
- Senior Lecturer and Lab Manager
- Senior manager
- Senior Software Developer
- Senior Software Developer w/ Bipolar Disorder
- Senior Software Engineer
- Senior Software Engineer
- Senior Software Engineer.
- Senior Software Engineer/Team Lead
- senior systems analyst
- Service Desk Team Leader
- social policy researcher
- Software & Airworthiness Manager
- Software developer
- software developer
- Software developer and tester
- Software Development Lead
- Software Director
- Software engineer
- Software Engineer
- Software engineer
- Software Engineer
- Software Tester
- Sole proprietor as a contracting IT Architect
- Solution Architect
- Strategic Account Specialist
- Student
- Student Nurse
- System Analyst
- System,network,database administration

- Systems administrator
- Systems Analyst
- Systems Analyst / Programmer
- Systems Designer
- Systems Developer
- systems developer
- teacher
- Team Lead
- Tech support
- Technical Consultant, Developer, Tester, Leader, etc.
- Technical Director
- Technical Director
- technical director
- Technical Director
- technical director
- Technical Manager
- Technical Specialist with responsibility for Management Information Systems and also special instrumentation
- Technical Support analyst
- Technology Consultant
- Test analyst
- Test Analyst
- Trainer
- Training Manager
- tutor
- Vice President, Global Testing & Release
- VP, Principle Software Engineer
- Web Analyst
- Web Developer
- web developer
- Web Developer/ designer
- Web Development Manager
- web support
- Webmaster
- webmaster
- Webmaster/developer

Appendix 3 – 'Other barriers to developing accessible products and services identified.

- The Accessible software manufacturers (like RightZoom) are very expensive and don't work with an easy to deploy license management setup. 2) Disability staff aren't always up to date with the latest software available, so by the time it gets to I.T a few months might have gone past before we heard of the request.
- A mobile workforce makes it difficult for the company manage the situation especially when employees have to work from client sites.
- A well designed survey should really allow for the possibility – especially on a compulsory question – that the organisation in question experiences *none* of these barriers. Otherwise your assumptions that all organisations do experience such barriers will distort your findings.
- Accessibility is irrelevant, we're a consultancy providing advice and back end IT systems. No products or services are relevant to accessibility
- Accessible products are available off-the-shelf but the market leading solution is often not the most accessible.
- Android is too fragmented in it's support for Accessible software; I speak as someone who's written specific apps intended to be useful to people with Print impairments (e.g. blindness and/or dyslexia). Companies seldom rewarded or supported if they make the effort (not relevant to my small company rather to the many who need to decide how to invest their time and energies to stay viable commercially, etc.) Developing Accessible products and services are one of many things companies 'should' or 'must' do. Currently it's harder to develop accessible stuff for many technologies than addressing other needs/should dos.
- As a consultancy, I don't think accessibility is an issue for our services.
- As a Micro business there is currently not a need for accessible products and services, however externally the services we offer ensure that all users requirements are considered when implementing new information systems.
- Bad question! If you're going to ask "Are there...?" then one option must be 'No'.
- Broad definitions of 'accessibility' with large impacted numbers of individuals, disguise the many nuanced solutions that are required to meet the needs of individuals concerned, mean that it is difficult for an organisation to identify appropriate areas to focus on.
- Budget allocations limit the accessibility provision but that does not mean the budget is inadequate.
- Clients often have a low level of ability to do many things. That is why they need to come and see us in person.
- Combination product/ accessibility means could be used by anyone (whether or not disabled) as far as they would need to use them (given what you'd use them for they wouldn't be suitable for all disabled people but then they also wouldn't be applicable
- Compulsory test of products by our Assessibility group
- Does not apply, see previous answer
- Don't know
- Facilities are not easily adapted to provide accessibility services - therefore the organisation is somewhat limited as to what can be developed and provided
- Few products where we have design input - we tend to put the "cogs" into other people's designs.
- Funding opportunity
- High risk industrial workshop and factory environments involving cranes, arc furnaces, heavy machinery, forklift trucks, extreme temperatures and high levels of dust are in the majority of cases not considered safe working environments for staff with disabilities.

- I am retired and there is no organisation
- I do see that there are any current barriers to my organisation.
- I'm not aware that there are any barriers - we use standard products and services and these meet our staff's needs.
- Lack of information such as guidelines or best practice available within group
- Lack of the ability of suppliers to provide accessible services.
- LCD uses and provides accessible products and services to our staff and our disabled community rather than developers. We find the choices above limit our community in their access to products and services.
- Limited market demand
- Lots of third party products!
- Many elderly people just do not want to get involved with computer-based systems.
- Many of our websites are front-end websites for 3rd party systems over which we have no control as companies like Capita ext know they have district councils over a barrel -it's either use the poorly written software or have nothing
- n/a
- N/A - no external barriers
- NA
- No
- No
- No
- No barriers
- No barriers
- No barriers
- No barriers
- No barriers
- No barriers exist
- No barriers that can't be overcome. My company ensures all products are accessible
- no barriers, but your survey makes me choose something !
- No external barriers. Internal priorities and constrained timescales mean accessibility, amongst many other aspects, doesn't get the full consideration it requires.
- no significantbarriers
- no there aren't any barriers
- No This is not a well-worded question
- No we have no obstacles
- No. Needs of people with visual impairment and hearing issues are taken in to account when designing new systems. Special ergonomic keyboards and mice are available on request
- NOne
- None
- None
- None
- none
- None
- None
- None - not applicable but you don't have a response box for that.
- None of the above
- None of the above
- None of the above applies
- none of the above but compelled to answer

- None that I am aware of but I am not responsible for delivering corporate level products and services; my delivery is research and I specialise in design of technologies for individuals with special needs
- None, accessible organisation which aims to make everything accessible (and has to or we'd be out of business!)
- Nope.
- Not aware of any
- our products have to work with other software/websites and those products are not always built to allow screen readers etc to access easily. Also as a business we use software products to run the business and we have to find accessible software packages that our staff can use. In particular we have been looking for tools to help run projects and find that e.g. shareware tools are not accessible
- People do not see themselves as being disabled. Those who do make an issue about being disabled are often not suitable because they do not have the computing or mathematical skills that we need.
- Physical constraints
- Please be aware I'm not a decission maker at a business level so these are only my perceptions
- Pressure to cut costs means that this subject doesn't come on the radar. There is also a lack of interest and therefore understanding from those at the top of the organisation
- Programme Management services offered are not the types of products and services that may be regarded as inaccessible.
- Purely down to development time available. There is a programme in place but limited resources.
- Regulatory requirements FDA etc
- Some accessibility approaches compromise functionality for other users. Often disabilities are better supported by targeted intervention with staff - such as bigger screens, specialist interface devices (mouse, keyboard, voice control). Clients are rarely willing to pay for accessible solutions and unable to prioritise this above other business desires.
- Surprised that "No" wasn't an option on a mandatory question. I would select No.
- The organisation is too small to dedicate resources without being paid for them - we would go bust
- The question ask me to answer and tick all that apply - none of the above apply. My organization is excellent in it support for digital disability
- There are no barriers
- There are no barriers
- There are no barriers as all products meet BS8878 and the Equalities Act 2010, and are checked to ensure they meet them at regular intervals
- There are no barriers but the survey is insisting that this question is answered.
- There are no barriers.
- There are no barriers. This is a badly worded question as you do not provide a 'No' answer.
- There are no external barriers
- There are none
- there is no reason bu tht esurvey would not let me progress without answering something.
- There should be an option to choose 'No'
- This question is badly phrased. My answer is - "No barriers". As non of the choice options you provided apply, "None of the above" should have been one of the options to tick.
- Accessibility is a key feature in the Bank's Diversity and Inclusion policies and initiatives.
- Understanding needs ie what has to be done differently in creating the service/product, specifying and QA'ing (testing) the services and products, how to market to groups that

would benefit from accessible services and products, if it's possible to get funding or grants to support additional costs of any initiatives that I want to take forward

- We develop systems for military users, who invariably do not have accessibility issues.
- We do not develop in that sense, if a client was using accessibility software we would develop tools etc. with it.
- We do not have physical products.
- We have done a certain amount of work to make our product usable by people with impaired vision, but only to meet the requirements of a customer and they were paying for it. No work is done on accessibility other than maintiaing this specific functionality.

Appendix 4 - Tools to Improve Accessibility used, or known of, by the Respondents

- Adobe Reader / Acrobat
- Avepoint compliance detector
- bcs- DAWE
- Bobby Approved,
- Browsers and W3C checkers
- Business Analysis tools and Training Needs Analysis
- Colour / contrast measuring (off the internet)
- CSE HTML Validator. W3 tools.
- CSS validators, Semantic Extractor - Sees a Web page from a semantic point of view. Extracts such information as outline, description, languages used, etc. RDF Validator - Checks and visualizes RDF documents. Feed Validator - Checks newsfeeds in formats like ATOM and RSS. P3P Validator - Checks whether a site is P3P enabled and controls protocol and syntax of Policy-Reference-File and Policy. XML Schema Validator - Validates XML Schema according to the W3C Recommendation.
- dtrdr
- ErgoPro workstation assessment
- Firefox Accessibility Extension and WebAnywhere
- Focus groups
- HiSoftware
- HSE workplace training and assessment tool. This is used to identify specific needs of individuals within their workspace. These needs can then be resolved.
- http://wave.webaim.org/ and a selection from http://www.w3.org/WAI/ER/tools/complete
- Human interaction
- I believe that Visual Studio may have some facility for this but I have not explored it
- I have used AccChecker to determine the cause of a particular issue.
- I use Powerpoint, WOrd and Moodle, following recommended guidelines (e.g. Arial 12pt for documents and offers of Braille versions if needed)
- i use w3c and IBM's a-designer
- IDE plugins, online testing services
- In house tools, plus a range of developer tools
- inhouse webpage monitoring tool to enssure wc3 standards are maintained by all intranet and internet sites
- Internally developed software testing tools. Plus, usability testing by disabled people.
- JAWS screen reader. Zoomtext magnifier
- JIRA
- Just a multiplicity of on-line tools and a variety of web browsers for testing
- lift for disable people
- Microsoft O/S - magnifier, on screen keyboard
- Microsoft UI Accessibility Checker Color Oracle Photosensitive Epilepsy Analysis Tool Accessible devices (eg trackballs, keyboards) – we have a selection available on loan, but this rarely happens
- MikroC PRO PIC
- Most of the microsoft tools have guidelines for designing systems for people with visual or hearing impairment and these are supplemented with best practise notes where we can find them

- PowerMapper SortSite, which checks against WCAG specifications and guidelines.
- Powerpoint
- Products for visually impaired would not suit a film company but voice over would help access products, but no money available to do this. Large print, subtitles, wheelchair access, easy read format of information all undertaken.Reasonable adjustments applied to meet all access requirements.
- Proper document structure; alt tagging images/graphs/charts/; alternative formats freely available - MP3, DTB, Braille, Large Print, electronic documents structured to be screen reader friendly.
- proper walkways and access to buildings
- Proper work laptop with multi screen ability one or two of which would be touchscreen.
- Range of web apps to test compliance, plain English etc..
- ReadSpeaker
- RNIB review of proposed changes.
- Screen readers
- See previous answers.
- Simple and consistent navigation, low contrast sites,
- SiteMorse
- Sitemorse and various w3c tools
- Sorry can't help, most of my company's tools and services are bought in from a 3rd party
- Speech recognition
- SupaNova, Dragon, AbilityNet Tools, Accessible Apps on iPads
- Text to speech, induction loops
- The Web team uses Validation, The IT Desktop team confirms with the disability support office of their setup
- Use commercial services via Givermnent procurement frameworks
- Use of NVDA to determine accessibility for visually impaired. WAVE/WebAIM
- using HTML in accordance with WCAG
- Various accessibility checking tools
- Various CMS and HTML editors
- Various free web accessibi;ity tools typically available through standards authorities
- Various, I also wrote automated software testing tools to do likewise. Android Lint, SqueezeLabs bookmarklet, etc.
- Voice dictation software, enhanced viewing software (for partially sighted), video conferencing for deaf staff/patients
- W3 HTML markup validator, w3 CSS Validator, A/c IDI web accessibility checker, w3 Unicorn, Webaim Wave
- W3C accessibility assessment tool
- W3C html validation tool.
- W3C tools
- W3c unicorn
- W3C validator tool
- W3C Validator, Dreamweaver Accessibility Checker
- w3c validator, Web Accessibility Inspector 5.1 (Fujitsu)
- W3C, JISC info, accessibility work from JISC another's in the sector, benchmarking with partners organisations
- WAVE
- Wave
- WAVE, JAWS

- WCAG online service, Accessibility Valet, Accessibility Checker
- we use access tools to test in-house IT, documents etc.
- Web auditing services
- Web browsers and mobile devices
- webpage testing, tape measures, a dummy wheelchair
- Zoomtext v10, Dragon NaturallySpeaking, Bobby
- Zoomtext, Jaws