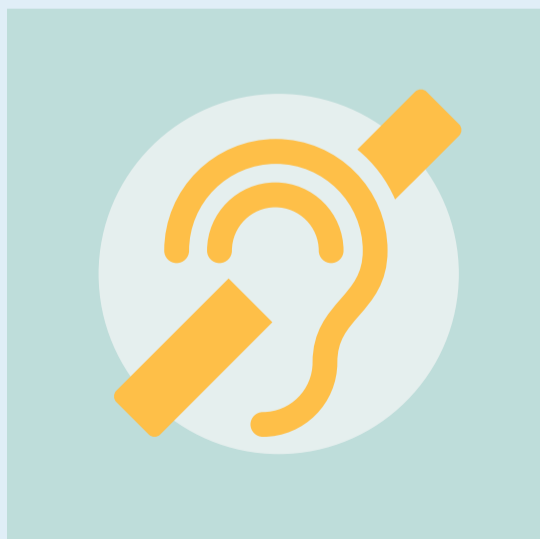# Designing for accessibility

Designing for users with anxiety

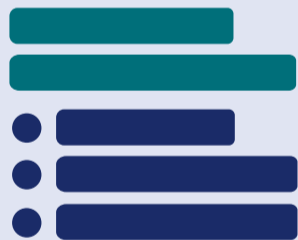## Do...

give users enough time to complete an action

explain what will happen after completing a service

We have sent you an email

make important information clear

give users the support they need to complete a service

let users check their answers before they submit them
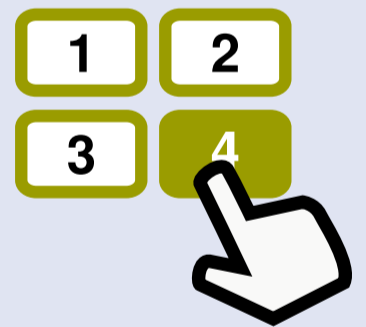
Don't...

rush users or set impractical time limits

leave users confused about next steps or timeframes

leave users uncertain about the consequences of their actions

1 2
3 4

make support or help hard to access

leave users questioning what answers they gave

Home Office   **Digital, Data and Technology**

For more information, conta
access@digital.homeoffice.gov

Designing for users on the autistic spectrum

Do...

Don't...

Do this.

Do...	Don't...
use simple colours	use bright contrasting colours
write in plain language	use figures of speech and idioms
use simple sentences and bullets	create a wall of text
make buttons descriptive — **Attach files**	make buttons vague and unpredictable — **Click here!**
build simple and consistent layouts	build complex and cluttered layouts

For more information, contact access@digital.homeoffice.gov.u
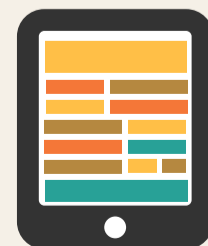
Designing for users who are D/deaf or hard of hearing

Do...

write in plain language

Do this.

use subtitles or provide transcripts for videos

use a linear, logical layout

break up content with sub-headings, images and videos

let users ask for their preferred communi-cation support when booking appointments

Don't...

use complicated words or figures of speech

put content in audio or video only

make complex layouts and menus

make users read long blocks of content

make telephone the only means of contact for users

For more information, contact access@digital.homeoffice.gov.u

Designing for users with dyslexia

Do...

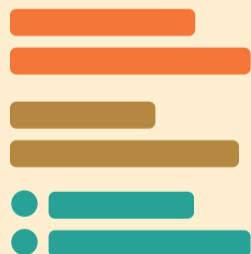**use images and diagrams to support text**

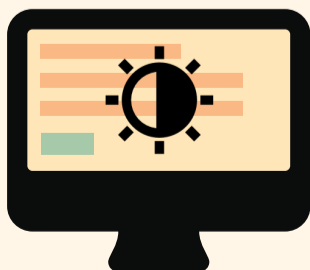**align text to the left and keep a consistent layout**

consider producing materials in other formats (for example audio or video)

keep content short, clear and simple

let users change the contrast between background and text

Don't...

use large blocks of heavy text

underline words, use italics or write in capitals

DON'T DO THIS

force users to remember things from previous pages - give reminders and prompts

rely on accurate spelling - use autocorrect or provide suggestions

dyslexia

dsyle

put too much information in one place

For more information, contact access@digital.homeoffice.gov.u

Designing for users with
low vision

Do...

Don't...

use good colour contrasts and a readable font size

Aa

use low colour contrasts and small font size

Aa

publish all information on web pages

HTML

bury information in downloads
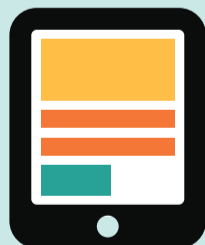
use a combination of colour, shapes and text

Start>

only use colour to convey meaning

200% magnification

follow a linear, logical layout

200% magnification

spread content all over a page

put buttons and notifications in context
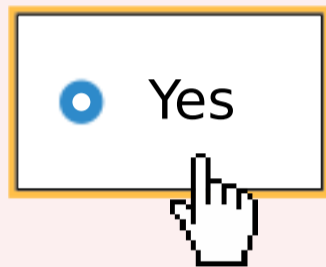
Submit
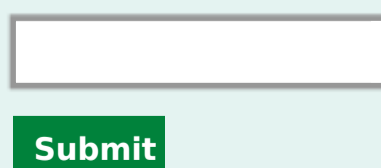
separate actions from their context

Submit

For more information, contact
access@digital.homeoffice.gov.u
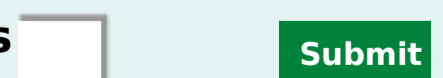
Designing for users with physical or motor disabilities

Do...

make large clickable actions	⦿ Yes
give form fields space	
design for keyboard or speech only use	**Tab** →
design with mobile and touchscreen in mind	
provide shortcuts	Postcode / **Find address**
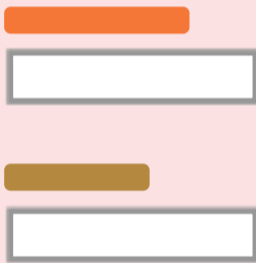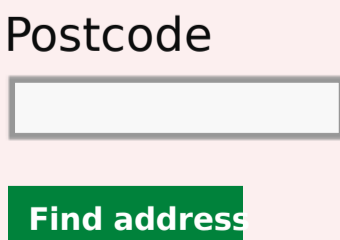
Don't...

demand precision	⦿ No
bunch interactions together	
make dynamic content that requires a lot of mouse movement	1 / 2 / 3 / 2a / 2b / 2c
have short time out windows	⚠ **Your session has timed out**
tire users with lots of typing and scrolling	Address
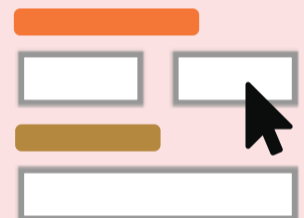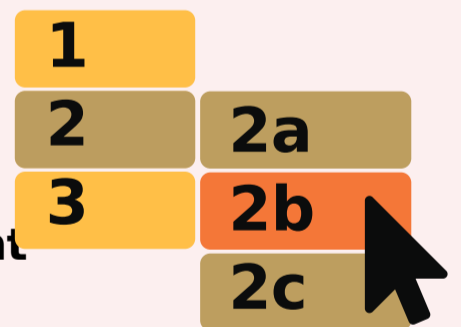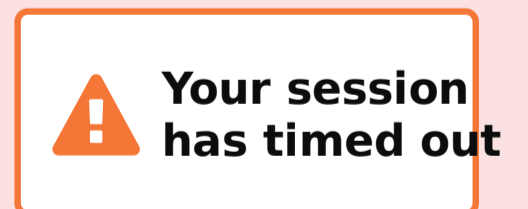
For more information, contact
access@digital.homeoffice.gov.u
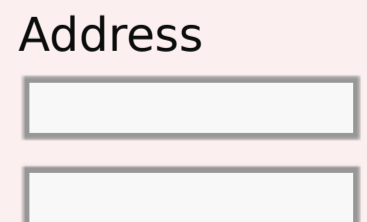
Designing for users of screen readers

Do...

describe images and provide transcripts for video

<alt>

follow a linear, logical layout

structure content using HTML5

<h1>
<nav>
<label>

build for keyboard-only use

write descriptive links and headings **Contact us**

Don't...

only show information in an image or video

spread content all over a page

rely on text size and placement for structure

36pt, bold
Header
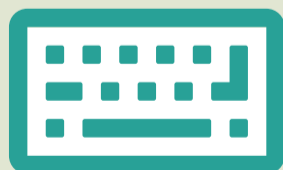
force mouse or screen use

write uninformative links and headings **Click here**

For more information, contact
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Home Office Digital, Data and Technology's goal is to make exceptional services for everyone.

Understanding accessibility means we can build services that work for everyone, whatever their access need.

These posters show how you can make your service accessible for different access needs.

Email access@digital.homeoffice.gov.uk to get involved and help make Home Office services accessible by default.