



Digital Inclusion Project Group – Survey Report

December 2015

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Introduction

The [Disability Action Alliance](#) (DAA) is aware of the key role that technology plays in people's lives. With more and more services being delivered on the internet, the DAA [Digital Inclusion project](#) group was keen to learn more about disabled people's experiences in using the internet, so developed a survey to gather information that could help to:

- improve disabled people's digital engagement,
- help those who provide digital services to improve their digital offer, and
- continue to raise digital engagement awareness.

The survey ran from to 15th July to 25th September 2015, and gathered 310 responses (309 via Survey Monkey, and one by email.) The results of the survey are included in this report, other than to the last question which related to personal information. The questions and their answers have been left in the order that they were asked and are grouped as they were in the online survey.

We would like to thank everyone who took the time to complete the survey.

We hope you find this report interesting and useful.

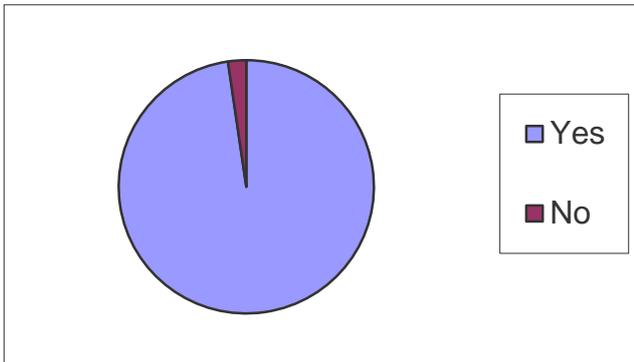
The DAA would like to thank the chair and members of the Digital Inclusion Project Group, listed below, for their work in this area:

Cam Nicholl (Chair)	Digital Accessibility Centre
Andy Rickell	ADWUK
Chris Smith	Disabled Golf Association
Ian Loynes	Spectrum CIL (Joined group in Aug 2015)
Ray Ashley	English Federation of Disability Sport
Ray Sweeney	The Disability Karate Federation (Joined group in Sept 2015)
Sarah Paine	Inspirative Arts (Joined group in Oct 2015)

Digital Inclusion Project Group
Disability Action Alliance

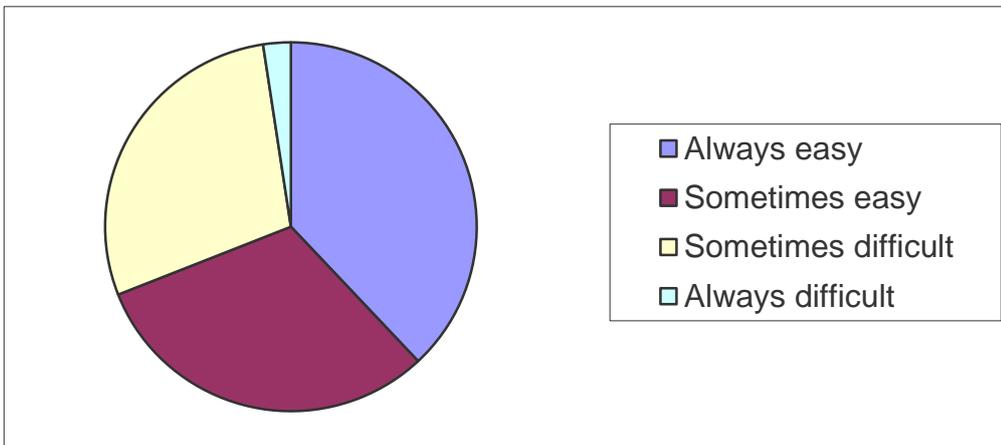
Survey Questions and responses

Question 1: Do you use the Internet?



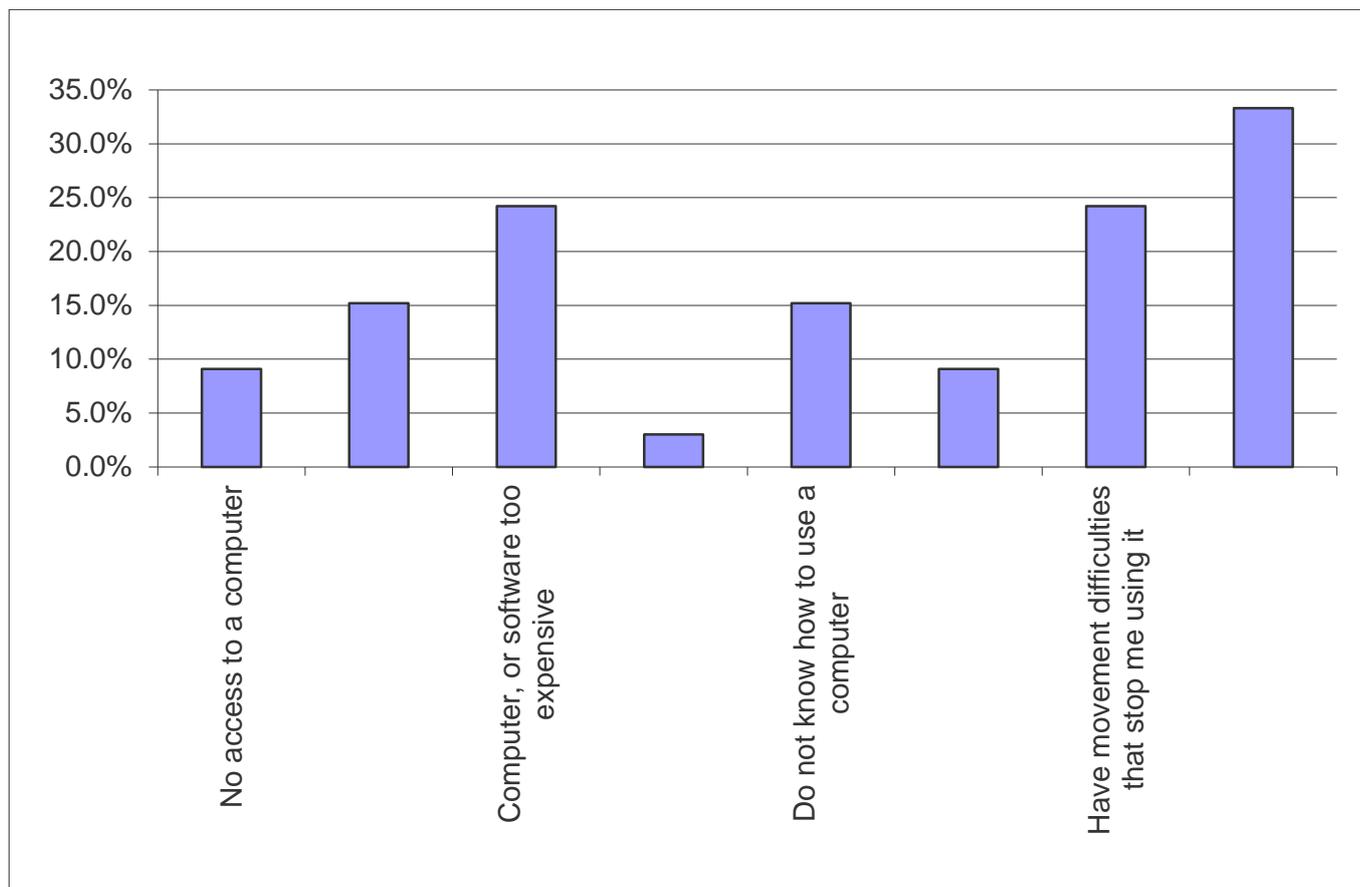
Answer Options	Response Percent	Response Count
Yes	97.7%	302
No	2.3%	7
Answered question		309
Skipped question		0

Question 2: If you answered Yes to Question 1 - how easy do you find it to use the internet?



Answer Options	Response Percent	Response Count
Always easy	38.0%	109
Sometimes easy	31.0%	89
Sometimes difficult	28.6%	82
Always difficult	2.4%	7
Answered question		287
Skipped question		22

Question 3: If you answered no to Question 1. Why don't you use the internet?



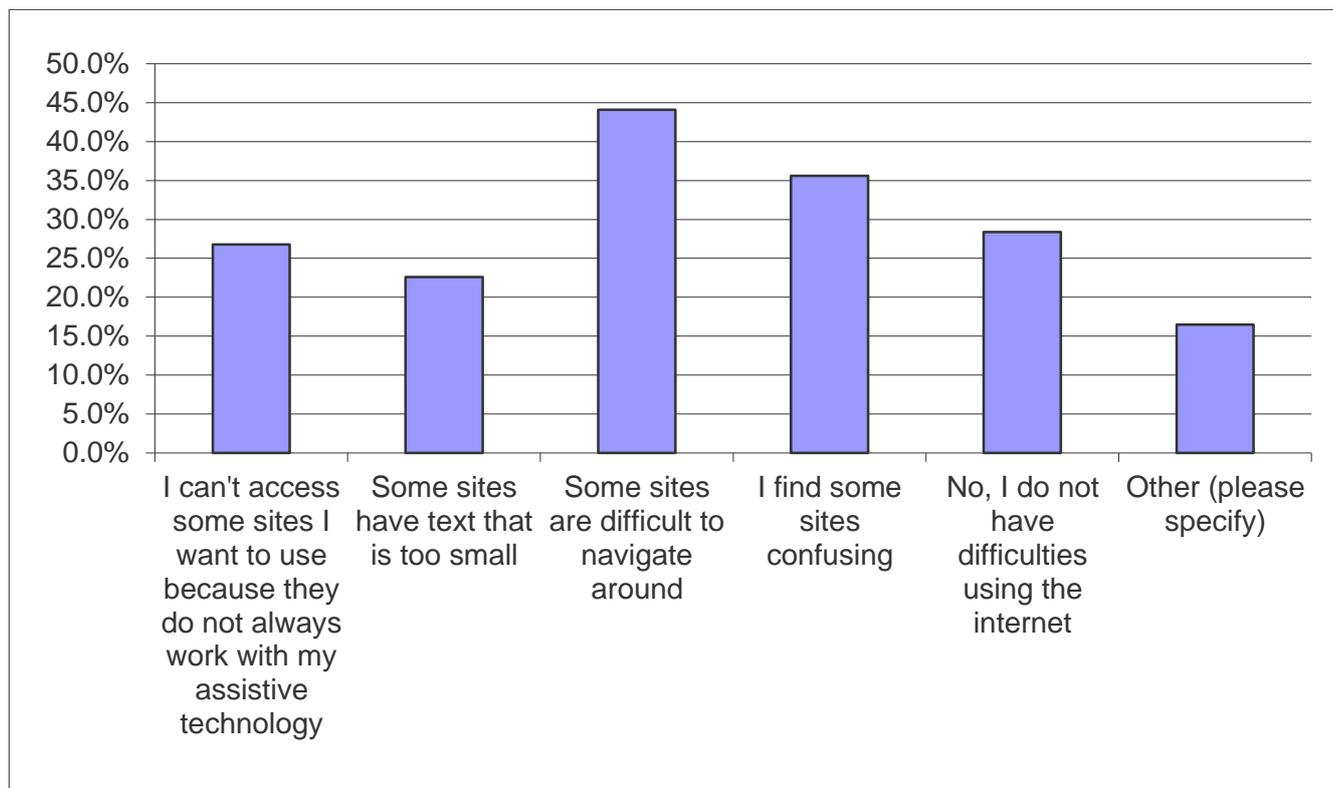
Answer Options	Response Percent	Response Count
No access to a computer	9.1%	3
Cannot afford the broadband / internet service provider charges	15.2%	5
Computer, or software too expensive	24.2%	8
Do not like computers	3.0%	1
Do not know how to use a computer	15.2%	5
Not interested in using the internet	9.1%	3
Have movement difficulties that stop me using it	24.2%	8
Other (see below)	33.3%	11
Answered question		33
Skipped question		276

Other

- A lot of the web is text heavy and badly designed
- Although useful using internet takes time and there are other things I prefer to do
- Doesn't apply to me, but some areas can't get a workable internet connection
- I am blind and have impaired hearing. I therefore require special high quality talking access software to use computer

- I answered yes
- I find that broadband being slow causes me to stop trying
- I have cognitive difficulties and my eyes get very tired, very quickly, such a vast amount of information is available
- No access at home can use at library and with support service provider
- Other (please add any other comments for this question here)
- This has been written by a friend as I have a learning disability so not read
- Too much risk, don't understand English language well enough

Question 4: Is there anything that you find difficult when using the internet as a result of a disability/health condition?



Answer Options	Response Percent	Response Count
I can't access some sites I want to use because they do not always work with my assistive technology	26.8%	70
Some sites have text that is too small	22.6%	59
Some sites are difficult to navigate around	44.1%	115
I find some sites confusing	35.6%	93
No, I do not have difficulties using the internet	28.4%	74
Other (see below)	16.5%	43
Answered question		261
Skipped question		48

Other

- Adaptive technology like arm rests etc, etc is too expensive
- All kinds; it is getting more difficult too as supposed improved sites get more complicated
- Always need help
- Am unable to access the videos on sites if they have no subtitles
- As a totally blind person who uses a screen reader, the most frustrating thing for me is visual captures you have to put in on some sights to sign up to them. I feel that

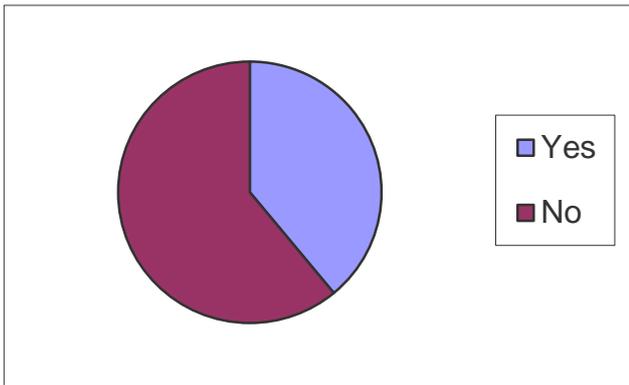
another solution should be urgently looked at as this a big problem for totally blind users and maybe for other people as well

- As before, lack of skills
- Background colours can be very difficult to read from, sheer volume of ads can be visually overwhelming
- Document not made accessible and easy to type online rather than most cases you need download print but if you can't use a pen or blind then not ideal
- I can access sites, it's power point, copying and pasting pics moving data
- I can only use one finger of my right hand, so it is slow...
- I don't understand about using the internet but I like it when other people put on images sounds and music for me
- I use an ipad some sights I can enlarge the screen. Lots don't allow it/
- It is far from seldom that 'artistic' graphical designers seem to think that blue on green, yellow on white and other combinations with virtually no contrast is a good idea. If their aim is to achieve maximum viewing numbers then this is a bad idea as I know I'm not alone. I am aware that RINB have published guidelines but many people either ignore or are unaware of these. Please keep it clear
- Lack of subtitling on some of the tutorials and training materials
- Learning disability
- Most sites are not DDA compliant and so colours and fonts just do not work in my favour always
- My disabilities make it difficult
- My medication stops me viewing some sites
- No BSL translation. This would help us understand what they are talking about.
- Only with access at home to Broadband
- Physical pain in my back, arms, and hands from sitting using a computer
- Poor colour contrast, flashing images interfering
- Problem Connect with BT WiFi (free for customer only sim data-my 20Gb) I only use mobile data at home, outside
- Require to much searching i.e. too many clicks
- Services such as webinar sites and tools are difficult to use
- Some sites use a code to access them. They are often in black on a grey background, meaning they are very difficult to read
- Some banks insist on telephoning when setting up new payments, which makes it impossible for Deaf to use!
- Some can be difficult to find what you are looking for especially if they do not have pages listed in header on front page (with drop boxes if many subtopics) and also some do not have a "search" field box
- Some forms need you to type quickly or they time out if you are slower typing.
- Some parts of websites are hard to use as accessibility is poor e.g. survey monkey using the JAWS screen reader as the questions repeat themselves and locating the check boxes is not easy
- Some sites are always running scripts which disable my access technology (JAWS). JAWS is often unable to read labels, especially on forms, placed on some

sites. Some documents placed on sites are pictures of text, which even the "Convenient OCR" facility of JAWS cannot access

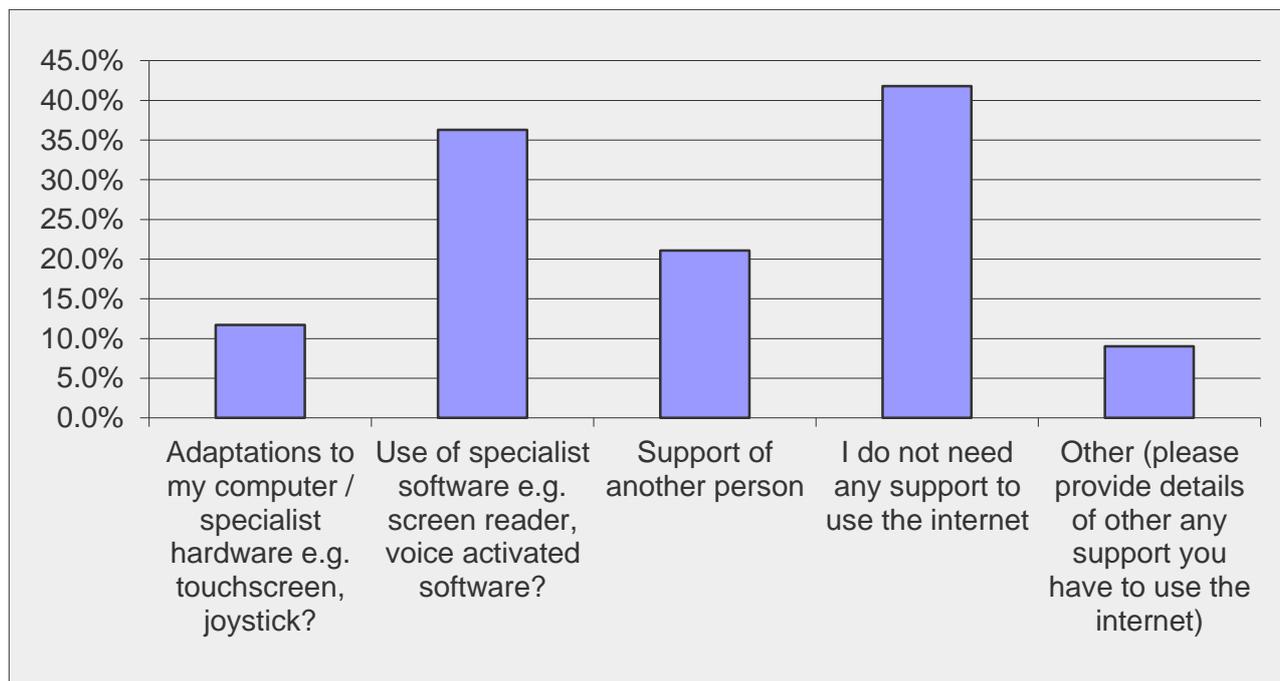
- Some sites are laid out very badly for using screen reading software and some have graphics or info in text boxes etc which are not accessible with screen reading software. It can be hard to find what info you want on a page and search boxes can be hidden away, or if they are available, do not find the info required
- Some sites do not 'name' their links so all my software tells me is that it is a link! The same goes for images
- Some websites are not marked up correctly leaving unlabelled form fields or else links do not work. It is inconsistent across the internet as to whether the website actually works and depends on developers of websites to make the site accessible. Commented from the point of a blind user
- Text too faint very often
- The other questions, e.g. difficult to navigate, are directly related to some sites being difficult due to assistive technology, i.e. it's the assistive technology which is the limiting factor
- Unfortunately, some of the things that benefit people with a visual impairment make websites inaccessible to me, as they play havoc with my autistic sensory issues. For example, the new BBC News website is far too brightly coloured for me to be able to look at these days
- Web sites changing dynamically and having to read through them each time this happens in order to work out what has changed. Sites that use screen captures with non-existent audio versions, or audio versions that don't work properly. Sites that are too cluttered with hundreds of links, sites that don't use proper headings to help people locate the information they want
- Websites have not been designed with disabled people's access needs in mind
- When I had a computer there were regular glitches with the hardware and software. Had much trouble getting competent people along to sort things out. Repairs were very expensive. Too much out of my control
- Window boundaries are very poorly defined so I often close the wrong window by mistake

Question 5: Do you sometimes feel excluded from the Internet?



Answer Options	Response Percent	Response Count
Yes	39.0%	101
No	61.0%	158
<i>Answered question</i>		259
<i>Skipped question</i>		50

Question 6: Do you require any of the following support to help you use the Internet?



Answer Options	Response Percent	Response Count
Adaptations to my computer / specialist hardware e.g. touchscreen, joystick?	11.7%	30
Use of specialist software e.g. screen reader, voice activated software?	36.3%	93
Support of another person	21.1%	54
I do not need any support to use the internet	41.8%	107
Other (see below)	9.0%	23
Answered question		256
Skipped question		53

Other (please provide details of other any support you have to use the internet)

- Ability to increase type
- Accessibility settings on PC or device to enlarge text
- As mentioned above, I had regular technical problems with equipment which required getting techie people in to sort out
- Because of failing eye sight I have a screen which can scroll the text as big as I need
- Help with language occasionally (when using non native language site - usually French)
- Huge magnification sometimes use a hand magnifier
- I do not usually need support however will sometimes need visual support when the website is not accessible using Jaws screen reader at rare times
- I need access to subtitles due to my profound deafness

- I need resources to be able to purchase and run computer and internet services
- I use a big Keys Keyboard. This was provided for me by the local Lions Club.
- I want the web to be better for everyone
- Need to have good access features and a clear screen
- Not specialist adaptations as yet but I have to zoom my screen in to 125% to be able to read the text on most pages
- On-screen keyboard
- Screen reader would be useful but the monotonous voice put me off, so I struggle on
- Subtitled video content
- Subtitles or transcripts for video information, speeches, tutorials etc
- Web sites would be easier to use if there was a spelling checker for all fields and key buttons are easy to find perhaps a standard place to put buttons on the screen so they can be found would help
- When sites are inaccessible due to AT software, I need sighted assistance to complete the task, e.g. on some flight booking sites
- Windows magnification
- Zoom Text screen magnification

Question 7: If you indicated in the question above that you require support to use the internet, please provide further details here.

94 responses were received to this free text question. They are set out below.

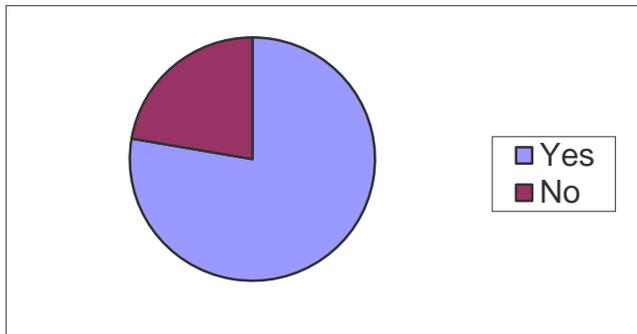
- Any video content which is not subtitled (i.e. most of it) is inaccessible to me
- Assist-Mi technology and features
- At times, do to accessibility issues, I sometimes need sighted help filling out forms or accessing payment options, etc
- Can never find mouse
- Capches are one of the biggest problems that I face on the internet
- Depends on how simple the website is. Sometimes but not always require support from another person
- Dragon naturally speaking as a dyslexic
- Dyslexic software
- Have whiplash injury
- I am a BSL user so do not clearly understand. Too much risk
- I am blind and can only access the internet using speech synthesis.
- I am confined to a wheelchair and have little purposeful movement in my arms/hands
- I am registered blind, with some residual sight
- I am totally blind thus require a screen reader
- I am visually impaired and need to use JAWS screen reader software to carry out all tasks on my computer. If JAWS completely or partially fails to work on certain sites, I may need assistance from a person with sight
- I can't use a mouse so I have a rat
- I can't use touchpad so use a ball mouse
- I don't know if the computer is at fault or I don't know how to use it or the computer isn't capable of doing what I want to do
- I have a laptop suspended above me so I can use it lying down
- I have difficulty at times and have to get sighted assistance to navigate difficult web pages
- I have memory problems ataxia and speech impediment all of which create it difficult without support
- I have to ensure I lower the brightness, to protect my eyes, avoid getting headaches so quickly
- I like using the read and write gold but mainly it's language I have difficulty interpreting - a lot of jargon language used in some websites that's confusing
- I need a support worker to set the system up for me
- I need individual attention sometimes
- I need my wife to help me
- I need someone to help me access sites as I am dyslexic I use a voice activated and the computer doesn't always understand my voice

- I need to invert the colour scheme on some sites, and this doesn't always work well on Windows
- I need various types of support both physical and visual to use my laptop. I interchangeably use it with iPad and iPhone using siri etc
- I often miss directions and links on the screen
- I prefer to use a rollerball instead of a mouse
- I require support as JAWs doesn't read everything out. Sites are confusing and are not always labelled well
- I sometimes need to set font size larger or use zoom to be able to read text
- I sometimes use a free screenreader. Sometimes I am able to read fine. I have a fluctuating disability
- I use a Mac and apple products which have access features built in but if I need to use a PC I prefer to have zoom text installed
- I use a screen magnifier which sometimes distorts the text
- I use a screen reader - Dolphin Guide
- I use a screen reader (2 responses)
- I use both magnification and screen reader, sometimes together, and sometimes separately. I often use Windows Magnifier, System Access, NVDA, and sometimes Jaws. I use VoiceOver for IOS, and VoiceOver and Zoom for the Mac.
- I use JAWS for windows screen reader, but if this fails to work, I have to seek assistants from a family member/friend which isn't always easy and/or convenient. It takes away my privacy and independence
- I use screen reading software, such as Voice Over for Apple products and JAWS for Windows on a office based PC
- I use the Apple Mac to surf the Internet and use voice-over
- I use the free screen reader NVDA and some internet sites do not have text labels on graphics and some sites are unusable without a mouse. I sometimes need sighted assistance to navigate through a site
- I use Windows magnifier and NVDA
- I use Zoomtext screen magnification on my PC/laptop with Windows accessibility settings to make text bigger and bolder in menus. On my iPhone and iPad I use Zoom magnification or just large and bold text
- I would need assistance to guide me through accessing relevant sites
- If a website does not work for a blind user and their software then the user is forced to either seek visual help or seek an alternative format for example the National Lottery app is not accessible to a Voice Over user using an iOS device such as an iPhone meaning the user must physically go and buy a paper ticket
- If something doesn't work properly on a site I don't know how to deal with it
- Initially sometimes, to show me what to do
- Jaws for Windows
- Left side weakness, so holding shift alt etc can be difficult
- Logging on, spelling understanding navigation
- Modified mouse
- My Hands are not good. I get help from Family

- My specialist assistive software NVDA can't read images so I require support with this. Also require help when websites aren't easy to read or poorly laid out
- My wife had to give up work to become my full time carer
- Need a hearing person to accept phone calls from bank to confirm my online instructions
- Need someone to explain the terminology / computer language
- Not all sites allow the type to be increased to be readable
- On personal pc i use dragon, at work i am trailing similar software
- Only help from husband now and again
- Probably looking at Dragon Software to aid my participation in online activities.
- Read and write gold software
- Screen reader (several responses listed this, including: NVDA or Jaws)
- Signed help magnification voice special hardware
- Someone to read for me
- Sometimes I need help with forms as they seem confusing or need quick response.
- Sometimes I need help working things out
- Sometimes my Software package does not speak all the text, or links, Buttons, etc, so I need some intervention from someone with full sight
- Sometimes our air fibre internet goes down, my husband has to sort it. He has set up a wi fi booster in my bedroom as I use my computer lying down, sitting is too difficult. I rely on the Internet for accessing friends, family and shopping. It is essential for me
- Sometimes the only solution to accessing certain web pages is a sighted person.
- Sometimes, I need my mom to read something that has appeared on the screen if my speech software does not pick this up for me
- Sometimes, I need sighted help with visual captures
- Specialist mouse to allow smooth fine motor skill movement
- Spelling words and understanding what they mean
- Support to help with blog development and using/finding/resizing images etc. for blog and digital products
- Tapping Stick with rubber on the end attached to my hand with an elastic band.
- The support of a person who knows me well, knows what i like and can help me see and hear new things
- To fill out Capchas, to click buttons which respond to mouse only
- Touch screen
- Updates, maintenance, tech support
- Use easy access an coloured font and large
- Use screenreading software; need support of other people when info on Internet not accessible, including form filling
- Voice entry very useful as onscreen keyboard too small
- Voice over (2 responses)
- We have issues with abstract concepts and net is all abstract. I do not enjoy complicated TV for same reason

- Whenever my access technology software (JAWS) shuts down on account of, for example, a running script on the website, I am left with no option than to call for sighted help. I also request for sighted help, where JAWS is unable to read the labels on a form I am filling out - it can sometimes be confusing to be asked to answer "yes" or "no" to a question that JAWS did not read to me
- Window-eyes 9.2 screenreader
- ZoomText Magnifier/Reader (2 responses)

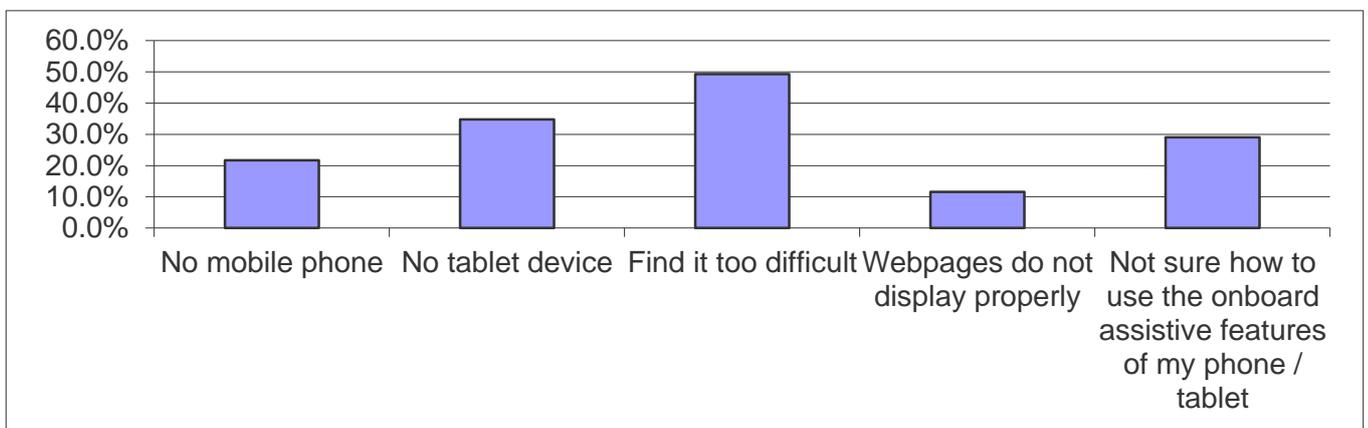
Question 8: Do you ever use the Internet on other devices, such as a mobile phone, or a tablet such as an iPad?



Answer Options	Response Percent	Response Count
Yes	77.7%	199
No	22.3%	57
Answered question		256
Skipped question		53

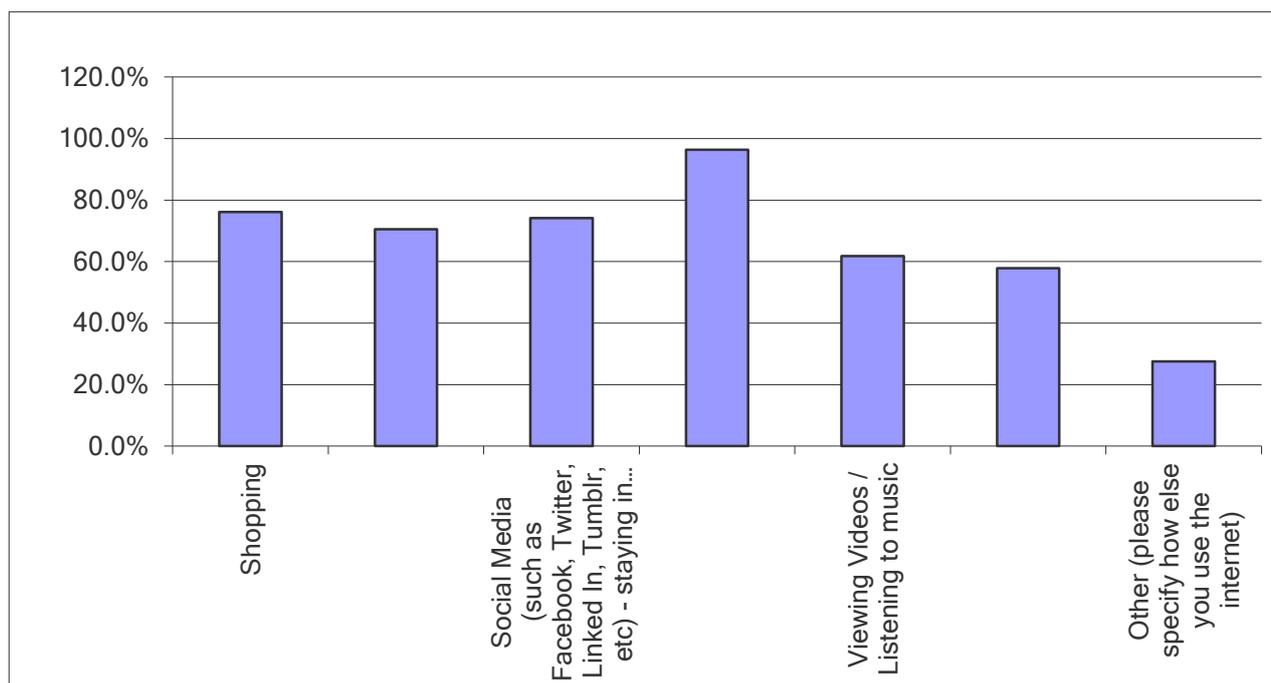
Question 9: If you answered no to Question 8.

What prevents you from using the Internet on other devices such as a mobile phone, or a tablet such as an iPad?



Answer Options	Response Percent	Response Count
No mobile phone	21.7%	15
No tablet device	34.8%	24
Find it too difficult	49.3%	34
Webpages do not display properly	11.6%	8
Not sure how to use the onboard assistive features of my phone / tablet	29.0%	20
Answered question		69
Skipped question		240

Question 10: What do you use the Internet for?



Answer Options	Response Percent	Response Count
Shopping	76.1%	191
Banking	70.5%	177
Social Media (such as Facebook, Twitter, Linked In, Tumblr, etc) - staying in touch	74.1%	186
Searching for information	96.4%	242
Viewing Videos / Listening to music	61.8%	155
YouTube	57.8%	145
Other (please specify how else you use the internet)	27.5%	69
Answered question		251
Skipped question		58

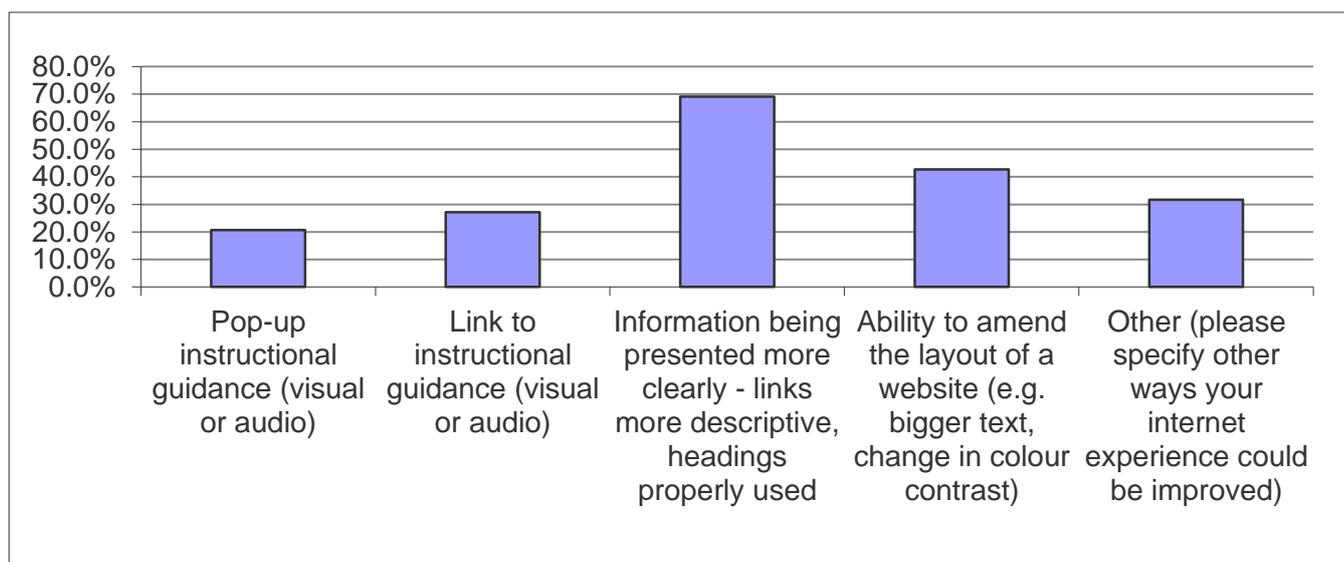
Other (answers listed below)

- Accessing the library for audiobooks
- Blog, webinars and online training
- Browsing, major news source
- Business, medical & accessibility advice, planning &/or finding events
- Community groups (forums)
- Completion of application forms
- Current affairs
- Dating
- Distance learning via skype/email
- Don't use it

- Downloading files and sending and receiving messages
- Education research
- Emailing - I use this a great deal because of the voluntary work I do
- Emails (7 responses)
- Emails and an email network support group
- Exposing scams, checking on companies
- Family History research
- Finding and reading e books
- Flickr, OneDrive
- For travel timetables
- For viewing BSL sites
- Forums
- Gaming, work, blogging
- Getting books Playing games, filling out forms and surveys
- Help me to keep my mind active
- Hosting YouTube content, navigation and travel, Google Maps and Street View, gaming, pretty much everything... I live on the Internet.
- I sometimes do my weekly shop on the internet, usually when the car is off the road, the weather bad
- If someone will look up information for me
- Information e-mailing
- iPlayer and similar
- Job search
- Keeping in touch with others who have same medical condition
- Learning
- Mudding
- News (2 responses)
- Online Gaming and Downloading softwares
- Online study course
- PhD research
- Political campaigns
- Radio and catchup tv and playing online games
- Radio/Iplayer
- Reading/Kindle
- Research for work
- School
- Selling on sites such as eBay
- Sending and receiving e-mails
- Skype to keep in touch with friends, playing games to aid hand/eye co-ordination etc
- Skype, keeping up to date with medical research, disability related blogging
- Specialist professional software for work activities
- Surveys

- Video conferencing, email, website design and management, file management
- Voluntary work advice
- Wal trip planning
- Watching television or films, finding bus/train/flight times, looking up restaurant menus, finding phone numbers or addresses, medical appointments, managing government services (passports, tax returns etc), paying employees and bills - the list goes on!
- Word processing (2 responses)
- Work (4 responses)
- Work and business apps
- Work and transfer of information to my colleagues
- Work travel
- Working from home
- Would like to use it for most of the above, but don't have access, unless I am using a friends or in local disability organisation
- Writing web applications, contributing to open-source technology, reading news, and all sorts

Question 11: What would make your Internet experience better?



Answer Options	Response Percent	Response Count
Pop-up instructional guidance (visual or audio)	20.7%	51
Link to instructional guidance (visual or audio)	27.2%	67
Information being presented more clearly - links more descriptive, headings properly used	69.1%	170
Ability to amend the layout of a website (e.g. bigger text, change in colour contrast)	42.7%	105
Other (please specify other ways your internet experience could be improved)	31.7%	78
Answered question		246
Skipped question		63

Other (please specify other ways your internet experience could be improved)

- A better web which is more immersive and visual and less dependant on text
- A clean web page without pop ups, videos and adverts, that confuse, and take up computer processing time and reaction time
- A view without pictures or banners would be much easier to use
- Ability to reduce advertising that I find just confusing on the page
- Access to a affordable reliable / stable computer system and decent broadband service
- All videos to carry subtitling. Not the Google translate which is in-comprehensive on YouTube
- All Websites being fully accessible using screen reading software!

- All websites should be screen reader friendly and have tagged images. Where security checks are needed simple questions or similar should be used instead of images
- Alternative language options. Clearer navigation. Better colour contrast selection
- Alternative methods for working with blog layout templates without having to drag and drop with a mouse
- Answers to specific problems
- Being able to afford to have broadband at my community house
- Best practise should ban accessibility option being placed at bottom of web pages. They need to be easy accessible at the top of the page be preferred
- Capchas and answer boxes properly coded
- Clearer wording
- Consistent method to deal with screen captures that works all the time.
- Devs properly designing web pages using standards and accessibility enhancements such as ARIA
- Easier to find mouse on screen
- Easier to use screen readers e.g. embedded in Chrome
- Easier ways to finding out how to solve problems with IT - such as mobile phones, etc
- Enhancing the accessibility of certain text boxes in certain online forms
- Ensure that all instructions are visible
- Ensuring that web pages are fully accessible for visually impaired people e.g. sometimes Apps / web site features such as check boxes and buttons do not work properly if using screen reader software with a touch screen, such as on an I Phone
- Fully accessible online services for the deaf
- Getting rid of visual captures.
- Good Form design and testing. Creation of alternative screen reader friendly views of websites
- I find apps to be a particular problem as you often can't use them with the access features on a smart device for example stretching the text
- I find the Internet quite easy to use. I must confess I am a trained touch typist and when I first got a computer I did go to one or two lessons on learning how to get the best out of using a computer
- I wanted to answer 'nothing' here but that is not an option!
- If developers would actually use standard HTML and code elements that already exist, and that already are accessible, or can already be made accessible. For instance, just use a radio button or checkbox. Don't make some custom code that behaves the exact same way, but just looks different for the sake of being different. These custom controls don't often work well with screen readers, and other than reinventing the wheel, there's no real point. HTML and code standards are there for a reason
- If the website is built with accessibility in mind with all form fields and links being labelled correctly and the headings structure being logical then the internet would be more effective for blind users. It would also help users if the majority of the Web

Content Accessibility Guidelines 2.0 AAA standard could be made into AA standard in particular those guidelines relating to navigation out of context to ensure that users who do navigate out of context are able to do so easily

- Less adverts!! Slower page "shutdowns"
- Less adverts everywhere!
- Less use of flashy inaccessible things such as sliders, that don't work with screen readers
- Logical textual alternatives to video, audio. All steps visible (e.g. some shopping sites impossible as you have to remember too much that disappears in step-wise purchases)
- More sites around disability
- More subtitled content to make audio accessible to deaf people
- No flash or other visual gimmicks
- No other ways come to mind
- No pop ups! Info graphics or photos with writing imbedded explained
- No use of Captcha, even with audio, these are very difficult
- None/Nothing (10 responses)
- None, but have long term (50+ years) experience
- Not being in so much pain
- Option to select a decluttered page with just key info and functions
- Poor instructions
- Providers could be made more aware of accessibility issues.
- Reader on the site as my software is on a dongle but tablet does not have port to connect it to!
- Search box option, ability to slow speed of rolling pictures & text, ability to go to specific section of a page regarding specific topic versus having to read all the way through, ability to change font in pertinent data on page
- Sequential instructions, instead of 'you can do this'
- Some easy buttons but also some things to prevent me from listening to the same thing over and over again so I don't get into a trance
- Someone stood beside it to tell me what is said
- Subtitles on You Tube
- Tech support with computer/tablet problems
- Text being presented in a more contrasting format. i.e. dark on light or light on dark
- Text labels with graphics
- The impossibility of standardising the layout on web sites! Failing that, AT software being more robust when it encounters sites, which are slightly off-piste! One of the problems over recent years is the trend to stop useful basic navigational points on a page, e.g. headings, tables and frames - mainly thanks to the W3C!
- The layout to be properly formatted so that headings are coded as headings. My software uses shortcut keys that don't always work on sites
- This questionnaire is reaching a level that I am having difficulty in following
- Use of plain English

- Very simple usage if everyone simply made their sites accessible with one standard
- Videos having subtitles (the quality of You Tube automatic captions are rarely sufficient)
- Visual BSL information
- Webpages that do not have mouse over links or hover over dropdown menus
- Screen reader users rely on keyboard commands and can not use the mouse
- Website developers could work to accessibility standards
- Websites been made completely accessible for screen reader users as well as people who use any kind of magnification software

In addition to survey responses we received the following email comment:

“I am a totally blind person and don't profess to be particularly good with modern technology. I have a screen reader, which is called Window-Eyes. I do have difficulty with the Internet and usually ask friends to order things for me. My niece usually does a Tesco order every couple of months and another friend will look at clothes on-line, or go to Amazon for me. I can only read things in plain text and not HTML. I use the computer for e-mails, writing letters and shopping lists, plus music and books. There are certain websites that I can use but on the whole I don't use the internet such a great deal.”

Conclusion and Next Steps

The Digital Inclusion project read the responses provided to this survey with interest, and have included all responses in this report. They are now considering the issues which have been raised, with a view to trying to develop some help sheets to address some of the IT issues in the first part of 2016.

Further information on this will be added to the [DAA Digital Inclusion project page](#) on the website as this is developed.

If you have any comments on this report, or would like to join the [Disability Action Alliance](#) please email the DAA secretariat at: FULFILLING.POTENTIAL@DWP.GSI.GOV.UK

Digital Inclusion Project Group
Disability Action Alliance
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