eAccessibility Forum & Action Plan
July 2012
Progress Report

1. Regulatory Issues	2. Accessible Consumer Technology and Digital Equipment	3. Websites Services	4. Accessible Content
Helping to deliver a clear regulatory framework for businesses and the voluntary sector to operate in.	*Making people aware of what consumer technology and digital equipment (related to eAccessibility) is on the market and how issues surrounding affordability and availability of assistive technologies can be overcome.*	*Making websites in the public and private sector more accessible and helping to guide people to websites that are well-designed for their needs.*	*Exploring issues relating to television subtitles, audio-description and other accessibility features; and how a wider selection of publishing material (such as e-books) can be made accessible to the visually impaired.*
1.1 Implementation of the revised EU Electronic Communications Framework	2.1 Inclusive Design in Technology Products	3.1 Developing and Maintaining eAccessibility in Online Services	4.1 Improving accessibility of Audio Visual Content in non-Web based Media
1.2 Accessibility in Public Procurement	2.2 Reducing Cost Barriers to Assistive Technology	3.2 Improving information about Access to Online Services for Disabled people	4.2 Creation of Accessible Publishing Material
1.3 Industry standards	2.3 Improving Training in Assistive Technologies		4.3 Enabling accessibility in products by promoting accessibility in videogames

1. REGULATORY WORK STREAM:

Helping to deliver a clear regulatory framework for businesses and the voluntary sector to operate in.

Issue	Objectives	Actions	Owner(s)	*Deadline*	Status
1.1 Implementation of revised EU Electronic Communications Framework	*To achieve improved relay services available in the UK by:-*				
	Improved text relay via Next Generation Text Relay (NGTR);	Ofcom to consult on NGTR proposals.	OFCOM	Spring 2012	Main consultation closed in Dec 2011. Second consultation on aspects of NGTR closes on 13 July 2012.
	Increasing the availability of video relay (VR).	Ofcom to consult on proposals for VRS	OFCOM	Late 2012	Awaiting consultation
		Minister to hold round table with business on VRS	DCMS	Summer 2012	Date being agreed
		EAF Working Group to be established to further consider issues – potential items include	EAF Sub-Group on relay services	May 2012	Members signed up. First meeting due on 5 July 2012.

Issue	Objectives	Actions	Owner(s)	*Deadline*	Status
		coordination of industry, funding, lack of BSL signers, and equipment			
	To Improve business use of text relay and related technology to enable deaf and hard of hearing users to access goods and services more effectively[1].	Develop recommendations for better industry participation. *Members to focus on financial services, benefits claims and advice centres, call centres and industry magazines to:* • *Seek Better engagement with business and other organisations to develop and disseminate best practice.* • *Encourage the adoption of a multiple contact strategy allowing end-users to get in touch with them via SMS, Live Chat, and email and direct telephone services terminating on text-*	EAF Sub group[2]	Q2,2012	Completed. Letter to go from Minister to Business with 'Your Call' BT/EFD publication summer 2012 Progress to be reviewed by sub-group in Q4 2012

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[1] Issues faced are deaf/hard of hearing users being disconnected by call centre staff; being advised that the call is confidential and cannot take place with a 3rd party (the relay agent) present; users not being provided with a direct number that by-passes Interactive Voice Response (IVR)

[2] Members include: BT, Lloyds Banking Group, Employers Forum for Disability Issues (EFD), Post Office, the Motability Contact Centre Call Centre Focus

Issue	Objectives	Actions	Owner(s)	*Deadline*	Status
		phones or compatible software etc.			
1.2 Accessibility in Public Procurement	To develop practical measures to improve public procurement of products that have eAccessibility features	Employers' Forum on Disability (EFD) to launch a new Disability Standard online management tool and benchmark to enable business to measure and improve on performance for disabled customers, clients, service users, employees and other stakeholders.	BTAT Employers Forum for Disability Issues	Q2 2012	Standard launched Feb 2011 and successfully piloted by 19 organisations across the private and public sectors. The evaluation process to run to June 2012

Issue	Objectives	Actions	Owner(s)	Deadline	Status
		Launch Disability Standard Awards		Q4, 2012	On track - the Disability Standard Awards to take place in late 2012

2. ACCESSIBLE CONSUMER TECHNOLOGY AND DIGITAL EQUIPMENT

Making people aware of what consumer technology and digital equipment (related to eAccessibility) is on the market and how issues surrounding affordability and availability of assistive technologies can be overcome

Issue	Objectives	Actions	Owner(s)	*Deadline*	Status
2.1 Inclusive Design in Technology Products	To spread awareness of the benefits of inclusive design and eAccessibility by identifying the statistical and cost indices of implementing inclusive design across Government, business and the voluntary sector	EAF members to work with One Voice Coalition towards eAccess 12 Conference to identify issues. Ministerial Video Address to eAccess 12	eAccess 12 Board (Dan Jellinek)	Q2, 2012 May 2012	Completed Completed May 2012
	To make sure, that government services are accessible to the majority of disabled people in the UK (ref to accessibility of products and services)	Take forward the recommendations of the report - as part of the Government's response (Nov 2011) to the UK Digital Champion's (Martha Lane Fox) *Networked Nations* report	Cabinet Office Digital Strategy Team lead (supported by DCMS,	2013	On Track. Now working on Beta.Gov More info.. http://digital.cabinetoffice.gov.uk/colophon-beta/ (Contact: Leonie Watson)

Issue	Objectives	Actions	Owner(s)	*Deadline*	Status
			and ODI)		
	Maintain and develop Microsoft's partner ecosystem to include a wide range of different solutions for citizens with different needs	Microsoft to continue to work with UK SMEs, as part of its ecosystem, to develop specialist accessibility products Microsoft will work with their ecosystem to improve accessibility tools in Windows 8 due out in 2012	Microsoft	On going	On track
2.2 Reducing Cost Barriers in Assistive Technology	To encourage innovation in the manufacture and distribution of new products and services that meet eAccessibility criteria by:- • Considering how to lower the cost of AT equipment on the Access to Work scheme so the scheme includes inclusively designed products	DCMS & DWP ODI Ministerial meeting to discuss the impact of changes to DWP's benefit system on the Access to Work Scheme.	DCMS/ DWP	Sept 2011	Ministers met in May 2012. DWP considering next steps and how it can support the work of the Forum. (Was delayed due to changes to the disability benefit system being developed by DWP)

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	and exploring how this can be extended to work seekers. • Look at Capital Top Up with charitable organisations (eg RNIB and RNID) and industry partners	RNIB paper on Capital top-up	RNIB	Q3, 2011	Completed by RNIB Chair Kevin Carey Paper. RNIB & RNID are now taking forward discussions with industry .
	To spread awareness of current research into assistive technology in the marketplace	Engage with the Engineering & Physical Science Research Council EPSRC on how its assistive technology programme can fit with the overall government eAccessibility agenda	DCMS	Q2, 2011, Review Q3, 2012	Initial conversations have taken place and DCMS is in discussions with EPSRC to promote research already done and discuss further opportunities for research. EPSRC will present to forum members in late 2012
	To increase the availability of low cost accessible (digital technology) equipment on the High Street.	IB4 to work with social housing associations to see if they can provide a set top box for broadband (on a pay as you go model). The Net box has accessible features but they are now looking at how they bring down the cost of AT equipment to be included under	IB4	Q2, 2012	IB4 to update members Q3 2012

Issue	Objectives	Actions	Owner(s)	*Deadline*	Status
		their scheme.			
2.3 Improving Training in Assistive Technologies	To explore how training in AT use can be improved, whilst ensuring the reduction/removal of barriers to AT training. .	Government DCMS/ODI/BIS/DFE to consider how the new benefit changes affect training for employees through the Access to Work scheme**.**	EAF 3rd Sector Training Providers, Cam Nichols Accessible Learning centre.	Q3, 2012	On Track
		Work with 3rd Sector eAF training providers to improve AT training and remove barriers or obstacles in their way.	BIS	Late 2013	BIS working with *UcandoIT* on courses for disabled people.

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	To increase training of manufacturers of Web Authoring Software, Content Management Systems, ecommerce Software and any pre-configured tools used to create websites to build in accessibility features To raise awareness of the 10 Principles of Inclusive design[3] for use in training and development.	Raise profile of organisations such as the Helen Hamlyn Centre of Design that look at inclusive design and focus on ageing those with a disability To get more organisations working with the Employers Forum for Disability Issues (EFD) to improve take up of eAccessibility.	DCMS EAF	Q2, 2011 On going	Completed. Minister spoke at event at the Helen Hamlyn centre in March 2012

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[3] Sandi Wassmer's 10 Principles of Inclusive Design launched in July 2011
http://www.culture.gov.uk/what_we_do/telecommunications_and_online/8161.aspx

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3. WEBSITES SERVICES

Making websites in the public and private sector more accessible and helping to guide people to websites that are well-designed for their needs.

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Issue	Objectives	*Actions*	Owners	*Deadline*	Status
3.1 Develop and Maintain eAccessibility in Online Services	Produce guidelines for designers of Public Sector websites**.** Ensure that public sector web teams responsible for online services have the knowledge and skills necessary to carry the eAccessibility work through and to share knowledge across departments.	Cabinet Office Digital Strategy Team to ensure that the new single government portal has accessibility built in from the outset. CO Digital Strategy Team to arrange workshops	Cabinet Office Digital Strategy Team (DST)	Q4, 2011 Q4 2012	<u>Delayed</u> due to reorganisation when COI was brought under Cabinet Office. CO is now working with Forum members Leonie Watson and Sandi Wassmer to make sure that the new government portal is built with Inclusive Design Principals and built to WCAG 2.0 Standards. Training for Public sector website developers will follow the development of BetaGov.
3.2 Improving Information about Access to	Develop a One Stop Shop (with EAF members) for	Launch One Stop Shop	Disability Living Foundation and eAF	March 2012	DLF will be looking to launch the OSS at end summer 2012

Issue	Objectives	Actions	Owners	Deadline	Status
Online Services for Disabled People	information on access to web-based services for disabled people				

4. ACCESSIBLE CONTENT WORK STREAM
Exploring issues relating to television subtitles, audio-description and other accessibility features; and how a wider selection of publishing material (such as e-books) can be made accessible to the visually impaired.

Issue	Objectives	*Actions*	Owners	*Deadline*	Status
4.1 Improving Accessibility of Audio Visual Content in Non-Web based Media	The tasks for digital television are taken forward through the Usability Action Plan, and similar arrangements are being considered for digital radio.	Set up Radio Action Plan	DCMS	2012	Completed – plan launched feb 2012
		Television Receiver recommendations for accessibility (subtitles, audio description and text to speech), already defined for standard definition and High Definition digital television, to be developed for connected TV	Stakeholder group under sponsorship of TVonics to take forward.	June 2011	Usability Action Plan for Digital TV receivers for Switchover completed. Further work on Usability and accessibility of TV to be developed including for connected TV.
			DCMS, Intellect	Q2, 2012	Completed March 2012.

Issue	Objectives	*Actions*	Owners	*Deadline*	Status
		Digital Television Group to define requirements for connected TV.	and RNIB,		'Celebrating Success of accessible Digital TV equipment in the UK.' event 60 attendees DCMS, Intellect and RNIB, celebrated the success the UK has made towards making DTV accessible through speech to text, BSL teletext,

Issue	Objectives	*Actions*	Owners	*Deadline*	Status
4.2 Creation of Accessible Publishing Material	Investigate and address issues relating to the availability of accessible content for all forms of publishing and markets. .	eBooks - an essential medium which needs further investigation with Platform providers such as Sony, Amazon, Apple, Google, Adobe and Overdrive Publishers Assoc to work with publishers to improve access to content.	Publishers Association	Q3, 2012	On Track Members have been working together with publishers and platform providers to improve access to content through a range of mediums for disabled and older people.
		Continue support for the enabling technologies framework project	EDItEUR/eAF	Q4 2012	On Going Three year international project endorsed by WIPO and being jointly run by EDItEUR and the DAISY Consortium
		Build on the work to date in both the consumer book pilot (focus) and text book pilot Report on accessible content in relation to cognitive decline **project.**	Publishers Association	Q4, 2011	Delayed now to be delivered in Q2, 2012.
4.3 Enabling accessibility in	To develop and maintain eaccessibility	UKIE is exploring ways in which it can work with SpecialEffect to raise its	UKIE/SpecialEffect	Review Q3, 2012	On Going

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Issue	Objectives	*Actions*	Owners	*Deadline*	Status
Products by Promoting Accessibility in Videogames	features in videogames	profile and reach in this work.			
	Develop use of videogames technology for people with severe physical disabilities	Investigate the use of main stream gaming technology in helping people with a disabilities.	Microsoft	Ongoing	Microsoft is investigating how their new "Kinect" device for Xbox 360 which incorporates face, body and voice recognition can help disabled and older people. Microsoft released their Kinect software (Q1, 2011) to developers to see how it could be used to help disabled people. Progress to be reported on developments to forum.