

# ability

Assistive technology at work  
Issue 86 Summer 2012

## Tanni backs Go On Gold

- Telecare comes of age
- Battle for browser accessibility
- Ace Centre Oxford saved
- Why we need a right to copy



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John Lamb welcomes a new campaign to raise awareness of eaccessibility and boost the number of disabled people online

## Why Go ON Gold will get to the finishing line

**C**ampaigning is difficult to get right: plenty of just causes have foundered on the rocks of polite indifference. The temptation is to assume that by talking long and loudly enough you will move people to action. That may work if the arguments are strong and the speakers are eloquent, but there's more to changing hearts and minds than words.

I have sat in too many well-intentioned gatherings attended by people determined to spread the message about the need to give disabled people access to IT which have resulted in little more than hot air. The lack of a plan or effective follow through has stymied all that well-meaning enthusiasm.

Money can often be a barrier to getting a campaign off the ground. How often have efforts run into the sands on funding? And then there is the question of setting realistic targets that can be easily measured.

Go ON Gold – a campaign to get more disabled people using the internet and other digital technology – has sidestepped all these pitfalls.

Not only is the 18-month project well-funded by the Nominet Trust, but it has drawn together an impressive array of campaigning individuals and won the support of influential organisations including the BBC, the Post Office and Abilitynet.

Go ON Gold plans to mobilise volunteers and employers in a bid to increase the number of disabled people who have been online. Half – equivalent to some 4m people – have never touched a mouse or clicked on a link. With practical help from volunteers and a campaign to raise awareness among employers, the aim is to vault this digital divide.

The impact of Go ON Gold has also been multiplied by using the internet itself to garner support. A series of videos featuring disabled people, many of them well-known, is being created as part of a viral marketing push.

The backing of celebrities such as Baroness Tanni Grey-Thompson and Martha Lane Fox will ensure that Go ON Gold gets maximum exposure.

*Ability* is supporting Go ON Gold and urges all our readers to do the same and become a gold digital champion or a gold digital partner. Further information and resources can be found at the campaign website [www.go-on-gold.co.uk](http://www.go-on-gold.co.uk). ■

## Design review body to make life easier?

During the course of my voluntary work for the charity REMAP I have frequently found that I have been asked to modify equipment produced for use by elderly and disabled people.

What I have noticed is that even on very high-tech expensive equipment, there is often at least one aspect of the design which makes it difficult to use.

These may be small push-buttons too close together, tiny writing and/or poorly contrasting characters on the labelling, controls which do multiple functions in a non-intuitive way and multi-level hierarchical menus for example.



The case I am currently working on is an electrically powered arm-chair. This has six functions but only four push-buttons and very ambiguous labelling of the buttons. I have been told by a senior occupational therapist that it is a very common problem of people tipping themselves out of the chairs by not understanding or remembering the functions of the buttons.

A large number of elderly and disabled people have multiple disabilities as well as normal age-related problems like poor eye sight and arthritis. I get the impression that the designers of such equipment, who may be young, fit and highly

knowledgeable of all of the latest gadgets, can only visualise the one specific disability that is part of the specification for the design.

Yet the generation they are often designing for, have spent most of their lives in a world of a single knob for each function such as on/off, volume, tuning etc.

I would like to see a design review body that would be able to inspect drawings or prototypes of such equipment and produce constructive feedback to the manufacturers, before the equipment is put into production. I think retired and disabled engineers would be ideal members of such a body.

**Ian Cole, REMAP**  
remap.org.uk

## Bank's slow moves on access enquiry

I have just received electronically, via a friend, a copy of your latest quarterly magazine as an HTML file, which I am delighted to be able to read on my iPhone. I very much enjoyed reading it, especially the article on inaccessible banking.

On that subject, you may be interested to know that Barclays, which previously had a fully accessible – to visually impaired people anyway – online banking system, has just updated it with a new revamped website. The revamped website is not accessible, it is virtually impossible to pay bills online and the system for transferring money between accounts is completely inaccessible.

I made an official complaint to the bank about this nearly two weeks ago and have not yet received a satisfactory reply. As I am not working, the £6000 would prove very handy at the moment!

On that note, my last job was as an employment officer for visually impaired people, and in this and one other previous role I completed access to work assessments for disabled people in the workplace. I

have a keen interest in technology, especially in how it can be used to enable people to work. I would be delighted to write for the magazine, and generally help in any way I could.

Finally how is it possible to subscribe to the magazine regularly? If the information is in the latest issue of the magazine, I'll find it, as I haven't read from cover to cover yet. The beauty about HTML magazines is that I can flick from article to article as a sighted person would.

Please do not hesitate to get in touch if I can be of any assistance.

**Rob Powell**

## Information on venues is too hit and miss

Do you know of any reputable sites that provide information on access for disabled people at UK venues such as restaurants, theatres etc? I find the information out there quite hit and miss.

**Robert Hunter**

**Editor writes:** DisabledGo at [www.disabledgo.com/](http://www.disabledgo.com/) is probably the best known source, but having said that I have just tried it and come up with no accessible hotels within five miles of where I live. Accessible London ([www.visitlondon.com/maps/accessibility/](http://www.visitlondon.com/maps/accessibility/)) also seems useful, but it is only for the capital; the same goes for [www.inclusivelondon.com/DefaultIL.aspx](http://www.inclusivelondon.com/DefaultIL.aspx). I see the beginnings of an article here on just how good these online services are. ■

## HAVE YOUR SAY

**Ability welcomes letters and articles on all issues relating to IT for disabled people in work, education and daily life.**

**Contributions can be sent to the editor, John Lamb, at [john.lamb@abilitymagazine.org.uk](mailto:john.lamb@abilitymagazine.org.uk)**





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For more information call **0845 608 8020**  
[www.gowringsmobility.co.uk/events](http://www.gowringsmobility.co.uk/events)



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MAKES THE GOING EASY

# Merger saves Oxford Ace Centre

The Ace Centre in Oxford for people with communications needs has been saved from closure by a merger with its namesake Ace Centre North in Oldham.

The Oxford-based organisation was due to shut at the end of June due to a shortfall of £150,000, but agreed the deal with Ace Centre North after a campaign to save it that involved an appeal to the Prime Minister.

The merger is to be financed by the Ace Centre in Oldham. The organisation will use an existing £205,000 grant from the Department for Education, which has been

increased by £75,000 in the current year, to develop national services for assistive technologies.

Since it opened in 1984, the ACE Centre, Oxford, has provided support for over 5,000 people who struggle to communicate.

The Centre employs experts who assess disabled people's needs and recommend the technology that enables them to speak, write and access education.

A recent report to the Government's Communication Council by communication champion Jean Gross revealed significant under-provision of

augmentative and alternative communications (AAC) systems such as those used by the Ace Centre's clients.

"Many of individuals we've supported over the years have required very specialised assistance," said Bill Nimmo, chair of the board of trustees for Ace Centre, Oxford.

"Unifying the two Ace Centres will allow us to develop our expertise even further, which can only be a good thing for the thousands of people in England with communication needs." ■

[www.ace-centre.org.uk](http://www.ace-centre.org.uk)

## MBE for Rix Centre's Andy Minnion

Andy Minnion (pictured right), the director of the Rix Centre, a research and development facility that provides specialist support to people with learning disabilities, has been awarded an MBE.

The Rix Centre has pioneered and developed multimedia advocacy, which is a way of using new media production to help people with learning disabilities to communicate and take more control of their lives.

The Centre has developed

templates for websites and social media that allow learning disabled people to describe themselves and their preferences to social workers and other care professionals.

"I am delighted to accept this accolade on behalf of the Rix Centre – in particular the committed team of people associated with the centre over the years; our service users and their friends and supporters," said Andy Minnion. ■

[www.rixcentre.org](http://www.rixcentre.org)



## Jobseekers can claim Access to Work

Young disabled jobseekers on work experience will be able to claim support from the Government's £100m Access to Work (AtW) scheme.

Access to Work funds specially adapted equipment, support workers and interpreters for disabled people.

Until now, the scheme has only been available to those in paid work, but the Government has announced it will now be extended to those doing work experience placements as well.

Following a review by Liz Sayce,

Chief Executive of Disability Rights UK, the Government has invested an extra £15 million in Access to Work which it says will help another 8,000 disabled people in employment.

An panel, led by Mike Adams of the Essex Coalition of Disabled People, has been set up to advise the Department for Work and Pensions on the best way to take forward Liz Sayce's recommendations on Access to Work.

The latest figures for the number

of new claimants of Access to Work show a sharp fall in the numbers of new applicants, which may reflect an increase in the contributions many employers now have to make towards funding lower-cost adaptations.

The number of newcomers helped through the Access to Work scheme has been falling steadily since the general election in 2010, apart from a small rise in the second quarter of 2011-12. ■



# Award for the 'inspiring' Hawking

Physicist Professor Stephen Hawking has received a special Technology4Good award for inspiring disabled people to achieve their true potential.

The eminent scientist, who developed ideas on black holes and quantum gravity, has had to speak through a voice output communication system since 1985, which he operates with his cheek.

"I am delighted to accept this Award as recognition for all the truly great things that disabled people can achieve when technology has given them the chance to shine," he said in a pre-recorded speech delivered to an audience of 200 at the awards ceremony at BT Centre, London.

"I was lucky to have been born in the computer age. Without them, my life would have been miserable and



my scientific career impossible."

Professor Hawking was one of nine prize winners in categories covering volunteering, innovation, fundraising and community news.

The accessibility award was given to Lexable, software for dyslexics that corrects spellings, which was developed by Neil Cottrell.

Preston City Council's seven and a half tonne Citizenzone truck was enough to secure the local authority a BT Get IT Together

award. The vehicle, which is packed with technology, allows the council to provide free internet training to the community.

Alison Crerar, an IT Can Help volunteer was recognised for her work in setting up six teams of volunteers in Scotland.

The community impact award went to The Stroke Survivors which meets each week in Paignton library to support members in relearning computer skills they may have lost – such as sending an email or using a mouse.

The Awards are organised by AbilityNet and BT to recognise the many ways that people use computers and the internet to help make the world a better place. ■ [www.technology4goodawards.org.uk](http://www.technology4goodawards.org.uk)

## Young readers turn over a new leaf

England's 17,000 primary schools are the target of a campaign to improve pupils' standard of reading and comprehension.

Literacy software company Texthelp is providing free access to its online Fluency Tutor literacy tool as part of its Read to Achieve

campaign, which will start with pilot programmes in Birmingham and London this June. The campaign – open to any school – will run for a year.

In 2011, 100,000 pupils did not achieve the expected literacy levels by the end of primary school and the latest league tables reveal 1,310

primary schools in England fell below the expected standards.

Fluency Tutor is designed to help teachers assess a pupil's reading level and measure their progress during a reading and comprehension programme. Students listen and practice their skills before carrying out timed exercises. ■

[www.texthelp.com](http://www.texthelp.com)

### BRIEFS

#### Equality Act explained

The Communications Forum has set up a website that looks at how the Equality Act 2010 applies to adults who have impairments that affect their ability to speak. The site covers the application of the Act to the employment and the provision of services for over 16-year-olds and education of people over 18. It provides examples and case studies of how the Act works.

[www.equalitytalk.org.uk](http://www.equalitytalk.org.uk)

#### Students need mobiles

Professionals who assess students for the Disabled Students Allowance (DSA) have asked for mobile devices such as tablets and smartphones to be included in the list of technology that is supported under the scheme. Delegates at the recent Assess 2012 conference, hosted by supplier iansyst, said smartphones and tablets have increasingly become the device of choice among higher education students with special educational needs.

[www.iansyst.co.uk/assess2012](http://www.iansyst.co.uk/assess2012)

#### Georgie on my mind

Technology firm Sight and Sound will be launching Georgie, an Android smartphone app for blind people at Sight Village. The app is built specifically to help blind users navigate day-to-day obstacles such as catching a bus, reading printed text and knowing their exact whereabouts in unfamiliar areas. Developed by not-for-profit social enterprise Screenreader, the system is available from £299 including the phone, or for £149 without it.

[www.sightandsound.co.uk](http://www.sightandsound.co.uk)



# UK Online launches Disability Network

UK Online centres has launched a £380,000 initiative called the Disability Network to help more disabled people online.

Over 50 of 3,800 UK online centres have joined the Disability Network, providing assistive technology, training and support to the 3.98m disabled people who, according to the Office of National Statistics, have never been online.

People with a disability, learning difficulty or health problem can visit one of the Disability Network centres to find help and support to use computers and the internet. Each centre has received £7,500 to spend on kit, staff and promotional programmes.

People with a disability make up just under half of the total offline

population of 8.2m and they are among the hardest to reach, often needing specialist support get started, says UK online centres.

"The network has been established to help tackle this issue, and will bring grassroots delivery organisations together with national bodies, including AbilityNet, RNIB and others to provide a coordinated approach."

UK Online centres has appealed for other centres who support disabled people get online to sign up, and join the campaign.

"It's clear from the statistics that people who are disabled are much more likely to be offline than anyone else in the population – and they often have more to gain from being online than anyone," says Sarah

Stabler, network manager for the Disability Network.

"If we're going to achieve a leading digital nation, we need to focus our support on this group of people, and ensure we are doing all we can to help everybody get online."

The Disability Network will support those with a range of disabilities, including those with learning difficulties, mental health problems and many others.

Centres in the Disability Network are based all over England, and organisations that are already UK online centres, or those from outside the network, are being encouraged to join. ■

Centres can join the network by visiting [www.ukonlinecentres.com/joinus](http://www.ukonlinecentres.com/joinus)

## SpecialEffect hits happy medium

SpecialEffect, a charity developing advanced computer control technology for disabled people, has bagged two prizes for its work.

Founder Dr Mick Donegan has been included in the *Independent on Sunday*'s 'Happy List' of people said to make the world a better place, while the centre itself has picked up a local business award for its use of social media.



**Dr Mick Donegan (right) with SpecialEffect patron Matt Hampson, the England Under-21 rugby player who fractured his spine during a game of rugby**

"We're working with computer technologies like eye-control and brain control to help everyone from wounded servicemen to children with life-limiting conditions, so Facebook and Twitter are the natural choice for talking with our supporters and beneficiaries," said Dr Donegan.

A former deputy head of the Ace Centre, Dr Donegan has been involved in several big projects, including a speech recognition project called Telenet, which examined the use of remote support technology.

He was also involved with DECO, a project that resulted in an eye-control writing program called Dasher.

He also helped organise a performance at the Science Gallery, Dublin, during which two people with complex disabilities performed a musical duet using gaze controlled technology, accompanied by professional musicians. ■ [www.specialeffect.org.uk](http://www.specialeffect.org.uk)

## A quarter of call centre workers need voice care

One in four call centre workers in the UK experience problems with their voice such as voice loss, sore throats and breathlessness.

Policies on voice care should exist in all call centres and should be reviewed regularly says a study by the University of Ulster, which involved surveying 600 workers at 14 call centres and found that 25% had problems.

The study revealed that call centre workers receive regular, comprehensive job training, but few of those training programmes deal with voice issues.

"The voice is a primary work tool for one in three jobs in the UK," said study leader Diane Hazlett, head of the School of Communication at the University of Ulster.

"Not helping workers look after their voices is an increasingly serious business risk." ■



**ITCanHelp**  
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 We are a network of volunteers who provide free assistance to disabled people in their own homes.  
 Freephone: 0800 269 545  
[help@itcanhelp.org.uk](mailto:help@itcanhelp.org.uk)  
 ITCanHelp is run by AbilityNet  
 a charity registered in England & Wales (1067673) and in Scotland (SCO39866)



## LAPD – Lewisham Association of People with Disabilities

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[www.lapdonline.org.uk](http://www.lapdonline.org.uk)

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# Price comparison sites fail accessibility test

Price comparison websites are contravening the Equality Act and letting down disabled and older people by ignoring basic web accessibility guidelines, according to e-accessibility organisation AbilityNet.

Four of the five sites surveyed: [www.comparethemarket.com](http://www.comparethemarket.com), [www.gocompare.com](http://www.gocompare.com), [www.mysupermarket.co.uk](http://www.mysupermarket.co.uk) and [www.confused.com](http://www.confused.com), scored the minimum one star, while [www.kelkoo.co.uk](http://www.kelkoo.co.uk) managed a two star rating.

Not one of the five sites achieved a three star rating, which indicates a base level of usability for those with disabilities.

AbilityNet's State of the eNation surveys look at websites from the point of view of disabled and elderly users' experience when using a range of services online.

As well as a series of manual checks, the sites are tested using common adaptive technologies, such as screen readers and voice recognition software.

Only sites that meet the needs of

visitors with a vision impairment, dyslexia or physical problems, such as not being able to use a mouse, attain three stars or above.

"Like everyone else in these hard times, the country's 12 million disabled people want to get the best deal when they're shopping, whether that's for insurance, groceries or anything else," says the report's author Robin Christopherson, AbilityNet's Head of Digital Inclusion, who is blind.

"But these cash strapped shoppers are losing out due to badly designed web pages that prevent them from shopping around and accessing the online bargains they need to make ends meet.

"And it's not just the consumers who are losing out. Apart from the obvious moral argument for accessibility, the retailers linked to these sites won't be happy about missing out on a market which represents a spending power of some £120 billion every year."



**Go Compare and Compare the Market websites rated only one star each from AbilityNet's survey**

Christopherson concludes: "The law is clear on this issue.

It is just as illegal to bar disabled visitors from accessing your goods and services online as it would be to keep them out of your shop in the 'real world'.

"While no company would do this knowingly, as this report shows there are plenty of high profile sites that are contravening the Equality Act (2010) by not considering their disabled customers." ■

[www.abilitynet.org.uk/](http://www.abilitynet.org.uk/)

## MPs briefed on accessibility issues

British MPs were given a lesson in the use of technology by disabled people following a just completed report on the topic by the Parliamentary Office of Science and Technology (POST).

The report – entitled *ICT for Disabled People* – says that IT is an important factor in the quality of life for Britain's 10m disabled people. "ICT has significant potential to 'level the playing field' between disabled and non-disabled people," it concludes.

However, almost half the disabled people in the UK do not use the internet regularly because of social exclusion, accessibility issues, costs, motivation and lack of support, says

the four page document.

The study, carried out by Ned Yoxall, highlights a gap in funding when disabled people are not in education or employment. It also points out that despite a legal duty on service providers to make reasonable adjustments, no cases involving ICT have come to court.

Innovations such as apps are reducing the cost of assistive technologies, Yoxall notes, with users being able to buy augmentative and alternative communication software for £130 compared with thousands of pounds for a specialised device.

Voice recognition software is singled out as playing an increasingly important role in enabling disabled

users to communicate with ICT devices, while the trend towards open source development is helping to further reduce costs, although open source systems may not be as easy to use as their proprietary counterparts.

POST held a seminar on ICT for disabled people on the morning of July 5 at the Houses of Parliament with presentations from leading disabled users, technology companies and commentators.

The report was compiled with help of organisations involved in campaigning for better access to ICT for disabled people, including *Ability* magazine. ■

[www.parliament.uk/business/publications/research/briefing-papers/POST-PN-411](http://www.parliament.uk/business/publications/research/briefing-papers/POST-PN-411)

## Fire fighters demand literacy support software

The Fire Brigades' Union is lobbying for the UK's 46 fire authorities to give all their employees access to literacy support software.

The union, which represents 55,000 firefighters, has bought a corporate licence for Texthelp's Read&Write Gold text-to-speech software for its 500 staff as part of a drive to help members who are dyslexic.

Now the union is trying to persuade all authorities to make the software available on their IT systems. "We tried it ourselves to see how easy it was to use; we got a licence and are now looking for the employers to adopt it too," said national project manager Trevor Shanahan.

The union has been talking to senior managers to make sure that they have the policies and support in place to continue to meet the requirements of the Equality Act.

"Employers have a duty not to discriminate against a disabled person in the recruitment and retention of employees, promotion and transfers, training and development, but if firefighters can not read well they could endanger lives," says the union.

So far seven fire authorities have joined the 20% of British public service organisations that, according to Texthelp, have bought literacy support software.

"The Fire Service has improved its



efficiency because individuals have a clearer understanding of procedures," said Shanahan. "Now they respond more quickly and can operate at a higher level."

Texthelp provided information sessions and a training course for Union Learning Representatives (ULRs) so they can now deliver training on Read&Write Gold. ■

[www.texthelp.com/UK](http://www.texthelp.com/UK)

## Assessor wins international recognition for his software

A UK needs assessor, who has developed 25 programs in his spare time, has earned international recognition for his work.

Chris Stringfellow, whose company FXC Software distributes the programs for free, has just had his software translated into Arabic as part of an arrangement with Qatar's Mada Center for assistive technology.

The Mada Center has taken 12 of Stringfellow's applications and plans to distribute them online and via pen drives to disabled people throughout the Arabic speaking world.

"The apps that FXC Software offers are great examples of small ideas that have a big impact, we think these utilities will have a great reach to Arabic speakers," says the Mada Center's chief executive officer David Banes.

"We also think they will inspire people to act upon their own ideas and look at small innovations that benefit many people."

FXC Software programs include applications for adjusting the appearance of a screen, controlling

a mouse more easily, magnifying images, text-to-speech and improving the visibility and controllability of onscreen pointers.

Downloads of FXC Software products number between 250,000 and 500,000, says Stringfellow. "As of this minute, there have been 160,000 downloads directly from my own website," he says.

"In addition, a number of the applications are included on the JISC/Techdis MyStudyBar, MyVisBar and EduApps offerings.

"Other collections include some of the software, such as the Ideal Group Smartdrive collection in the US, Progetto VIVO portable applications in Italy, the iSheds dyslexia support project for the Balkans and Eastern Europe and the G3ict Global Disability Rights Library/WiderNet Project."

Many further and higher education establishments have also bundled the software on their virtual learning environments in the UK, US, Australia and New Zealand.

Stringfellow and Banes were both employed by the UK IT

charity AbilityNet. At one time they worked with Inredis, a third sector organisation in Spain to develop a mouse and keyboard assistant.

The software provided a single access interface to options for tuning keyboard and mouse use on a Windows computer for anyone with a physical disability.

The Mada Center has also commissioned an Arabic version of ATbar, which is software for improving the accessibility of web pages.

The standard ATbar Lite is a bookmark that can be dragged to a browser toolbar. It consists of a collection of plugins that enable fonts to be altered to aid readability.

ATbar has a spell checker and dictionary. The software also includes text to speech for reading selected text using a female Acapela voice in English and Arabic.

Other plug-ins include Readability which reduces clutter on a web page. The entire look and feel of an accessible web page can be changed. ■

[www.fxc.btinternet.co.uk](http://www.fxc.btinternet.co.uk)



# Why changes to copyright law don't go far enough for print impaired people

**T**he Government is under pressure to go further in allowing disabled people to make copies of documents, music, films and photographs in accessible formats, when it revises the Copyright Act.

Under proposed changes to copyright law, the Intellectual Property Office aims to relax restrictions on copying to allow anyone to copy materials that they own to any format or device, as long as it is for their personal use.

"This is terrific news for print-impaired people, because it would mean that they can 'format shift' at will," says Ian Litterick, chairman of assistive software company iansyst.

"They could, for example, take a document, scan it and adapt it to large print with blue type on a yellow background, if that is what they find more comfortable to read. Or they could take a PDF file from the web and convert it to an audio file to listen to on their iPhone as they commute to work.

"This change could be hugely beneficial to people with a reading impairment – not just visually impaired or dyslexic people but also those with mobility problems and general learning difficulties."

However, BATA, which represents leading assistive technology organisations, wants to see the Government go further and allow an individual to copy any material that they have legal access to. The change in wording from "owning" to "have legal access to", would allow disabled people to make copies in alternative formats of material in libraries, public websites and other information stores.

iansyst, which is developing a cloud-based format shifting service for students and other people who have problems reading called azzapt, argues that in an electronic age it is distribution rather than copying that needs to be controlled in order to protect creative rights.

New legislation, says BATA, should also make it clear that private copying need not involve trying to maintain the integrity of the original work; and that the private copying exception especially for disabled people should

also be allowed when technological protection measures, or digital rights management, are applied to materials. For example, it is possible to lock PDFs to prevent copying.

In addition, there should be no restriction on who can carry out activities such as subtitling or making accessible copies for print impaired people, as long as they keep to the law. But approved bodies copying for storage and distribution should still be obliged to retain the integrity of the original as far as possible. Exceptions should not be capable of being overridden by contracts.

"Azzapt allows people automatically to format shift to more accessible formats on different devices with as little bother as possible," says Litterick. "It is a classic case for needing new copyright legislation to remove any question of illegality for people using a service that most people will welcome and think fair use."

Until now disabled people have had to rely on an exception to the Copyright Act, made for visually impaired

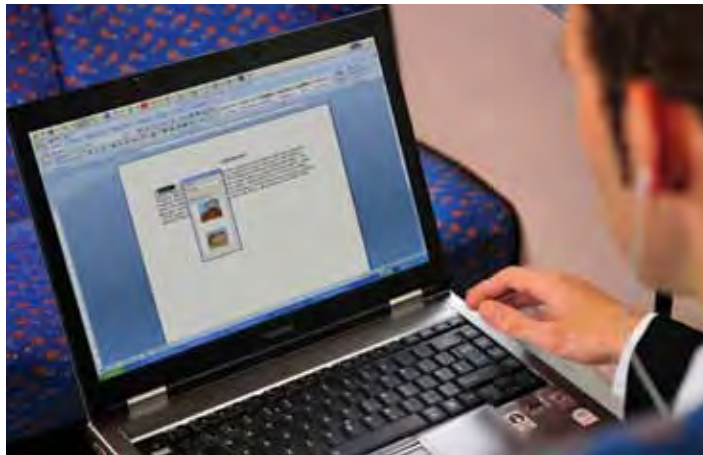
people. But this exception has not applied, for example, to people with dyslexia, who have been left in many cases to break the law if they want to adapt something so that they can read it.

Changes to copyright law were proposed in last year's Hargreaves Review of Intellectual Property and Growth, which was dubbed the Google review after the search company said it could never have set up in the UK because of the country's outmoded copyright laws.

The report's author, Professor Ian Hargreaves, recommended legalising the practice of copying music and films. It also suggested the setting up of a new agency to mediate between those wanting to license music, film and other digital content, and rights owners.

Unlike most countries, Britain's current intellectual property regime makes it technically illegal to transfer content from CDs or DVDs on to a different format, such as an MP3 file on a computer, but millions of people daily break the law by copying CDs and web tracks on to their iPods and phones.

A Government response to a recent consultation on the Hargreaves proposals was expected in June. ■



People need to copy material they have access to

# Carers charity calls for more technology

Carers UK, a charity representing unpaid carers, has called for greater use of technology in looking after older and disabled people.

The organisation's recent report called *Care and technology in the 21st century* argues that the way families use technology to work, plan their lives, shop and socialize should also be reflected in how they care for ill, frail or disabled loved ones.

"Technology has the capacity

to bring about a radical shift in care services and change how families care for ill, frail or disabled loved ones alongside work, family, community and social lives," said Heléna Herklots, the charity's chief executive.

Carers UK has set up a partnership called Connect: Toolkits for Assisted Living, with partners that include software company Microsoft.

The partnership will develop

virtual networks to help family members manage care for disabled or older relatives between them.

In addition the project will investigate remote technology to enable family members and NHS staff to monitor the health and wellbeing of older people and those with long-term conditions in their own homes. ■

[www.carersuk.org/professionals/resources/research-library](http://www.carersuk.org/professionals/resources/research-library)

# Group wants to develop disabled Tumblr.

A group of disability activists called Resilient Are We (RAW) is pitching for funds to create a microblogging site for disabled people modelled on the popular Tumblr service.

The site would enable users to post blogs, videos and audio clips about their adaptations so that recently disabled people can learn from them.

"We hope people will form groups around specific disability issues," says RAW's founder Philip Connolly, who runs the RNIB's employment and independent living campaigns.

"It will foster peer to peer learning and facilitate the emergence of groups on such issues as access to new treatments, consumer groups on personal budgets, campaign groups

against inaccessible practices and on-line user groups to test new products for accessibility."

Connolly says that disabled users need a service that is independent of existing social media sites such as Tumblr, Facebook and YouTube to avoid losing their identity. ■

For more information email [philip.connolly@rnib.org.uk](mailto:philip.connolly@rnib.org.uk)



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# Go ON Gold needs your help

National campaign funded by Nominet Trust aims to help four million disabled people online

**T**he BBC, Age UK and the Post Office are among organisations backing a major campaign to help four million disabled people in the UK go online for the first time.

Go ON Gold, fronted by Paralympics star Dame Tanni Grey-Thompson and co-chaired by the government's digital champion Martha Lane-Fox, aims to persuade the 43% of disabled people who have never been on the net that it is worth a try.

The 18-month campaign, timed to coincide with the Paralympics, plans to recruit and train 1,000 volunteers, or digital champions, to help disabled people learn about the web and to get the adjustments they need to access it.

Organisations and policymakers will also be targeted with information and advice on how to make IT accessible to disabled people. Go ON Gold will also offer one-to-one advice, and guidance for developers building websites and apps for all kinds of organisations as part of its awareness raising efforts.

"More than half of the eight million UK citizens who have never used the internet are disabled. At a time when digital access plays an ever-increasing role in almost every aspect of our lives, these statistics are shocking and unacceptable," said RNIB chairman and Go ON Gold spokesperson Kevin Carey.

"Our campaign will highlight the help that is available, encourage others to help point non-users in the right direction and show businesses and organisations how much society as a whole can gain by sharing such knowledge."

The Go ON Gold website will act as a focus for links to key resources and expertise, ranging from charities providing free or subsidised equipment, to centres offering advice, and guidance for web developers.

Go ON Gold will work to raise awareness through a series of video interviews with supporters that can be downloaded and embedded on any website, creating a viral campaign.

The 16-times medal winner Baroness Tanni Grey-Thompson and 2012 para-cyclist Karen Darke are among disabled people who talk about the benefits that technology from the internet to smartphones and digital TV has brought to them and the importance of removing barriers to accessing it.

"This will be the most high-profile Paralympics ever and will show the range of things disabled people can do

– we want that message to go across from the sporting world to the information world," said Martha Lane Fox.

"Disability often leads to a lack of independence and social isolation. Full access to the internet can be hugely empowering and even transformative for people with disabilities, whose mobility may be compromised or who lack the resources to get out and about as much as they would like."

The Nominet Trust is funding the project, while Go ON UK, AbilityNet and the OneVoice Coalition for Accessible IT are among organisations supporting the project. *Ability* magazine will also be promoting and contributing content.



Martha Lane Fox

## How you can get involved Become a gold digital champion

Donate some of your time to help someone use computers, smartphones and other digital technologies. Go ON Gold is offering guidance and advice to all gold digital champions so they can be confident in helping friends and family who have special access needs. Go ON Gold will provide information about what adapted technologies are available, and where to find more advice and assistance.

## Become a gold digital partner

Go ON Gold is looking for organisations to promote its campaign messages and support its work programmes. Partners are asked to encourage staff to become gold digital champions and to join the One Voice for Accessible ICT Coalition. Larger organisations are asked to consider signing the Accessible Technology Charter created by the Employers Forum on Disability. In return, Go ON Gold will publicise partners' involvement and offer them discounts on relevant events and courses. ■

Go to [www.go-on-gold.co.uk](http://www.go-on-gold.co.uk) for resources and further information on how to join the campaign.



# Breaking online barriers

Go ON Gold supporters talk about why access to the net is important to them

## Baroness Tanni Grey-Thompson DBE, former Paralympian

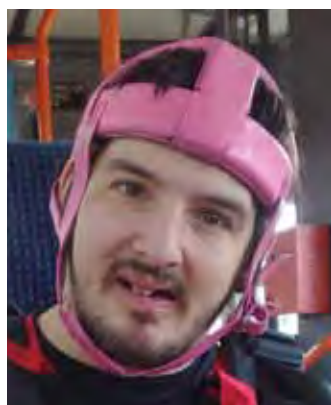


"The ability to shop online, the ability not to have to go to a supermarket which as a wheelchair user is a bit of a pain in the neck. To be able to do things which just save you time and effort makes a huge difference, and I know it's a small thing but just being able to go online and find out if somewhere that I want to go to is accessible,

makes a huge difference.

"Certainly in the last few years there's been a lot more discussion about websites being accessible, and making sure they're accessible to visually impaired people or people with learning disabilities and I think we can still do an awful lot more to make sure that when we talk about accessibility, it's open to lots of people with different needs, but also I think some of it is about the cost and I think it's about trying to help people understand that I think it's a useful way of spending money."

## Simon Stevens, disability consultant, trainer and activist



"I believe I would not be able to do a fraction of what I am able to do now without the internet. Second Life (the online virtual world) has enabled me to meet people from all over the world, interact with them, and make a difference to people in places I have never heard of through my virtual disability-themed

nightclub called Wheelies which has been amazing.

"Cost is always a factor, and finding someone to repair my machine when it breaks down on a Sunday morning. I have been brought up with a computer as my main way of making a contribution as the difficulties are less than using pen and paper.

"I am proactive as I will contact the makers of hardware and software to suggest ways it can be

improved as it is often the biggest things that can make the biggest difference."

## Karen Darke, handcyclist in the British Paralympic team for London 2012



"I guess in some ways I am a bit of a digital champion for my Dad, who really wanted to get online and really wanted to do things that way, but he's so unused to it, he just finds it frustrating, and then I find it frustrating sometimes when I'm working with him, helping him. And now he books tickets, and he

books all sorts of things online. And it's really great to see because a few years ago he was like hang on, let me write this down: "turn – computer – on, press..." you know, he wrote down every single instruction, but now he just goes and does stuff."

## Julie Howell, freelance writer on disabled technologies

"I think the biggest barrier disabled people face when



it comes to technology is ignorance. Many of us have spent some years educating designers in the importance of creating products and designs that disabled people can use. But there are new designers coming up all the time and we have to keep making sure those messages are getting through.

"It's also about understanding what disabled people's aspirations are, and what we can and want to do with our lives, that includes hobbies of course but also everyday living skills like shopping and voting online. Those things are really, really important, because that's all about inclusion in society, as well as having access to work." ■



# Guide aims to ease access to students' DSA study support

**T**he East Manchester-based assessment company Broadbent & Co has launched an accessible website about the Disabled Students' Allowances (DSAs).

The yourDSA.com site provides a step-by-step guide to the DSA process from applying to funding bodies, through needs assessments, to the supply of assistive technology and non-medical help (NMH).

The website is aimed at the 42,000 students in England and Wales potentially eligible to apply for a DSA each year.

The website explains what the DSA is, how it works and takes applicants through the forms, diagnostic assessment and medical evidence involved in a DSA application. yourDSA.com includes directories of assessment centres and their locations, one-stop-shop suppliers, NMH providers, and assistive technology.

Funded by annual subscriptions, the site is intended to be more accessible than equivalent online information

services run by the organisations that administer the DSA. It also has companion sections on Access to Work grants and school support.

"Over 5,000 students per year, who might benefit from assistive technology and human helpers to aid them in their studies, fail to apply for DSAs. In building our new site we aimed to capture the process of applying for the DSA and to present it in an unbiased way," says Steven Broadbent, managing director of Broadbent & Co.

"We provide clear, relevant information to students and assessment centres that is easy to access."

yourDSA.com is already attracting between 100 and 130 visits per day, with each visitor inspecting an average of four pages. Since the site launched it has had 23,000 visitors who have made over 90,000 page views.

Broadbent & Co carries out 1,500 DSA needs assessments of people with disabilities and learning difficulties each year. ■

**[www.yourDSA.com](http://www.yourDSA.com)**



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# Switched-on schooling

*Ability* visits one of the country's leading special schools to learn about its innovative approach to technology

**C**hailey Heritage School has been a pioneer of assistive technology since it opened its doors in 1903 to seven disabled children: one for each day of the week, according to founder Grace Kimmins.

Now wheelchair users skim safely round the site in East Sussex, guided by a network of more than one kilometre of buried cable and protected from bumps by collision detection systems.

And most of the 72 pupils are provided with a book containing their own personalised vocabulary. The Chailey Communication System allows students to locate words and phrases written in symbols and text.

ICT is such a central element of the curriculum that the school has no computer suite. Technology is just part of the classroom, where students use a variety of voice operated communications aids (VOCAs) from simple, single message BIGmack switches to complicated Dynavox systems.

Every class has computers on height adjustable movable trolleys, some of which have touch monitors. The machines are linked by a ClassMaster network.

There are 52" touch plasma screens in the primary, secondary and 16 plus departments. Pupils also have access to digital cameras and Apple Mac video editing software.

For those who need alternate interfaces, the school has a central supply of Intellikeys, joysticks, rollerballs and alternative keyboards. Chailey Heritage has also raised the funds to put a Tobii PCEye eye gaze control device in every department.

"Education is about enabling them to make choices," says head teacher Simon Yates. "With a switch they can drive a wheelchair and go on to communicate.

"They can control mains-powered devices such as radios, table lamps and fans. If you can use a switch you can really fly."

Playtime is enhanced by a stunning array of technology-based toys. In the multi sensory studio, which recently underwent a £35,000 makeover, pupils can use bubble machines, a colour wash wall and an OMI interactive mat on which they can manipulate projected images.

Children can make their own music with the help of a Soundbeam system that produces sounds in response to movement, or play with the squeazy, foam rubber Skoog music-making machine.

"Things that give disabled children control in the

world, that's what I am in to," explains sensory impairment specialist Liz Platt. "These systems also encourage children to play together, but you must be careful not to overdo it: you can get sensory overload."

The school has one dark room which are used for functional vision assessments. It is equipped with fibre optic lights, torch lights, brightly coloured moving patterns created by an oil wheel projector and sensory trolleys which have equipment to project images.

Chailey Heritage has never been afraid of developing its own solutions. The Chailey Communication System was devised over 20 years ago.

The colour-coded communication aid is based on 20 questions, requiring a 'yes' response. Vocabulary is organised into categories, which are then sub-divided into topics and key words.

The system can include any means of access a pupil is able to use, including Rebus symbols, Picture Communication Symbols, text, pictures or photographs. The system has also been programmed into computers.

Last year, Martin Langer, head of Chailey Heritage's Research and Development Electronic Engineers, received a prestigious Well Child award for his work in improving young people's mobility and independence.

He developed the Track guidance system for powered wheelchairs and designed a collision avoidance detector that allows children to use their wheelchairs independently.

The detector constantly scans ahead and to the side of the chair for objects at or near ground level. There are also supplementary detectors mounted over the drive wheels which can detect door frames and objects that may be to the side of the wheelchair.

He is currently working on an effort reduction wheelchair that removes a lot of the unnecessary work a driver has to do.

The new system will guide a driver by detecting walls and steering the wheelchair away. If the ground slopes, an anti-veer system will keep the wheelchair on course.

Grace Kimmins, whose catch phrase was "there's room at the top", no doubt would have approved. ■



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# Alarming developments

Veteran technologist Steve Bonner has been at the heart of telecare and telehealth for over 16 years. He traces the rise of technology that cares for people in their own homes

**S**ensors and alarms that keep an eye on people's needs, and alert carers to emergencies and lifestyle changes, have the potential to offer disabled and elderly people a better quality of care and to save local authorities millions of pounds into the bargain.

Already over 1.6m people in England have some sort of social alarm monitoring equipment, but the sophistication of this technology and the numbers who will be able to benefit from it are likely to increase rapidly as the technology becomes part of the mainstream.

Programmes such as the Whole System Demonstrator, the largest trial of telecare and telehealth systems in the world, and the 3 Million Lives campaign, launched this year with the aim of bringing the benefits of telecare and telehealth to at least three million people with long-term conditions, have propelled telecare into the limelight.

I was privileged enough back in 1996 to set up the UK's first 'smart' technology demonstration site for Edinvar Housing Association in Edinburgh.

What was obvious from the outset was that, other than those components of a traditional social call alarm system, there was a limited range of assistive products to call on. I had to adapt assistive equipment intended for use in public or industrial applications for the domestic environment.

Assistive technology (AT) was still in its infancy in 1996. For example, it was some four years before the introduction of widespread broadband communication and the telephone technology of the time made it especially difficult to contemplate the use of the sort of telecare and telehealth technologies we see today.

Most developers were either engineering research students or men in sheds. Apart from the long-established social alarm equipment companies such as Tunstall and Tynetec, there was very little development of assistive technology in the UK at that time. Other European countries were making far wider use of AT, particularly in the area of dementia care.

The Edinvar Demonstrator helped create a 'buzz' among commissioners and service providers and

spawned dozens of similar AT demonstrator projects throughout the UK. Its profile at the time certainly helped to bring the concept of independent living with the aid of technology into the mainstream.

One of the major drivers of the development of the telecare and telehealth equipment we now commonly see in operation was the vast amount of European Union funded academic research that took place from the middle of the 1990s.

A programme called Technology for Inclusive Design and Equality (TIDE) was a particular influence in developing not just the technology we see today, but also the good practice associated with its use. I was fortunate to be involved with three TIDE projects and learned a great deal from my collaborators.

A large number of UK local authorities are committed to the development of AT, using whatever resources they have at their disposal to fund the use of technology alongside the very necessary human element of care.

One notable success in the implementation of AT took place at West Lothian Council in Scotland. The council's 'Opening Doors for Older People' initiative started as a pilot programme of 75 customers in 1999, but has now grown to a fully-fledged telecare support service

with over 3,000 customers.

It is frustrating that many local authorities are replicating what others have already done, presenting their projects as the latest innovation.

However, there are many ground-breaking projects across the UK, but the major issue up until recently has been the lack of central government intervention to promote and financially support a mainstream AT service across the whole of the UK. Thankfully, in the past six years there has been a major shift in thinking.

The first sign that telecare might finally be adopted as a mainstream care option came with the announcement in 2006 of the Preventative Technology Grant (PTG).

This amounted to an £80m government investment, spread over two years with the funding being directly provided to English local authorities. The money was allocated proportionally according to the needs of



**Funding of care support could boost the uptake of AT**



vulnerable people in each authority area.

The intention with the PTG funding was to invest in telecare services to allow a person to be supported at home and avoid unnecessary admissions to nursing home care or hospital.

A similar initiative was launched in Scotland in the same year. The Telecare Development Programme released a budget of more than £16m over four years, with broadly the same aims and goals for Scotland as those expressed for PTG in England.

Then came the three-year Whole System Demonstrator (WSD), which started in May 2008. It published its outline findings in December 2011. The Department of Health-led initiative involved the cooperation of over 6,000 patients and over 200 GP practices across Cornwall, Kent and Newham.

Although the full results are yet to be released, the main findings of the project are that the use of telehealth and telecare equipment and support services in the trial areas showed a 45% reduction in mortality rates, a 20% reduction in emergency hospital admissions and a 15% reduction in attendances at accident and emergency departments.

The 3 Million Lives initiative is intended to build on the WSD. The Department of Health has predicted that at least three million people with social care needs or long term medical conditions (or both) could benefit from the implementation of telecare and telehealth services.

It has recently been announced that 3 Million Lives will be taken forward by a concordat comprising the Department of Health, as well as relevant trade associations, telecoms and telecare equipment manufacturers, and perhaps most crucially, representative groups of the recipients of these services.

A small initial seed fund donation of £10,000 has been requested from each organisation wishing to contribute to the initiative. At the present time 3 Million Lives has 19 funders: 15 companies and four trade associations. Contributors to the seed fund so far include 02, BT, Philips, Pfizer, Bosch and Tunstall Healthcare.

Yet another initiative in the field of assistive technology was announced by the Technology Strategy Board in spring 2011, Delivering Assisted Living Lifestyles at Scale (DALLAS). With a budget of £25m, it is intended to support projects that would improve the health, well-being and quality of life for older and vulnerable persons in the UK.

Each project will be capable of reaching at least 10,000 people, and that it was anticipated that up to five different projects will be supported.

It was revealed in May this year that four consortia were successful in their DALLAS bids out of over 100 individual applicants, and that the combined output of the projects would provide support and assistance for nearly

170,000 older people across the UK.

No specific details have been made available yet, but it would appear that at least two of the four projects will be making use of telecare and telehealth technologies at a scale never so far seen in Europe.

Finally, in future the funding of care support could have a major impact on the uptake of assistive technology.

Supporting People budgets are being replaced with a new 'Personalisation' scheme in England and Wales and by Self Directed Support in Scotland.

This means that a person receiving care support packages will take greater control of the type of personal care support they receive, what form that will take and who they obtain that care from.

Notwithstanding the issue around an individual's personal ability to oversee how that care is managed due to cognitive impairment or severe disability, in theory it means they will be assessed for the value of the care package they require. As a result, they will be able to choose to spend their care budget allocation in an appropriate manner, using a care team of their choice.

It opens up the interesting possibility that a customer will make use of technology paid for through their Personalisation budget to maintain or enhance their independence. ■

*Steve Bonner of Lifestyle Choices is an independent assistive technology consultant.*



**Over 1.6m people in England have social alarm monitoring equipment**

## Useful Contacts

### Technology Strategy Board (DALLAS)

<https://connect.innovateuk.org/web/assisted-living-innovation-platform-alip>

### Whole System Demonstrator Action Network

[www.wsdactionnetwork.org.uk/](http://www.wsdactionnetwork.org.uk/)

**3 Million Lives** [www.3millionlives.co.uk/](http://www.3millionlives.co.uk/)

**Telecare Services Agency** [www.telecare.org.uk/](http://www.telecare.org.uk/)

**TEIS** [www.teis.nhs.uk/](http://www.teis.nhs.uk/)

**Scottish Centre for Telehealth and Telecare**

[www.scot.nhs.uk/](http://www.scot.nhs.uk/)

**FAST** [www.fastuk.org/home.php](http://www.fastuk.org/home.php)

# Winning the browser wars

Stuart Pattison explains how competition between Microsoft, Google and Mozilla has made surfing the web much less frustrating

**S**ix years ago there were not many options when it came to accessing the internet. Internet Explorer 7 had been released the previous year and accounted for some 67% of the browser market. It was very difficult to make accessible and as a result was frustrating to use for anyone with special needs.

Today Internet Explorer stands at 28.8% market share, just 2.4% higher than Google Chrome and 5% more than Firefox. This new equally shared market has had a profound effect on the way the latest generation of web browsers has been designed.

In order to mark themselves apart from each other Microsoft, Google and Mozilla have each incorporated personalisation into their browsers.

This has had a major effect on the ways that are available to browse. Users can now personalise the way they see, hear and interact with the information they receive, improving access to it.

The introduction of HTML5 as a replacement to the previous use of Flash on a great many websites has also been a positive step forward in the development of a truly accessible web as it means that, for the first time, screen readers can be used fully. Previously, sites using Flash were totally inaccessible to screen reader users.

However, there is still a long way to go on many websites. The Worldwide Web Consortium Accessibility Guidelines (WCAG) were developed to help web designers make their sites as accessible as possible: a full list of these requirements is available at [www.w3.org/TR/WCAG20/](http://www.w3.org/TR/WCAG20/).

In 2007 only two out of 438 local authority websites was found to meet these standards and a year later one third of government sites failed.

The main way to develop accessibility in the latest browsers is through the use of plug-ins, known variously

as extensions (Chrome and Internet Explorer), add ons (Firefox) or apps (Chrome).

These are pieces of software that plug in to the browser and add a new level of accessibility for the user.

## The biggest challenge

Sight impairment is one of the biggest challenges to web accessibility as the visual nature of the internet makes it difficult for many users to fully access it.

A screen reader provides an effective way of navigating the web. A good example is chromevox for Chrome, which effectively reads what is on the screen to the viewer making it easier to find your way around.

A good selection of screen readers are available on the RNIB website. For viewers who struggle with the colour contrasts within websites there are also a number of options available. One is to reduce or change the colour scheme on the site.

Some websites allow you to do this within their own settings such as on the Keep Britain Tidy website. For those that do not, an extension such as Plain Clothes for Chrome

or Webvisum for Firefox will achieve this externally.

A simple trick to increase the size of text and images involves pressing control and scrolling the mouse wheel. This zooms in on the page for all the browsers, effectively working as a simple magnifier.

In addition, images can be made larger with a simple add on such as Image Zoom for Firefox and Web Magnifier for Chrome. These programs make images appear bigger when a user holds their mouse over them.

These are just a few of the ways in which visual impairments can be supported using the latest browsers. It is worth noting though that the accessibility section of any version of Windows is also a useful way of accessing the web.

It might appear that people with a hearing impairment do not have the same level of challenges with the



internet. However it has recently become the case that more and more sites are relying on the use of video, which can be extremely frustrating.

Lots of sites now have automatic adverts that run on loading and which can cause unwelcome distractions. These can easily be removed by the use of one of the many 'adblockers' available on all browsers, which automatically disable advertisements.

YouTube is the main place to find videos and it helpfully includes a search filter, which means that only videos with closed captions appear. This is easily found by selecting a search topic and at the top of the page a small section marked Filters will appear. On this simply select the Closed Captions option and this will narrow the search considerably.

For those people wanting to watch longer videos on the computer there is a large and well organised community of people who create subtitles for many videos in the DIVX format. These are quickly downloaded for free and can be attached to any film to make it fully accessible.

## Mouse movements

Mouse control is a large issue for a lot of people who struggle to use the mouse effectively to navigate the web. This can be remedied to some degree by using appropriate hardware but this is not always possible.

All the browsers are now designed to be navigated using only keyboard shortcuts. These are easily found with a basic search and enable you to use the internet without a mouse.

It is fair to say though that while shortcuts replace a mouse they are not always the easiest to use at times as they often involve pressing different key combinations at the same time.

For those who are able to move a mouse but have challenges with using the buttons there are also 'add ons' to the different browsers which enable the navigation of sites without the use of the keys.

These gestural extensions such as 'Gestures for Chrome' and 'Mouse Gestures for Internet Explorer' mean that making certain movements with the mouse trigger certain actions such as going back a page.

These are easily configurable to your needs, although the temptation to shout Harry Potter-style commands while using these is quite high.

For those with the opposite challenge – where they

are able to use a mouse but are challenged by the use of the keyboard – there is the option of an on screen keyboard.

These are simple to use – an extension is activated which brings up the keyboard on the screen. You can select keys using the mouse or another pointing device, or you can use a single key or group of keys to cycle through the keys on the screen.

## Accessibility via symbols

Some sites are now working hard to further develop their accessibility by using symbols as part of the web design. This means that for users who struggle with reading they can hover above the word they are unsure of and a symbol will appear.

At the moment this is only available on a few sites such as [www.sthughs-nlincs.co.uk](http://www.sthughs-nlincs.co.uk) (facilitated by Widget point). The number of sites that offer symbols is growing.

The biggest challenge to getting effective accessibility

in the past has been the fact that many software companies have not seen it as a priority when designing their products, especially when there is a rush to get to market and reduce costs as much as possible.

The open source nature of many of the different 'add ons' and extensions means that bedroom programmers are now getting the opportunity to design programs. This hobby aspect of development means that time and effort can be devoted to making the web more accessible.

It is no surprise that when you look at the biographies of many accessibility extension designers, you will find a great many of them have siblings who struggle to access the internet.

The whole area of these 'add ons' is only really in its infancy but with the big three browser companies all

enthusiastically embracing them, there can only be further advances.

Sir Tim Berners-Lee, the man who invented the internet, said: "The power of the web is in its universality. Access by everyone regardless of disability is an essential aspect."

With the development of the new generation of web browsers, it is finally looking as though access for people with disabilities will become a reality. ■

*Stuart Pattison is head of ICT Vision at St Hugh's Communication and Interaction Specialist College, Scunthorpe.*



**The man who started it all – Tim Berners-Lee**



# Statement of intent

Jonathan Hassell (pictured), the lead author of the BS8878 standard on embedding accessibility within organisations, discusses what makes a good accessibility statement

**T**he lack of thinking about who accessibility statements are for is where most current statements fall down, big time.

Most statements talk a lot about how committed the organisation that owns the website is about accessibility. They give grand words of intent, backed up by attempts to prove they live up to those words.

Statements often read like a combination of a sales piece on how socially responsible the organisation is, a technology manual, and some legal small print.

All of which would be fine if the intended audience for the statement was other web developers, accessibility consultants and lawyers.

But these statements are supposed 'to give accessibility information to disabled people'.

So, let's think about why disabled people might want that information and when they might visit a website's accessibility statement.

Like most people, I have various hats that I wear: I'm a man, a dad, a husband, an accessibility consultant, someone who wears contact lenses, a resident of London, a supporter of Fulham Football Club.

Say, for some obscure legal reason, websites felt they needed to publish links on every page to information on how people who are short-sighted could use them best.

The question is: why would I ever click on that link?

Would I go to the Fulham FC site to look for information on the latest team news, but see the link to 'short-sighted' and think 'forget that team news, let's check to see what they're saying about contact lenses first'?

A more sensible thing to do would be to get to the team news and only go to the 'short-sighted' page if I had a problem reading the team news.

The chances are the only reason people will visit a website's accessibility statement is because something on the website is not working for them.

They'll be annoyed that the site isn't working for them already. And they'll want the accessibility page to get them to a solution to their problem as soon as possible.

If they don't find that solution quickly, they'll either write the site off as useless and go elsewhere (losing the site custom); or want to complain, using whatever national law they can get their hands on to back up their case.

The first official definition of what a statement should

be appeared in PAS 78 'Guide to good practice in commissioning accessible websites' in March 2006.

PAS 78 recommended 'a summary of [a website's] accessibility policy should be made available on the website' and called this summary an accessibility policy statement.

An accessibility statement's role was to let the disabled users of a website know the important aspects of the way the site had been created to be accessible, and give details on how they could optimise their website user experience, usually through following links to

information on the BBC My Web My Way site.

When the drafting team of BS 8878 and I were considering how BS 8878 should update this advice, we did a lot more thinking about the sorts of statements we'd become used to seeing on websites, and how helpful they were to users.

The most crucial aspect of this was who is an accessibility statement for?

With this insight in mind, BS 8878 recommends that accessibility statements:

- use clear, simple language that the greatest majority of disabled users can understand
- include information on how users can customise their experience of the website if they are having difficulties using it – either through installing assistive technologies, using browser or operating system accessibility features, or accessibility tools on the site itself
- include information on any accessibility limitations the site has and plans to fix the limitations
- include contact mechanisms for disabled people to use to get help if they still can't find a solution to their difficulties
- after this information the statement may include information on how the owners of the website catered for accessibility in its production, but this should avoid technical terms and jargon
- include the date the accessibility statement was last updated. ■

*Jonathan Hassell is founder of accessibility consultancy Hassell Inclusion.*

This article is an edited version of a blog post that can be read at [www.hassellinclusion.com/2012/05/write-accessibility-statement/](http://www.hassellinclusion.com/2012/05/write-accessibility-statement/)



## Doro offers older users easier apps over the cloud

Phone maker Doro has flagged up its intention to introduce a clutch of devices and software aimed at older users who may have some impairment.

Doro expects to launch its own simplified tablet computer next year; after the Swedish firm has introduced an Android smartphone, associated cloud services and a batch of fixed line phones over the next four months.

The PhoneEasy 740 Android smart phone has a slide-out keypad with big buttons, dedicated call keys and navigation keys for using a customised and simplified Android interface.

The phone will be released by September with pricing yet to be determined.

Doro has also assembled an app store stocked with software aimed at the elderly. Euronews is one of Doro's first applications and offers a live feed of breaking news headlines in 11 languages.

The company's cloud services are called the Doro Experience. As well as providing a user interface with big, easy-to-read icons for common functions, the Doro Experience allows friends and family to help elderly relatives take advantage of the cloud.

The Doro Experience manager is a web-based management portal that enables the user, or their family and friends, to remotely manage the content and applications stored on the device.

For example, others can upload family photos to the Doro cloud which will then be automatically downloaded to an older person's Doro Experience-enabled device or removed from it without any action needed on the owner's part.

As well as integrating the Doro Experience into the PhoneEasy 740, Doro will be selling the Doro Experience as an Android tablet app and Windows PC program and is also keen to offer it to other



**Doro Experience User Interface for tablets**

manufacturers.

The software should be available in two months' time.

The new Doro Comfort range is aimed specifically at the 50+ audience and includes both cordless DECT and corded fixed line handsets.

All Comfort models are hearing-aid compatible and have amplified sounds. They come with high-contrast displays making them easier to use.

By including PABX compatible functions, Doro has enabled the Comfort phones to be used in office environments as well as domestic homes. ■

[www.doro.co.uk](http://www.doro.co.uk)

## iPad accessories for school users

Inclusive Technology has caught the iPad bug. The Lancashire company has introduced a number of iPad accessories for school pupils.

They include Big Grips, which are protective coloured cases for the iPad, iPad2 and iPad 4G made from a soft, squishy foam. They cost £25 to £35.

Another iPad extra, the iAdapter, is also designed to protect an iPad from damage. A small slide cover on the front of the housing hides the home button from roaming fingers that will close running applications. The iAdapter costs £148 for an iPad version or £198 for one designed for the iPad 2.

The £129 Switch4Apps provides switch access to iPads, iPods and iPhones. It claims to be the only switch interface providing access to both (switch accessible) apps and music in one device. Inclusive iPad mounts are metal holders with goosenecks and variable friction arms that can be mounted on a table or wheelchair. ■

[www.inclusive.co.uk](http://www.inclusive.co.uk)

## BS 8878 course for small businesses

Hassell Inclusion and Coolfields Consulting have created Website in a Day, a course based on the BS 8878 accessible website standard.

The course consists of a strategy workshop that examines what an effective small business website needs to communicate and how

it should look and feel to make it a good user experience for all a business's potential clients.

Course leaders Jonathan Hassell and Graham Armfield conduct a practical workshop guiding website owners through the process of making that website themselves.

"We're training people in creating effective WordPress websites for small businesses," explains Jonathan Hassell.

"While WordPress isn't perfect, there are good reasons why over 60 million people have chosen it to power their place on the web worldwide." ■

[www.hassellinclusion.com](http://www.hassellinclusion.com)

## Inclusive publishes newspaper with literacy support

Special needs company Inclusive Technology has begun publishing News-2-You, a fortnightly online newspaper aimed at pupils who need extra literacy support.

The newspaper has 250 pages of current affairs, features, activities and stories with both speech and symbol support.

Each edition features a newsworthy story which is the focus for classroom activities. Recent topics include the Frozen Planet, Sports Relief Week, Animal Record Breakers and Star Wars – The Phantom Menace.

Future issues of News-2-You, which costs £99 for an annual classroom licence, will cover the Olympics and Paralympics.

Commenting on the launch, Martin Littler, Chairman and CEO, Inclusive Technology, said, "This will give many children the lasting full value of experiencing the London Olympics. It will also give teachers the chance to try out this brilliant educational resource."

News-2-You is available in four

different versions: simplified, regular, higher and advanced.

The simplified version gives a basic overview of the week's key story with SymbolStix supported text, for young people with learning disabilities who cannot access conventional print.

The regular version offers more

in-depth coverage of the topic. It has simple sentences and symbol-supported text.

The higher version has the same text as the regular version but is

written in paragraph form.

The advanced level has more complex sentences and additional information as well as digital pictures.

In addition to the four different editions of the newspaper, there is also a text only version and all versions have a 'speaking edition'. This means that the students follow the text as it is read aloud.

In addition to the newspaper, News-2-You schools can also access a world news section which brings breaking news from across the globe into the classroom. ■

[www.news-2-you.co.uk/](http://www.news-2-you.co.uk/)



## EvoAssist 2.0 turns Apple devices into an intercom

RSLSteeper has launched an improved door entry control system called EvoAssist 2.0, an upgrade to its existing Apple-based environmental control system. The software allows users to turn their iPad, iPod or iPhone into an intercom system, so that they don't need to buy a special handset or internal unit.

The system provides two-way communication and, with the help of a camera, offers a colour video display for users to identify who is at the door. Users can also unlock the door and provide access to visitors by means of a simple command via the EvoAssist screen.

The system also boasts an LED backlighting system for night-time use and features a large call button to summon assistance.

The standard EvoAssist can already be used to carry out a wide range of everyday tasks through infra-red and RF radio control, including answering telephones, opening curtains, raising alarms, unlocking doors and changing television channels.

RSLSteeper has been beefing up its independent living solutions which now range from door entry systems through to complete home automation and communication packages using a variety of environmental and augmentative and alternative communication (AAC) systems. ■

[www.assistive-technology.co.uk](http://www.assistive-technology.co.uk)

## Text-reading CCTV magnifier from Koba Vision

Koba Vision's Vocatex and Orabis CCTV magnifiers are now on sale in the UK via Sight and Sound Technology, which has signed a two year distribution deal with the Belgian video magnifier supplier.

The more expensive Vocatex model (£3,750), is able to read text

in real time so that users do not have to switch between capture and live modes and are not confused by the difference between page and on-screen text. Other benefits include its continuous reading feature, which enables users to read pages in real time without the pauses that usually

occur when jumping to different sections of text.

The entry level Orabis shares many of the same features.

The new distribution deal with Koba Vision follows Sight and Sound Technology's January acquisition of Forcetenco, a supplier of low vision aids and assistive hearing solutions. ■

[www.sightandsound.co.uk](http://www.sightandsound.co.uk)



## TechDis launches synthetic voices for text-to-speech

Students with reading difficulties will benefit from more realistic synthetic voices commissioned by the assistive technology service TechDis.

The two voices – called Jess and Jack – are designed to be used with text-to-speech (TTS) technology that reads out electronic texts using synthetic voices or saves them as MP3 files for later listening.

TechDis gave its voices an airing at the National Digital Conference in London recently when they were launched by education minister John Hayes. The voices will be free to staff and learners in higher and further education in England.

“TTS is especially useful for people with print impairments, such as dyslexia, as it can help them

understand the meaning of text more quickly and accurately,” says TechDis.

“It can also be very helpful to those for whom English is an additional language as they may be more confident with spoken rather than written English.”

The quality of synthetic voices – how human they sound – is important if they are to be understood easily.

TechDis says it has worked with hundreds of learners and a specialist synthetic voice company called Cereproc to make Jess and Jack sound as realistic as possible. Jess is the first voice with a northern accent available for text-to-speech.

“We are hoping that Jess and Jack will help bring text-to-speech out of the shadows and into the light of mainstream education provision.



There are so many benefits for so many different types of people,” said Sal Cooke, Director of TechDis.

TechDis has also developed a Toolbox to help disabled students get to grips with commonly used software such as Microsoft Office and Google.

The Toolbox explains how to get the most out of the programs and also suggests appropriate tools for different needs.

For instance, people with a visual impairment may find screen magnifiers or text-to-speech tools useful. Individuals with dyslexia or memory problems are advised to use task lists, calendars and reminders. ■

[www.jisctechdis.ac.uk](http://www.jisctechdis.ac.uk)

## Coloplast produces free online guide app to accessible toilets

Healthcare company Coloplast has developed a free iPhone and Android app that enables wheelchair users to find accessible public toilets and rate them afterwards.

The app, called Wheelmate, relies on user reports to compile lists of toilets and reviews rather like the Trip Advisor travel site.



Coloplast commissioned a survey of public attitudes to toilets, which reported that 45% of respondents avoided using any because they were unclean.

Some wheelchair users have bladder control problems and have to use a catheter, the company points out. They have little option but to use public facilities, but they need toilets that are both accessible and hygienic.

“Being in a wheelchair, it can sometimes be incredibly difficult to find a disabled toilet when you go out, to the point that you’re reluctant to leave the house in case you need to use the toilet,” says actress and wheelchair user Kelly-Marie Stewart from the TV series *Hollyoaks*.

“As a young mother I need to be able to juggle several things at once. WheelMate gives me the freedom to get out and about, and if I need the toilet, I can now just search on my smartphone and see if someone has logged one nearby.” ■

[www.wheelmate.com/en/](http://www.wheelmate.com/en/)

## Claro Software launches first app on the Apple App Store

ClaroSpeak is the first assistive technology app from Claro Software, available on iOS for iPad or iPhone.

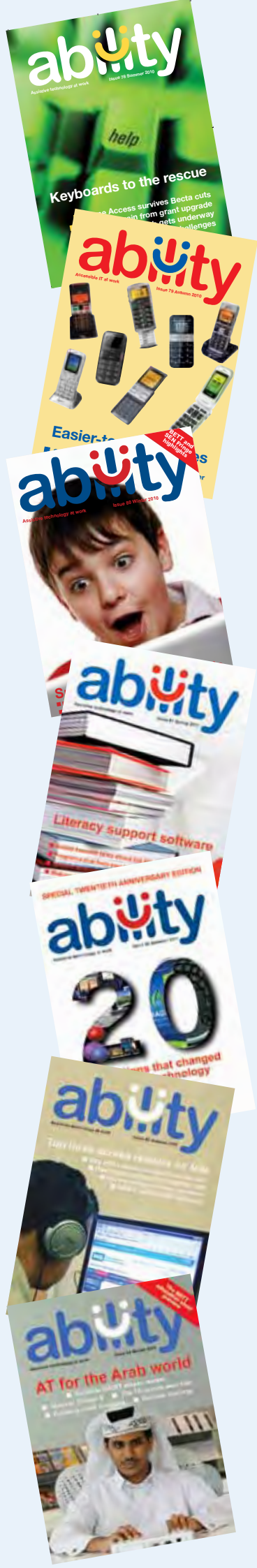
The app is a text-to-speech reader capable of speaking any accessible text with a range of human high quality voices.

ClaroSpeak offers the option of visual highlighting in sync with the spoken words – and a range of colour and font settings to allow for optimum reading.

The software is available in a wide range of languages and voices, for different countries, via the Apple App Store.

“ClaroSpeak is a quality app for proofreading text through listening, helping with reading and literacy development and creating audio files from any text,” says Claro Software. ■

[www.clarosoftware.com](http://www.clarosoftware.com)



## Keep abreast of the latest developments in IT for disabled people: get *Ability* Magazine

### Subscription rates for *Ability* magazine and monthly email newsletter 2012

A subscription to *Ability* now includes a monthly email newsletter that supplements the quarterly magazine with more up-to-date news of new products and trends in accessible and assistive technology.

For subscribers there are two options: a personal subscription and an institutional subscription.

1. The institutional subscription comprises five copies of each print edition of *Ability* magazine per year and a licence to distribute an ebook edition (PDF and HTML versions supplied) and a monthly email newsletter. The annual subscription fee is £175 (members of National Association of Disability Practitioners £157.50).

2. The personal subscription consists of either a print or ebook edition (PDF and HTML) and a monthly email newsletter. The annual subscription fee is £65 (members of National Association of Disability Practitioners £58.50).

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Website: [www.abilitymagazine.org.uk](http://www.abilitymagazine.org.uk)

# Diary of events

## QUEEN ALEXANDRA COLLEGE SIGHT VILLAGE, BIRMINGHAM

17-18 July

### New Bingley Hall, Birmingham

Sight Village is the leading exhibition for people who are blind or partially-sighted and for professionals supporting and advising visually impaired people and for all businesses and organisations wishing better to meet the needs of their vision impaired customers. *Ability* will be filing a special report from this year's event, which includes seminars from Dolphin Computer, Sight and Sound, Plectalk, RNIB and Screenreader.net.

**Fees:** None

**For further information:** Tel: 0121 428 5050, email: sv@qac.ac.uk or visit [www.qac.ac.uk/sightvillage](http://www.qac.ac.uk/sightvillage)

## COMMONWEALTH E-ACCESSIBILITY SUMMIT

30-31 August

### Institute of Directors, Pall Mall, London

The Department of Culture Media and Sport and the Commonwealth Telecommunications Organisation are hosting a high-level, two-day summit that will bring together Commonwealth ICT ministers, CEOs of private sector companies and other organisations to address issues surrounding the inclusion of disability in national ICT agendas. Among other things, the conference will be considering why well-intentioned policies across the Commonwealth have failed to deliver effective solutions for people with disabilities.

**Fees:** This event is by invitation only

**For further information:** [www.events.cto.int](http://www.events.cto.int)

## INCLUSIVE TECHNOLOGY INFORMATION DAYS

### Nottingham

2 September Severe & complex needs

13 September Inclusive classrooms

Kingston upon Hull

19 September Severe & complex needs

20 September Inclusive classrooms

Inclusive Technology's free information days cover communication for pupils with profound and multiple learning disabilities (PMLD) and strategies for supporting children with special needs in a mainstream classroom.

**Fees:** None

**For further information:** Tel: 01457 819790 or email: [inclusive@inclusive.co.uk](mailto:inclusive@inclusive.co.uk)

## DISABILITY NORTH EXHIBITION (DNEX)

19-20 September

### Newcastle Racecourse

Disability North promotes social inclusion, independence and choice for disabled and older people in the North East of England and Cumbria. DNEX showcases suppliers of digital technology, aids and adaptations for independent living and accessible leisure facilities.

**Fees:** Free

**For further information:** Tel: 0191 284 0480, text: 18001 0191 284 0480, email: [events@disabilitynorth.org.uk](mailto:events@disabilitynorth.org.uk) or visit [www.disabilitynorth.org.uk](http://www.disabilitynorth.org.uk)

## COMMUNICATION MATTERS NATIONAL CONFERENCE

23-25 September

### Gilbert Murray Conference Centre, Leicester University

The Communication Matters National Conference is the UK's leading annual augmentative and alternative communication event, with a diverse programme of presentations, workshops and an exhibition. With 400 participants every year, the conference provides a forum to exchange information with representatives from all disciplines associated with AAC.

**Fees:** Two nights residential full rate £440, £385 if booked before July 31. One night residential £385 or £330, non-residential £325 or £270. Subsidised places for people who use AAC.

**For further information:** Tel: 0845 456 8211, email: [admin@communicationmatters.org.uk](mailto:admin@communicationmatters.org.uk) or visit [www.communicationmatters.org.uk](http://www.communicationmatters.org.uk)

## REHACARE INTERNATIONAL

1-13 October

### Dusseldorf Exhibition Centre, Germany

Rehacare is one of the largest international trade fairs for people with special needs and those requiring care. Over 700 exhibitors from 30 countries are expected to take part in the event. Over a third of exhibitors are professional associations, organisations and self-help groups. The show occupies six exhibition halls and a total of 70,000 square metres of exhibition space. Last year 47,000 people came through its doors.

**Fees:** not available at press time.

**For further information:** Tel: +49(0)211/4560 - 984 or visit [www.rehacare.com](http://www.rehacare.com)

## SIGHT VILLAGE ROADSHOW

4 October

### York University

Spin off from the Birmingham Sight Village.

**Fees:** None

**For further information:** Tel: 0121 428 5050, email: sv@qac.ac.uk or visit [www.qac.ac.uk/sightvillage](http://www.qac.ac.uk/sightvillage)

## Contacts

### Ability magazine

Editorial, advertising and other enquiries: [john.lamb@abilitymagazine.org.uk](mailto:john.lamb@abilitymagazine.org.uk)  
[www.abilitymagazine.org.uk](http://www.abilitymagazine.org.uk)

### AbilityNet

Charity advising disabled people, employers and others on assistive IT.  
0800 269545  
[www.abilitynet.org.uk](http://www.abilitynet.org.uk)

### Directgov

Government site with help on employment, training, education, financial support, transport, rights and other issues for disabled people.  
[www.direct.gov.uk/en/disabledpeople/index.htm](http://www.direct.gov.uk/en/disabledpeople/index.htm)

### Employers' Forum on Disability

Claims to be the world's leading employers' organization focused on disability as it affects business, including recruitment and retention of disabled staff and serving disabled customers.  
[www.efd.org.uk](http://www.efd.org.uk)

### Emptech

A database that provides information resources on assistive technologies, which are designed to help those with specific disabilities work and study. Emptech includes product descriptions, links to manufacturers, suppliers' addresses, as well as other related resources.  
[www.emptech.info](http://www.emptech.info)

### IT Can Help

Volunteers offering disabled people free local help with computers.  
0800 269545  
[www.itcanhelp.org.uk](http://www.itcanhelp.org.uk)

### Leonard Cheshire

Disability care charity providing support services for people with physical disabilities and learning difficulties.  
020 3242 0200  
[www.lcdisability.org](http://www.lcdisability.org)

### Shaw Trust

Charity that champions the abilities of disabled people, enabling over 60,000 people per year experiencing all types of disability to make the most of their skills, abilities and employment opportunities.  
01225 716300  
[www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

### Suitability

Services to help employers fill vacancies and disabled people to get jobs. Part of charity Leonard Cheshire Disability.  
0845 671 7173  
[www.lcdsuitability.org.uk](http://www.lcdsuitability.org.uk)

### Remploy

Employment services for disabled people and employers, plus other business services, including IT equipment recycling.  
[www.rempoy.co.uk](http://www.rempoy.co.uk)

### U Can Do IT

A charity that provides computer training for blind, deaf and disabled people in their own homes.  
020 7730 7766  
[www.ucandoit.org.uk](http://www.ucandoit.org.uk)



# Charity begins online

Social media is changing how we relate to one another. Kevin Carey considers the implications for charitable giving

**B**elow the self-indulgent froth of social media, a fundamental change is taking place in the way people relate to each other and to the organisations they adhere to and which seek their adherence.

Let's go back a stage to understand the context. In Anthony Trollope's *The Warden* there is no doubt of the relationship between the good Warden, Septimus Harding and his deferential and fitfully disgruntled charges.

A century later statutory provision transformed the disadvantaged from objects of pity and patronisation into rights-asserting clients, as is obvious in the relationship between Oliver and Mr Bumble in Charles Dickens' *Oliver Twist*.

Later still, in a cynical aping of retailers, the public services described their recipients as customers, even though they were on the weak end of a power relationship with professionals who continued to make a tidy living from 'farming the poor'.

Then came the arrival of the internet and the cultivation of audiences who were encouraged to visit a particular website.

But now the relationship between large organisations and their audiences is shifting from one of producer and consumer, preacher and congregation, enforcer and complier, fund raiser and donor, to one of community.

Now this has massive implications for charities that work with people with disabilities, particularly in the area of campaigning and fund raising.

First, we will have to shift from the abstract to the personal.

Communities, other than communities of practice, are not apt to use jargon or deal in abstract concepts such as rights, accessibility and participation.

Communities are built on the exchange of experience and they only survive if there is a mutuality of respect and constraint: as with actual conversations that take place



**Kevin Carey is Chair of RNIB ([www.rnib.org.uk](http://www.rnib.org.uk)), and Director of humanITy ([www.humanity.org.uk](http://www.humanity.org.uk))**

on a weekly basis among friends, relationships primarily survive because we know what not to say; at the same time.

Equally important, communities build corporate memory through storytelling and the worst thing we can do in a community is routinely to trump every story with our own story. My pain might be greater than your pain on an on-going basis but we have to make room for the pain of the other.

This transformation also means that we have to put ourselves on the line if we want community to include the transfer of resources between them and us.

In community, I am the cause and, having less direct impact on my community, my friends are the cause.

So we can't hide behind some laudable idea that people, in the abstract, should support the cause of people with disability in the abstract. It won't do to advise those who might be interested in us to visit our website.

We have to say that we are a cause that requires and justifies investment and, increasingly, support will be peer to peer rather than funders depositing into a pool for a faceless arbitrator to distribute.

Traditionalists might argue that this is winding back philanthropy to the 18th century magnate and beggar and I would warn that, as in the era of the misuse of the word 'customer', the word 'investor' might simply be a piece of contemporary jargon.

But, without wishing to be nostalgic or to hype the phenomenon, social media are providing a personalised forum to fill the gap left by urban anonymity.

There is nothing humiliating in fulfilling the need of the other to give. We have no problem with the concept of giving, it's what fund raising is all about, but the problem in the context of social media for people with disabilities is that we can't hive off the receiving to fund raisers.

We will have to come down off our high moral horses where it is safe to pretend that the cause induces the donation and that, although we directly benefit, it really has nothing to do with us

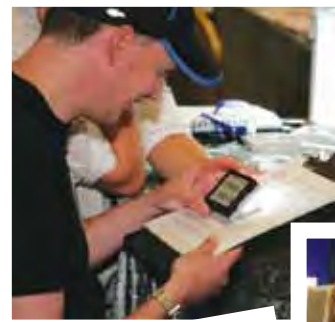
We have to learn how to take as well as to encourage giving and the best way to avoid the feeling that we are recipients of charity, or pity, or patronisation, is to learn how to give back. That's what successful community is all about. ■

Queen Alexandra College

**ADMISSION FREE**

Pre-registration recommended  
[www.qacsightvillage.org.uk](http://www.qacsightvillage.org.uk)

# sight village



**unmissable for**

**end users employers professionals public sector**

## QAC Sight Village Birmingham 2012

— Venue: —

New Bingley Hall, Hockley Circus  
Birmingham B18 5BE

**17th July**

10.00am - 4.30pm

**18th July**

10.00am - 4.30pm

Sponsored by:

Sight and Sound  
Technology,  
ViewPlus  
Technologies,  
Olympus  
& Interchange  
Communications



### ROAD SHOWS

**York:** (at the Visionary conference)

4th October University of York

**London:**

6th & 7th November Kensington Town Hall

**QAC Sight Village events are  
the UK's leading exhibitions of  
technology, equipment and  
support services for people who  
are blind or partially sighted.**

QAC Sight Village exhibitions are organised by Queen Alexandra College Birmingham.

A National College for People with Visual Impairment and/or Other Disabilities



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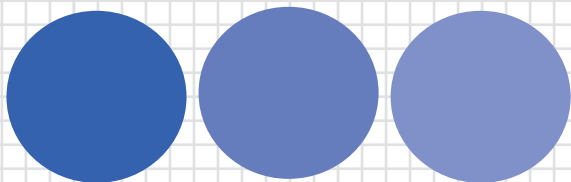
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[www.qacsightvillage.org.uk](http://www.qacsightvillage.org.uk)

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