

DISABILITY OVERSIGHT PANEL

TUESDAY, 5 DECEMBER 2023 AT 5.00 PM
MEETING ROOM 3.3, CROWDALE CENTRE, 218 EVERSOLT STREET, LONDON,
NW1 1BD

Enquiries to: Ben Lynn, Committee Services
E-Mail: ben.lynn@camden.gov.uk
Telephone: 020 7974 5653 (Text phone prefix 18001)

MEMBERS

Councillor Lorraine Revah (Carers Champion and Older People's Champion) (Chair) (L)

Councillor Kemi Atolagbe (Learning Disability and Hidden Disability Champion) (Vice-Chair) (L)

Councillor Anna Burrage, Physical Disability Champion (L)

Councillor Richard Cotton, Deaf and Hard of Hearing Champion (L)

Councillor Lorna Greenwood, Mental Health Champion (L)

Councillor Sylvia McNamara, Blind & Visually Impaired Champion (L)

L = Labour

Issued on: 27 November 2023

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Gender inclusive minutes: Camden seeks to write the minutes of its committees in a way that does not misgender individuals. If you are contributing to the meeting and you wish to let us know what your pronouns are, please contact the Committee Officer named on the front of this agenda. Otherwise, we will use job titles, full names or neutral terminology. We will not assume gender.

DISABILITY OVERSIGHT PANEL

5 DECEMBER 2023

AGENDA

Wards

1. **APOLOGIES**

To consider any apologies for absence

2. **DECLARATIONS BY MEMBERS OF STATUTORY DISCLOSABLE PECUNIARY INTERESTS, COMPULSORY REGISTERABLE NON-PECUNIARY INTERESTS AND VOLUNTARY REGISTERABLE NON-PECUNIARY INTERESTS IN MATTERS ON THIS AGENDA**

3. **ANNOUNCEMENTS**

4. **NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT**

5. **MINUTES**

To consider the minutes of the meeting held on 2 May 2023.

(Pages 5 - 8)

6. **OUR APPROACH TOWARDS BUILDING AN ACCESSIBLE WEBSITE**

All Wards

Report of the Chief Experience and Information Officer.

(Pages 9 - 40)

The purpose of this report is to share the approach to making digital products accessible and to seek support on building a network or community to assist with accessibility testing throughout the lifecycle of a digital product.

7. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

AGENDA ENDS

The date of the next meeting will be Monday, 5 February 2024 at 5.00 pm in Committee Room 1, Crowndale Centre, 218 Eversholt Street, London, NW1 1BD.

THE LONDON BOROUGH OF CAMDEN

At a meeting of **DISABILITY OVERSIGHT PANEL** held on **TUESDAY, 2ND MAY, 2023** at 5.00 pm in The Greenwood Centre, 37 Greenwood Place, NW5 1LB

MEMBERS OF THE PANEL PRESENT

Councillors Lorraine Revah (Chair), Anna Burrage, Lorna Greenwood and Sylvia McNamara

MEMBERS OF THE PANEL ABSENT

Councillors Kemi Atolagbe and Jenny Mulholland

ALSO PRESENT

Councillor Anna Wright

The minutes should be read in conjunction with the agenda for the meeting. They are subject to approval and signature at the next meeting of Disability Oversight Panel and any corrections approved at that meeting will be recorded in those minutes.

MINUTES

1. APOLOGIES

Apologies for absence were received from Councillor Kemi Atolagbe.

2. DECLARATIONS BY MEMBERS OF STATUTORY DISCLOSABLE PECUNIARY INTERESTS, COMPULSORY REGISTERABLE NON-PECUNIARY INTERESTS AND VOLUNTARY REGISTERABLE NON-PECUNIARY INTERESTS IN MATTERS ON THIS AGENDA

For transparency, Councillor Lorna Greenwood declared that she worked for an Arts and Health community interest company. She did not feel this would influence her discussion of the report.

3. ANNOUNCEMENTS

There were no announcements.

4. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT

There was no such business.

5. MINUTES

RESOLVED –

THAT the minutes of the meeting held on 10 January 2023 be agreed.

6. ACCESSIBLE STREETS AND TRAVEL IN CAMDEN

Consideration was given to the report of the Director of Environment and Sustainability. The report as introduced by the Head of Transport Strategy and Projects.

In their discussion of the report, the Panel and officers made the following key comments:

Members discussed Equality Impact Assessments and the key information the assessments could show, such as positive and negative impacts of schemes on certain groups. In response to a question from Members, the Head of Transport Strategy and Projects said that, with consultations, seeking the correct balance of questions was important. External organisations were engaged with by the Council to help understand underrepresented or hard to reach groups.

Members suggested that Equality Impact Assessments be available in an easy read format, free of jargon, so that those with learning disabilities could access them.

The Panel discussed bus stops, particularly those that are surrounded by cycle lanes. The Head of Transport Strategy and Projects said that all this style of bus stop would typically be on larger streets and that all schemes went through road safety checks with feedback sought from groups. He continued that many of the schemes would be implemented as a trial so that usage and dangers could be understood before a permanent implementation.

The Panel commented that more attention could be drawn from pedestrians and cyclists about the type of bus stop they were disembarking from or passing to avoid danger and make them more accessible. An officer from TfL explained that there was a standard procedure and actions buses and drivers should do at certain styles of bus stops. TfL asked for details to be sent to them of any stops or routes where this did not happen, they would need to be given precise locations. In response to a question from the Panel about the use and benefit of audio messaging on bus routes, officers from TfL said that audio messaging was important and needed to be correct though they were also conscious of not over providing. The officer said that work was being carried out to look at the form of words used to help differentiate bus stops to make routes more accessible.

Disability Oversight Panel - Tuesday, 2nd May, 2023

The Panel discussed e-bikes and hazard they posed people with disabilities when not parked in designated bike bays. The Head of Transport Strategy and Projects said that the onus was on operators to use the spaces provided and that providers would fine or ban those who were not compliant. He commented that e-bikes were going to be discussed at the Culture and Environment Scrutiny Committee and that he would raise the issues discussed by the Panel.

In response to questions around the closing of Kentish Town tube station and the adjacent bus stop, officers from TfL said that drop in sessions were being held for local stakeholders, including Camden Disability Action. Members emphasized the importance of people being made aware of these drop in sessions so that TfL could understand the full impact.

The Concessionary Passes and Badges Manager discussed with the Panel blue badges and the way the scheme operated. He said that the service changing and digitalising.

RESOLVED –

THAT the report be noted

7. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no such business.

The meeting ended at 6.00 pm.

CHAIR

Contact Officer: Ben Lynn
Telephone No: 020 7974 5653
E-Mail: ben.lynn@camden.gov.uk


MINUTES END

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LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Our approach towards building an accessible website	
REPORT OF The Chief Experience and Information Officer	
FOR SUBMISSION TO Disability Oversight Panel	DATE 05/12/23
<p>SUMMARY OF REPORT</p> <p>The purpose of this report is to share the approach to making digital products accessible and to seek support on building a network or community to assist with accessibility testing throughout the lifecycle of a digital product.</p> <p>Local Government Act 1972 <input type="checkbox"/> Access to Information</p> <p>No documents that require listing have been used in the preparation of this report.</p> <p>Contact Officer:</p> <p>Patrick Nsionu, Product Manager, Corporate Services. 5 Pancras Square London N1C 4AG, 0207 974 6704</p>	
<p>RECOMMENDATIONS</p> <p>That the Panel:</p> <ol style="list-style-type: none"> 1. Comment on any specific actions that can be taken to help establish a network of interested disabled residents that can participate in ongoing accessibility testing of new and existing digital products. 2. Note and comment on our approach towards ensuring any new digital products are accessible by default as set out on this report and the appendix. 	

Signed: The final report must be signed by an Executive Director or Director (of partner organisation if applicable) before it is submitted to Committee Services for inclusion on a committee agenda.

Date: 25/11/23


 Tariq Khan CDIO

1. Purpose of Report

- 1.1. The purpose of this report is to outline our approach towards designing and developing an accessible website, specifically www.camden.gov.uk. This includes the steps we take towards designing content, developing components of a website, testing existing products and research of best practices.

2. The background to the report

- 2.1. of Camden digital products should be accessible by default to everyone.
- 2.2. Accessibility ensures people with disabilities can fully engage with our digital products and have equal access to services and support that Camden council provides its citizens.

3. Why we must do it.

- 3.1. On top of ensuring we remain inclusive and diverse as an organisation, as a accessibility regulations introduced in 2018. This includes products that are public-facing and used internally by Camden employees (e.g., an intranet).
- 3.2. To make products legally compliant, we must:

Meet the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard and aim for the AAA standard where possible. The Web Content Accessibility Guidelines (known as WCAG) are an internationally recognised set of recommendations for improving web accessibility. The Web Content Accessibility Guidelines (WCAG) consist of three levels of acceptance criteria: A, AA, and AAA. However, it's important to note that some criteria may only have A or AA standards. The WCAG 2.2 AA standard is like a set of rules to make websites user-friendly for everyone. It helps ensure that websites are designed in a way that's easy for people with different abilities to use. They explain how to make digital services, websites, and apps accessible to everyone, including users with impairments to their vision, hearing, mobility and thinking and understanding.

Test for accessibility issues, using a combination of automated and manual tests.

Publish an accessibility statement that explains how accessible your product is.

4. Research with users with access needs

- 4.1. In the UK, almost 1 in 5 people have a disability of some kind. Many more have a temporary condition like an illness or injury. We try to include one

person with access needs in every 5 people we research with, but building a consistent and steady network will ensure we involve people with access needs, including disabled people, in every round of user research.

4.2. We also consider learning and hidden disabilities, physical disability, visual disabilities, and temporary or permanent access needs. Involving people with access needs in user research does not just help identify accessibility issues it shows up general issues that affect everyone.

4.3. The intention behind this report is to seek comments from the panel on how we can collaborate with partners and citizens to form a permanent network of testers that will remove the challenges in recruitment for participatory design and share our approach to making digital products accessible. It will also ensure we involve disabled people as experts in their experiences from a

the start. As well as the sharing of expertise between the designer and the user, rather than one party being directed by the other.

5. Current risks and challenges

5.1. Our current digital estate did not meet parts of WCAG 2.1 AA conformance following our last audit, which was conducted on a set of specific pages, agreed between Camden and the RNIB, across camden.gov.uk and other core digital services, including the Camden Account, Planning Application service, and the Camden Council News website. Many of the issues were discovered on sites not developed by camden.gov.uk teams. We will collaborate with these external partners to improve their accessibility. Following accessibility regulations, we have [published the existing issues](#) we have on our current website and intend to resolve as many of these issues as part of the redesign of www.camden.gov.uk.

5.2. By October 2024 there will be an updated version of the current accessibility guidelines. We must be prepared and ready to ensure that we update our designs and website to meet any new or updated requirements.

6. What are we doing as part of the redesign of www.camden.gov.uk?

6.1. We are due to launch a redesigned version of www.camden.gov.uk in either December 2023 or January 2024. As part of the project to deliver this we have carried out an external audit in May 2022 with the Royal National Institute of Blind People (RNIB) on the current version of the website. We conducted this external audit to identify major issues that must be resolved in the upcoming redesign of camden.gov.uk. It has become the basis for setting our key priorities.

6.2. We have also adopted website components already developed by the Government Digital Service and implemented into our own design system. Our design system is a library of components and tools that only permits accessible tools to build our website. Each component has undergone rigorous testing, and we developed a test version of the Council Tax webpages on camden.gov.uk which we launched in January 2023 to act as a

proof of concept to ensure we are only building new websites that is accessible to all.

7. Finance Comments of the Executive Director Corporate Services

A separate

significant investment is required to meet the accessible standard.

8. Legal Comments of the Borough Solicitor

The accessibility regulations build on the Councils existing obligations to people who have a disability under the Equality Act 2010. They impose an obligation on a public sector body to make its websites and mobile applications more accessible, to the extent that this does not impose a disproportionate burden. It also contains a further obligation for a public sector body to publish an accessibility statement on compliance with the accessibility requirement and keep that statement under regular review. It also sets out the requirement for a public sector body to make a disproportionate burden assessment and specifies the type of factors that must be taken into account when making such an assessment should this apply.

9. Environmental Implications

There are no environmental impacts to report.

10. Appendices

Making digital products accessible for Camden citizens (PowerPoint slides)

REPORT ENDS

Environmental Implications

Where the decision has or might have an impact on the climate then explain how those impacts have been mitigated here. Please interpret this widely. This might include:

energy use - has energy demand been reduced as far as possible, is the residual energy requirement met through renewable energy sources? Is the approach to delivery now less carbon intensive than before?

air pollution -

as possible? How have we ensured that the proposal does not place vulnerable residents closer to sources of air pollution? How has low emission transport been prioritised over fossil fuel-based transport? Have we avoided unnecessary transport impacts in this decision, for example by procuring from local suppliers or through improved consolidation of deliveries?

environmental policy: Does the supplier have a strong environmental policy that evidences that their operations are performed in a way that minimises their environmental impact?

resource efficiency have food miles and the use of single use plastics been minimised? Is the proposal or design sufficiently adaptable to ensure longevity? Has the option to reuse or re-purpose the existing asset been considered? How has resource efficiency been achieved?

climate resilience is the proposal designed to adapt to and protect residents from the impacts of climate change, for example, if it is a development proposal are the buildings designed to minimise solar heating gains, reduce surface water run-off and improve water efficiency. How are vulnerable residents protected from climate impacts?

The intention is to reduce the impact of our decisions on climate change, air pollution and the wider environment.

To enable lawful decision making, it is important that we identify in the report when environmentally positive choices increase costs. When the costs of positive environmental action are considered to be higher, it is also important to identify the costs of environmental inaction so that a balanced decision can be taken.

The Head of Sustainability, Air Quality and Energy has developed an e-learning module to help officers write the Environmental Implications section of reports which can be found here [Course: Learning resources: Environmental Stewardship \(learningpool.com\)](https://learningpool.com). It explains how the Constitution now places a duty on the Council to consider the environmental impact of decisions. It also guides people through how their project might impact the environment and what they could do to mitigate.

ENDS

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Making digital products accessible for Camden citizens

Digital Products and Services


December 2023

Accessibility

In the UK, almost 1 in 5 people have a disability of some kind.

Many more have a temporary disability like an illness or injury.

We have a legal obligation to make products accessible



As a public body, Camden's digital products and services must meet the accessibility regulations introduced in 2018. This includes products that are public-facing and used internally by Camden employees (e.g. an intranet).

Challenge: Camden has 100+ websites

Camden offers various digital services, including websites and applications, for residents' use.

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Maintaining accessibility is a priority, but it's complex due to 3rd party organisations hosting some of our popular services, like recycling and rubbish collection (managed by third-party Veolia).

While we strive for a seamless user experience, challenges arise as certain services, though part of Camden Council, are administered by external organisations.

Despite difficulties posed by time and cost constraints, our strategy focuses on engagement and sharing digital best practices to enhance accessibility across our diverse digital estate.

The screenshot displays the Camden Council website's interface for recycling and rubbish collection services. At the top, the Camden logo and the title 'My Recycling and Rubbish Collection Services' are visible. A teal header bar contains the title. Below the header, there is a section for 'Need help putting your bins out?' with contact information. The main content area is divided into three collection service cards: 'Domestic rubbish collection', 'Domestic food collection', and 'Domestic recycling collection'. Each card includes a collection day (Friday Weekly), last collection date (Today), and next collection date (24/11/2023, 17/11/2023, and 17/11/2023 respectively). A 'Last collection: Completed (Today at 18:25)' status is shown for each. There are 'Mixed Collection' and 'Feedback' buttons on each card. To the right, there is an 'Address' section with the address '7 Cressy Road, London, NW3 2ND' and a 'Change address' button. Below that is a 'Related pages' section with links to 'Bulk waste form' and 'Return to Camden Council website'. At the bottom right, there is a 'Order bins, bags and recycling supplies' section with an image of a green garden waste bin. The footer of the page features the Camden logo and the title 'My Recycling and Rubbish Collection Services'. A 'Find your address' section is also visible, with a text input field for 'Postcode or street *' and a 'Look up property' button. Below the input field, there is a note: 'When searching by street name please use the full name without abbreviations (e.g. Southampton Road, not Southampton Rd.)'.

How we make our products
meet accessibility standards

We consider
accessibility
at every
stage

We think about how we are going to address accessibility from the beginning and at every stage of a project.

It's much harder to make a service accessible if we only address it later down the line.

We make it everyone's responsibility

Every member of our team contributes towards making our service inclusive.



We expect everyone to:

have a good understanding of accessibility

observe and research with people with access needs

Research

Our aim is to include 1 person with access needs in every 5 people we research with. This ensures we implement participatory design

Participatory design involves individuals with disabilities sharing their experiences right from the start of creating any digital product, ensuring accessibility is considered from the beginning.

It's also about both the designer, developer and the user sharing what they know, working together instead of one telling the other what to do.

This approach reduces the risk of launching a new product that isn't accessible to a group of users who may have access needs.

Accessibility and content

We write content that is easy to understand

Clear content helps everyone and it's the most important thing you can do to make things accessible. It will help more people than any other accessibility requirement.

- For example, a good page title helps users find what they want and recognise they're in the right place. It's the link that shows in search results and the first thing a screen-reader will read out when the user lands on a page.
- We make each page title unique and descriptive. We keep it concise and consider putting important keywords near the beginning.

We believe written content should be clear and easy to understand

- Important information must be clear and obvious
- Users will understand what will happen after they complete a service

Content redesigned

We've been rewriting, restructuring and improving content across the site. We've redesigned and published improvements to help citizens better find, understand and access information across our highest traffic journeys:

- Universal credit
- Housing benefits
- Find available benefits and support
- Council Tax support
- PCNs
- Apply for permits
- Parking on estates
- Bin collections
- Bulky waste collection
- Regis road centre
- Search for a planning application

Significant progress has been made on:

- At risk of homelessness
- Housing options and advice
- Housing allocations
- Climate change priority journeys

New benefits content

On this page:

- [Who can claim](#)
- [How to claim](#)
- [How you're paid](#)
- [Backdating your claim](#)
- [Tell us about a change of circumstances](#)

Who can claim

Most working age people can no longer claim Housing Benefit and should go to GOV.UK to [apply for Universal Credit](#).

You can only make a new claim for Housing Benefit if you are:

- pension age and a single person
- pension age and have a partner who is also of pension age
- working age and live in specified, or temporary accommodation

Specified accommodation

This includes:

- accommodation provided by a housing association, a registered charity or a voluntary organization where you receive care, support or supervision.
- domestic violence refuges
- local authority hostels

Temporary accommodation

This includes accommodation provided by us, or another provider of social housing in arrangement with us, to prevent a person being or becoming homeless.

Advice and guidance

- Get a Housing Benefit estimate using the [Turn2Us benefits calculator](#)
- Get advice from [Citizen's Advice Camden](#)
- Find a [landlord who accepts benefits](#)

How to claim

Evidence to support your claim

You'll need to provide evidence to support your Housing Benefit claim.

Upload scans or photos of your documents as part of your online application. This helps us to review your claim quicker.

Easier to use: 85% more people who arrive on the pages interact with them

Easier to understand: Reading age reduced, in some sections from 14 to 7 years old

Accessibility and design

Structure and layout

- Layouts should be simple, logical and consistent
- We give reminders and prompts so we don't force users to remember things from previous pages
- Titles should be in hierarchical order (H1, H2, H3)
- All colour combinations used on camden.gov.uk must be AAA compliant with WCAG. This means they meet the highest standards for contrast between text and background colours, making them easy to read for people with all types of vision



Accessibility and coding

Coding approach to accessibility

- We use descriptive text when we add images or links that explains what they are. This helps people using screen readers understand our content.
- We ensure the website can be easily navigated using only a keyboard. People with mobility disabilities often rely on keyboards to move around.
- We make sure there's enough contrast between text and background colours. This helps people with visual impairments read our content.
- We ensure our website adapts to different screen sizes, making it accessible on both large desktop monitors and small mobile screens.
- By following these best practices, we make our website more inclusive and accessible to a wider range of users, especially those with disabilities.

What we have done so far

Testing with the Royal National Institute of Blind People (RNIB)

Our council website went through external accessibility testing in May 2022 to ensure that it's easy for everyone to use.

The audit checked a representative sample of web pages against specific guidelines (WCAG 2.1) that help make websites accessible. When we meet all the requirements, we can say our website is at a good accessibility level (Level AA).

To conduct this audit, we worked with RNIB's web accessibility consultants. They started by using a tool that automatically checks for common accessibility issues and points out areas needing closer examination.

After that, they reviewed a selection of website pages using a mix of tools, including WAVE, colour contrast tools, accessibility checkers, and developer toolbars. They also used different web browsers like Chrome, Firefox, and Safari.

To ensure our website works well with assistive technologies, they tested with screen readers like NVDA, JAWS, and VoiceOver. They also made sure these screen readers work smoothly with specific browsers, like Chrome for JAWS, Safari for VoiceOver, and NVDA for Firefox. This way, we make sure our website is accessible to as many people as possible.

Summary of RNIB testing

Following this evaluation by RNIB, it was found that Camden Council's digital products did not meet WCAG 2.1 AA compliance.

Many issues were discovered on sites not developed by camden.gov.uk teams. We will work with these external partners to improve their accessibility and have ensured that all digital services procured going forward have guidance on how to monitor and test accessibility.

A total of 71 issues, mostly issues that were re-occurring on multiple pages, were identified.

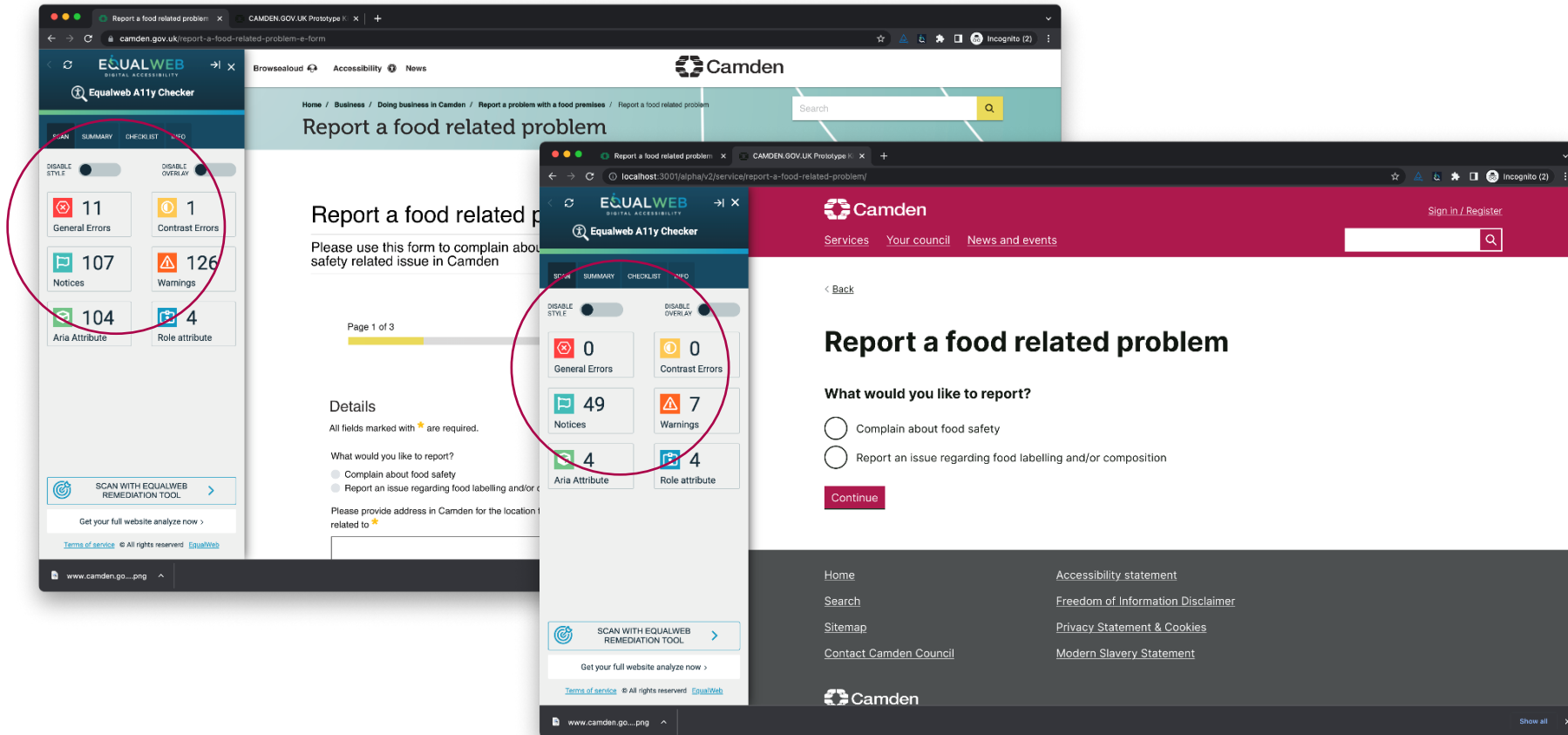
These issues were immediately prioritised, and issues deemed high priority were worked on and resolved. Any remaining issues are published on our public accessibility statement on our website.

We conducted this external audit to identify major issues that must be resolved in the upcoming redesign of camden.gov.uk. It has become the basis for setting our key priorities.

Using our new design system

Design systems mean automatic adherence to many standards. Sites are more easily built and updated with “baked-in” accessibility and usability

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Opt-In-Beta site (Proof of concept)

BETA We're trialling a new site. Return to [the original site](#) at any time.

[Home](#)

Council Tax

Pay your Council Tax, tell us you've moved in or out of Camden or apply for a discount or exemption.

Popular

[Pay your Council Tax](#) >

[Tell us you're moving home](#) >

[Student Council Tax discounts](#) >

In this section

Paying your Council Tax

- [Pay your Council Tax](#)
- [View your Council Tax account](#)
- [Support if you can't pay](#)

[View all >](#)

Discounts and exemptions

- [Single person discount](#)
- [Student discounts](#)
- [Empty property](#)

[View all >](#)

Change in circumstances

- [Tell us you're moving home](#)

Appeals

- [Council Tax appeals](#)

[Home](#)

[Contact Camden Council](#)

[Accessibility statement](#)

[Cookies](#)

[Data protection and privacy statement](#)

[Modern slavery statement](#)

[Freedom of Information disclaimer](#)



Removal of Browsealoud

- As part of our ongoing work towards redesigning camden.gov.uk, we are making some adjustments that may affect how citizens with accessibility needs interact with our website.
- In the next few months, we will be removing our current accessibility tool, Browsealoud, from the camden.gov.uk website. Browsealoud will remain on the Camden Care Choices website.
- This tool has been used by a small number of Camden's citizens and we will ensure that guidance exists to point them to better tools that can be used across multiple websites e.g. translating in browser means most websites can be automatically translated rather than just the Camden website
- We have published a page on our website, www.camden.gov.uk/accessibility, providing alternative accessibility solutions that will not only meet but exceed the needs of our users. There are several reputable options available, and we have listed a few on our site.

What we are doing next

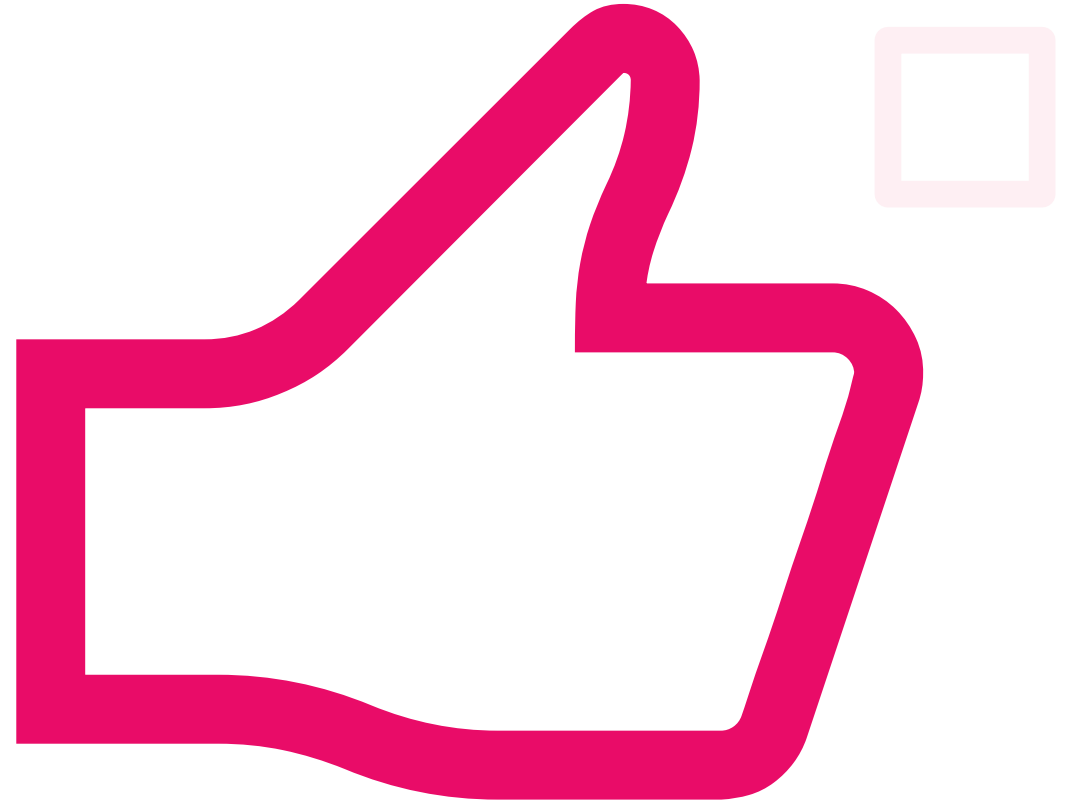
- Redesign of camden.gov.uk using the design system
- Further testing to identify issues
- Carry out another audit and external testing on camden.gov.uk and establish a backlog of issues.
- Audit and analysis of Camden affiliated sites that sit outside of the camden.gov.uk domain

What we need support with

- Finding citizens with a range of accessibility needs to include in user research
- Advice on any specific actions to take to help establish a network of interested disabled residents that can participate in ongoing accessibility testing of new and existing digital products.

Thank you and any questions?

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For further information on today's presentation or for any follow-up questions please email: patrick.nsionu@camden.gov.uk; louise.brown@camden.gov.uk; tania.ignat@camden.gov.uk

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