



OFH-002 — Our Future Health — Public site — Accessibility audit

Change Log

Client: Our Future Health

Project: Public Site

Start date: 30/10/2023

End date: 22/11/2023

Revision History

Date	Name	Version	Summary
30/10/2023	Amani Ali	0.1	Test Plan
18/01/2024	Amani Ali	1.1	Results update

Reviewer

Date	Name	Version	Summary
03/11/2023	JT	0.1	QA (Test Plan)
09/11/2023	Leon Hampson	0.1	Test Plan QA
21/11/2023	Joel Strohmeier	0.2	Audit QA
18/01/2024	Joel Strohmeier	1.1	Results update QA

Distribution

Date	Name	Version	Summary
13/12/2023	Simon Wiscombe	1.0	Review
18/01/2014	Simon Wiscombe	1.1	Review

Assistive Technology

Checklist

Checkpoint	Status
WCAG 2.2 manual checks	Failed
Screen reader testing	Failed
Voice controller testing	Passed
Screen magnifier testing	Passed

Contents

Change Log

Revision History

Reviewer

Distribution

Assistive Technology

Contents

Scope

Conformance level

Assistive Technologies

Testing tools

Review process

Test plan

Report findings

Summary

Nomensa barrier score

Severity

Best practices

Interaction modes

PDF

Assistive technology testing

Tasks:

Summary

Appendix

About accessibility audits

WCAG

Notes regarding the use of WAI-ARIA

Accessibility and vulnerable users

Scope

Conformance level

WCAG 2.2 AA

Assistive Technologies

- Windows - Chrome / JAWS
- Windows - Firefox / NVDA
- MacOS - Safari / VoiceOver
- Apple Zoom
- Dragon (voice recognition)
- Talkback / Android
- VoiceOver / iOS

Testing tools



- Chrome DevTools
- Web Developer (Chrome Plugin)
- ARC Toolkit
- Colour Contrast Analyser




Review process


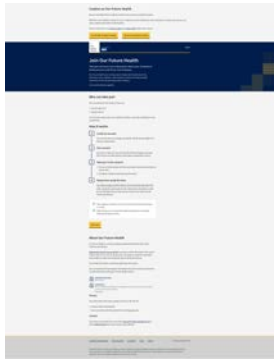

We used a combination of accessibility evaluation tools, visual inspection of code and testing with assistive technology to evaluate a representative subset of **21** test samples across **14** pages for conformance with WCAG 2.2 AA success criteria.


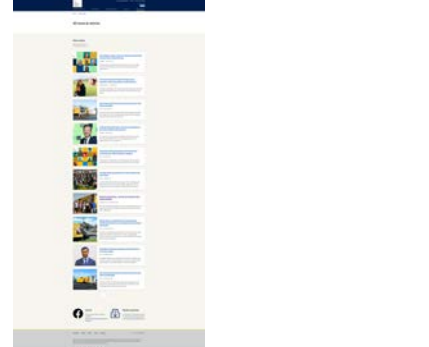

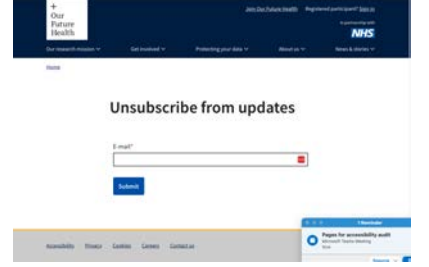
Test plan



Pages tested

Name	URL(optional)	Screenshot
Home page	https://ourfuturehealth.org.uk/	 A vertical screenshot of the website's home page. It features a blue header with the organization's logo, followed by a main content area with several yellow and white sections containing text and images. The footer is dark blue with white text.
Research Mission	https://ourfuturehealth.org.uk/our-research-mission/	 A vertical screenshot of the research mission page. It has a blue header and a main content area with a large white section containing text and a small image of a person. Below this are several smaller sections with icons and text. The footer is dark blue with white text.

Name	URL(optional)	Screenshot
Taking Part	https://ourfuturehealth.org.uk/get-involved/taking-part/	
News	https://ourfuturehealth.org.uk/news-and-stories/	
Article	https://ourfuturehealth.org.uk/news/the-nhs-shaped-my-life-now-i-hope-to-ensure-its-future/	



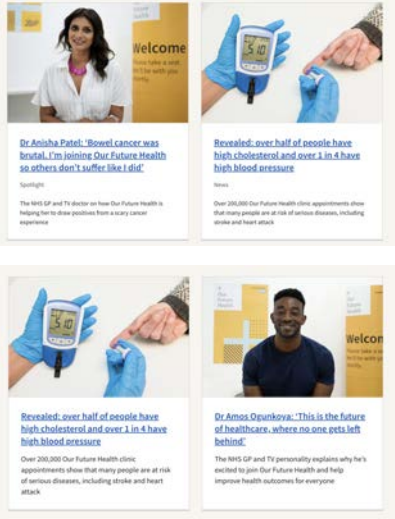
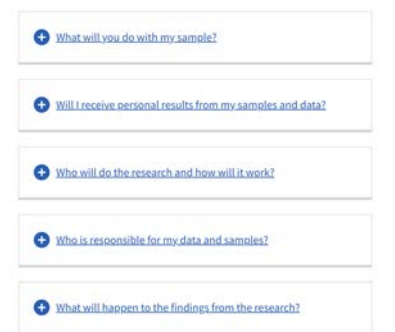
Name	URL(optional)	Screenshot
Privacy	https://ourfuturehealth.org.uk/privacy/	 A vertical screenshot of a privacy policy page with small, dense text.
Join	https://study.ourfuturehealth.org.uk/welcome?r=community	 A screenshot of a web page with a dark blue header and a light grey body containing text and a yellow button.
Join: Register Details	https://study.ourfuturehealth.org.uk/register	 A screenshot of a registration form with various input fields and a yellow button.



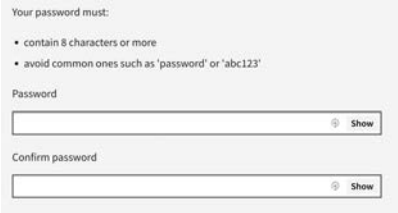

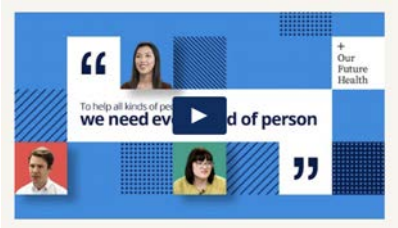
Name	URL(optional)	Screenshot
Sign In	https://identity.ourfuturehealth.org.uk/realms/eddrp/protocol/openid-connect/auth?client_id=eddrp-website&scope=openid&response_type=code&redirect_uri=https%3A%2F%2Fstudy.ourfuturehealth.org.uk%2Fauth%2Fcallback&state=uVq28vpVWpaz_9is6pF7BTSYwGXxX_igletMPbMLNcg&code_challenge=75hv8AdQdet-QL_e_jajMbL-TC0TgQpAC969FwSQLHYJc&code_challenge_method=S256	
All News & Stories	https://ourfuturehealth.org.uk/news-and-stories/all-news-stories/	
Newsletter Sign Up	https://ourfuturehealth.org.uk/email-newsletter-signup/	
Newsletter : Unsubscribe	-	

Name	URL(optional)	Screenshot
PDF: PIS	chrome-extension://efaidnbmnnnibpcajpcgiclfindmkaj/https://s42615.pcdn.co/wp-content/uploads/Participant_Information_Version3.1.pdf	
PDF: Consent Form	chrome-extension://efaidnbmnnnibpcajpcgiclfindmkaj/https://s42615.pcdn.co/wp-content/uploads/consent_form_version3.1.pdf	

Test samples

Sample name	Example screenshot	Pages	Testing progress
Breadcrumbs	Home > News & stories > All news & stories	Privacy, Join: Register Details, Newsletter Sign Up, All News & Stories, Research Misson, News, Join, Home page, Article, Newsletter: Unsubscribe, Taking Part, Sign In	Complete

Sample name	Example screenshot	Pages	Testing progress
Dropdown Menu		Join: Register Details	Complete
CTA Links		Taking Part	Complete
Card Component		News, Home page	Complete
Accordions		Taking Part	Complete

Sample name	Example screenshot	Pages	Testing progress
Footer		Privacy, Join: Register Details, Newsletter Sign Up, All News & Stories, Research Misson, News, Join, Home page, Article, Newsletter: Unsubscribe, Taking Part, Sign In	Complete
Text Input		Join: Register Details	Complete
Password Creation		Join: Register Details	Complete
Navigation		Privacy, Join: Register Details, Newsletter Sign Up, All News & Stories, Research Misson, News, Join, Home page, Article, Newsletter: Unsubscribe, Taking Part, Sign In	Complete
Video		Home page	Complete

Sample name

Example screenshot

Pages

Testing progress

Styled List

Joining the programme consists of three main steps

1

Read and sign our consent form

You'll be asked to read information about Our Future Health and confirm that you agree to take part. This step gives us permission to securely access health-related records about you.

5 to 15 minutes

2

Fill in a questionnaire about yourself

You'll be asked to answer questions about your health and lifestyle. You can complete this at any time, and you don't have to answer every question if you don't want to.

30 to 45 minutes

3

Book an appointment at one of our clinics

During your appointment, we'll ask you to provide a small sample of your blood. You'll also have some physical measurements taken. We'll offer you the chance to learn more about your own health, including your blood pressure and cholesterol levels.

15 to 30 minutes

- ✓ Your progress is always saved, so you do not have to do everything in one go.
- ✓ After joining, you can leave the research programme at anytime, without providing a reason.

- 1 Create an account**
Your account lets you manage your details and fill out the health and lifestyle questionnaire.
- 2 Give consent**
We want to make sure you are well-informed and happy to proceed. We'll ask you to read important information and provide consent.
- 3 Take part in the research**
 - Provide a blood sample and have some basic measurements taken at a local clinic.
 - Complete a health and lifestyle questionnaire.
- 4 Researchers study the data**
Your blood sample and information will be combined with data from other volunteers and stored securely. Researchers will apply to study the de-identified data to help make new discoveries about human health and diseases.

Join, Taking Part

Complete

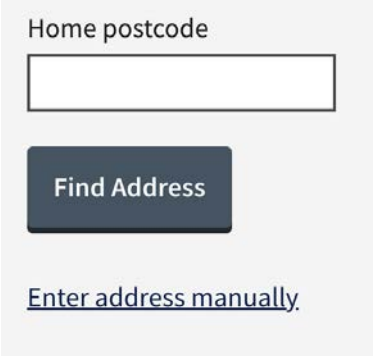


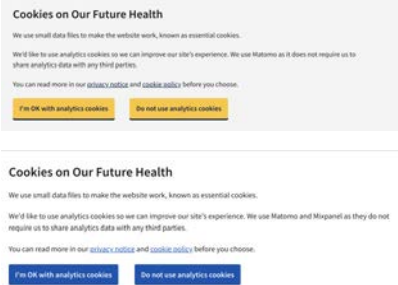

Table

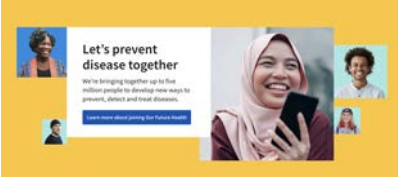

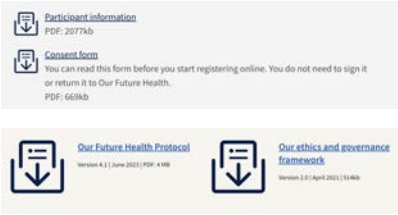

How we use your personal data

Purpose / Activity	Type of data	Lawful basis for processing
Purpose / Activity When you register to open an information Only account with Our Future Health to receive information and learn more about what we are doing.	Type of data Name Email	Lawful basis for processing Article 6.1(a) of the UK GDPR With your consent , we process this information to: • Provide you with news and updates about Our Future Health
Purpose / Activity To manage our relationship with you and/or your employer, or to grant you access to an Our Future Health system	Type of data Name Email Phone Number Unique User ID	Lawful basis for processing Article 6.1(f) of UK GDPR: We process this information to achieve our legitimate interests in order to: • Communicate with you and provide you with information, in accordance with your preferences

Privacy

Complete

Sample name	Example screenshot	Pages	Testing progress
Address Finder		Join: Register Details	Complete
Button		Privacy, Join: Register Details, Newsletter Sign Up, All News & Stories, Research Misson, News, Join, Home page, Article, Newsletter: Unsubscribe, Taking Part, Sign In	Complete
Header		Privacy, Join: Register Details, Newsletter Sign Up, All News & Stories, Research Misson, News, Join, Home page, Article, Newsletter: Unsubscribe, Taking Part, Sign In	Complete
Cookies		Privacy, Join: Register Details, Newsletter Sign Up, All News & Stories, Research Misson, News, Join, Home page, Article, Newsletter: Unsubscribe, Taking Part, Sign In	Complete
DMY Input		Join: Register Details	Complete

Sample name	Example screenshot	Pages	Testing progress
Hero Block		Home page	Complete
Pagination		All News & Stories	Complete
Download Links		Research Misson, Taking Part	Complete
Page structure (all pages)		Privacy, Join: Register Details, Newsletter Sign Up, All News & Stories, Research Misson, News, Join, Home page, Article, Newsletter: Unsubscribe, Taking Part, Sign In	Complete

Report findings

Summary

This report details the Nomensa evaluation of the conformance of the **Our Future Health - Public Website** against the W3C Web Content Accessibility Guidelines version 2.2 (WCAG 2.2), conformance level AA. In summary, **6** WCAG issues and **3** best practices were found.

Based on this audit, we found that the **Our Future Health - Public Website** partially meets WCAG 2.2 level AA.

It's important to note that the recommended solutions that we have provided should be applied to all pages on your website in order to meet the desired level of accessibility. Nomensa is committed in helping you achieve your accessibility targets and are happy to offer further explanations and advice about the issues raised in this report. If for any reason it's not possible to implement the recommendations we recommend indicating any areas of non-conformance as part of your accessibility statement.

Nomensa barrier score

Estimated chance of someone with a disability hitting a barrier they cannot pass: 21%

Keyboard	Magnification & Contrast	Screen Reader	Deafness & Cognitive
3/25	5/25	8/25	5/25

Severity

For each issue found we have provided an estimated severity level based on our experience of how the issue would affect people's ability to access or understand content and complete tasks such as navigating the site or completing a form.

1. **Blocker** - people are completely blocked from accessing some content and won't be able to complete tasks.

2. **Severe** - people will have significant difficulty accessing content and may not be able to complete tasks.
3. **Moderate** - people will experience moderate difficulty accessing content but they won't be prevented from completing tasks.
4. **Minor** - people will experience some frustrations accessing content but they won't be prevented from completing tasks.

Best practices

Where an issue does not fail a specific WCAG success criterion but is likely to impact the user experience, we will raise this as a best practice item.

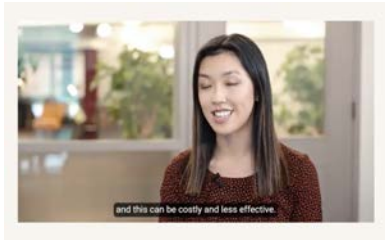
Best practice - the issue doesn't fail a WCAG Success Criterion but fixing it would improve the overall user experience.

Interaction modes

1. **Screen Reader** - includes people who use text to speech software to understand and interact with the content and includes, but is not limited to: people who are blind, have low vision as well as people with cognitive and learning disabilities.
2. **Keyboard** - includes people who rely on a computer keyboard, speech recognition software or touch screen devices to interact with the content and includes, but is not limited to people with motor disabilities or impairment.
3. **Magnification and Contrast** - includes people who zoom in on content, use screen magnification software or increased text sizes and includes, but is not limited to people with low vision or colour blindness. Additionally, situational or environmental factors such as screen glare or low light can cause contrast issues for many people.
4. **Deafness and Cognitive** - this includes people with hearing or cognitive impairment and learning disabilities. Additionally, situational or environmental factors such as external noise and other distractions can cause concentration issues — not only for people with disabilities but for many more people.

Results

Best Practice



Test samples

Video

Issue

Some videos have built-in (open) captions rather than closed captions

Impact

Users are unable to personalise their caption experience, some users may want to increase the size of the text or font / background colours

Solution

Use closed captions for videos rather embedding them into the video.

Documentation

<https://www.w3.org/WAI/media/av/captions/>

Severity

3 - Moderate

Interaction mode

Deafness and Cognitive

Best Practice

Purpose / Activity	Type of data	Lawful basis for processing
Purpose / Activity When you register to open an Information Only account with Our Future Health to receive information and learn more about what we are doing.	Type of data Name Email	Lawful basis for processing Article 6.1(a) of the UK GDPR With your consent , we process this information to: <ul style="list-style-type: none">• Provide you with news and updates about Our Future Health
Purpose / Activity To manage our relationship with you and/or your employer, or to grant you access to an Our Future Health system	Type of data Name Email Phone Number Unique User ID	Lawful basis for processing Article 6.1(f) of UK GDPR: We process this information to achieve our legitimate interests in order to: <ul style="list-style-type: none">• Communicate with you and

Test samples

Table

Issue

The table data repeats the table headings (Privacy page)

Impact

Repetitive information may be frustrating for some users

Solution

As table headings have already been defined, remove the repeated headings from the table data.

Documentation

-

Severity

4 - Minor

Interaction mode

Screen Reader

1.4.3 Contrast (Minimum) (AA)

E-mail*: This field is required

Last Name*: This field is required

First Name*: This field is required

Test samples

Text Input

Issue

There's insufficient contrast between the red text and background colour.

Impact

Text with low contrast can be difficult to perceive and difficult to read. In some cases, it may not be visible at all to people with low vision or colour blindness. Text colour: #FF0200

Solution

Provide enough contrast between text and its background so that it can be read by people with low vision or colour blindness. Make sure the foreground and background colours used for text follow these rules:- Standard text (including images of text, links, button labels, and other controls) has a contrast ratio of at least 4.5:1 against its background. Recommended text colour example: #EB0000

Documentation

Check foreground and background colours using this tool:
<https://www.tpgi.com/color-contrast-checker/>

Severity

4 - Minor

Interaction mode

Magnification & Contrast

1.3.5 Identify Input Purpose (AA)

First Name*

Last Name*

E-mail*

Test samples

Text Input

Issue

The input purpose of the relevant form isn't identified.

Impact

When the purpose of a form field used to collect personal information isn't identified, it can make it difficult for people with cognitive disabilities to complete the form.

Solution

When a form field is used to collect personal information use the HTML autocomplete attribute with the appropriate value to programmatically identify its purpose. Refer to the list of Input Purposes for User Interface Components for the most appropriate autocomplete values.

Documentation

<https://www.w3.org/TR/WCAG21/#input-purposes>

Severity

4 - Minor

Interaction mode

Deafness and Cognitive

Best Practice



E-mail*

Test samples

Text Input

Issue

Due to browser native validation, the error messages only appears for around 5 seconds and then disappears

Impact

Some users with cognitive impairments may require more than 5 seconds to process and read the message and others may struggle with remembering information. Page: Newsletter Signup

Solution

Rather than error messages appearing temporarily, place a permanent message above the text field when an error occurs.

Documentation

<https://www.w3.org/WAI/WCAG22/Understanding/error-suggestion>

Severity

3 - Moderate

Interaction mode

Screen Reader

1.3.1 Info and Relationships (A)

Joining the programme consists of three main steps

1

Read and sign our consent form

You'll be asked to read information about Our Future health and confirm that you agree to take part. This step gives us permission to securely access health-related records about you.

5 to 15 minutes

2

Fill in a questionnaire about yourself

You'll be asked to answer questions about your health and lifestyle. You can complete this at any time, and you don't have to answer every question if you don't want to.

20 to 45 minutes

3

Book an appointment at one of our clinics

During your appointment, we'll ask you to provide a small sample of your blood. You'll also have some physical measurements taken. We'll offer you the chance to learn more about your own health, including your blood pressure and cholesterol levels.

15 to 30 minutes

Test samples

Styled List

Issue

The 3 steps are visually available, however, it's not clear programmatically.

Impact

The 3 steps are visually available with the numbers, however these aren't available to screen reader usersPage: Taking Part

Solution

Group the steps in an ordered list element .A good example of this is on the Join page.

Documentation

<https://www.w3.org/TR/2008/WD-WCAG20-TECHS-20080430/H48.html>

Severity

4 - Minor

Interaction mode

Screen Reader

4.1.2 Name Role Value (A)



Test samples

Password Creation

Issue

The show/hide password acts as a switch button however has not been marked up as such

Impact

Screen reader users may not understand how the button works if a role hasnt been assigned

Solution

Assign `role="switch"` to the control (and follow further instructions via the link in Documentation column)

Documentation

<https://www.w3.org/WAI/ARIA/apg/patterns/switch/>

Severity

4 - Minor

Interaction mode

Screen Reader

1.4.3 Contrast (Minimum) (AA)



Test samples

Pagination

Issue

There's insufficient contrast between the grey text and white & beige background colour.

Impact

Text with low contrast can be difficult to perceive and difficult to read. In some cases, it may not be visible at all to people with low vision or colour blindness. Text colour: #A4A4A4

Solution

Provide enough contrast between text and its background so that it can be read by people with low vision or colour blindness. Make sure the foreground and background colours used for text follow these rules:- Standard text (including images of text, links, button labels, and other controls) has a contrast ratio of at least 4.5:1 against its background. Recommended text colour example: #707070

Documentation

https://developer.mozilla.org/en-US/docs/Web/Accessibility/Understanding_WCAG/Perceivable/Color_contrast

Severity

3 - Moderate

Interaction mode

Magnification & Contrast

4.1.2 Name Role Value (A)



Test samples

Header

Issue

The main menu drop-down expanded /collapsed state is not being announced in VoiceOver

Impact

VoiceOver screen reader users may not understand this is a expandable/collapsible element

Solution

Update code such that the uppermost control for each menu drop-down item is a <button> with the aria-expanded attribute which toggles between true/false. OR add role="button" to each existing link item

Documentation

<https://www.w3.org/WAI/WCAG21/Understanding/name-role-value.html>

Severity

2 - Severe

Interaction mode

Screen Reader

PDF

Note on usage of PDFs in public sector: GOV UK - Why content should be published in HTML not PDF

We carried out an accessibility check on 2 PDFs, these however did not meet accessibility requirements and failed the below criteria:

Criteria	Issue	Solution	Documentation
Tagged PDF	The document isn't tagged to specify the correct reading order.	Enable tagging in the source application and re-create the PDF.	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#TaggedPDF
Title	The title of the PDF has not been set.	select Title in the Accessibility Checker tab, and choose Fix from the Options menu. Enter the document title in the Description box	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#DocTitle
Tab Order	The tabbing order is not consistent with document structure.	To fix the tab order automatically, select Tab Order on the Accessibility Checker panel, and choose Fix from the Options menu.	https://helpx.adobe.com/uk/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#TabOrder
Character Encoding	Specifying the encoding helps PDF viewers' present users with readable text	- Verify that the necessary fonts are installed on your system.- Use a different font (preferably OpenType) in the original document, and then re-create the PDF.- Re-create the PDF file with a newer version of Acrobat Distiller.- Use the latest Adobe Postscript driver to create the PostScript file, and then re-create the PDF.Note: some character-encoding issues aren't repairable within Acrobat.	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#CharEnc
Alternative Text	Alternative text hasn't been set	Make sure that images in the document either have alternate text or are marked as artifacts.	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN

Criteria	Issue	Solution	Documentation
Tables	Table headers and data have not been tagged accordingly	In the Tags panel, expand the tags root to view a table tag. Select the table tag <Table> and verify that it contains one of the following elements: Table Rows, each of which contains Table Header <TH> or Table Data<TD> cells.<THead>, <TBody>, and <TFoot> sections, each of which contains Table Rows. (The Table Rows contain <TH> cells, <TD> cells, or both.)	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#TableRows
Lists	The structure of list is incorrect	Find the list in the Accessibility Checker panel by right-clicking (Windows) or Ctrl-clicking (Mac OS) the failed element and choosing Show In Tags Panel. Create elements, change the types of elements, or rearrange existing elements by dragging them.	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#ListItems
Heading	Headings are not nested properly	Find the list in the Accessibility Checker panel by right-clicking (Windows) or Ctrl-clicking (macOS) the failed element and choosing Show in Tags Panel. Create elements, change the types of elements, or rearrange existing elements by dragging them.	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN
Language	The language has not been set	Select Primary Language in the Accessibility Checker tab and then choose Fix from the Options menu. Choose a language in the Set Reading Language box.	https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html?trackingid=KACNN#PrimeLang

Assistive technology testing

Note: no additional barriers were identified from assistive technology testing that have not already been raised in the main audit report.

Tasks:

1. Reach menu > Get involved > Taking part > Open Join link
2. Reach homepage > identify video > Play video
3. Reach homepage > trigger mobile navigation > open expander > select item > load page
4. Navigate to taking part > locate accordion > expand and review content

Summary

Assistive Tech	Version	Type	Browser	Task 1	Task 2	Task 3	Task 4
JAWS	2020	Screen reader	Chrome	PASS	PASS	PASS	PASS
NVDA	2020.3	Screen reader	Firefox	PASS	PASS	PASS	PASS
Apple Zoom		Magnification	Any	PASS	PASS	PASS	PASS
Dragon	15	Speech recognition	Any	PASS	PASS	PASS	PASS
VoiceOver / iOS		Mobile screen reader	Safari	FAIL	PASS	PASS	PASS
Talkback / Android		Mobile screen reader	Chrome	PASS	PASS	PASS	PASS

Appendix

About accessibility audits

An accessibility audit is a comprehensive evaluation of a website against the Web Content Accessibility Guidelines (WCAG) 2.2.

The audit determines the current level of accessibility and details areas of your website that did not conform to the guidelines.

An accessibility audit will improve the experience you give to people using your website and enable more people to reach your information and services.

The audit enables us to gain a thorough understanding of the accessibility level achieved and record all issues identified. The results can then be used as part of your roadmap for refining the accessibility of your website.

Improving accessibility will help improve the overall user experience and fulfil your responsibilities under UK law.

WCAG

The Web Content Accessibility Guidelines (WCAG) are a set of recommendations for making websites and apps accessible to people with disabilities.

WCAG is an internationally recognised standard for website accessibility.

There are 3 different levels of accessibility conformance within the guidelines: Level A, AA and AAA.

There are 56 different testable 'Success Criteria' required to meet AA, which is the level most organisations look to attain.

Each of issues in the results section contains a reference to the relevant WCAG success criterion from the Web Content Accessibility Guidelines.

For full details of each criterion, see WCAG 2.2.

Notes regarding the use of WAI-ARIA

WAI-ARIA, the Accessible Rich Internet Applications Suite, defines a way to make Web content and Web applications more accessible to people with disabilities.

Whilst ARIA can provide certain functionality which is not available to some users with disabilities, especially people who rely on screen readers and people who can't use a mouse, its misuse can significantly degrade the accessibility of an element or page.

Several of our recommendations involve using HTML best practices in favour of using ARIA as well as advice on using ARIA more effectively. However, we strongly suggest that any future ARIA implementation is unit and QA tested with a screen reader before deployment.

If you can use a native HTML element or attribute with the semantics and behaviour you require already built in, instead of re-purposing an element and adding an ARIA role, state or property to make it accessible, then do so.

For more information about when and when not to use ARIA, see 2.1 First Rule of ARIA Use.

Accessibility and vulnerable users

Ensuring that all users or customers are treated fairly and that organisations recognise their responsibilities to users who may be vulnerable, is an important consideration for accessibility. The results of an audit will help you better understand the extent to which the design and build of your services is either helping or hindering your users - in particular those with disabilities.

Once you understand the baseline level of accessibility that your organisation offers, you are then able to prioritise removing the barriers that are in place and help ensure that your users can better understand and benefit from your services irrespective of ability or identity. Improving accessibility raises the overall user experience bar for all your users: removing accessibility barriers helps to ensure your users have a better chance of finding, understanding and acting on your organisation's information.

It is worth noting that vulnerability much like disability is on a sliding scale - and one which we are all likely to experience in our lifetime. We can be disabled or impaired situationally - for example, from a hearing perspective:

- we could be in a noisy crowd which can cause a situational impairment to our hearing.
- We could have an ear infection which results in temporary hearing loss.
- Or, we could be deaf which we may describe as a permanent disability.

With this in mind, the more usable and accessible a service is, the more we can help reduce negative outcomes for all users of your services.

Nomensa Notion Audit Template v2.1 - 19 October 2023