

ICT Hub Accessibility Research

Final Report



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Introduction

Background

ERS were commissioned at the end of November 2005 to carry out research into the current accessibility requirements of the Voluntary and Community Sector (VCS) by means of the ICT Hub Accessibility Questionnaire. The questionnaire was developed in order to support ICT Hub's development and distribution of a number of free resources to raise awareness and enable the Voluntary and Community Sector to make their ICT equipment and websites more accessible. The ICT Hub distributed questionnaires to 500 VCS organisations via email, prior to the commissioning of this piece of research, 38 of which were returned.

Study Aims

The aims of the research were to undertake the following activities:

- Sourcing of contact details for voluntary and community sector organisations;
- Agreement on the selection and sampling of organisations;
- 100 telephone questionnaires to be carried out with the responses recorded electronically;
- The collation of both the telephone and email questionnaires;
- The questionnaire results analysed;
- The interpretation and evaluation of the results;
- The production of a report including the key findings on:
 1. Awareness of accessibility;
 2. The steps that are currently being undertaken to make equipment and services accessible;
 3. The software packages used;
 4. Website production and accessibility;
 5. Awareness and use of Open Source; and
 6. Identification of which resources would help improve accessibility.
- The production of a final report with details of the main evaluation findings.

Study Outputs

A number of outputs were required from the research.

1. 100 questionnaires completed electronically from selected sample.
2. Data file of results used for analysis.
3. Report detailing results and the interpretation.
4. Meeting with AbilityNet to present findings.

Methodology

Study Requirement: The selection of 100 small to medium VCS organisations to produce a sample.

Approach

i) Data selection

Data was requested that met the following criteria:

- Coverage of all regions in England;
- Not for Profit Organisations;
- Contact on every record; and
- £0 to £1 million turnover.

We received 519 records from Experian¹ comprising 465 charity and voluntary sector organisations, 40 community centres, 10 community projects and 4 community networks.

This gave a total of 519 VCS organisations from which to gather 100 telephone responses.

ii) Sample selection

With the selection of the sample for telephone interviewing there was a need to take into account a number of factors in order to get a representative cross section. These factors include:

- The size of the organisation, using the ICT Hub's preferred definitions of turnover of less than £10,000, turnover of less than £100,000 and turnover of less than £1m; and
- The geographical location of the organisation, which would offer a regional perspective to any results.

Table 1 and 2 show the breakdown of the organisations for whom we received contact details and the agreed sample per organisation type and size.

¹ Experian is a data provider

Table 1a – Agreed sample per organisation size – telephone interviews

	East of England	East Midlands	London*	North East	North West	South East	South West	West Midlands	Yorkshire and Humber	Total	Suggested number
less than 10K	6	4	20	4	8	9	12	8	6	77	15
less than 100K	19	12	56	4	30	34	20	30	21	226	45
less than 1m	15	13	51	7	23	37	19	30	21	216	43
Total	40	29	127	15	61	80	51	68	48	519	104
Suggested number per region	8	6	25	3	12	16	10	14	10	104	

* includes Greater London

Table 1b – Agreed Sample per organisation types – telephone interviews

	East of England	East Midlands	London *	North East	North West	South East	South West	West Midlands	Yorkshire and Humber	Total	Suggested number
Charities and Voluntary Organisations	36	22	117	14	55	74	47	59	41	465	93
Community Centres	3	6	8		3	4	2	9	5	40	8
Community Networks			1	1	2					4	1
Community Projects	1	1	1		1	2	2		2	10	2
Total	40	29	127	15	61	80	51	68	48	519	104
Suggested number per region	36	22	117	14	55	74	47	59	41	465	

* includes Greater London

Study Requirement: The completion of 100 telephone questionnaires with the chosen sample organisations.

Approach

The questionnaire used to undertake the telephone interviews had been developed prior to the commissioning of the research and is identical to the questionnaire the ICT Hub sent to 500 VCS organisations in order to ensure consistency. The sample had been agreed, however, as with most survey work it is not always possible to guarantee that all of a chosen sample will want to take part in the telephone questionnaire.

We contacted 318 organisations over the course of the study and completed 125 questionnaires, which represents a response rate of 40 per cent.

Table 2a – Actual sample per organisation size – telephone interviews

	East of England	East Midlands	London*	North East	North West	South East	South West	West Midlands	Yorkshire and Humber	Total	Suggested number	Actual
less than 10K	6	4	20	4	8	9	12	8	6	77	15	18
less than 100K	19	12	56	4	30	34	20	30	21	226	45	46
less than 1m	15	13	51	7	23	37	19	30	21	216	43	63
Total	40	29	127	15	61	80	51	68	48	519	104	125
Suggested number	8	6	25	3	12	16	10	14	10	104		
Actual	13	13	9	4	17	21	20	20	10	127		

* includes Greater London

Table 2b– Actual sample per organisation type– telephone interviews

	East of England	East Midlands	London *	North East	North West	South East	South West	West Midlands	Yorkshire and Humber	Total	Suggested number	Actual
Charities and Voluntary Organisations	36	22	117	14	55	74	47	59	41	465	93	114
Community Centres	3	6	8		3	4	2	9	5	40	8	10
Community Networks			1	1	2					4	1	1
Community Projects	1	1	1		1	2	2		2	10	2	2
Total	40	29	127	15	61	80	51	68	48	519	104	127
Suggested number	36	22	117	14	55	74	47	59	41	465		
Actual	13	13	9	4	17	21	20	20	10	127		

* includes Greater London

Table 2c– Actual sample of originations per region for all questionnaire responses

	East of England	East Midlands	London *	North East	North West	South East	South West	West Midlands	Yorkshire and Humber	Total
Telephone Survey	13	13	9	4	17	21	20	20	10	127
Postal and Email Reponses	1	1	25	1	0	2	3	3	2	38
Total	14	14	34	5	17	23	23	23	12	165

* includes Greater London

It was not possible to breakdown all of the completed questionnaires down by size band or organisation type, as this information was not collected on the postal survey sent out prior to this piece of research.

Study Requirement: The collation of telephone questionnaires and email questionnaires.*Approach*

The telephone questionnaires were undertaken and the results input into the pre-designed Statistical Package for Social Scientists (SPSS) spreadsheet.

Study Requirement: Analysis of the results.*Approach*

The analysis was undertaken using a specifically written SPSS spreadsheet, allowing the production of both frequency data and cross tabulations, which enabled detailed reporting to be carried out and important issues to be looked at in appropriate detail and across the organisations different geographical areas.

The open ended questions were coded into broad categories in order to capture the key issues.

Study Requirement: Production of final report.*Approach*

As the overall aim of the research is to scope the current awareness level, planning and requirements of the voluntary and community sector, this is reflected in the final report.

Other

The ICT Hub were provided with regular updates of progress through e-mail and telephone

Interpretation of results

There were 163 completed questionnaires comprising 38 received by the ICT Hub and 125 completed over the telephone.

The following sections break the analysis down into the main areas of interest to the ICT Hub and its development.

Please note that the sizeband breakdowns only refer to the surveys conducted over the telephone, due to the information not being collated for the postal and email survey respondents.

A. Awareness and current strategies/issues for accessible IT service delivery and website

Accessibility Issues

Table 3 - Instances where a staff member, volunteer or client had difficulty in using computers (due to disability or discomfort)

Response	Number	Percentage
Frequently	3	2
Occasionally	17	10
Rarely	34	21
Never	105	64
Don't Know	4	3
Total	163	100

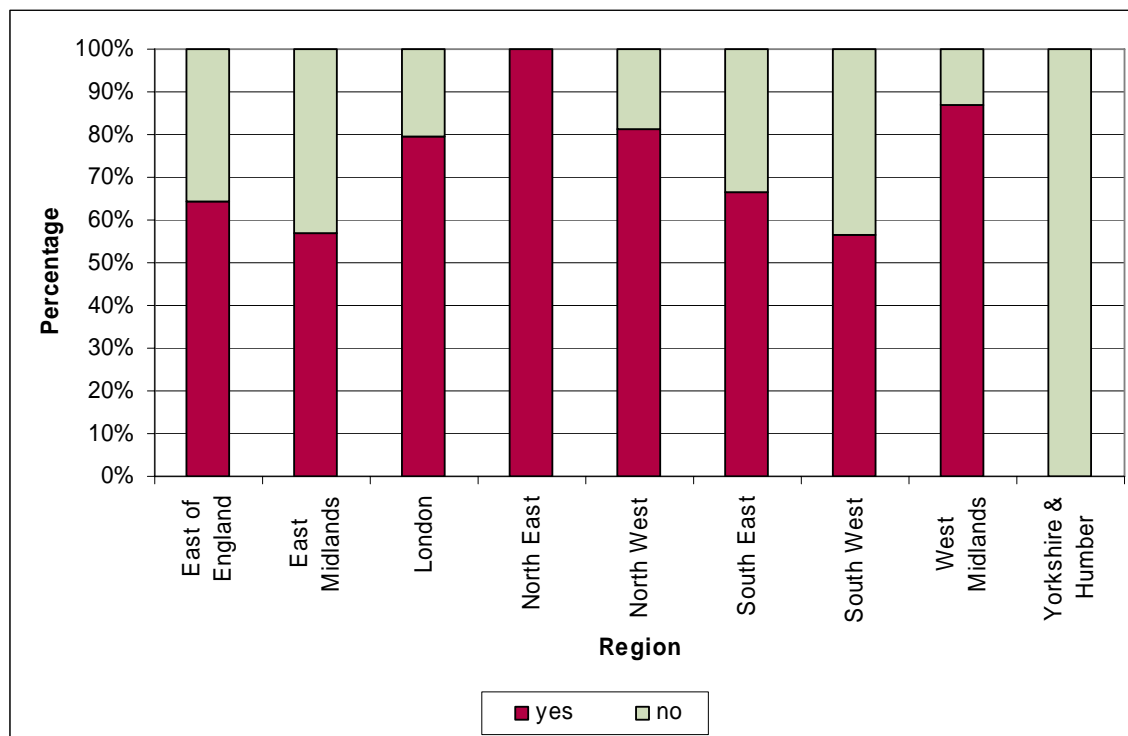
The highest proportion of organisations said that they “Never” or “Rarely” had instances where there was difficulty in using a computer.

Table 4 - Allocated member of staff responsible for giving advice if difficulty using computers

Response	Number	Percentage
Yes	114	70
No	49	30
Total	163	100

70% of the interviewees could name a member of staff who was available to assist an individual with computer issues.

Figure I – Regional breakdown of organisations with regard to an allocated member of staff



Of the 114 respondents who stated that there was an allocated member of staff responsible for giving advice when a staff member, volunteer or client had difficulty in using a computer, 105 were able to give a job title.

Table 4a – Organisation size breakdown of organisations with regard to an allocated member of staff

Turnover	Number		Percentage of sizeband	
	Yes	No	Yes	No
Less than £10,000	13	4	77	24
Less than £100,000	26	19	58	42
Less than £1 million	44	19	70	30
Total	83	42	66	34

Sample: telephone surveys only

Perhaps unexpectedly a greater proportion of the smaller organisations (turnover of less than £10,000) had an allocated member of staff responsible for giving advice if there was difficulty using computers.

Table 5 - Job title of allocated staff member

Response	Number	Percentage
Managerial role	38	36
ICT related role	31	30
Admin or clerical role	12	11
HR or Personnel role	5	5
Director role	7	7
Health and Safety role	3	3
Other	9	9
Total	105	100

A wide variety of job titles were given, those with that appeared the most frequently were Office Manager, Administrator, Manager and IT Manager.

Table 6 – Awareness of local/regional organisations to help with accessibility issues

Response	Number	Percentage
Yes	85	52
No	78	48
Total	163	100

Interviewees demonstrated an almost even split between those who are and are not aware of any organisations who are able to assist with accessibility issues. This split was also demonstrated within the regions, with nearly half of those interviewed in each region knowing or organisations and the other half not.

Figure 2 – Regional breakdown of organisations with awareness of local/regional organisations to help with accessibility issues

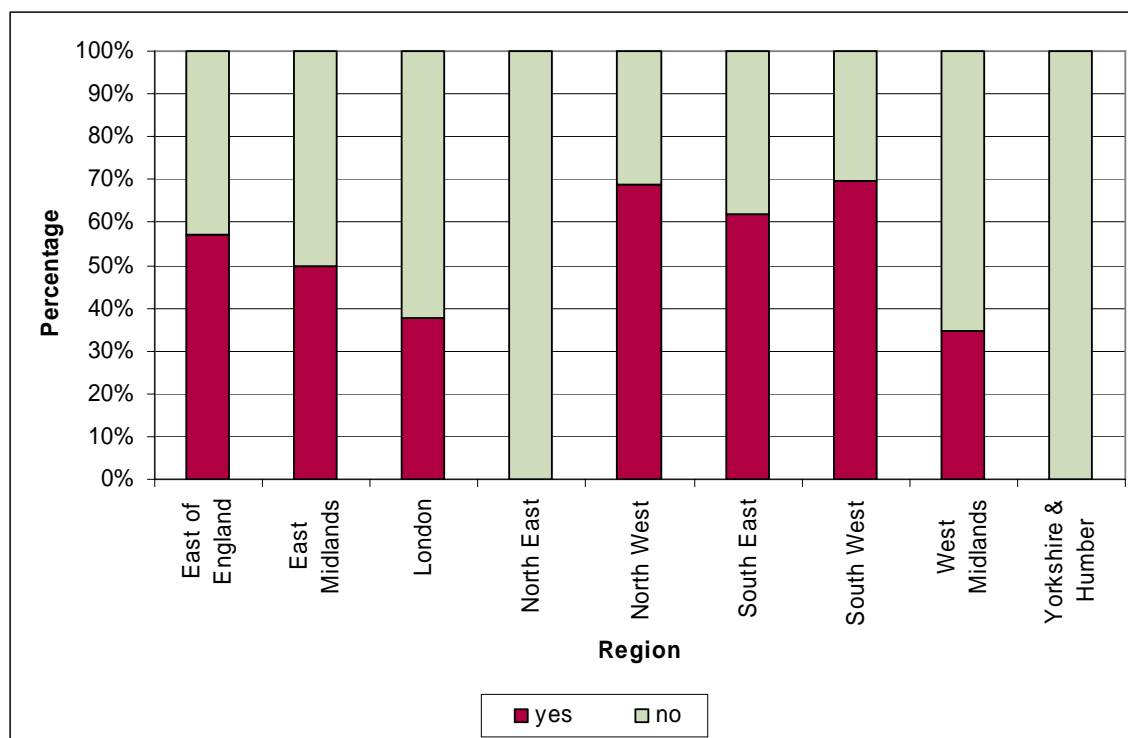


Table 6a – Organisation size breakdown of organisations with awareness of local/regional organisations to help with accessibility issues

Turnover	Number		Percentage of sizeband	
	Yes	No	Yes	No
Less than £10,000	8	9	47	53
Less than £100,000	29	16	64	36
Less than £1 million	30	33	48	52
Total	67	58	54	46

Sample: telephone surveys only

The table above suggests that organisations with a turnover of less than £100,000 were most aware of local and/or regional organisations they could contact with regard to accessibility issues, than the smaller (turnover of less than £10,000) and larger (turnover of less than £1 million) organisations.

Table 7 – Name of local/regional organisation to help with accessibility issues

Response	Number	Percentage
IT projects/community organisations	18	27
Ability Net or other member of ICT Hub	9	13
Private company	4	6
RNIB/RNID	4	6
Local council	3	4
Access to Work	3	4
Local college	2	3
Other	24	36
Total	67	100

Of the 85 respondents that stated there was a local/regional organisation they were aware of to help with accessibility issues, 67 were able to name at least one organisation. Of those who could name an organisation the most popular agencies were the local council and then well known computer assistance organisations such as Learn Direct, Business Link and specific IT help groups such as Ability Net.

Table 8 – Organisations with an Accessibility Policy

Response	Number	Percentage
Yes	58	37
No	78	50
Don't know	20	13
Total	156	100

Half of the organisations did not have an accessibility policy and of the others 13% were unsure as to whether their organisation did or did not have one. The largest proportion of those who said they would like information on accessibility policies were within the London region.

47 respondents requested free advice on accessibility policies.

Table 8a – Organisation size breakdown of organisations with an Accessibility Policy

Turnover	Number			Percentage of sizeband		
	Yes	No	Don't know	Yes	No	Don't know
Less than £10,000	5	8	4	29	47	24
Less than £100,000	17	22	6	38	49	13
Less than £1 million	28	27	7	45	44	11
Total	50	57	17	40	46	14

Sample: telephone surveys only

The smaller organisations surveyed (those with a turnover of less than £10,000) were less likely to have an accessibility policy and were more likely to be unaware of whether they had an accessibility policy or not. 45% of the largest organisations (turnover less than £1 million) had an accessibility policy, in comparison to 38% of organisations with a turnover less than £100,000 and 29% with a turnover less than £10,000.

B. Details of computer hardware used

Table 9 – Organisations that have non-standard keyboards and mice

Response	Number	Percentage
Yes	31	19
No	125	77
Unaware	9	4
Total	162	100

Of the 31 respondents who had non-standard keyboards and mice, 18 were able to say where they were kept, whilst 10 stated the non-standard keyboards and mice were kept in a specific room or cupboard. Four organisations had the keyboards and mice in permanent use and four said the resources were available from staff on request.

34 respondents requested free advice on non standard keyboards and mice.

Table 9a – Organisation size breakdown of organisations that have non-standard keyboards and mice

Turnover	Number			Percentage of sizeband		
	Yes	No	Unaware	Yes	No	Unaware
Less than £10,000	5	12	0	29	71	0
Less than £100,000	8	35	2	18	78	4
Less than £1 million	6	56	1	10	89	2
Total	19	103	3	15	82	2

Sample: telephone surveys only

There were relatively low numbers of organisations with non standard keyboards or mice, however 30% of the organisations with a turnover of less than £10,000 did have non standard keyboard and mice. This is in comparison with 18% of those with a turnover of less than £100,000 and 10% with a turnover of less than £1 million.

Table 10 – Organisations with any other type of access device for people who have difficulty or discomfort using a standard keyboard or mouse

Response	Number	Percentage
Yes	24	16
No	126	81
Unaware	5	3
Total	155	100

When asked to state the types of access devices organisations had for people who have difficulty or discomfort using a standard keyboard or mouse, the following answers were received:

- A couple of people use ergonomic keyboards
- A range of pointing devices for people with visual impairment or locomotors difficulties
- ACC communication aids
- Adjustable chairs, keyboards, adjustable at bottom to rest on
- Audio programmes
- Audio programmes
- Blind equipment for reading documents
- Different chairs for people computers consoles at different heights
- Dragon Naturally Speaking software
- DSE Policy
- Foot and armrests
- Footrests, wrist rests, document holders, screen visors
- Learning difficulty equipment
- Non-standard flexible desks for disabled users
- Pads, stands
- Screens configured in differing ways
- Software and laptops for students with dyslexia
- Special mouse
- Special needs pads
- Wrist and gel pads
- Wrist rest

The majority of organisations do not have any other types of access devices for people with disability or discomfort. Of the equipment which 15% of the organisations had most of it was bespoke equipment for an individual's needs, such as ergonomic keyboards, pointer sticks, wrist rests and software or computers for those with specific needs or requirements.

31 organisations asked for free information on other type of access devices for people who have difficulty or discomfort using a standard keyboard or mouse.

Table 10a – Organisation size breakdown of organisations with any other type of access device for people who have difficulty or discomfort using a standard keyboard or mouse

Turnover	Number			Percentage of sizeband		
	Yes	No	Unaware	Yes	No	Unaware
Less than £10,000	1	16		6	94	0
Less than £100,000	5	39	1	11	87	2
Less than £1 million	12	47	1	17	81	2
Total	16	102	2	13	85	2

Sample: telephone surveys only

It is perhaps surprising given the results for organisations with non standard keyboards and mice, that the large organisations surveyed (less than £1 million) have a greater proportion of other access devices in comparison to the smaller size bands. These results should be treated with a degree of caution given the low numbers involved.

Table 11 - Awareness of how to make sure staff and visitors are using computers in a way which minimises the risk of RSI

Response	Number	Percentage
Yes	140	89
No	15	10
Unaware	2	1
Total	157	100

Nearly 90% of participants were aware of methods used to reduce the risk of RSI in their workplaces and, perhaps as a result of already been aware of this, there was a lower requirement by many to receive more information about reducing the risk of RSI. 28 organisations asked for free information on minimising the risk of RSI.

Two organisations mentioned that they have information and offer advice to users, but cannot make sure that the users always follow best practice.

Table 11a – Organisation size breakdown of awareness of how to make sure staff and visitors are using computers in a way which minimises the risk of RSI

Turnover	Number			Percentage of sizeband		
	Yes	No	Unaware	Yes	No	Unaware
Less than £10,000	14	3	0	82	18	0
Less than £100,000	37	6	1	84	14	2
Less than £1 million	58	4	1	92	6	2
Total	109	13	2	88	11	2

Sample: telephone surveys only

A high proportions of all sizebands were aware of how to make sure staff and visitors are using computers in a way which minimises the risk of RSI, however the larger organisations (those with a turnover of less than £1 million) were most aware (92%).

C. Details of software used

Operating System

148 organisations were able to name which version or versions of Windows they used, with the majority stating XP, 22 mentioned 2000 and 16 mentioned 1998. It should be noted a number of respondents were unsure of the system and a number mentioned a more than one version.

155 organisations used Windows operating system accounting for 2,613 users in total.

Comments included:

- Two old computers are old and only used for letter writing. One is new and used for admin
- Adults with learning difficulties have varying systems
- All have had ergonomic assessment and office manager ensures that new joiners have a full assessment of their working environment
- Can ask for advice. If needed members of staff with issues are helped and given information when first employed
- Easier better explanations
- Give help when needed.
- Given training
- Have to adapt for each user
- Learn adaptations as needed, don't adapt if no need to
- More training
- Netlink restrictions to use
- Only font size change and mouse use
- Some of ICT staff familiar with accessibility settings in Windows and these will be dealt with by the H&S officer as required
- Various staff member would probably be able to find out and advise

Table 12 - Know how to adapt Windows to suit user

Response	Number	Percentage
Yes	111	84
No	21	16
Total	132	100

Just nine organisations used a Mac operating system, six of these were from the East of England, and accounted for a total of 61 users. One of the Mac users stated that they knew how to adapt Mac to suit users. All of the respondents claimed to use different versions of Mac.

Seven organisations used an operating system other than Windows or Mac, which was in turn used by 159 users. Four of the respondents using another operating system were able to adapt to suit users.

Office Software

152 organisations used Microsoft Office as their office software. These 152 organisations accounted for 2,657 users. 111 respondents were able to adapt Microsoft Office to suit users.

As with the version of Windows, there was a certain amount of confusion relating to the version of Microsoft Office that was used and some respondents mentioned a number of versions. 40 mentioned XP, 39 the 2003 version of Office, 33 the 2000 version, 15 used Professional and six used the 1998 version.

Appleworks was used by two organisations and 24 users and three respondents used Open Office software, both of which used version 1.0.1. Office software, other than Microsoft, Appleworks and Open Office, was used by eight respondents with systems ranging from Adobe and Advantage Fundraiser to magnification software and a bespoke package. One respondent used Mozilla 1.07, GAIM 1.5 and NVU 1.0.

Access Solutions

Organisations were asked if they used any access software, such as magnification software, voice recognition, on-screen keyboards or software to help people with literacy difficulties. Of the 22 organisations that used access solutions, five used Dragon Speaking Naturally, Dragon Dictate or Red Dragon, four used voice recognition and three mentioned Jaws, two mentioned Browse Aloud and two used Supernova.

D. Awareness of low cost access solutions

Table 13 – Awareness of free resources to make computers easier to use and to help raise productivity

Response	Number	Percentage
Yes	47	31
No	104	68
Total	152	100

Twice as many interviewees were not aware of free resources in comparison to those who were aware, as such a large number of questionnaires requested information on improving productivity and making computers easier to use within their organisations. Very few organisations were able to state which piece of free software was most useful to them. Microsoft information booklets, Spybot, Mozilla Firefox and Lava Adaware were all mentioned. One of the organisations had received demonstration of Dragon Speaking, Supernova, Dolphin, Fedora and Gnumeric.

There were no clear examples given of what the free software did for the respondents.

114 respondents asked for free resources to make computers easier to use and to help raise productivity.

Table 13a – Organisation size breakdown of awareness of free resources to make computers easier to use and to help raise productivity

Turnover	Number		Percentage of sizeband	
	Yes	No	Yes	No
Less than £10,000	5	12	29	71
Less than £100,000	14	30	32	68
Less than £1 million	24	37	39	60
Total	43	79	35	64

Sample: telephone surveys only

The awareness of free resources to make computers easier to use and to help raise productivity, was linked to the size of the organisation that responded to the telephone survey. Hence, organisations with a larger turnover appeared to be more aware of the resources, however even in the sizeband with the highest turnover (less than £1 million), 60% were not aware of the resources.

Table 14 - Changes the respondents would like to make to their computer system if it cost no extra money

Response	Number	Percentage
None at the moment	9	29
Improve accessibility	7	23
Upgrade screens	4	13
Improve sharing information between computers/remote access	3	10
Lots	2	6
Upgrade PCs, server, software or hardware	2	6
Improve security	2	6
Training	2	6
Total	31	100

The most popular response was new or improved computers/computer systems/software such as printers, PCs and Spyware. Interviewees felt that equipment which improved the staff, visitor or client's experience of working with or using computers would be of particular benefit, examples given were screens to reduce glare and ultra lightweight laptops.

E. Awareness of free web resources and level and accessibility of current website

Table 15 – Website production

Response	Number	Percentage
Produce in house	86	60
Commission to professional organisation	35	24
External volunteer/ amateur	9	6
No website	14	10
Total	144	100

59% of organisations who had websites produce them in house.

Table 15a – Organisation size breakdown of website production method

	Number				Percentage of sizeband			
	Produce in house	Commission professional organisation	External volunteer/ amateur	No website	Produce in house	Commission professional organisation	External volunteer/ amateur	No website
Less than £10,000	7	1	2	4	50	7	14	28
Less than £100,000	24	7	2	5	63	18	5	13
Less than £1 million	35	12	3	4	65	22	6	7
Total	66	20	7	13	62	19	7	12

Sample: telephone surveys only

A larger proportion of the smallest sizeband (those with a turnover of less than £10,000) did not have a website (28%), than the other sizebands. Across all the sizebands the majority of websites, where organisations had them, were produced in house. 22% of organisations with turnover of less than £1 million commissioned website production to a professional organisation and the smallest sizeband (those with a turnover of £10,000) were slightly more reliant on external volunteers or amateurs, however this was still a low proportion (14%).

Table 16 - Tools used to produce the website

Response	Number	Percentage
Microsoft Front Page	15	10
Dreamweaver	27	19
Flash MX	1	1
All	1	1
Other	5	3
Don't Know	81	56
Total	144	100

The most popular software used to produce the websites was the Dreamweaver package.

Table 17 – Awareness of web accessibility

Response	Number	Percentage
Yes	110	80
No	27	20
Total	137	100

A large majority of respondents (80%) are aware of web accessibility.

49 asked for free information on web accessibility.

Table 17a – Organisation size breakdown of awareness of web accessibility

Turnover	Number		Percentage of sizeband	
	Yes	No	Yes	No
Less than £10,000	8	3	73	27
Less than £100,000	28	8	78	22
Less than £1 million	45	12	79	21
Total	81	23	78	22

Sample: telephone surveys only

There was no real difference across the sizebands of website accessibility awareness.

Table 18 - Steps taken to incorporate web accessibility into website

Response	Number	Percentage
Increasing personalisation	22	29
Consulting with W3C Guidelines	18	24
Testing with end users	13	17
Advice sought from external consultancy	22	29
Total	75	100

20 of the organisations that responded to the survey used a combination of steps to incorporate web accessibility into their site. The organisations had an reasonably even split for web accessibility tools, approximately a third of websites including increasing personalisation, consulting with W3C guidelines and advice sought from external consultancy each.

Table 19 – Awareness of free resources to help with web accessibility

Response	Number	Percentage
Yes	45	35
No	85	65
Total	130	100

65% of interviewees were not aware of free web accessibility resources and of those who were aware the most common responses included W3C Guidelines and Internet Access. 94 respondents asked for free resources to help with web accessibility.

Those aware of free resources to help with web accessibility mentioned:

- BBC, UKOnline
- CAST Bobby
- Found few free resources available other than online, free accessibility audits available but these are usually topline.
- Plans to move to CMS system.
- Useful RNIB website and RNIB 'see it right' pack
- Via search engine as required
- w3c Guidelines
- AIS web accessibility toolbar
- www.lasa.org.uk
- Run website planning courses for local voluntary and community groups and include session on website accessibility, also key theme at conference.

Table 19a – Organisation size breakdown of awareness of free resources to help with web accessibility

Turnover	Number		Percentage of sizeband	
	Yes	No	Yes	No
Less than £10,000	4	9	31	69
Less than £100,000	12	27	31	69
Less than £1 million	16	35	31	69
Total	32	71	31	69

Sample: telephone surveys only

There was no difference in the proportion of organisations within each of the sizebands in terms of awareness of free resources to help with web accessibility. For all sizebands, around one third of organisations were aware of the resources.

F. Knowledge of Open Source solutions

Table 20 - Awareness of open source software

Response	Number	Percentage
Yes	68	42
No	93	58
Total	161	100

Slightly more organisations were not aware than aware (58% to 42%) of open source software. A larger proportion of organisations based in London were aware of open source software. As a result of the even awareness levels, approximately half of the interviewees (83 organisations) asked for more information on open source software.

Figure 3 – Regional breakdown of organisations with awareness of open source software

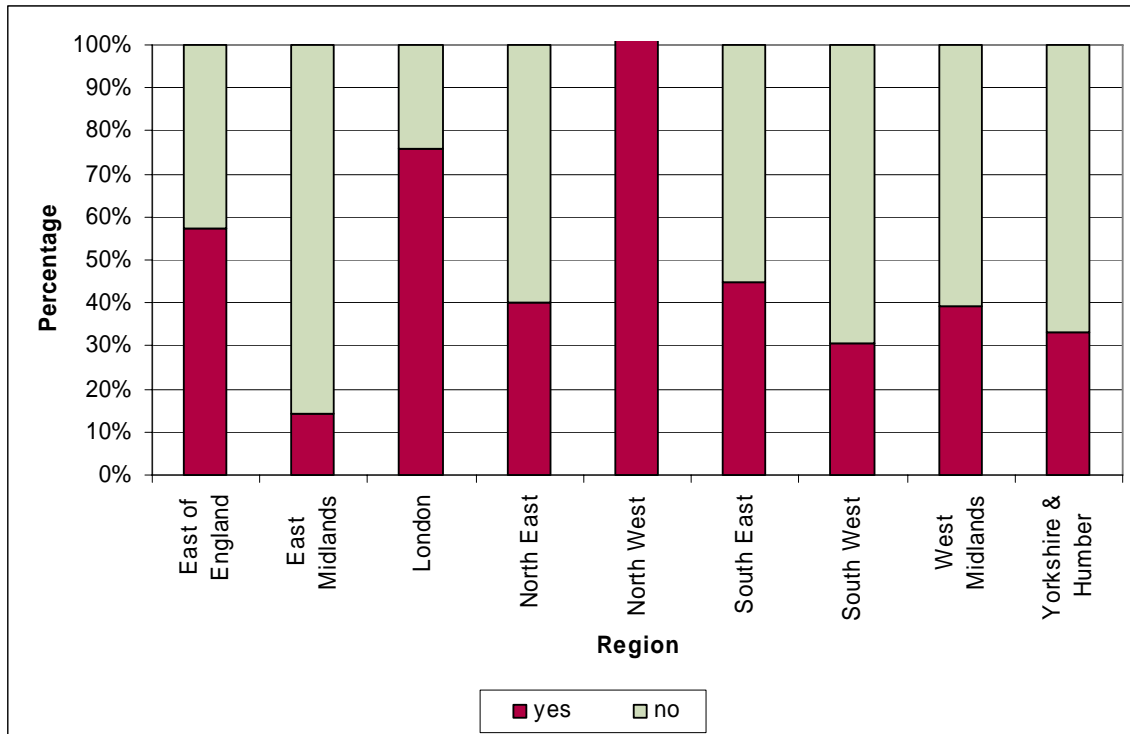


Table 20a – Organisation size breakdown of awareness of open source software

Turnover	Number		Percentage of sizeband	
	Yes	No	Yes	No
Less than £10,000	7	9	44	56
Less than £100,000	15	30	33	67
Less than £1 million	14	48	23	77
Total	36	87	29	71

Sample: telephone surveys only

The smallest organisations in terms of turnover (less than £10,000) appeared to be more aware of open source software than the two larger sizebands.

Table 21 – Ability of current IT support team/person to support open source software

Response	Number	Percentage
Yes	78	51
No	17	11
Not sure	58	38
Total	153	100

Only 11% of organisations believed that they could not support open source software, a large majority said their organisation could or were unsure about its ability to do so.

Table 21a – Organisation size breakdown of ability of current IT support team/person to support open source software

Turnover	Number			Percentage of sizeband		
	Yes	No	Not sure	Yes	No	Not sure
Less than £10,000	11	0	3	79	0	21
Less than £100,000	22	5	16	51	12	37
Less than £1 million	37	4	18	63	7	31
Total	70	9	37	60	8	32

Sample: telephone surveys only

Nearly 80% of the smallest organisations (turnover less than £10,000) felt their current IT support could support open source software.

When asked if there was a particular resource that would be useful to help improve the accessibility of services to clients and employees, there was a range of answers:

- PDF creator
- DTP software
- Ability to access files/databases on internal network from remote locations
- Community Signs for Windows
- Free (incl. voluntary) or low-cost user testing which was raised at the e-access conference attended in September
- Ubiquitous computers, web access (and sufficient user competence) in the community at large

- Information as to what could be available and a point to refer to for accessibility related issues
- Internet Access and a more functional website
- IMAP for e-mail
- Magnification software
- Many of the difficulties experienced are language related
- More training
- Translator for Chinese participants
- Tried a mixed of MS/OO and it was a nightmare

The resources which were highlighted included low cost training for staff and volunteers, web/internet access and developments with their email and language translation aids.

Conclusions

Accessibility Issues

The highest proportion of organisations said that they “Never” or “Rarely” had instances where there was difficulty in using a computer.

70% of the interviewees could name a member of staff who was available to assist an individual with computer issues. A wide variety of job titles were given, those with that appeared the most frequently were Office Manager, Administrator, Manager and IT Manager. Perhaps unexpectedly a greater proportion of the smaller organisations (turnover of less than £10,000) had an allocated member of staff responsible for giving advice if there was difficulty using computers.

Interviewees demonstrated an almost even split between those who are and are not aware of any organisations who are able to assist with accessibility issues. This split was also demonstrated within the different regions, with nearly half of those interviewed in each region knowing of organisations and the other half not. Organisations with a turnover of less than £100,000 were most aware of local and/or regional organisations they could contact with regard to accessibility issues. Of those who could name an organisation the most popular agencies were the local council and then well known computer assistance organisations such as Learn Direct, Business Link and specific IT help groups such as Ability Net.

Half of the organisations did not have an accessibility policy and of the others, 13% were unsure as to whether their organisation did or did not have one. The largest proportion of those who said they would like information on accessibility policies were within the London region and within the largest sizeband of those respondents from the telephone survey (less than £1 million).

Details of computer hardware and software used

70% of organisations within the survey do not have non-standard keyboards and mice in their organisation. Those that do have such equipment mainly have specific storage areas for the equipment, for example store rooms, training rooms or they are kept on the desks of the

relevant users. However, the largest proportion (30%) of the organisations did have non standard keyboard and mice were in the smallest sizeband (turnover of less than £10,000)

A large majority of organisations do not have any other types of access devices for people with disability or discomfort. Of the equipment, which 15% of the organisations had, most of it was bespoke equipment for an individual's needs, such as ergonomic keyboards, pointer sticks, wrist rests and software or computers for those with specific needs or requirements.

Nearly 90% of participants were aware of methods used to reduce the risk of RSI in their workplaces and perhaps as a result of already being aware there was a lower requirement by many to receive more information about reducing the risk of RSI. The larger organisations (those with a turnover of less than £1 million) were most aware (92%).

Operating System

Windows XP was the most popular operating system and there was a wide spread in terms of the number of users. The most common number of users were 2, 5, 20, 40 and 50 although the maximum was 170 users. The majority of interviewees were aware how to adapt the Windows system to the user's needs and they felt that they could use the system for a variety of different purposes.

Few organisations used the Mac system and of those who did there were fewer users in the company. There was no one particularly popular version as with Windows, the selection ranged from 10 to the Panther version.

Examples given included 2000, 95, gen2 and suse 9.1 pro. The number of users of these systems within the organisations varied between 2 to 95 and these firms were aware of how to adapt their systems to suit their needs.

Office Software

Office 2000, 2003, XP and XP Pro are the versions which the majority of interviewees detailed and the most prevalent number of users were 4, 5, 7 and 20. A very large majority are aware of how to adapt the software to suit their needs and when asked to comment on the software,

interviewees felt that they would like more training with the systems and others believed that knowing about more company specific add-on technology would benefit their organisation.

A negligible amount of organisations used Appleworks software

A negligible amount of users of Open Office were identified and of those two thirds were aware how to adapt its use, although they did note that Open Office is not used generally within their organisation.

A variety of different packages were highlighted: Magnification software, bespoke packages, Mozilla and Adobe being some. The number of users of such systems ranged between 1 and 25 and those organisations with the unique software knew how to adapt it and also had positive comments about the software.

Access Solutions

Access software did not exist in the majority of organisations. Software which was detailed included Dragon software – various versions, Jaws – various versions, voice recognition and Supernova. The number of users for these software packages was comparatively low ranging between 0 to 10 and it tended to be the latest version which was installed on the PCs of those individuals who required it most. Comments which interviewees had to make about the access software were generally about when they used it, as and when the individual concerned needed assistance or what the needs of the individuals within the organisations were in relation to the ability of the software, the majority felt it served its purpose well.

Awareness of low cost access solutions

Twice as many interviewees were not aware of free resources as those who were and as such a large number of questionnaires requested information on improving productivity and making computers easier to use within their organisations.

The organisations did list software programmes which they have found useful, Dolphin and Dragon being two.

The most popular response when asked what changes respondents would like to make to the computer system was new or improved computers/computer systems/software such as printers, PCs and Spyware. Interviewees felt that equipment which improved the staff, visitor or client's experience of working with or using computers would be of particular benefit, examples given were screens to reduce glare and ultra lightweight laptops.

Awareness of free web resources and level and accessibility of current website

59% of organisations who had websites produce them in house and the most popular software used to produce the websites was the Dreamweaver package. For all sizebands, around one third of organisations were aware of the resources. A large majority of respondents (80%) were aware of web accessibility.

The organisations had an reasonably even split for web accessibility tools, approximately a third of websites including increasing personalisation, consulting with W3C Guidelines and Advice sought from external consultancy each.

65% of interviewees were not aware of free web accessibility resources and of those who were aware the most common responses included W3C Guidelines and Internet Access.

Knowledge of Open Source solutions

Slightly more were aware than not aware (57.8% to 42.2%) of open source software. A larger proportion of organisations in London were aware of the software than in other regions. As a result of the even awareness split this was reflected in approximately half of the interviewees asked for more information on open source software. The smallest organisations in terms of

turnover (less than £10,000) appeared to be more aware of open source software than the two larger sizebands.

Only 11% of organisations believed that they could not support open source software, a large majority said their organisation could or were unsure about its ability to do so.

When asked if there were particular resources that respondents felt would improve accessibility the most common answers related to low cost training for staff and volunteers, web/internet access and developments with their email and language translation aids.

Recommendations

- As most of the respondents said that they had never or rarely experienced instances of where there was difficulty in using a computer due to disability or discomfort, it may be difficult to get voluntary and community sector organisations to **recognise the need to at least be aware of accessibility solutions**.
- One of the main challenges for the ICT Hub when targeting support at voluntary and community sector organisations would appear to be **finding the appropriate person to contact** with regard to accessibility solutions as highlighted by the large range of job titles of staff responsible for accessibility issues.
- There are a large proportion of voluntary and community sector organisations unaware of organisations that are able to assist with accessibility issues and this is the case across the regions. Furthermore the relatively low number of respondents that cited the ICT Hub, or organisations involved, perhaps highlights there is more to be done in terms of **promoting the ICT Hub** and its services.
- Again the fact that half of the respondents do not have an accessibility policy is indicative of the **feeling that accessibility issues are not of fundamental importance**, especially for the smaller voluntary and community sector organisations.
- A relatively low number of organisations have, or were aware of, non-standard keyboards and mice or other types of access devices for people with disability or discomfort. However, the majority of participants were aware of methods used to reduce the risk of RSI in their workplaces, whilst this may not mean all organisations actively promote these methods, they at least **recognise RSI as an issue**.
- It is hoped the respondents are a representative sample of voluntary and community sector organisations in England, if this is the case then resources should be **compatible with Windows operating systems and Microsoft Office software**.

-
- Access software, in any form, did not exist in the majority of the voluntary and community sector organisations surveyed. There appears to be a great deal of work to be done to **raise awareness** of the availability and advantages of access software.
 - Very few respondents were aware of free resources to improve productivity and make computers easier to use within their organisations.
 - 59% of organisations who had websites produce them in house, suggesting it is therefore key to **make voluntary and community sector organisations aware of the resources available to improve web accessibility**. And if resources are to be targeted at voluntary and community sector organisations, it would be wise to ensure they are compatible with Dreamweaver package, which was the most often used tool in website production. However, a large majority (80%) were aware of web accessibility.
 - Few organisations believed that they couldn't support open source software, a large majority said their organisation could or were unsure about its ability to do so. Therefore **further information** is needed to encourage organisations to use open source software.
 - When asked if there were particular resources that respondents felt would improve accessibility the most common answers related to **low cost training for staff and volunteers, web/internet access and developments with their email and language translation aids**. It would therefore be sensible for the ICT Hub to look at these areas.
 - There did not appear to be a clear split in awareness levels between the sizebands across the issues highlighted in the survey, therefore **it would be unwise to expect smaller organisations to be less aware of accessibility issues**. However, smaller organisations were less likely to have a website or accessibility policy.

Demand for free resources

The results from the survey suggest, if resources were to be prioritised, then demand is as follows:

Table 22 – Prioritising resources

Resource or information offered	Number requesting information or resources
Resources to make computers easier to use and help raise productivity	114
Information on free resources to help with web accessibility	94
Information on open source software	83
Information on web accessibility	49
Accessibility policy information	47
Non standard equipment information	34
Information on other types of access devices	31
Information on minimising the risk of RSI	28

Appendix I - ICT Hub Accessibility Questionnaire



ICT Hub Accessibility Questionnaire

We would be very grateful if you could spare ten minutes to complete this questionnaire. It is intended for voluntary and community sector organisations in England.

Introduction

The aim of the ICT Hub is to improve voluntary and community sector ICT infrastructure so that voluntary and community organisations are enabled to achieve their missions more efficiently and effectively through the better use of ICT. AbilityNet are responsible for providing advice, information and free resources to help you to make your service accessible to all. This questionnaire is to help us to focus this work on the areas where you have most need.

By taking part in this questionnaire, you will automatically be sent resources which are developed by the ICT Hub as soon as they are available. This will include information packs, CDs and details of where you can find freeware/shareware on the Internet.

Please fill in and return this questionnaire by email. To cut down on typing, where set options are given, please delete answers as appropriate. If you would prefer to print and return the questionnaire by post, a postal address is included at the end. If you would prefer to speak to someone on the telephone, please call 01480 839091 and ask for Jeanette Teague.

A. Awareness and current strategies/issues for accessible IT service delivery and website

Accessibility Issues

1. Have you had instances where a staff member, volunteer or client had difficulty in using your computer (due to disability or discomfort)?

Frequently/Occasionally/Rarely/Never/Don't Know

2. Is there an allocated member of staff responsible for giving advice in this situation?

Yes No If yes please give job title:

3. Is there a local/regional organisation that you know of to help with accessibility issues?

Yes No If yes please give name of organisation (s):

4. Do you have an Accessibility Policy?

Yes No Don't Know Would like free advice on this

B. Details of computer hardware and software used

5. Do you have any non-standard keyboards and mice in your organisation?

Yes No Unaware of these Would like free information on these
If you do have them, where are they usually kept?

6. Do you have any other type of access device for people who have difficulty or discomfort using a standard keyboard or mouse?

Yes No Unaware of these Would like free information on this
If yes, please give details here:

7. Are you aware of how to make sure your staff and visitors are using their computer in a way which minimises the risk of RSI?

Yes No Unaware of these Would like free information on this

8. Please indicate which of these software titles you currently use by completing the tables in each section:

Operating System

Software title	Version	Number of Users	Know how to adapt to suit user?	Comments
Windows				
Mac				
Other (please specify here)				

Office Software

Software title	Version (if known)	Number of Users	Know how to adapt to suit user?	Comments
Microsoft Office				
Appleworks				
Open Office				
Other – (please specify here)				

Access Solutions

Please indicate if you use any access software, such as magnification software, voice recognition, on-screen keyboards or software to help people with literacy difficulties, below.

Software title	Version	Number of Users	Comments

D. Awareness of low cost access solutions

11. Are you aware of free resources to make computers easier to use and to help raise productivity?

Yes No Would like free information on this

If yes, what piece of free software do you find most useful, and what does it do for your organisation?

12. What changes would you like to make to the computer system if it cost no extra money?

Please list here:

E. Awareness of free web resources and level and accessibility of current website

13. Who produces your website?

Produce in house Commission to professional organisation external volunteer/ amateur

14. Which tools are used to produce the website (if known)?

Microsoft Front Page Dreamweaver Flash MX

15. Do you know about web accessibility?

Yes No Would like free information on this

16. What steps have you taken to incorporate web accessibility into site?

Increasing personalisation consulting with W3C Guidelines testing with end users Advice sought from external consultancy

17. Are you aware of free resources to help with web accessibility?

Yes No Would like free information on this

Please detail:

F. Knowledge of Open Source solutions

18. Are you aware of open source software (usually free, but supported by online community)

Yes No would like free information on this

20. Do you feel your current IT support team/person could support this software?

Yes No not sure

22. Is there a particular resource that you feel would be useful to help you to improve the accessibility of your services to clients and employees? If so, please detail here:

G. Contact details

Thank you very much for putting the time and effort into answering these questions. One of the main purposes of this questionnaire is to focus the resources we produce as the ICT Hub to the areas where they are most needed. If you would like to receive the resources produced by the ICT Hub first, please email ictresources@ncvo-vol.org.uk.

You do not have to give your full details, but please give your organisation's name and post town so that we have a rough idea of where our responses are coming from.

Organisation:

Address:

Thank you for taking the time to fill in this questionnaire. Please email your completed questionnaire to jeanette.teague@abilitynet.org.uk.

If you would prefer to post back your reply, please send to AbilityNet East, Upper Pendrill Court, Papworth Everard, Cambridge, CB4 8UY. In order to include your responses in our planning, we need to receive the completed questionnaire by 4th November