



"I understand that it isn't possible to make everyone happy, but I heavily rely on things being accessible to be able to get by independently"

# Ben

## ABOUT

**Age:** 29

**Work:** Charity support worker

**Spare time:** Streaming, spending time with friends

## DIGITAL CONFIDENCE

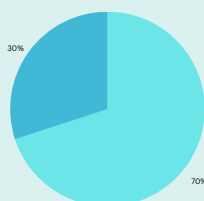


## BIO

Ben works full time and has a busy social life. He has both a visual impairment and hearing impairment. Ben often relies on a screen reader and increased screen resolution. Ben is looking for career progression and often keeps an eye on the jobs page at the council.

## COUNCIL WEBSITE USE

- Other
- Waste



## PREFERRED CHANNELS



## GOALS

- Check recycling and waste information
- Find information to support local charity work
- Check Jobs page

## FRUSTRATIONS

- When the contrast isn't high enough - can be a problem on maps and so I miss important information.
- When services really don't try to ensure even the basics are there to help.

## FINDS IT HELPFUL WHEN:

- Websites work well with a screen reader - image description etc and can use my keyboard.
- When text is broken up with visual references
- When there is a good colour contrast to the font and strong shapes

Social

Community minded

Sight