



" If I don't understand, I really need to be able to talk to someone for help"

Helen

ABOUT

Age: 39

Work: At home parent

Spare time: Volunteer group, craft, carnival club

DIGITAL CONFIDENCE

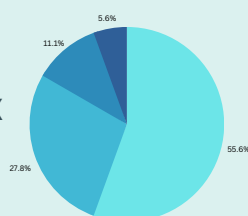


BIO

Helen has 3 children and is a stay at home mum. Her partner works shifts and is away a lot meaning she completes all the home admin etc. Helen and her eldest child have autism. Helen lives on the Somerset levels and experienced severe flooding in the past so can feel anxious when having to deal with this sort of thing on her own. Helen is a leader in a local carnival club.

COUNCIL WEBSITE USE

- Local Offer
- Libraries
- Council Tax
- Other



PREFERRED CHANNELS

PC/Laptop



Tablet



Mobile phone



GOALS

- Make school applications
- Support with SEND
- Libraries - reserve/ renew items
- Pay council Tax
- Flooding information & support
- Carnival related applications

FRUSTRATIONS

- When language is really abstract
- Being faced with a huge wall of text or too many choices
- Not easily being able to work out how to find information - once I get lost, I feel overwhelmed

FINDS IT HELPFUL WHEN:

- Websites use simple structure, sentences and bullets
- Buttons are descriptive
- I get feedback that I have done it correctly
- When there are simple colours

Creative

Organised

Autism