Designing for users who are D/deaf or hard of hearing

Do...

| Don't... |

write in plain language

Do this.

use complicated words or figures of speech

use subtitles or provide transcripts for videos
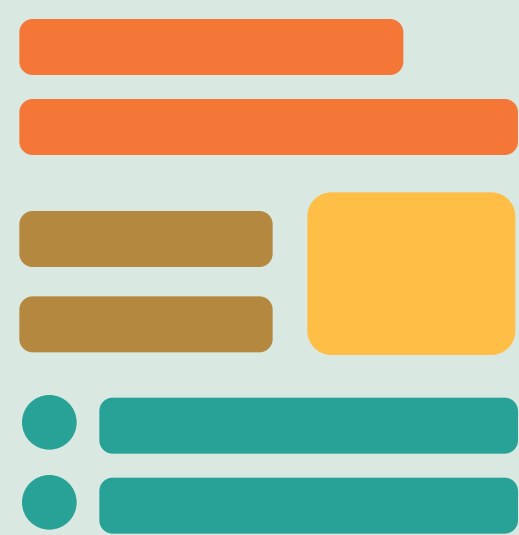
CC

put content in audio or video only

use a linear, logical layout

make complex layouts and menus

break up content with sub-headings, images and videos

make users read long blocks of content

let users ask for their preferred communi-cation support when booking appointments

make telephone the only means of contact for users

For more information, contact: access@digital.homeoffice.gov.uk