

"You just want things to be straightforward because you have this child that has complex needs. You're looking after their needs, you don't need to be looking for a lot of extra things"

# Jane

## ABOUT

**Age:** 42

**Work:** Administrator

**Spare time:** Activities with the children. Supporting PTA

## DIGITAL CONFIDENCE

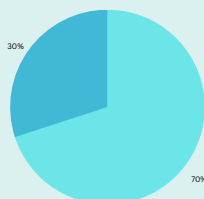


## BIO

Jane works full time and has two children, one with autism. Jane has a slight visual impairment, finds that overly colourful websites exhaust her eyes and will often use dark mode or reduce brightness. Jane is incredibly busy juggling family life and work. She needs to get to information quickly and as stress free as possible, often whilst multitasking.

## COUNCIL WEBSITE USE

- Local Offer
- Waste



## PREFERRED CHANNELS



## GOALS

- Make school applications
- Get information on childminders etc
- Find SEND information and support.
- Check bin collection dates

## FRUSTRATIONS

- When websites take you around in circles
- When basic information isn't available and you have to complete forms to find out if you are eligible

## FINDS IT HELPFUL WHEN:

- Websites have calm and simple colour palettes
- When information is broken down into sections
- There are images to help when information is comprehensive

Patient

Organised

Busy