



department for
culture, media
and sport

Stephen A Carter CBE

Minister for Communications, Technology
and Broadcasting

Ms Leen Petre
Chair
Consumer Expert Group
C/o RNIB
105 Judd Street
London
WC1H 9 NE

Our Ref: 120370

Your Ref:

30 June 2009

Dear Leen,

INVITATION TO REPORT ON ISSUES FACED BY PEOPLE WITH DISABILITIES' USE OF THE INTERNET AND DIGITAL RADIO

You will be aware that in the Digital Britain White Paper we set out our intention to ask the Consumer Expert Group to report to Government on specific issues facing people with disabilities in using the internet. The report also records the fact that we have invited the Group to extend its remit to cover radio as we move forward with the digital radio upgrade.

We very much value the advice the Group provides in relation to the Digital Television Switchover Programme and more recently to the Digital Radio Working Group. We look forward to working with you further on both radio and internet issues.

For the Digital Radio Upgrade, it would be helpful to us to have the Group's advice about general usability issues with radio receivers for older people and people with disabilities and how they can be addressed. One particular area where we would welcome advice is whether the additional functionality that digital radio provides generates any particular difficulties for people with

disabilities. The style, size and colour of fonts in visual displays on digital radio

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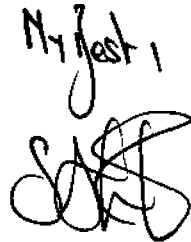
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must be an important issue, as it has been for television. But you will, I'm sure, be aware of other issues where the interests of your constituencies could be better served.

Similarly, it would be very helpful to us in taking forward our work on broadband take-up to have the Group's views on usability and accessibility of the internet. The Digital Britain White Paper cites Ofcom's data on the relatively low take-up of broadband by people with a range of disabilities. We would like to understand the reasons behind the low take-up so that we can seek ways to address any ergonomic, format or other usability issues which act as a barrier. It would be particularly helpful to have your initial views in this area by the end of September.

If you would like to discuss either of these issues in more detail I suggest that you speak initially to your Digital Switchover and Digital Radio Upgrade contact, Keith Smith.

When the details are settled, we would be happy to discuss further how the Group's terms of reference should be extended.

A handwritten signature in black ink, appearing to read "My best," followed by a stylized signature that looks like "SAC".

STEPHEN A CARTER