Transcript for Cosmic and Tech4Good podcast episode

Robin Christopherson

Welcome to another episode of The AbilityNet Podcast, disability technology inclusion. I'm your host Robin Christopherson, Head of Digital Inclusion at AbilityNet a pioneering UK charity with a mission to make a digital world accessible tool. This week's episode is about the Tech4Good Awards. They're open for nominations, please get your entries in. Closing Date is the fifth of May, you can go to www dot Tech4Good awards.com That's tech the number for good awards.com You can download a transcript of this episode from www dot ability net.org.uk/podcast. So, sit back, grab your favourite beverage and let's get started.

Robin Christopherson

We are here again this week, myself and Mark. How are you doing Mark?

Robin Christopherson

I'm very good mate, how are you?

Robin Christopherson

Really good. Thanks. Yeah. Now I love the entry that we're about to hear your interview with about. Mostly about the name really. I absolutely love the name being a you know a fan of Only Fools and Horses. Rodney's favourites saying. So, this is Cosmic, isn't it? And Cosmic is a brilliant acronym for the name of this organisation. Can you remember what it is?

Robin Christopherson

I can't. Ottery St Mary is the O S M. But yeah,

Robin Christopherson

I think C is the centre or café.

Robin Christopherson

I think we might find out.

Mark Walker

Julie does explain.

Robin Christopherson

Yeah, absolutely. So yeah, sorry. To be frivolous about such a brilliant project. They've were a winner now back in maybe 2013, something like that. And you're revisiting this. You're talking to Julie about what has happened since, and they've never lost sight have they? Of their main remit, you want to tell us a little bit about, you know, a bit of scene setting about what Cosmic is all about?

Mark Walker

Yeah, I think so. I mean, across the spectrum of Tech4Good activities, this one I think is a really core subject for us digital inclusion, closing the digital divide, enabling people who aren't making use of the internet to get on online and be productive and do the things they want to do safely. And they've stuck to that for many years, 25 years old now, the organisation. And I think that's at the heart of what an awful lot of people are doing around Tech4Good initiatives is enabling people to join in with the sort of digital age. And it's incredible to see them, you know, 10 years after they won, but also 25 years ago, I've known Julie a long time, almost 25 years. So, it's amazing to see the success that they've made and effort to be sustainable, that work takes a lot of effort to keep the funding coming in to continue to work with people who are hard to reach or vulnerable, who don't have their own resources. You know, by definition, that's tough work at community level. And she's done an amazing job with our team to keep that running. And there's some amazing success stories in in the interview with her which really underlines know how important it is to keep closing that digital divide. So many people still don't have access to the to the basic needs that keep them or get them online and keep them alive.

Robin Christopherson

Brilliant. That's a fantastic introduction, scene setter for this brilliant interview. So, thanks, Mark, and I'll pass over to you for the brilliant interview with Julie of Cosmic.

Mark Walker:

So, welcome to the Tech4Good podcast from AbilityNet. I'm really pleased today to be joined by Julie Hawker: from Cosmic.

Mark Walker:

Cosmic was a winner of a Tech4Good Award 10 years ago in 2013, for the Get IT Together Award, which was sponsored by BT. I'm going to be speaking to Julie about what the work of Cosmic, but also a more general subject of digital inclusion, which is really the glue for an awful lot of work that that people do in the Tech4Good space trying to get people in onto the internet, making best use of the internet and digital technologies, which, as you'll hear is something that Julie has been involved with for quite a long time. So hey, Julie, how you doing?

Julie Hawker:

I'm good. Thank you, Mark. It's wonderful to be with you this afternoon.

Mark Walker:

It's great to see you as well. It's been a long time. So, can we start? Can you just tell me a little bit about yourself, and obviously something about Cosmic and the work that you do and the scope, that sort of nature of what you're doing every day?

Julie Hawker:

Super. So yeah, so I'm Julie Hawker. I am Joint Chief Executive co CEO, at Cosmic alongside my wonderful colleague, Kate Doodson. And yes, Cosmic is a social enterprise, based in Devon, but working across the Southwest region, and quite often these days further afield than that. And digital inclusion is at the very heart of our organisation, we've just celebrated 25 years of the business, and we were set up 25 years ago, to address the challenge of digital inclusion, especially, you know, for Devon, which is a particularly rural area, and the challenges of connectivity. We are as present then as they are today, but also the skills that are necessary to make the most of the connectivity as soon as it arrives. So, in basic terms, the overall objective of Cosmic is pretty much the same. But the scope and the scale of our operation obviously, looks quite different now than it did 25 years ago. There are 50 of us in the business these days. And as I say, you know, definitely a focus on the Southwest Peninsula region, but also doing some really interesting work across the UK right now.

Mark Walker:

Cool, thank you. Well, I'm obviously we've known each other a long time since those early days. And it's incredible to hear that you've got 50 people in there really? That's an amazing change, isn't it? Over that time. So, from the point of view of anybody listening in, I think some of the questions I've got are around the nature of the divide, you know, the digital divide that we hear so much about, and particularly over that time, you alluded to the similarities and differences, maybe in digital inclusion from sort of late 90s. Through to now and then obviously, some of those things look the same. Some of them are changing, but also interested in the skills that you're talking about, and the nature of the people that you're working with, of course, you know, which, which people you're trying to include in which elements of the digital world. So, looking right back to the beginning, where did you really start what you know, who were you focusing on? What was the trigger for you getting involved in this sort of work?

Julie Hawker:

Yeah, so back in the day, sort of late 1996, early 1997, there were two clear focuses really, for Cosmic. One was, one speaks right to the heart of the name and the brand that we've carried on with all of that time. So Cosmic is an acronym for the Centre for Ottery St Mary's Internet Cafe. And so, the very first project was to establish a drop in internet facility, primarily aimed at the time at young people. But so, the original venue for cosmic was a youth club, a youth centre. And the internet cafe was a project that came out of that youth centre. And as I say, the brand name that we've stuck with, and we're still very proud of speaks of that piece of our history. But at the same time, we all recognise that it wasn't, you know, wasn't Digital Inclusion wasn't an agenda specific to young people. It was an agenda that just about everyone in the community needed to get to understand and increasingly so over the years, so, you know, back in the day setting out our ambition around what we what we termed at the time as the digital divide was a very clear set of objectives for us and, and it was age specific in some ways. And then it became, you know, a very sort of much broader target for us to meet with all ages and all different people. And if I compare that to where we are today, although the scale and the scope of what we're doing may have definitely increased, I'd say at heart The challenge of digital divide and digital inclusion is as strong as ever. The nature of people we're supporting, especially on some of our major projects right now, are probably more complex than they were back in the day. So, you know, people who are currently experiencing digital exclusion, rather, that we target to work with, usually have some quite complex situations that is impacting on their ability to pick up digital skills. So that might be health, physical and mental. That might be homelessness, either periodic or ongoing. That might be employment, you know, the changing nature of the workforce, and the use of digital skills is very apparent, especially, I'd say, post pandemic. So, one of our biggest projects right now in the digital inclusion space, is looking at reskilling people so that they have better employability chances in the future.

Mark Walker:

Right. So, and as, you say that I mean, it started with putting in basic connections. Have you ever seen the internet before? Well, here it is putting in front of them in the village hall. Now what you're describing, when you say big projects, I mean, how many people are you connecting with in those sorts of projects at any one time? What's what sort of scale are you working at? Across the region?

Julie Hawker:

Sure, we've got so the biggest project, our restart project, is working in that wider Southwest region. So that's everything that includes Gloucester, Bristol, and everything South and then it includes Bournemouth, Southampton, and everything West. So it is that much bigger, Southwest area. And I've got 14 colleagues, colleagues based all around that regional area, looking at a case load of people that they're working with at any given time. I think off the top of my head, the statistics from last year were 1300 individuals supported on that programme that's in the last calendar year, and lots more people coming through the pipeline right now.

Mark Walker:

And they're getting very tailored support, presumably that I mean, the lesson, I guess, over the years is that every case is different. Everybody's needs are different. The reason for that exclusion is different in every case. So that's interesting that you've got what sort of skills have your workers have in that case? Because then they must have to be very adept at sort of moving across agencies and working with sort of organisations to support people as well.

Julie Hawker:

Absolutely. So So yes, the nature of digital skills provision has evolved. And in some cases, you know, we're now off. Back in the day, we would, as you've identified, been offering some basic stuff, we still have to do some of that work with individuals. But of course, now we're able to customise support on a far greater level. And then also, my training teams will understand you know, how to do diagnostics of skills, how to look at transferable skills, from you know, and again, the restart programme is a really good one to talk about in this respect. So how to look at what jobs these people may have had previously and understand how their skill sets could therefore mean that they would be able to, you know, advance their digital knowledge by tapping into those transferable skills.

Mark Walker:

Right. So, you're describing quite a significant shift it when you're principally looking there at employment, it You've mentioned a number of times, is that where the funding comes from? Because an obvious question in that sense of growth is, how are you paying for that? How is it being resourced? Is it is it that focused on employment that's helped you sustain that growth?

Julie Hawker:

Yes, I would say absolutely it is. You know, don't get me wrong, there are still elements of our programme, that are broader, that are more charity focused, if I put it that way. So, supporting sort of intermediary organisations that don't necessarily have to focus sharply on employability as an outcome. But the big programmes that we've got running previously funded through EU funding and European Social Fund, and now a direct contract with Government Department for Work and Pensions, these sources of funding and contracts, not necessarily funding in the conventional sense. Contracts, want to see the outputs related to jobs and employability so, so yeah, we've had to cater to that requirement, and obviously very happy to do so because it does meet our strategic objective around digital inclusion.

Mark Walker:

Yeah, and I'm for anyone who's not familiar, that's a huge geographical area isn't it must be about 20% of England. I mean, it's huge and very rural and as they say that I think the other element that you still have in your mix that rural component, where people don't have direct access to services in the same way, I guess that's equally significant in that work.

Julie Hawker:

Yeah, so that that region takes in the big city. So, Bristol, Southampton, Exeter not so big, Plymouth big. So, it does take in some big, big urban areas. But in between those, there are some massive rural areas, each with its own as, as with the rest of the country, each with its own, you know, significant kind of challenges. But, you know, I always use the example of, you know, the more start more next more connectivity in these places, and not exclusively in these places, because there will be others. But connectivity, when it comes to these huge rural expanses is still a major, major change. You know, we've got satellite provision, we've got, you know, fixed wire, of course, in the more urban areas, but the creativity that comes with trying to make those rural areas connected is constant challenge, you know, we've got people trialling 4G and 5G in the area. But there, you know, that those, those technologies are still very much restrained by, you know, the urban mix and the urban configuration.

Mark Walker:

And presumably, you're not talking about fast connections, you're talking about any connections, in some cases, that literally just not spots and people being left out of completely. Yeah, I guess that basic connectivity, you know, is the number one sort of starting point for so many people and can still be an issue, I guess, also the cost isn't there. Because the if you're talking about employment, and if you're talking about people who don't have a job, then the cost is going to be an issue as well. So, in a sense, that's still the same as it ever was.

Julie Hawker:

Yeah, yeah, yeah, back in the day, 25 years ago, I can remember we ran campaigns back, then BT were the only option. And you had to use a system of signing up for your internet comm. Connectivity. And it hit a trigger point, that meant you were now on the list for BT to come to your locality. So that's, that feels very different. Now, we've got multiple suppliers in most areas. And obviously, they are always looking at the price point by which they can provision a connection. And in rural areas. Price points are, that there's not you know, there's no competition, because most suppliers can't make it pay anyway. And now we've got Starlink in the mix. So, a new satellite, you know, provision so you can buy, you can buy a dish, you can install it, it's fairly simple to set up. But even that, you know, even that, as a solution comes in just for a personal home use at, you know, 75 or 80 pounds a month, and most people can't, you know, in, in our, in our world, digital inclusion world, that is not an affordable situation. Absolutely. Right.

Mark Walker:

So, more generally, in terms of change, you mentioned working with the government on a contract, what other partners do you have? And how has that changed over time, when clearly, you're more of a strategic regional partner, the way you're describing there? What sort of bodies and connections do you have in that sort of network?

Julie Hawker:

Yeah, we and we, and we've, you know, I, I'm very proud to say that Cosmic is a partner, or, you know, a good partner to work with, in terms of our social enterprise status and our ethos, but also the culture of the organisation. And so, you know, I'd like I'd like to think that that that has stood out for us over the years. So, our current partnerships, the big partnership we're running, is with an organisation called C Tech Plus, who are also a social enterprise. And they do generic employability support. So, we work with them side by side, to do the digital component of employability support. And that's a relationship that's now into its seventh year coming up soon.So, we're very, very keen to make sure that that retains its strength and provides for us that again, the scale and the scope to bid for major government contracts, because you can't do those as a very small organisation on your own. Let alone you know, even Cosmic at our current size doesn't necessarily have the facility and the ability to run major chunks of government contract. So that's one partnership on our we also ran business training. So, we work with small businesses primarily across the region as well. And we've got a really good partnership relationship again, with a generic business support agency. They're called bit by bit and based in mid Devon, actually We'll and we ran with them local authority commissioned programmes or business support with, again, cosmic being the digital specialist in a broader programme of business support. And again, I'm really proud that that relationship is entering, you know, five and six years at longevity, which is testament to the fact that it's working well, I think we've run some recent programmes for the benefit of charities in the area. And we chat we partnered in that with, you know, the infrastructure organisations. So, in Devon, it was an organisation called TTV s. So, one of the CVS type organisations based here in Devon, and in Somerset, we partnered with an organisation called Spark Somerset, which is basically the CVS for the Somerset area. So, you know, being able to partner with those infrastructure bodies that directly connect us with grassroots charities and community organisations, has always I think that's always been a feature of our work. And I'm really glad to say that that's something that continues really well.

Mark Walker:

I mean, I would agree, when you say about a feature of your work, I think, thinking about the sorts of entries we have in Tech4Good awards, and the sorts of organisation size and scale, I think often people are wondering, how can they scale up? How can they increase their impact, they may be coming from a relatively small base, Ottery St Marys is a relatively small base, for those of you that don't know it. But now look at you know, 20 years later, 25 years later, and I suspect that partnership is the key to that the key ingredient, and obviously being agile and flexible, and being very good at what you're doing. But the scale of what you've achieved, I think has come through those extra relationships. Does that Is that how it feels? Now as you look back that where you increased your reach, you increased your impact, and also became more sustainable? I suspect?

Julie Hawker:

Yeah, it does, Mark. And that's why I speak so proudly about those partnerships, and, and the longevity, you know, of many of those examples I've given. I also think that, you know, our ability to continue on this on this journey, and to scale up is also testament to the ethos and the culture that we've built at Cosmic and that includes, you know, from, from recruiting the right people to having an exceptionally talented board, you know, supporting us and, and everything in between really, you know, we have maintained, truly maintained a passion and an ethos for dealing with this stuff.

Mark Walker:

Yeah. And so, I mean, 10 years ago, you won an award, I can remember how shocked you looked. When. But thinking about that now, what were what were the particular what was the particular impact of, of the award, in terms of, sort of the journey that you've been on and the change in the organisation over time?

Julie Hawker:

Yeah, it was a genuine, was wonderful, wonderful surprise, but a genuine shock as well, because I always regarded the Tech4Good awards, as you know, probably unattainable from Devensian time. So, it was wonderful to be in, in London, celebrating and then to have our name called ours then with Kate and, you know, just wonderful to be there with Kate on that occasion and to celebrate in true style. But for me, the really, really vitally important thing that that award meant for us was, yes, testament to all the work we've done by them, but also credibility that you know, having that award at that time, made so much difference to our credibility regionally and nationally, that you know, the profile of the organisation the credibility of the work we have completed and we're about to start on was just strengthened 10 100 fold mark it was it was great, great time.

Mark Walker:

Yeah, and then I mean, I'm just going to mention because I haven't yet your MBE which is which was you know, fantastic to hear when I remember when I saw you announce it. I mean, I'm guessing as well as the personal pride you must have in that, but equally those sorts of things shine a light on the work of Cosmic as well I guess, that's part of the story, isn't it, that it helps bring the story to life and shows people what's going on around them in their own community.

Julie Hawker:

Absolutely, Mark and yes, you know, again, delighted a bit shocked but thoroughly delighted with the honour being announced, but immediately, I use the opportunity to pay testament to everyone, current staff, former staff, board members, volunteers partners, because I see that MBE as recognition of everything, and there were and there have been hundreds and hundreds of people involved in the story of Cosmic over that period of time. So happy to accept it, but also very, very happy to say that it is reflective of a lot of other people's efforts.

Mark Walker:

And then looking ahead, I know you've just joined the board of the Good Things Foundation, which is fantastic. They're a partner and had been a partner in Tech4Good Awards since it started. Clearly, the digital divide is as meaningful as it ever was, as you know, as a phenomenon, it's still, you know, excluding people are still excluded through lack of skills, lack of access through the cost of access. What do you think? Is it sort of the next sort of 567 years going to take to try and close that divide? Are there particular things which you think will make a big difference?

Julie Hawker:

I get I do and, and, yeah, delighted to join the board, at Good Things Foundation, and I would say, especially at this time, they, they've created a brand-new strategic plan, that I really think I'm full of admiration for the tactic that's been played out here. So, the new strategy speaks of the ongoing support and commitment to 1000s of UK line centres across the country. And that's always featured in that any organization's plan. So, it's great to see that work going on. But the other two streams to the future, our devices and data. And I think, you know, we all recognise and again, something that I think the pandemic shone a very strong light on is the affordability on quality of devices that people rely on to gain their digital inclusion and their digital skills is important. And equally important is the issue of data. So, connectivity, yes, but as we're all aware, in the modern age, data costs money. And, and you can have your connectivity sorted out. And you can be on a smartphone, you know, using a mobile connection, but the minute you start doing anything significant on a device, then the cost of data starts to ramp up. So Good Things Foundation have partnered up with some, you know, key partners in our space, that will enable the organisation to support 1000s more people with skills, devices and data, and that three-pronged strategy really appeal to me.

Mark Walker:

Yeah, I mean, I will mention in there as well, of course, the AbilityNet's work on support, because the devices schemes that we've been involved in, still rely on, you know, that's what's going on in the local centres, isn't it really, that it's not just being handed the device and told to get on with it, it's making use of it. Whether there are any particular sort of learning or literacy issues for the person who's trying to get to grips with it, that's a certainly an obstacle for many people. language issues, simply not English being not being your first language, for example, those sorts of issues will then come up, once you've got the device in your hand, there's still got a bit of a journey to get on to make best use of it. And to get the most from it. I guess that takes us right back to that village hall. And I mean, the drop-in centre wasn't a place where you just sat in the corner and played on the computer. It was distinctly a community centre and a means of getting support. I guess that's point. That's the point that that glues all this together, isn't it that people can't do this on their own, they don't just need a device that or just need data, they need people like your teams, and the centres that you're talking about in the UK online centres is those people providing that support in a very open way that I recognise from what you're saying over those years is it's not prescriptive, isn't one size fits all?

Julie Hawker:

No, and you're right Mark, you know, you can you can box you know, in the modern world, you can box up a device, you can set up the connectivity, you can buy a chunk of data, but without the personal one to one support, and a lot of people that we are targeting will not be able to progress without, you know, understanding motivation. You know, being able to test and fail using the device and the and the software or whatever features and processes they want to master. Without that one-to-one personal approach, then people can't progress. You know, that is the nature of learning, isn't it?

Mark Walker:

Yeah. And I guess that's the personal support that that people are looking for that that really is the very sharp end of giving that inclusion in so many settings in so many ways. Great, well, I love catching up with you. It is amazing that it's 25 years. We've obviously lots of lots of dots on the on the journey that we've joined along the way that you and I are involved in, but it is just fantastic to see Cosmic thriving. I You know what, we haven't mentioned your rocket. So, tell us a bit about the rocket before we go.

Julie Hawker:

Okay, so yeah, back in the day, we set up a UK online Centre in Ottery St Mary and, and we recognised immediately that a big limitation on our ability to reach in the rural areas was that we were basically throwing a whole heap of laptops into the back of the van and driving them from place to place. Now that relied on when we get when we got to spaces, there being adequate and comfortable space to do so but also connectivity. So, in a moment of either madness, or genius, we come up came up with the concept of towing a big vehicle around the countryside. And when we got the lottery to fund this project, and we turned our mobile unit in to a space shuttle, so yes, a rocket. It was the space shuttle, and we towed it had 10 workstations on board, it had a satellite connection to the internet had its own generator. So, you know, just for the sake of it, we used to drive out to Dartmoor just to evidence the fact that, you know, these things can be done. And again, I'm talking about 20 years ago, that we were doing this. And of course, it also, you know, was great for PR and marketing in the sense that it really shone a light on how to address the rural challenges from the area. So, so yeah, that was that was definitely visually a great timing for Cosmic. And it also was a great time for us to be challenging perceptions, about skills and connectivity.

Mark Walker:

Yeah, I mean, I think that the whole story around Cosmic is about that continued reinvention and innovation and connecting up with people, finding different routes to do that one-to-one support for different reasons, whether it's employment or health. I think anybody out there who's doing work around digital inclusion knows that it's not a simple pathway for any individual. And I just think it's fantastic. The work that you've done in providing that breadth and the depth of the support over those years is just wonderful. So, thanks so much for coming in and sharing the lessons learned and the amazing stories of how things have changed since those days in the village hall, and congratulations on an amazing success overall.

Julie Hawker:

Thanks, Mark. It's been a pleasure to be involved this afternoon. And yeah, good luck with Tech4Good awards. I look forward to seeing and hearing all about the award winners this time round.

Mark Walker:

Brilliant, thank you very much.

Robin Christopherson

So, 25 years of hard work, Mark, trying to bridge that digital divide for people that are still not online, still not digitally confident or can't afford to be able to access those services. They've made inroads, haven't they,

Mark Walker

it's amazing to hear how successful they've been at continuing to close that divide. They work with a whole range of different organisations and individuals. And I think it's also worth reflecting on the fact that in the UK, we may feel like, you know, anybody wants to be online is online. And that's not true. And also, when you look more, more broadly across the planet, you know, there are plenty, you know, millions, possibly billions of people who are not digitally enabled. And when you're in the sort of lucky position to be able to use the internet every day and feel comfortable and confident doing it. You know that divide is, is a yawning gap into people who can't access basic services. They can't use it for work, they can't use it for finding work or education. All the sorts of things we take for granted when we're online every day. So yeah, I mean, I think as a category, it really underlines the point about Tech for Good is that having access to the internet, which many people treat as a human right now is still out there still is huge numbers of people who are on the wrong side of that divide.

Robin Christopherson

Absolutely. And you know, we're sitting here with our brilliant, broad broadband connections. But you only have to step out of your house. I mean, there are so many online meetings that we have, as part of our work these days, that sometimes being blind myself having to take the guide dog out twice a day, at least I'm on 4g for those some of those meetings and just walking around Warwick, which is not exactly the, you know, back of beyond, it drops out all the time. So, you know, even around a built-up area like this, the 4g fails, I haven't got a 5g enabled phone. I don't know if it exists in Warwick. It probably does. Who knows. But certainly, you know, we begin to appreciate something as basic as good internet active connectivity. You know, the, the need for that is just all pervasive. And there are so many people that just don't have that basic need. sister in law's family live out in a lovely part of rural just outside Darlington up in the northeast, no cell connection on any network at all. So, you know, on that aspect alone, we're still looking at a huge, patchy picture across the UK. And when you think how absolutely vital digital is these days for just being able to live effective and cost-effective lives? They've still got a long way to go, haven't they?

Mark Walker

Yeah, yeah. And I think that, you know, we, as I say, we're looking ahead to this year's Tech4Good Awards and thinking about organisations that are closing those gaps in the Community Impact Award in particular, which is the one that Julie won, you know, that that still remains relevant to us. We're not just talking about innovation. We're not just talking about assistive technologies, we're talking about the very core of being on you know, being enabled in a digital way and even in 2023. So, it remains very relevant for us to think about those needs for reading anywhere in the world. In terms of the Tech4Good Awards.

Robin Christopherson

Absolutely. And you know, when like you say you start looking at other parts of the world. You know, we're, we don't know how lucky we are. So yeah, best of luck to Julie. And here's to another 25 years of brilliant work in closing that digital divide, and fantastic for all the other organisations that are going to be submitting entries to this year's Tech4Good awards, who are going to be doing equally good projects and are really, you know, changing lives on the ground. So, I'm excited.

Mark Walker

Yeah, really looking forward to it.

Robin Christopherson

Brilliant. Thank you, Mark.

Mark Walker

Take care.

Robin Christopherson

See you next time. Thanks for listening to this episode of The AbilityNet podcast. If you'd like more information about how you can make your websites and mobile apps more accessible, easier to use by all and compliant with current legislation. You can speak with AbilityNet accessibility experts. Just head over to www.abilitynet.org.uk/accessibility-services Thanks again for tuning in and more hot discussions around accessibility will be coming soon.