

User-Centred and Inclusive Design (WCAG)

La Fosse Capability

Designing accessible, usable digital services that meet user needs

La Fosse delivers user-centred and inclusive design services to ensure digital services are accessible, usable and compliant with WCAG 2.2 and the GDS Service Standard. We combine user research, interaction design and accessibility assurance to design services that meet diverse user needs. Our approach reduces exclusion, improves usability and ensures services meet regulatory and assurance requirements.

User research and insight

Evidence-based understanding of user needs and behaviours

Inclusive service design

Designing for accessibility, usability and diverse user groups

Accessibility and compliance

WCAG 2.2 audits, remediation and assurance

Design systems and patterns

Reusable components supporting consistent, accessible services

- **User research and service discovery**
- **Interaction, content and service design**
- **Accessibility testing and remediation**
- **Design systems and assurance**

1

Discover and research

Plan and conduct user research to understand needs and barriers

2

Design and prototype

Create inclusive designs, prototypes and content aligned to standards

3

Test and assure

Undertake usability and accessibility testing, including WCAG audits

4

Embed and improve

Support implementation, remediation and continuous design improvement

Proven public sector impact

La Fosse designs digital services around real user needs, with accessibility built in from the outset. We combine research, design and assurance to ensure services are inclusive, compliant and deliver a high-quality user experience.

User-centred design
for public services



Department
for Transport

Supported discovery, design and usability improvement across user-facing digital services.

Outcome: Improved usability, clearer journeys and stronger alignment to user needs.

Design assurance for
operational services



Financial
Ombudsman
Service

Provided design and accessibility expertise supporting high-volume, citizen-facing services.

Outcome: Improved accessibility, better user satisfaction and stronger compliance assurance.

Accessible service
design in regulated
environments



CareQuality
Commission

Delivered user-centred design and accessibility support for regulated digital services.

Outcome: Improved accessibility compliance, clearer content and reduced user friction.

Delivering positive, lasting impact beyond project outcomes

We're an employee-owned business that believes transformation should empower people as much as technology. Every engagement builds confidence, inclusivity, and self-sufficiency within client teams.

Sustainability and climate

Eco-conscious operations, reduced travel, digital-first engagement, social sustainability through charitable partnerships.

Inclusion and opportunity

Diverse delivery teams, fair pay, early-career pathways via La Fosse Academy.

Wellbeing, culture and communities

Consultant communities, prioritising mental and physical wellbeing, transparency and healthy working practices.

A woman with dark hair in a ponytail is seen from behind, looking out a train window. The background is blurred, suggesting motion. The entire image has a purple overlay.

Thank you