

Front-End Development for Accessible Digital Services

Service Definition

1. Service overview

Front-End Development for Accessible Digital Services provides front-end build support for public sector websites and applications. The service focuses on implementing accessible, user-centred interfaces using maintainable front-end code to improve usability, accessibility and consistency across devices.

2. How the service works

The service is delivered as a flexible, project-based engagement aligned to the buyer's requirements and delivery approach.

Typical activities include:

- Review of approved designs and requirements
- Front-end build planning and task breakdown
- Implementation of semantic HTML, CSS and JavaScript
- Development of reusable components and patterns
- Responsive interface implementation
- Accessibility-focused code reviews
- Cross-browser and device testing
- Documentation to support handover and maintenance

Delivery is typically remote. Buyers are expected to provide designs, requirements, access to development environments and timely feedback.

3. Skills and experience

The service is delivered by practitioners with experience in front-end development for accessible digital services.

Roles involved may include:



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- Front-end developer
- Accessibility Specialist
- QA or testing support
- Delivery or technical lead

The team applies recognised front-end development practices with accessibility considerations appropriate to public sector digital services.

4. Relevant experience

The supplier has delivered front-end development work for public sector and regulated digital services.

Relevant experience includes:

- Building accessible front-end interfaces for public-facing websites
- Implementing responsive layouts and reusable components
- Supporting accessibility improvements through code reviews and remediation

This work has contributed to improved usability, reduced accessibility defects and more maintainable front-end codebases and compliance to WCAG accessibility standards.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm scope, timelines, responsibilities and access requirements. Buyers provide designs, requirements, coding standards and access to development environments.

Offboarding

At completion, all agreed front-end code, documentation and handover materials are provided to the buyer. A close-out session is held to review delivered work and outstanding considerations.



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6. Service constraints

The service focuses on front-end development only and does not include back-end development, hosting or ongoing support. Delivery is dependent on the availability and quality of buyer-provided designs and requirements. Work is typically delivered remotely. Accessibility outcomes depend on overall system design and must be validated through testing.

7. Service management and support

A named delivery lead manages the service and acts as the primary point of contact. Progress is managed through agreed check-ins and delivery milestones. Issues and risks are discussed with the buyer as they arise. Support beyond delivery is limited to clarification of agreed outputs during the engagement period.

8. Technical and operational requirements (if applicable)

Buyer-provided access to development environments, repositories and design assets is required. No specialist infrastructure is provided as part of the service.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any access or materials provided by the buyer are used solely for delivery of the service and handled in line with agreed confidentiality and data protection requirements. No long-term data storage is required.

10. Exit, data return and deletion

All buyer-owned code, materials and outputs are returned at the end of the engagement. Any copies held by the supplier are deleted in accordance with agreed retention and confidentiality arrangements. No ongoing transition or exit support is provided beyond the close-out activities described above.



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