

Accessible Website Design (WCAG 2.2)

Service Definition

1. Service overview

Accessible Website Design (WCAG 2.2) provides design support to help public sector organisations plan and design accessible websites. The service focuses on creating user-centred, inclusive interface designs aligned to WCAG 2.2 principles, supporting buyers to be compliant, reduce accessibility risks and improve access for all users.

2. How the service works

The service is delivered as a project-based engagement aligned to the buyer's objectives and constraints.

Typical activities include:

- Review of existing designs, research and brand assets
- Definition of accessibility goals and design considerations
- Accessible user interface and interaction design
- Colour, typography and component design with accessibility considerations
- Design of accessible navigation and page layouts in Figma for review and approval
- Annotation of designs to document accessibility compliance
- Accessibility specialists lead the design phase and hand over to the project team for implementation

Delivery is typically remote. Buyers are expected to provide access to existing materials and timely feedback on design outputs.



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3. Skills and experience

The service is delivered by practitioners with experience in accessible design for public sector digital services.

Roles involved may include:

- UX or interaction designer
- Accessibility specialist
- Frontend developer
- Quality assurance tester
- Delivery or design lead

The team applies recognised inclusive design practices and WCAG-informed design principles appropriate to public sector environments.

4. Relevant experience

The supplier has delivered accessible website design activities for public sector and regulated organisations.

Relevant experience includes:

- Designing accessible web platforms and user interfaces
- Supporting early-stage accessibility considerations during design
- Producing design documentation to inform accessible build and testing

This work has supported improved usability, clearer accessibility intent and reduced rework during development.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm objectives, scope, timelines and accessibility considerations. Buyers provide access to brand assets, research, content structures and relevant documentation.

Offboarding

At completion, all agreed design outputs and documentation are provided to the buyer. A close-out session is held to review designs and next steps for implementation and testing.

6. Service constraints

The service covers design activities only and does not include development, accessibility testing or formal accessibility audits. Delivery is time-boxed and dependent on access to existing materials and stakeholder input. Work is typically delivered remotely. Accessibility outcomes are based on design intent and must be validated during build and 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 scheduled design reviews and check-ins. Issues and risks are discussed with the buyer as they arise. Support beyond delivery is limited to clarification of agreed design outputs.

8. Technical and operational requirements (if applicable)

Not applicable.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any information 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 materials and design 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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