

Accessibility Audits and Remediation

Service Definition

1. Service overview

Accessibility Audits and Remediation provide structured assessment and advisory support to identify and address accessibility issues in public sector websites and digital services. The service helps organisations understand accessibility barriers, prioritise remediation activity and improve inclusive access for users.

2. How the service works

The service is delivered as a time-bound, project-based engagement focused on assessing accessibility against recognised accessibility standards.

Typical activities include:

- Audit planning and scope definition
- Review of target pages, templates or user journeys
- Manual accessibility testing
- Automated testing to support issue identification
- Identification and categorisation of accessibility issues
- Assessment of user impact and risk
- Prioritisation of remediation actions
- Documentation of findings in developer-ready formats
- Optional re-testing following buyer-led fixes

Delivery is typically remote. Buyers are expected to provide access to relevant environments, documentation and stakeholders, and to confirm the scope of pages or components to be reviewed.



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3. Skills and experience

The service is delivered by practitioners with experience in accessibility assessment and digital quality assurance.

Roles involved may include:

- Accessibility specialist
- UX or usability practitioner
- QA or testing specialist
- Delivery or engagement lead

The team applies established accessibility testing techniques and WCAG-informed assessment approaches suitable for public sector digital services.

4. Relevant experience

The supplier has delivered accessibility audit and remediation advisory work for public sector and regulated organisations.

Relevant experience includes:

- Auditing public-facing websites and digital services for accessibility issues
- Identifying and prioritising accessibility risks across templates and components
- Supporting teams with clear remediation guidance and re-testing

This work has helped organisations improve accessibility, reduce risk and better plan remediation activity.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm objectives, scope, pages or components to be audited, timelines and access requirements. The buyer provides access to relevant environments and any existing accessibility documentation.

Offboarding

At completion, all agreed outputs are provided to the buyer. This typically includes an accessibility audit report and prioritised remediation recommendations. A close-out session is held to review findings and next steps.

6. Service constraints

The service covers audit and advisory remediation support only. Code changes and implementation remain the buyer's responsibility unless otherwise agreed. Findings reflect the state of the service at the time of testing. Delivery is dependent on access to relevant environments and information provided by the buyer. Audits are typically delivered remotely and do not constitute formal certification or legal assurance.

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 review points. Issues and risks are discussed with the buyer as they arise. Support beyond delivery is limited to clarification of agreed findings and recommendations within the engagement period.

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 access provided by the buyer is 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 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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