

Service Definition Document

WCAG Accessibility Audit and Remediation

Supplier	Francioni Limited
Service ID	FRAN-ACC-021
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Independent accessibility auditing and remediation services to help public sector organisations meet WCAG 2.1 AA and WCAG 2.2 AA standards. We combine automated scanning with expert manual testing to identify barriers for disabled users, then fix the issues in your code. All UK public sector websites and apps must meet accessibility requirements under the Public Sector Bodies Accessibility Regulations 2018.

2. Service Categories

- Cloud Support Services
- Testing
- Training

3. Audit Services

Automated Testing

- Scanning with axe-core, WAVE, and Lighthouse
- Bulk page analysis across entire sites
- CI/CD integration for ongoing compliance monitoring
- Automated reporting with issue prioritisation

Manual Expert Testing

- Screen reader testing (NVDA, JAWS, VoiceOver)
- Keyboard-only navigation assessment
- Voice control compatibility (Dragon NaturallySpeaking)
- Cognitive accessibility review
- Mobile accessibility testing (iOS/Android)

Compliance Reporting

- Detailed audit report mapped to WCAG success criteria
- Severity ratings and prioritised remediation plan
- Accessibility statement drafting support
- Evidence pack for GDS service assessments

4. Remediation Services

- Code fixes for identified accessibility issues
- Alt text and image description implementation
- Form label and error message improvements
- Colour contrast and focus state corrections
- ARIA implementation and semantic HTML fixes
- PDF remediation and accessible document creation
- Re-testing to confirm fixes meet requirements

5. Service Benefits

- Meet legal requirements under Public Sector Bodies Accessibility Regulations 2018
- Pass GDS service assessments with confidence
- Reduce risk of complaints to the Equality and Human Rights Commission
- Inclusive services reaching all citizens regardless of disability
- Combined automated and manual testing catches issues tools miss
- Practical fixes, not just reports - we remediate issues in your codebase

6. Technologies

axe-core, WAVE, Lighthouse, Pa11y, NVDA, JAWS, VoiceOver, Dragon NaturallySpeaking, BrowserStack, Accessibility Insights

7. Delivery Model

Remote-first delivery. On-site workshops available within the UK when required.

- Initial scoping call to understand your services and priorities
- Automated scan followed by manual expert review
- Draft report within 5 working days of audit completion
- Remediation sprints using agile methodology
- Re-testing included to verify fixes

8. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

9. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

10. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

11. Contact

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