

Accessibility Testing Service

Resillion's Accessibility Testing Services for the UK Public Sector - Comprehensive Solutions for Inclusive and Compliant Digital Accessibility Experiences

Edge Testing Solutions Ltd, operating as Resillion, boasts extensive experience in delivering adaptable Accessibility Testing Services. We offer both onshore and offshore options, which can be combined to seamlessly fulfil all UK Public Sector accessibility needs at highly competitive rates. This service definition document outlines the key challenges associated with Accessibility Testing and explains how our solutions address these issues, delivering lasting value and security for our public sector clients.

Introduction – The importance of Accessibility

In today's digital landscape, accessibility is no longer a discretionary consideration—it is an essential, strategic priority for organisations, particularly within the UK public sector. Accessibility ensures that digital services, websites, and applications are usable by everyone, including people with disabilities. As society advances towards greater inclusivity and equality, ensuring digital accessibility is not only a moral obligation but also a fundamental legal and reputational necessity.

The UK Equality Act 2010 consolidated and strengthened previous anti-discrimination legislation, extending coverage beyond the workplace and introducing robust protections for individuals with disabilities. The Act prohibits discrimination arising from disability, includes indirect discrimination, and strengthens the requirement for reasonable adjustments—now defined as removing 'substantial disadvantage'. Furthermore, public sector bodies are bound by the Public Sector Equality Duty, requiring active promotion of equality and accessibility. Non-compliance carries severe consequences, including unlimited fines and reputational harm.

Legal and Regulatory Drivers

The regulatory environment around accessibility is rapidly evolving. In addition to the UK Equality Act, organisations must now comply with a range of international standards, including the Web Content Accessibility Guidelines (WCAG 2.1/2.2), the Americans with Disabilities Act (ADA), and the European Accessibility Act (EAA). For the UK public sector, adherence to accessibility standards is not optional: it is a legal mandate.

The frequency of audits and litigation has increased noticeably, making accessibility a significant legal risk if neglected. Regular, documented conformance is vital for demonstrating compliance and mitigating exposure to legal scrutiny.

Market and Social Drivers

Beyond regulation, there is a powerful movement towards digital inclusion. Today's clients—and, indeed, the wider public—expect digital experiences that are inclusive by design. Accessibility is now viewed as a fundamental human right, not merely a technical checklist. Prospective clients are increasingly making accessibility a core requirement in procurement and tender processes, reflecting a broader societal expectation that public services must be available to all.

Moreover, organisations that prioritise accessibility demonstrate leadership in diversity, equality, and inclusion, enhancing their reputation and building trust among all stakeholders.

Benefits of deploying Resillion's Accessibility Testing Services

Investing in our accessibility testing offers a wide range of significant benefits, including:

- **Risk Mitigation:** Avoid costly lawsuits, regulatory fines, and reputational damage by proactively addressing accessibility requirements. Stay ahead of evolving legal frameworks and industry standards.
- **Market Reach and Usability:** Expand your audience by making services accessible to elderly users, neurodiverse individuals, and those with temporary impairments. Improved accessibility translates to a better user experience for all.
- **Brand and Social Responsibility:** Demonstrate a genuine commitment to diversity, equity, and inclusion. Enhance brand reputation by championing accessible, user-centred design.
- **Future-Proofing:** Accessibility is an ongoing journey, not a one-off project. Early adoption positions your organisation to adapt seamlessly as standards and technologies evolve.
- **Innovation and Employee Engagement:** Accessible design often leads to more innovative solutions. Creating an inclusive environment also boosts staff morale and engagement, as employees take pride in working for a responsible, forward-thinking organisation.
- **Operational Efficiency:** Addressing accessibility early reduces the need for costly retrofits and streamlines development cycles through reusable, accessible components.

Accessibility Testing Approaches

Resillion's approach recognises that each client has unique needs. Rather than a 'one size fits all' methodology, we work closely with you to tailor our services. Our core testing approaches include:

- **Manual Accessibility Audits:** In-depth, expert-led evaluations of your digital assets against WCAG and other relevant standards.
- **Assistive Technology Testing:** Verification using screen readers, magnifiers, voice input, and other assistive tools to ensure real-world usability.
- **Automated Testing Tools:** Efficiently identify common accessibility issues using best-in-class automated tools, integrated into your development pipeline for continuous assurance.
- **User Testing with People with Disabilities:** Direct feedback from users with diverse needs, uncovering barriers that automated tools may miss.
- **Continuous Integration (CI) Accessibility:** Embedding accessibility checks within your CI/CD pipeline to prevent regressions and maintain compliance over time.
- **Heuristic and Cognitive Walkthroughs:** Specialist-led reviews focused on cognitive accessibility, ensuring digital services are usable by people with neurodiverse conditions.

Service Features

Our comprehensive accessibility testing services include:

- Formal conformance documentation to demonstrate compliance.
- Robust audit trails and detailed evidence of testing activities.
- Mapping against specific compliance standards (e.g., WCAG, EN 301 549).
- Remediation plans with clear guidance and re-testing to confirm fixes.
- Coverage across multiple environments and a broad range of assistive technologies.
- Thorough documentation of test data and user flows employed during audits.
- Review and analysis of previous audit reports and compliance logs.
- Comprehensive, client-facing reports and presentations tailored for technical and non-technical audiences.



Value-Added Services

Our offering goes beyond standard audits. We provide a range of value-added services to support your ongoing accessibility journey:

- Accessibility Audits and VPAT Preparation: Authoritative reviews and Voluntary Product Accessibility Templates for procurement and transparency.
- Remediation Support: Expert consultation and technical assistance throughout the remediation process.
- Assistive Technology Testing: In-depth usability assessments across a wide range of assistive tools.
- Tooling and Infrastructure Support: Recommendations and integration assistance for accessibility testing tools.
- Accessibility Training and Workshops: Practical, experiential training sessions for your teams, tailored to their roles and responsibilities.
- Accessible Content Review: Expert review of written and multimedia content to ensure clarity and accessibility.
- Ongoing Monitoring and Regression Testing: Regular reviews to maintain compliance as your digital assets evolve.
- Third-Party Validation: Independent assessments to provide additional assurance to stakeholders and regulators.
- Strategic Consulting: Guidance on embedding accessibility into your digital strategy, procurement, and organisational culture.

Conclusion: Commitment and Partnership

Accessibility is a journey, not a destination. By partnering with Resillion, you gain a trusted ally committed to helping your organisation achieve and sustain digital inclusion. Our expertise, tailored solutions, and proactive support ensure you meet legal obligations, exceed client expectations, and create experiences that are open to all.

We invite you to take the next step towards a more accessible future. Contact us today to discuss your needs, arrange a consultation, or request a sample audit. Together, we can build digital services that truly serve everyone.

About Resillion

Resillion is a global quality engineering and cyber security partner from initiation to launch, with best-in-class technologies, leading solutions, and industry recognised services to support our clients throughout the digital lifecycle. By leveraging the latest technologies, an innovation-first mindset, and industry best practice, we are advocates for staying ahead of the competition and achieving strategic objectives. The company delivers end-to-end solutions to support clients throughout their strategic digital initiatives offering a holistic offering across software and hardware. Thanks to an invaluable pedigree across multiple different industries, we are proud to partner with leading brands to resolve issues and provide quality driven outcomes. We empower our clients from the world's leading organisations within the Public Sector, Media, Energy, Healthcare, Finance, and B2C industries amongst others, to deliver measurable business value and unleash their full potential.

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