

Reimagining Digital Accessibility: From Compliance to Collective Responsibility at King's Digital Lab

Authors Tiffany Ong, Alessandra Esposito, Geoffroy Noël Institution King's Digital Lab, King's College London

BACKGROUND

Our digital accessibility approach started as a compliance task and shifted to a collaborative, sustainable practice embedded across our Software Development Life Cycle (SDLC). Developed through years of iteration and feedback, the process supports team-wide participation, aligning inclusive practices with team dynamics and project phases. We aim to foster accessible outputs through methods that are practical, scalable, and inclusive.

EVOLVING PRACTICE

Earlier Challenges Current approach **Compliance focused Balanced goals** Emphasis on compliance alone. Focus on compliance and usability. Siloed work Team-driven Limited collaboration, unclear misaligned Open dialogue, equitable distribution, and clear responsibilities and workload. responsibilities aligned with role expertise. ---- Practical tools Hard-to-use resources Reliance on complex, official guidance. Comprehensive and clear internal documentation. **Knowledge gaps Collective learning** Inconsistent understanding, limited support. Shared knowledge, active support, ongoing feedback. **Inconsistent results Sustainable outcomes** Binary "All or nothing" delivery with variable Tailored, consistent outputs that reflect project quality. context and capacity.

IMPACT

Increased Process Visibility & Accountability

Digital Accessibility is now considered from the start of projects, with regular tracking through team-wide check-ins and shared task ownership, improving transparency and follow-through.

Stronger Team Dynamics & Fairer Workload Distribution

Clearer expectations around roles and responsibilities have streamlined collaboration and created a more balanced workload across the team.

Knowledge Growth & Consistent Outcomes

Holistic support for accessibility has elevated team expertise, leading to better targeted issues, fewer gaps, and more consistent, sustainable outputs.

TEAM RESPONSIBILITIES 1 Lead 2 Collaborate 3 Consult

Analyst A

Ensure accurate level of accessibility in requirements, process and deliverables

Engineer E Code and test with WCAG accessibility standards

UI/UX Designer U Design accessible interfaces (contrast, layout)

Project Partners PP

Identify accessibility considerations for users and requirements, ensure content is accessible

Project Manager PM

Plan accessibility in timelines, ensure accessibility is tracked and reviewed

Sysadmin S

Support infrastructure that enables accessible content and tools

Moscow requirements

How we prioritise the digital accessibility requirement for a project.

	Must (M)	Should (S)	Could (C)	Won't (W)
More than 5 users (e.g. Public resource)	✓	√	✓	×
Using only own platforms or stacks	✓	√	×	×
Basic components	✓	×	×	×
	Meet WCAG A/AA criteria for the majority of components (few/none will not meet) by performing accessibility assessments during evolutionary development and producing a public accessibility statement and update it at each major release.	Meet WCAG A/AA criteria for some components (some might not meet) by performing accessibility assessments during evolutionary development and producing a public accessibility statement and update it at each major release.	Integrate WCAG A criteria for some components by performing essential accessibility assessments into the evolving solution and producing a public accessibility statement and update it at each major release.	Integrate WCAG A criteria for some components by performing essential accessibility assessments into the evolving solution but not producing a public accessibility statement. But scoping still needed.

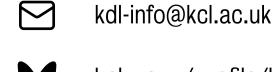
RESOURCES

Contact us if you would like to collaborate, download our process or share your feedback.





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ACCESSIBILTY STEPS

