

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

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

- 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)
- Research team** (project partners) **RT**  
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	✓	✗	✗	✗
<div><div>Meet WCAG A/A 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 deployment.</div><div>Meet WCAG A/A criteria for some components (some might not meet) by performing essential accessibility assessments into the evolving solution and producing a public accessibility statement and update it at each deployment.</div><div>Integrate WCAG A/A criteria for some components by performing essential accessibility assessments into the evolving solution but not producing a public accessibility statement.</div><div>Integrate WCAG A/A criteria for some components by performing essential accessibility assessments into the evolving solution but not producing a public accessibility statement. But accepting still needed.</div></div>				

### RESOURCES

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### ACCESSIBILITY STEPS

