



The Insolvency
Service

Accessibility Remediation 2022-2023

Version: 1.0

Date: 25/10/2022

Executive summary

After the accessibility audit and the creation of accessibility statements work Nomensa carried out in early 2022, a number of additional remediation activities were identified that needed to be addressed.

The accessibility audit has been prioritised and reviewed in terms of impact to the end user. It has also been reviewed against in-flight strategic projects that aims at optimisation and improvement of the Individual Insolvency Register, Find an Insolvency Practitioner and IES Database services as well as the decommissioning of the Official Receivers Office search. This review has allowed Nomensa to define and scope a lean and efficient programme of work for this this round of remediation.

Nomensa will place the appropriate technical resources to remediate each issue, ensuring that each of the five identified Jira 'stories' are handled with expertise and that each task is resolved in an efficient manner.


Commercial Manager


Approach

Please find below a summary of all activities for the scope of requirements. Deliverables against each of these activities are listed below.

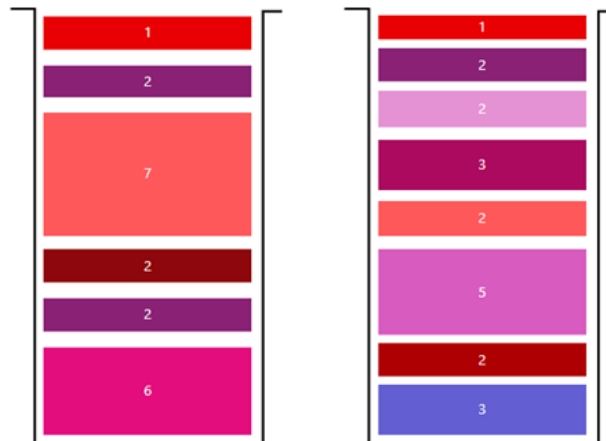
Acceptance criteria will be written confirmation that tasks have been released and tested in SIT, in accordance with the Insolvency Service definition of 'complete'. And released to production.

Activity / Task
Generic gov.uk page title used
Several pages have the same page title
User signed out without warning after period of inactivity
Text incorrectly marked up as headings -Best practice
Skip link not visible - Best practice
No skip link provided - Best Practice
Navigation is not consistent across all pages
Text overlaps when page zoom level is increased
Scrolling occurs in two directions when page zoom level is increased
Small text contrast does not meet required ratio
Non-text contrast did not meet required ratio
Non-text contrast did not meet required ratio
Navigation links not included in navigation landmark
Heading like text not marked up as heading
Heading restructure could help screen reader users understand relationships on page - Best Practice
Tables are not marked up as such
Sub group of radio buttons not marked up correctly
Multiple links with same accessible name on page ('Tasks to do')
Multiple links with same accessible name on page ('We've stopped all action' and 'We've sold this debt')
Multiple links with same accessible name on page ('Perf Script-c')
Multiple links with same accessible name on page ('View' 'Manage' 'Delete')
Several pages have the same page title
Session timeout
Links incorrectly given a role of button
Link incorrectly has state
Code validation
Page refresh issues - Best practice
Use of unordered list instead of definition list.
Missing label associations
Content scrolling in two directions

Meaningful sequence when error present - Resolved?
Page language not set
Code validation
Add autocomplete values for form inputs
Headings structure incorrect
Error text does not meet required contrast ratio
Radio buttons / checkboxes not grouped in a fieldset with legend
Table missing header structure
Missing label
Focus indicator colour contrast
Link purpose unclear
Code validation
Add autocomplete values for form inputs
Gaps in heading structure
Additional field information not conveyed
Scrolling in two directions when zoomed to 400%
Focus indicator colour contrast
Code validation
Add autocomplete values to form inputs
Form completion timeout
Incorrect heading order
Missing fieldsets
Empty landmark
Double labelled element
Tables missing header markup - UNSURE IF ISSUE REMAINS
Additional input information not conveyed
Error identification
Text contrast on focus - UNSURE IF ISSUE REMAINS
Focus indicator colour contrast - UNSURE IF ISSUE REMAINS
Page titles
Code validation
Add autocomplete values to form inputs
Form completion timeout
Form error prevention
No label - text inputs

Backlog management

Defining and maintaining a shared MVP backlog is the key to scope management in agile. This is the shared responsibility of the project team and client.



The backlog always has the same capacity in it (the project timeline) but what we pull into that backlog and how we play with complexity of solutions is how we ensure your MVP scope is achieved.

If a change in prioritisation is required, we will identify the impact of the change, without adjusting the number of sprints or changing the project cost and timeline. Rather the outputs of the prioritisation will be one of the following:

- Tickets are removed from the backlog to make room for the change
- Tickets are made less rich, so all the features still fit in the iteration plan
- The addition of an extra sprint to accommodate the new features, tickets or priorities will incur additional cost to the agreed and signed off SOW budget.
- The produce backlog will be prioritised and approved by Nomensa's Tech Lead and INSS within the Sprint planning ceremony

Change management

Any proposed changes that fundamentally change the scope and deliverables detailed within this SOW will be escalated through an agreed governance forum and will require the sign-off of the Programme Delivery Manager and agreed Insolvency Service Stakeholder sponsor – [REDACTED]

The change will be documented and where impact to time or budget is incurred, captured in a CNN document and approved by the Commercial Team.

Any additional time required to deliver the scope of the SOW due to agreed changes being introduced will incur additional project costs to the agreed and signed off SOW budget.

Outcomes and deliverables

The scope of work of the project is to remediate accessibility issues identified in a recent audit under the following story headings in Jira:

- Breathing Space
- Creditor Portal
- External Contact Forms
- Apply for bankruptcy
- RPS – claim for loss of notice
- RPS1 – claim for redundancy and monies owed

These remediation efforts will be supported and supervised by one of our principal accessibility consultants.

After the supported remediation our team of experts will conduct a final series of manual accessibility audits on the websites to assess the updated status regarding WCAG 2.1 AA conformance.

Following these audits, we will update the associated accessibility statements to reflect the up-to-date status accordingly.

Tracking outcomes and deliverables

T	Key	Summary
	ACC-270	Breathing Space
	ACC-163	Creditor portal
	ACC-28	External forms - Accessibility issues
	ACC-21	Apply for bankruptcy - Accessibility issues
	ACC-15	RPS - Claim for loss of notice - Accessibility issues
	ACC-1	RPS1 - Claim for redundancy and monies owed - Accessibility issues

Nomensa have built out a Jira backlog for this programme of work that currently consists of 6 user stories that sit within a Release. These user stories are further broken down into individual tasks that detail the accessibility issues that need to be resolved.

As this project will be delivered against an Agile methodology, the project team will drive forward the order of delivery and management of scope as described above, in 'Backlog management' and 'Change management.'

We will track project delivery by measuring the percentage of completion of the project at 'Release' level. The Release will comprise all the stories that make up the entirety of the scope and form the mechanism for in flight gateway invoicing.

The Releases are reported on in Jira, within a release report. This release report will form the basis of tracking deliverables for sign off and subsequent inflight gateway invoicing but sign off remains at the reasonable agreement of Insolvency Service.

Benefits

Some benefits of improving accessibility within these websites include:

- Improved usability, this is particularly important given the nature of the applications (e.g. applying for bankruptcy) as the users may be under high levels of stress
- Users with disabilities will have fewer barriers when using the websites
- Improving the HTML structure will help the pages become more discoverable by search engines

Timelines

Delivery duration:

Start date: 01.11.2022

End date: 24.03.2023

This timeline and order of scope delivery is indicative only and based on estimated elapsed time. As this project will be delivered against an Agile methodology, the project team will drive forward the order of delivery and management of scope as described above, in 'Backlog management' and 'Change management.'

Assumptions, Constraints and Risks

Nomensa have considered the following assumptions to be true in the preparation of proposal cost and timeframe estimates.

ID	Assumptions
AS01	<div></div> <div></div> <div></div>

AS02	

Costs

Payment to be made on Buyer acceptance of the deliverables (against any stated acceptance criteria) G-Cloud Terms and Conditions apply, prices are in accordance with Nomensa's G-Cloud SFIA rate card.

Total (excl. VAT) £269,500.00 + vat

Payment schedule and outcomes

Activity	Start	End	Outcomes and Deliverables	Cost of work package (ex.VAT)	Acceptance criteria
Setup & task definition					Business approval of actions / task list
Remediation Tasks 25% completion					Tasks remediated in this phase have been released in SIT.

Remediation Tasks 50% completion	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]	Tasks remediated in this phase have been released in SIT.
Remediation Tasks 75% completion	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]	Tasks remediated in this phase have been released in SIT.
Remediation Tasks 100% completion	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]	Tasks remediated in this phase have been released to production
Retesting	01/03/2023	24/03/2023	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]	Accessibility statements received. All tasks released to production.

Approvals

INSS approval	
Name	[REDACTED]
Role	[REDACTED]
Signature	
Date	31/10/2022

Nomensa approval	
Name	[REDACTED]
Role	[REDACTED]
Signature	
Date	31/10/2022



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