

Reference: FOI.ICB-2627/249

Subject: Digital Accessibility in Commissioning and Procurement

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
For this request, “digital services, systems and products” includes patient-facing and staff-facing websites, applications, portals, online forms, digital platforms and software commissioned or procured by, or on behalf of, the ICB. Please provide the following information about the ICB’s current arrangements as at the date of this request. Where your team handles requests for more than one ICB, please provide a response specifically for the NHS Bristol, North Somerset & South Gloucestershire ICB. If arrangements differ between predecessor organisations following a merger, please identify which arrangements apply to which areas, using existing recorded information.	
1. Policy and governance Does the ICB hold a policy, standard, framework, guidance or other documented requirement concerning digital accessibility within commissioning or procurement? If yes, please provide a copy or link to the relevant document(s).	Yes. Digital accessibility requirements are addressed through the DTAC assurance standards. Available here: Digital Technology Assessment Criteria (DTAC) guidance for buyers and suppliers - NHS England Digital. No other specific policy, guidance or documented requirement exists.
2. Procurement specifications Does the ICB’s current procurement documentation require accessibility requirements to be included when procuring digital services, systems or products? Please provide any standard wording, specification, template or guidance used to describe these requirements.	Yes. Accessibility requirements are addressed through the DTAC assurance standards (section D). NHS England » Accessible information standard No other specific policy, guidance or documented requirement exists

3. Accessibility standards Please identify the accessibility standards specified in the ICB's current procurement requirements, for example WCAG 2.2 AA or another accessibility standard.	The applicable accessibility requirements are set out within the DTAC assurance standards (section D). NHS England » Accessible information standard No other specific policy, guidance or documented requirement exists
4. Bidder evidence What evidence do the ICB's procurement requirements ask suppliers to provide to demonstrate that their proposed digital product or service meets accessibility requirements? Please provide any standard questions, evidence requirements or guidance used.	Suppliers are required to provide evidence demonstrating compliance with the DTAC assurance standards (section D). NHS England » Accessible information standard No other specific policy, guidance or documented requirement exists
5. Evaluation of tenders Please provide any current guidance or evaluation templates showing whether accessibility is: a) a mandatory/pass-fail requirement; b) a scored criterion; c) considered within another evaluation criterion; or d) not routinely evaluated. Where a standard accessibility weighting or scoring methodology exists, please provide it.	No standard accessibility weighting or scoring methodology is held. Where included in a procurement DTAC adherence is included as a mandatory pass-fail requirement.
6. Accessibility testing and disabled-user involvement Do the ICB's documented requirements specify any of the following as part of procurement, implementation or acceptance of digital products or services? a) Automated accessibility testing. b) Expert/manual accessibility testing. c) Testing by disabled people and/or users of assistive technologies. d) An independent accessibility audit. Please indicate which apply and provide the relevant guidance or requirements, where held.	Relevant testing and assurance requirements are addressed through the DTAC assurance standards. No other specific policy, guidance or documented requirement exists

7. Contractual requirements Does the ICB include accessibility requirements, key performance indicators, contractual clauses or other ongoing accessibility obligations within contracts for digital services or products? If yes, please provide the standard wording or template currently used.	The ICB does not apply any additional or specific clauses/templates in their contracts around digital accessibility requirements. DTAC assurance is obtained as part of the due diligence process before any contract is awarded.
8. Pre-go-live and acceptance assurance Before a newly commissioned or procured digital service or product goes live, do the ICB's documented processes require evidence that agreed accessibility requirements have been met? If yes, please provide the relevant process or evidence requirements.	Yes. Evidence of compliance with the DTAC assurance standards is required before go-live. No further recorded information is held beyond the general requirement to comply with DTAC.
9. Ongoing supplier assurance Does the ICB have a documented process for monitoring or seeking assurance that commissioned digital services continue to meet accessibility requirements after implementation? If yes, please provide the relevant process, framework or standard reporting requirement.	Assurance is currently undertaken at contract renewal, where relevant, rather than routinely throughout the contract lifecycle.
10. Responsibility Please provide the job title or team/function recorded as responsible for: a) Setting digital accessibility requirements. b) Ensuring accessibility is addressed during procurement. c) Monitoring accessibility of commissioned digital services. Individual staff names are not required.	The Digital Transformation function is responsible.
11. Supplier non-compliance Does the ICB have a documented process for addressing circumstances where a commissioned digital service or product does not meet the accessibility requirements specified in the contract? If yes, please provide the relevant policy, process or contractual provision.	No. As above we require evidence of compliance with the DTAC assurance standards before go-live. These standards include expectations in relation to accessibility and usability, which would then be reviewed through regular contract management.

12. Assessment or audit

During the period from 1 April 2025 to the date of this request, has the ICB undertaken, commissioned or received any organisation-wide review, audit or assessment of how effectively accessibility is incorporated into its digital commissioning or procurement arrangements?

If yes, please provide the resulting report, findings, recommendations or action plan. For a recently merged ICB, please include relevant predecessor-organisation reports held by the current ICB and identify the organisation covered.

No organisation-wide review, audit or assessment has been undertaken or received during the specified period.

I am seeking existing recorded information only. I do not require new analysis, a review of individual procurement exercises or a newly calculated estimate of how frequently a practice occurs.

Where information is not held, please state this against the relevant question. Where a document answers several questions, please provide it once and identify the questions it addresses.

If the information is already publicly available, please provide a direct link to the relevant document or page.

If any part of this request would exceed the appropriate cost limit, please advise which elements cause the difficulty and how the request could be narrowed to fall within the limit.

I would prefer your response electronically, with documents in their original digital format where available.

The information provided in this response is accurate as of 7 October 2026 and has been approved for release by Úna Rice, Director of Digital for NHS Bristol, North Somerset and South Gloucestershire ICB.