

Subscription Packages

18 x Diverse and Disabled Participants

Three participants per cohort identifies patterns, not preferences, giving you confidence to prioritise what truly matters

	Single User Research Project	6 x User Research Projects	12 x User Research Projects BEST VALUE
	£14,800	£10,400	£8,900
		£62,400 + VAT	£106,800 + VAT
Multi-Project discount	-	30%	40%
1 x Town Hall Guest Speaker Session	-	-	✓
Expert playback + live tester Q&A	-	✓	✓
Interactive Insights Dashboard	✓	✓	✓
Assistive Tech Session Recordings	✓	✓	✓
Stakeholder Engagement Highlights Reel	✓	✓	✓
Expert led research plan & task design	✓	✓	✓
Participant recruitment	✓	✓	✓
Delivery of research repository	5 - 10 days	5 - 10 days	5 - 10 days
Meaningful, well-paid employment for people who need it most	18 Participants	28-35 Unique Participants across projects	45+ Unique Participants across projects

Flexible drawdown: Draw down on projects when it works for you, bring forward, defer, or run concurrently.

Risk-free entry: Exit after the first project if we don't deliver surprisingly good value for money.

Light Touch 6 x Participants

	Single User Research Project	6 x User Research Projects	12 x User Research Projects
	£6,200	£5,300	£5,000
		£31,800 + VAT	£60,000 + VAT
Multi-Project discount	-	15%	20%
Interactive Insights Dashboard	✓	✓	✓
Assistive Tech Session Recordings	✓	✓	✓
Stakeholder Engagement Highlights Reel	-	✓	✓
Expert led research plan & task design	✓	✓	✓
Participant recruitment	✓	✓	✓
Delivery of research repository	5 - 10 days	5 - 10 days	5 - 10 days
Meaningful, well-paid employment for people who need it most	6 Participants	10 Unique Participants across projects	20+ Unique Participants across projects

À La Carte Pricing



Description	Unit Price (Exc VAT)
18 Participant Panel review of a standard user journey Combines feedback from 18 diverse participants using a wide range of assistive technologies and adaptations, uncovering friction across a standard user journey (such as creating a profile, authenticating, searching, completing a form, uploads and email confirmations.) Includes a minimum of 3 participants from each cohort: blindness, low vision, older, neurodivergent, English as a second language, and Deaf. For each project we deliver the following research assets within your secure research repository: • Highlights Reel • Dynamic dashboard of insights & recommendations (by participant cohort, severity, digital touchpoint and persistence) • 6 x end-to-end recordings to uplift your teams' understanding of assistive technologies	£14,800
6 x Participant Panel review of a standard user journey Light touch user testing across 6 diverse participants using a range of assistive technologies and adaptations, surfacing friction across a standard user journey (such as creating a profile, authenticating, searching, completing a form, uploads and email confirmations). For each project we deliver the following research assets within your secure research repository: • Dynamic dashboard of insights & recommendations (by participant cohort, severity, digital touchpoint and persistence) • 6 x end-to-end recordings to uplift your teams' understanding of assistive technologies	£6,200
Customer Collaboration Capability Uplift Elevate your team's capabilities and build genuine empathy by learning directly from those with lived experience. Our panel includes speakers who are blind, deaf, and have low vision, offering firsthand insights that break misconceptions and foster a deeper, wholesale understanding of diverse user needs. This experience empowers designers, developers, and engineers to create more inclusive and accessible solutions.	£9,000
1:1 re-test Provision Enhancement validation, A/B testing or embedding diverse insights into rapid discovery sprints. Provision is for one person, up to 3 hours, virtually.	£425
Provision, per project, for interpreters and language interpreters for user testers should they be required. The client will only be charged if additional costs are incurred for the reviews above.	£320
Note: Pricing does not include a provision for travel. Travel costs, accommodation costs, meal allowance and travel allowance are to be passed on to the client should in-person engagements be required. Pricing does not include a provision for reviews that incur a cost i.e. user testing a payments or 'check out' function. Costs incurred with purchasing goods or services within the scope of a project are to be passed on to clients.	