Kalmer Counselling Accessibility Statement

At Kalmer Counselling, we believe everyone should be able to access digital services without unnecessary barriers. We are committed to making our online systems accessible, inclusive and easy to use for people of all abilities.

We recognise that accessibility is an ongoing responsibility and are continually working to improve the experience of everyone who uses our digital services.

About This Statement

This accessibility statement relates to the Kalmer Counselling Patient Management System, a secure, web-based application used by authorised counsellors, administrative staff and management personnel.

The system supports the delivery and administration of counselling services, including managing referrals, scheduling appointments, allocating counsellors and maintaining relevant clinical records.

This statement specifically covers the Patient Management System. It does not represent a completed accessibility assessment of our public-facing website.

Our Accessibility Standards

We are working towards meeting the **Web Content Accessibility Guidelines (WCAG) 2.2 Level AA**, a recognised international standard for making websites and digital applications accessible.

These guidelines focus on ensuring that digital services are:

- **Perceivable:** Information is presented in ways that people with different sensory abilities can understand.
- **Operable:** Websites and applications can be navigated using different devices, keyboards and assistive technologies.
- **Understandable:** Information is clear, and navigation and functionality are consistent.
- **Robust:** Digital services work effectively across different browsers, devices and assistive technologies.

Our aim is to incorporate these principles into the ongoing development and improvement of our systems.

Current Accessibility Status

Our Patient Management System has not yet undergone a completed formal accessibility assessment against WCAG 2.2 Level AA.

We are therefore unable to confirm full compliance at this stage.

We have established a proposed accessibility improvement programme, with the aim of completing the necessary assessment, improvements and verification by **April 2027**.

Following the assessment, we will update this statement to reflect our confirmed accessibility status and identify any outstanding areas for improvement.

How We Are Improving Accessibility

Our accessibility improvement programme will review the key features of our Patient Management System, with particular attention to:

- **Keyboard navigation:** Making sure essential features can be accessed without a mouse.
- **Screen reader compatibility:** Improving how our system works with assistive technologies.
- **Colour contrast:** Ensuring text and interactive elements are clear and easy to distinguish.
- **Text resizing:** Supporting users who need to enlarge text or adjust their display settings.
- **Accessible forms:** Making information entry straightforward, with clear labels and helpful instructions.
- **Consistent navigation:** Helping users move around the system easily and understand where they are.
- **Accessible documents:** Improving the accessibility of documents provided through the system.

These are areas identified for assessment, rather than confirmed accessibility issues.

Any barriers identified will be reviewed and prioritised according to their impact on users.

Our Accessibility Improvement Timeline

We aim to achieve verified WCAG 2.2 Level AA compliance by April 2027.

Our proposed programme includes an initial accessibility audit, development improvements, testing with assistive technologies and an independent accessibility review.

Accessibility will also be considered in future system updates and ongoing maintenance to help maintain and improve the standard of our digital services.

Reporting an Accessibility Problem

We welcome feedback and want to know if you experience any difficulty using our Patient Management System.

This might include problems navigating pages, using a keyboard or screen reader, completing forms, reading information or accessing documents.

If you encounter an accessibility issue, please contact us and explain the difficulty you are experiencing.

Accessibility Contact: Victoria Beattie
Organisation: Kalmer Counselling
Website: https://kalmer-counselling.co.uk
Email: info@kalmercounselling.co.uk
Telephone: 0191 241 6731

We will review your feedback and work to identify an appropriate solution.

Requesting Information in an Accessible Format

If you need information in a different format because of a disability or accessibility requirement, please contact us.

We will consider reasonable alternative arrangements to make information accessible, while continuing to protect confidentiality and personal information.

Please let us know the information you need and the format that would be most helpful.

Complaints and Further Support

If you are unhappy with how we respond to an accessibility concern, please contact us so we can review the matter.

The Equality Advisory and Support Service (EASS) can also provide independent advice about equality and accessibility rights.

Our Ongoing Commitment

Accessibility matters to us because everyone deserves to be able to use digital services with confidence and independence.

We will continue to review our systems, listen to feedback and make improvements that help remove barriers for our users.

Our goal is to create accessible digital services that support the people delivering counselling and contribute to a more inclusive experience for everyone involved.