ALTERI CARE

Accessibility Statement

This statement applies to the Alteri Care Platform — [INSERT PLATFORM URL]

Website / application	Alteri Care Platform — [INSERT URL]
Statement prepared by	Alteri Care
Statement last reviewed	2026-05-08
Compliance status	Fully compliant with WCAG 2.2 Level AA
DTAC reference	NHS Digital Technology Assessment Criteria v2.0 — D1.4.3

This accessibility statement has been prepared in accordance with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 and the Government Digital Service (GDS) accessibility statement guidance. It applies to the Alteri Care Platform as deployed for NHS health and care organisations.

1. Compliance Status

The Alteri Care Platform is fully compliant with the Web Content Accessibility Guidelines (WCAG) version 2.2 at Level AA.

WCAG 2.2 Level AA is the standard required by UK government policy for digital public services (effective October 2024) and is the standard specified in the NHS Digital Technology Assessment Criteria (DTAC) v2.0.

> *Fully compliant means that the platform has been assessed against all WCAG 2.2 Level AA success criteria and no non-compliances have been identified. Details of the assessment are provided in Section 4.*

2. What We Do to Make This Platform Accessible

Alteri Care is committed to making the platform accessible to the widest possible range of users, including those with disabilities. The platform has been designed and tested to meet WCAG 2.2 Level AA across all core user journeys.

The following accessibility features are built into the platform:

2.1 Perceivable

- All non-text content (images, icons, buttons) has descriptive alternative text
- Colour is not used as the sole means of conveying information
- Sufficient colour contrast ratios are maintained throughout the interface (minimum 4.5:1 for normal text, 3:1 for large text)
- Text can be resized up to 200% without loss of content or functionality
- Content does not rely on sensory characteristics such as shape, size, or location alone
- No content flashes more than three times per second

2.2 Operable

- All functionality is accessible via keyboard without requiring a mouse
- Focus indicators are visible throughout the platform
- No time limits are imposed on users without the ability to extend or disable them
- Page titles are descriptive and uniquely identify each page
- Navigation is consistent across pages
- Skip navigation links are provided to allow users to bypass repeated content
- No content uses motion, animation, or auto-playing media in a way that could cause harm

2.3 Understandable

- The language of each page is set in the HTML for screen reader compatibility
- Error messages are clear and descriptive, identifying the field in error and suggesting how to correct it
- Form labels are clearly associated with their input fields
- Instructions are provided where user input is required
- Navigation and interactive components behave consistently and predictably

2.4 Robust

- The platform is built using valid, well-structured HTML compatible with current assistive technologies

- ARIA labels and roles are used where native HTML semantics are insufficient
- The platform has been tested with screen readers including NVDA, JAWS, and VoiceOver
- The platform is compatible with current versions of major browsers: Chrome, Firefox, Safari, and Edge
- The platform is compatible with mobile screen readers on iOS (VoiceOver) and Android (TalkBack)

3. Known Non-Accessible Content

The Alteri Care Platform is fully compliant with WCAG 2.2 Level AA. There are no known areas of non-compliance at the time of this statement.

If you identify content that you believe is not accessible, please contact us using the details in Section 5. We will investigate and address the issue as a matter of priority.

3.1 Third-Party Content

The platform incorporates the following third-party components that are outside our direct control. We have assessed these components and are satisfied they meet WCAG 2.2 Level AA standards, but cannot guarantee their long-term compliance as they are maintained by third parties:

- Vonage video streaming — used for video consultations

If you experience accessibility issues with any third-party component, please contact us and we will liaise with the relevant provider on your behalf.

3.2 PDF and Document Content

Some documents available through the platform library (self-care documents shared by clinical staff) may have been created by NHS organisations. We cannot guarantee that all documents uploaded by clinical staff meet accessibility standards. If you require a document in an accessible format, please contact your clinical team or the NHS organisation providing your care.

4. How We Tested This Platform

4.1 Assessment Approach

The Alteri Care Platform has been assessed using a combination of automated testing, manual expert review, and user testing. The assessment covered all core user journeys for patients, clinical staff, and administrative users.

4.2 Testing Methods

Method	Description	Tools Used
Automated scanning	Automated checks for common WCAG failures across all platform pages	Equalweb – Accessability tool
Manual keyboard testing	All user journeys tested using keyboard only, without mouse	Manual testing across Chrome, Firefox, Safari, Edge
Screen reader testing	Core journeys tested with screen readers on desktop and mobile	NVDA, JAWS (Windows), VoiceOver (macOS/iOS), TalkBack (Android)
Colour contrast analysis	Contrast ratios checked for all text and UI components	Equalweb – Accessability tool
Zoom and reflow testing	Platform tested at 200% and 400% zoom for content reflow	Browser zoom, responsive design testing

User testing	Usability testing with clinical and patient users including users with accessibility needs	Structured user testing sessions

4.3 Assessment Date

The most recent accessibility assessment was completed in 2026-03-10. The platform is re-assessed following any significant feature change and at least annually.

5. Reporting Accessibility Issues

We are committed to continually improving the accessibility of the Alteri Care Platform. If you experience any accessibility barriers or find content that is not accessible, we want to know.

Please contact us using the following details:

Email	Michael.rosenlind@altericare.se
Postal address	Alteri Care, Engelbrektsgatan 10, 211 33 Malmö, Sweden
Response time	We will acknowledge your report within 2 working days and aim to resolve accessibility issues within 10 working days

When reporting an accessibility issue, please include:

- The page or feature you were using
- The assistive technology or browser you were using
- A description of the barrier you encountered
- Your contact details if you would like a response

6. Enforcement Procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. If you are not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

- Equality Advisory and Support Service: www.equalityadvisoryservice.com
- Equality and Human Rights Commission: www.equalityhumanrights.com

7. Accessible Information Standard

Alteri Care has considered the NHS Accessible Information Standard (SCCI1605) in the design of the platform. The platform supports NHS organisations in meeting their obligations by:

- Providing a platform interface accessible to users with a range of disabilities
- Supporting the use of assistive technologies including screen readers and keyboard navigation
- Enabling clinical staff to note and record patients' communication and information needs within the patient record
- Supporting the delivery of information in formats that meet individual patient needs, as determined by the NHS deploying organisation

The Accessible Information Standard places duties on NHS and publicly funded social care organisations to identify, record, flag, share, and meet the information and communication needs of patients, service users, carers, and parents with a disability, impairment, or sensory loss. These duties apply to the NHS organisation as the data controller; Alteri Care as the platform provider supports their fulfilment.

8. Information in Alternative Formats

If you need information from the Alteri Care Platform in a different format, such as accessible PDF, large print, easy read, audio recording, or Braille, please contact us:

Michael.rosenlind@altericare.se

We will consider your request and aim to respond within 5 working days.

9. Statement Version History

Version	Date	Summary
1.0	2026-05-08	Initial accessibility statement. Platform assessed as fully compliant with WCAG 2.2 Level AA. Produced for NHS DTAC v2.0 submission (D1.4.3).

This accessibility statement must be published at a stable, publicly accessible URL on the Alteri Care website (e.g. alteri.care/accessibility). The URL must be provided in the DTAC D1.4.3 response. The statement must be reviewed and updated when the platform changes significantly and at least annually.