

Accessibility Statement

How HH Training Network works to make its website, information and services accessible

ACCESS SHOULD BE BUILT IN

HH wants children, teenagers, families, schools and professionals to be able to understand and use our information and services. We welcome requests for reasonable adjustments and will consider each request respectfully, individually and without charging the person for an adjustment required to access the service.

1. Purpose and scope

This Accessibility Statement explains the steps HH Training Network Ltd ("HH", "we", "us" or "our") takes to reduce barriers across its public website, digital resources, Mental Health Nursing Services and HH Swim School. It applies to people using or considering HH services, including disabled people, neurodivergent people and anyone who needs information or communication to be provided in a different way. Accessibility needs can be visible, non-visible, permanent, temporary or change over time.

2. Our commitment

- Treat people with dignity, respect and without discrimination.
- Ask what would help rather than make assumptions about a person's needs.
- Anticipate common barriers and improve accessibility before a difficulty occurs.
- Consider reasonable changes to the way a service is delivered, the information provided and the support available.
- Balance inclusion with clinical, aquatic and safeguarding responsibilities, explaining any genuine safety limits and exploring suitable alternatives.

3. Equality and reasonable adjustments

HH provides services to the public and recognises its responsibilities under the Equality Act 2010. The duty to make reasonable adjustments may involve changing a policy or usual process, addressing a physical barrier where reasonably possible, or providing an auxiliary aid, communication support or alternative way to access a service.

What is reasonable depends on the individual circumstances, the barrier, the effectiveness and practicality of the proposed adjustment, available resources and any relevant clinical or water-safety considerations. HH will consider requests individually and will not apply blanket exclusions simply because a person is disabled or requires additional support.

Website & Digital Accessibility

Our approach to webpages, online forms, videos and downloadable resources

4. Website accessibility

HH aims to make its website clear, readable and usable across common devices and assistive technologies. We work towards recognised Web Content Accessibility Guidelines (WCAG) 2.2 Level AA principles where reasonably practicable. Accessibility is an ongoing programme, and this statement should not be read as a claim that every page, feature or file currently meets every WCAG success criterion.

- Use clear page titles, headings, labels and consistent navigation where possible.
- Use readable text, sufficient colour contrast and buttons that explain their purpose.
- Provide meaningful alternative text for important images and avoid relying on colour alone to communicate essential information.
- Design forms with visible labels, clear instructions and understandable error messages.
- Review mobile layouts so content and controls remain readable and usable on smaller screens.

5. Known and possible limitations

Some parts of the website may not yet be fully accessible. These can include older PDFs, image-based activity sheets, legacy pages, automatically generated captions and features supplied by third parties such as Wix, payment, booking, video or embedded services. Third-party technology may not always be completely within HH's control.

Where an existing resource cannot be used with assistive technology, HH will consider providing the same key information in another reasonable format on request. Very visual resources may require an adapted description or alternative activity rather than a direct like-for-like conversion.

6. Forms, documents and communication

- Help to understand or complete an enquiry or registration form.
- A Word, HTML, larger-text or simplified version of information where reasonably available.
- Written confirmation after a telephone or video discussion.
- Additional time to read, process or respond to information.
- Communication by email, telephone or another agreed method when the standard route creates a barrier.

NEED INFORMATION IN ANOTHER FORMAT?

Contact HH and tell us which document, webpage or form you need and what format would help. You do not need to provide more personal or medical information than is reasonably necessary for us to understand and respond to the request.

Accessing HH Services

Reasonable adjustments for nursing, swimming and face-to-face or online appointments

7. Examples of adjustments

The right adjustment will depend on the person and the service. The examples below are not exhaustive and do not guarantee that every adjustment will be appropriate or available in every setting.

Area of need	Examples HH may consider
Communication	Clear or simplified wording, written summaries, extra processing time, a chosen communication method, or support from a parent, carer or advocate where appropriate.
Sensory and neurodiversity	Quieter appointments where available, predictable information, breaks, reduced demands, visual supports and advance explanation of what will happen.
Vision or hearing	Larger text, accessible electronic documents, reading information aloud, captions or another suitable communication support where reasonably available.
Mobility or physical access	Checking access before a visit, discussing changing and pool access, considering an alternative appointment format, or arranging a reasonable alternative where possible.
Learning or cognitive needs	Shorter sections, repetition, demonstrations, easy-read information, additional time and involving a trusted supporter with appropriate consent.

8. Mental Health Nursing Services

For nursing appointments, HH may be able to provide additional preparation, predictable appointment information, breaks, shorter sections, visual or written prompts, a quieter environment where available, an online appointment, or involvement of a parent, carer, advocate or other trusted person with appropriate consent.

Clinical assessments must still gather enough reliable information to remain safe and professionally useful. Where a requested adjustment would materially affect clinical quality, confidentiality or safety, HH will explain the concern and discuss another way to reduce the barrier where possible.

9. HH Swim School

HH Swim School provides disability-inclusive teaching and encourages families to share relevant communication, sensory, mobility, medical and support information before lessons begin. Possible arrangements include adapted explanations, demonstrations, equipment, additional preparation and the HH four-week Soft Start Programme for children who need support to transition into a group.

All swimming adjustments remain subject to individual needs, teacher competence, class safety, pool rules, venue facilities and any necessary medical or emergency plan. An adjustment cannot remove essential supervision or water-safety requirements. Where a requested arrangement cannot be delivered safely, HH will discuss the reason and any realistic alternative.

Requesting Support & Reporting Barriers

How to ask for an adjustment, tell us about a problem or raise a complaint

10. How to request an adjustment

Please contact HH as early as possible, particularly where an adjustment may require planning with a venue, teacher, clinician or technology provider. Tell us what barrier you are experiencing and what has helped before, if known. A formal diagnosis is not always required before a reasonable adjustment can be considered.

- Email: G@hhtrainingnetwork.com
- Website: www.hhtrainingnetwork.com
- Post: HH Training Network Ltd, 5 South Charlotte Street, Edinburgh, EH2 4AN.

11. Reporting an accessibility problem

Please identify the webpage, document, form, appointment or service involved, describe the difficulty and tell us the format or change that would help. HH will review the concern, explain what can reasonably be changed and, where an immediate fix is not possible, consider an alternative way to provide the information or service.

12. Privacy and recording adjustments

HH will collect only the information reasonably needed to understand, arrange and review an adjustment. Relevant information may be recorded in a service or clinical record and shared with staff, contractors or venue personnel who need it to deliver the agreed support safely. Information is handled in line with the HH Privacy Notice and consent, confidentiality and safeguarding arrangements.

13. Complaints and feedback

We welcome suggestions about how HH can become more accessible. If you are dissatisfied with how an accessibility request or concern has been handled, you can use the HH Complaints and Feedback Procedure. Raising a concern will not result in unfair treatment or reduce access to an appropriate service.

14. Reviewing this statement

HH will review this statement at least annually and earlier following a significant service, website, venue, legal or accessibility change. We will use feedback, complaints, incidents and practical experience to identify improvements.

15. Related information

[Equality, Diversity and Inclusion Statement](#) | [Privacy Notice](#) | [Children and Young People's Privacy Notice](#) | [Complaints and Feedback Procedure](#) | [Nursing Terms and Conditions](#) | [Swimming Terms and Conditions](#)

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