

Wessex Counselling & Psychotherapy

Accessibility Review May 2022

Overview

It is part of our Aims and Objectives to offer affordable counselling to anybody who wishes to access the service. We recognise that we do have limitations; however, we continue to work towards making the counselling service as accessible as possible. Each year we carry out a review and draw up an ongoing action plan.

Location/Transport

- Frome
We acknowledge that as we are situated in Frome which is a rural area with limited public transport provision potential clients without their own transport may find it difficult to access the service. There is adequate public transport during the day; however, the local bus service has limited access after 18.00. We have counselling rooms available in three locations in Frome all within a short walk of main bus routes. There are two public car parks within a short walking distance of our counselling rooms in Fairfield House. There is disabled parking and access at our other two sites.
- Bristol
We offer counselling at Orchard House, Bristol it is served by main bus routes and close to the centre of the city. Public car parking is available a short walk away from Orchard Street and the building does have disabled access.
- Bath
We offer counselling at The Practice Rooms, which is in the centre of Bath. It is easily accessible by public transport, and there are public car parks close by.
- Street
We offer counselling in the Meeting Room at Street Library. It is easily accessible by public transport and there is a public car park close by. The library has disabled access.

Sessions

- We have counselling sessions available from 9.00 – 21.00

Low cost Counselling

- We offer various schemes to help people access affordable counselling
 - i. Young people aged 18-25 on low incomes can have a free assessment and 12 counselling sessions at £12.50.
 - ii. Clients can pay £20.00 and have up to two years counselling.
 - iii. We fund raise to support a bursary scheme which offers financial support to new and existing clients who would not be able to afford our minimum counselling fee of £20
- We offer a discounted rate for Intake assessments to clients on low incomes.

- On-going counselling fees are based on a household income guide and are negotiated with clients on an individual basis according to their personal circumstances.

Target population and ethnic diversity

From our equal opportunities monitoring form we are aware 90% of our clients describe their ethnicity as White which is in proportion to the local population. At the moment our Equal Opportunities monitoring form does not identify which venue the person is being counselled at. In Bristol and Bath anecdotally, our client base has a more diverse range of ethnicity which reflects the city's population. We have amended our monitoring form to refine the information we receive and from that identify if we are reaching different ethnic groups.

We have strived to recruit counsellors from a more diverse background and we have counsellors who identify their ethnicity as black and European. We are able to offer clients a choice of male and female counsellors in Frome, Street and Bristol.

LGBTQI

We recognise that inclusion is not a given for members of the LGBTQI community. WCP is committed to making a conscious effort to ensure all staff can bring their whole selves to work and to provide training and support to our counsellors and supervisors to enable them to feel confident working with issues around sexuality and discrimination.

We also recognise through our Youth Space service that young people do not always have a safe place to talk about their sexuality and orientation. We will provide training to our counsellors to enable them to feel confident working with young people with these issues.

WCP supports the BPC and Bacp work on banning conversion therapy

Buildings

- Frome
At King Street the counselling rooms are situated on the ground floor and have facilities for disabled clients. The upper floor of the building which is used by staff and trainees is accessible by stairlift.
We have a hearing loop which can be used by service users, counsellors and staff.
- Bristol
The counselling rooms at Orchard Street are situated on the ground floor and have facilities for the disabled.
- Bath
At The Practice Rooms the counselling rooms are only accessible by stairs. In the event of a client needing disabled access we would endeavour to meet their needs by hiring appropriate rooms for their counselling.

- Street
The counselling rooms at Street Chiropractor are situated on the first floor and are only accessible by stairs there are no facilities for the disabled.

Policy No	1: Accessibility Review	
Where Held/Published	In Policy Folder Website Displayed on Organisation notice board Displayed in Public notice board	
Read in Conjunction With	Accessibility Review Action Plan	
Review Date	May 2023	By Management Team
Next Review	May 2024	