



United Churches Healing Ministry

Christian Counselling, College and Resource Centre

Registered Charity number 1097753

Accessibility Limitations Strategy

03 December 2021

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General

UCHM has analysed its limitations and areas for improvement and will apply best practice and do everything reasonably practicable to meet the gaps in its service provision. In those instances where accessibility cannot be met referral will be made to other services and agencies. Future – UCHM will continually research referral resources and specialist services. We will look for skills that our counsellors may have, such as signing for deafness. We look to recruit counsellors with Asian language background.



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Mobility

Clients with mobility problems will be seen in the ground floor counselling room. Future – No further action required, as ramps, wide doorways, disabled toilet, ground floor access are all in place.

Hearing or vision impairment

Clients with hearing or vision impairments will be assessed at the initial appointment as to the limitations of our ability to address their issues, and referred to specialist services and organisations where appropriate. Future – continue to research referral resources and specialist services. Check if any of our counsellors have the skill of signing.

Presenting Problems

Clients presenting problems will be assessed at the initial appointment by qualified counsellors who have attended the assessment training as to the limitations of our ability to address their issues, and where counselling/psychotherapy was felt not to be appropriate, or the service did not have the appropriate skills, referral would be made to suitable agencies, GP, psychiatrist etc. Future – continue to research referral resources and specialist services.

Cultural

Clients with cultural issues beyond our sphere of competency will be referred to suitable agencies. Future – continue to research referral resources and specialist services. Look to recruit counsellors with Asian/European language backgrounds.

Couple counselling

As the service does not have counsellors with appropriate skills in this area at the present time, clients will be referred to other suitably trained private counsellors or agencies. Future – UCHM would like to be able to offer this service in the years to come, and will seek to attract suitably trained counsellors. We will also continue to research referral resources and specialist services.

Sexuality

Clients presenting problems will be assessed at the initial appointment as to the limitations of our ability to address their issues. We have counsellors with



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appropriate skills for some issues, but issues of a serious nature will be referred to psychosexual counsellors or agencies. Future – continue to research referral resources and specialist services.

Alcohol and Drugs

UCHM has taken the decision that we do not wish to specialise in this area of work. We work alongside other agencies and signpost clients to specialist services in the area. Future – continue to research referral resources and specialist services.

Children

As the service does not have counsellors with appropriate skills in this area at the present time, clients will be referred to other suitably trained counsellors or agencies. Future – UCHM would like to be able to offer this service in the years to come, and will seek to attract suitably trained counsellors. We will actively pursue grants to fund the employment of a specialist counsellor. We will also continue to research referral resources and specialist services. We have added counselling children and young people to our in- house training agenda, provided by a forensic psychologist who has vast amount of experience of working with children and young people.

Finance – Debt Counselling

In the past UCHM has not had counsellors with appropriate skills in this area, and clients have been referred to other suitably trained counsellors or agencies. Future – UCHM are looking to develop this area of work and have recently recruited a counsellor with debt counselling experience.

Male counsellors

We are actively seeking to encourage more males into the field of counselling and male members of staff are evident at the centre. It is our experience that males attend the lower levels of our counsellor training programme, but leave to move into pastoral care roles. We are emphasising in our training programme the importance of the role of males in counselling and encouraging their continuation onto the higher levels of training.



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Faith

UCHM acknowledges the freedom of people of all faiths or none both to hold and to express their beliefs and convictions respectfully and freely, within the limits of the UK law. To this end we will not impose our Christian faith or belief on others. Future – To ensure all workers of UCHM understand and agree to our ethos and actively pursue it in all relationships.

This strategy will be reviewed annually and its findings will be made public by displaying the strategy on the notice board. The date of the next review will be September 2021.

For UCHM counsellors:

If you have any depth of awareness of other cultures or can speak other languages, or you have skills such as signing please could you let the CEO know.

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Document Revisions

Document Title			
Version	Description of Change	Date	Review Date
1.0	Document reviewed	18/10/2019	
1.1	Document reviewed and new format	18/09/2020	
1.2	Document reviewed – no changes	03/12/2021	Dec 2022