

Accessibility Strategy (updated 13th February 2018)

	Item	Identified gap in our service provision	What we intend to do about it	Timescale
1.	Accessibility statement and summary of strategic intent:	We do not have a consistent accessibility statement and summary of strategic intent in a prominent position on our website, in our service leaflet, our Code of Practice, Code of Conduct and all other relevant documentation.	a) A consistent accessibility statement and this summary of strategic intent will be maintained as part of our equality and diversity statement.	from 01 April 2018
			b) A prominent position for these documents on our website, in our client waiting area, our Code of Practice, Code of Conduct and all other relevant documentation.	from 01 April 2018
			c) Review: They will be reviewed annually or more frequently when required.	from 01 April 2018

2.	Regular audits of the accessibility of our service	Currently, we do not have an accessibility audit of the building in which we are based and we are in consultation with the managers of the building about this.	a) We will establish our own audits of accessibility for people with disability and others.	from 01 April 2018
			b) The frequency of these audits will be annually or more frequently when required.	from 01 April 2018
			c) At the beginning of receiving our service or joining CLCC Ltd as a volunteer or member of staff, people will be invited, through a monitoring questionnaire and verbally, to inform us of any disabilities or other issues of access which they have and of any adjustments which they will need from us to enable their access to the premises, facilities and service.	From 01 April 2018 and ongoing
			d) At the time of leaving the service or membership, service users, volunteers and staff will be asked to complete an evaluation which includes the accessibility of the premises, facilities and service.	From 01 April 2018 and ongoing

			<p>e) Regular consultation with people who use our premises and service will take place and, at least annually, those who have stated they have a disability or other issues of accessibility will be invited to participate in an access audit which includes a tour of the premises.</p>	<p>by 31st December 2018 and ongoing</p>
3.	<p>The content of our assessment monitoring form</p>	<p>Our assessment monitoring form needs to be reviewed and updated to enable us to continue to collect, evaluate and act upon valuable information about the population groupings to which our service users belong, and to compare it with categories currently used by Birmingham City Council and the Census for the local population of Birmingham,</p>	<p>a) The categories on our assessment monitoring form will be changed for age bands and ethnic groups to match those of Birmingham City Council and the National Population Census, thus enabling better comparisons between the profiles of our service users and the local population.</p>	<p>by 31st May 2018</p>
			<p>b) The monitoring heading of 'source of referral' will be changed to avoid giving the wrong impression that our service users are referred to us by third parties.</p>	<p>by 31st May 2018</p>
4.	<p>Our service evaluation form</p>	<p>Our service evaluation form is a helpful means of consulting our service users, about their experiences of the service provided. It could give us more information if we asked more about accessibility issues including attitudes to gender</p>	<p>a) We will widen the scope of our service evaluation form by asking more about accessibility issues including attitudes to their gender aspects, age, ethnicity, culture and disability, and inviting suggestions for continuing improvement.</p>	<p>From 1st April 2018</p>

		aspects, age, ethnicity, culture and disability, together with suggestions for continuing improvement.	b) We will evaluate and consider what this tells us , on a monthly basis, and make decisions about adjustments to our services accordingly.	From 1 st April 2018
5.	Maintaining a demographic profile of our volunteers and staff	Historically, the demographic profile of our volunteers and staff has not been measured and monitored in a systematic way. This is being addressed, but improved information would help us to ensure our internal culture, our awareness and our public reputation continue to develop in ways that are most likely to enable us to meet our service users' needs.	We will develop a more structured system for measuring, monitoring and evaluating demographic information about our volunteers and staff which can be compared with that of our service users and enable us to meet more of our service users' needs.	From 1 st April 2018
6.	Data collection, monitoring and evaluation:	We need to improve the way we collect, monitor, evaluate and use our monthly management information and the learning we receive from our service users, volunteers and staff so that we can enhance and develop our service by informed planning and implementation of increasingly effective policies and strategies.	Regular monitoring and evaluation of management information: We will clarify improvements to the comparable month by month management data which we collect and the ways in which we regularly evaluate it and use it to inform our policies and strategies.	From 1 st April 2018

7.	Regular training sessions about diversity and equality:	Workshops on diversity and equality are provided for our volunteers and staff to help us to continually consider and develop our understanding of issues and attitudes relating to diversity and equality, including those of ethnicity, culture, gender, age, disability and all other potentially excluded groups of people, but these are not yet provided as a regular programme which all volunteers and staff of the Agency are required to attend.	a) Annual workshops on diversity and equality will be provided for our volunteers and staff, including new recruits. The purpose will be to help us to continue to consider and develop our understanding of issues and attitudes relating to diversity and equality, including those of ethnicity, culture, gender, age, disability and all other potentially excluded groups of people.	From 10 th February 2018
			b) All volunteers and staff will be required to attend these or an equivalent on an annual basis.	From 10 th February 2018
8.	Population groups which appear to be under-represented in our service user groups:	Compared with the Birmingham City Council and 2011 Population Census figures, we appear to provide a service to proportionally fewer men, people of pension age and people from Asian ethnic backgrounds.	We plan to investigate and identify possible reasons for under representations of some population groups, together with any measures which could be taken to improve our accessibility to these groups which currently include service users who are men, people of pension age and people from Asian ethnic backgrounds.	From 01 July 2018
9.	Knowledge of other relevant resources for our service users:	Signposting is a component of the service which we offer, but our knowledge of voluntary and statutory provision across the Birmingham area, together with knowing how we fit into the total	We intend to continue developing our networking and our knowledge base of other voluntary and statutory provision across the Birmingham area. This will not only improve the signposting component	Ongoing

		picture is incomplete. We need to continue to develop and update our networking and our information and understanding about other services.	of our service but also help to inform our understanding of our service users and the agencies they are already in contact with, together with learning about gaps in local service provision.	
10.	Language:	We are based in the centre of a City with a high level of ethnic diversity, but we cannot always provide counselling in languages other than English.	a) Our volunteer counsellors who can speak a language other than English and would be able to offer counselling in that language will be monitored and encouraged.	a) from 1 st April 2018
			b) Other languages which are needed by potential service users will be monitored. Possible ways of addressing these needs will be evaluated and might include: revisiting our recruitment policy, learning about any culture based counselling agencies, and researching the ethical implications of introducing interpreters.	b) from 1 st April 2018

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