

Accessibility Statement

At Carrs Lane Counselling Centre Ltd, we welcome and seek to learn from the experiences of:

- People of all ethnic backgrounds and cultures
- People of all faiths and none
- Adults of all ages over 18
- People with physical disabilities
- People with learning disabilities
- People with mental health issues
- People who are male, female, bisexual, transgender or non-binary
- People of any sexual orientation
- People of all social, educational, employment and financial backgrounds
- People from other potentially excluded population groups

Our counselling service is accessible to:

- People who can travel to this Birmingham City Centre Counselling Centre
- People who can communicate using English
- People who need to avoid steps, due to mobility difficulty or using a wheelchair
- People with disabilities for whom we can provide help or adjustments to enable them to access the service
- People who can hear, with or without an aid
- People who have a visual impairment
- People who are accompanied by a guide dog
- People with mental health issues where the problem does not interfere seriously with the person's day to day life
- People who through their behaviour or mental state do not pose a serious risk to themselves or others
- People who are not under the influence of substances
- People who are able, physically, emotionally and intellectually, to participate in a counselling process
- People who would have difficulty paying for counselling at the usual market rate.