



Accessibility Limitations Strategy

Riverside Counselling Service is a registered charity that had been providing a professional, affordable counselling service to the local community since 1989. Riverside offers counselling to adults and young people from the age of 12. We are committed to providing an accessible service across the community relying on donations and grants to support us.

Areas of consideration

To be identified from data from a cloud-based client management system.

Action

All of our venues are accessible to those with disabilities, such as mobility restrictions. We have also expanded our services in recent years into local areas of socio-economic deprivation, for example Berinsfield and Didcot. We have also widened the age group with whom we work, from adults only to include young people. As part of our policy and commitment to continually monitor and increase our accessibility, we have received a grant to update our IT systems. This will enable us to identify members of the community who are not represented in our client group and from this we aim to increase our accessibility further.

Timeline

Our cloud-based client management system should be up and running by December 2020. We would need some time to accumulate data and foresee that by June 2021 we will have sufficient data to start looking at trends.

Review date

June 2021