



Accessibility Strategy 2021-2026

Introduction

The Board of Trustees and Senior Management Team regularly review the Trust's mission, strategy and accessibility of services.

Sue Lambert Trust counselling and support services are available to anyone in Norfolk aged 11+ who suffer from the impact of sexual and domestic abuse. Clients can self-refer.

Clients are offered services as face to face, telephone and via Zoom as appropriate. They may also access Zoom services at a location away from their home if required. Services are available weekdays 9am – 5pm with some evening appointments.

We have a small Access Fund to support those clients who are unable to afford the cost of travel to attend sessions at our premises. The Access Fund also covers the cost of BSL and language translation for a limited number of sessions.

Strategic Aims

For the 5 year period April 2021 – March 2026 objectives for the Trust are:

1. Sustain client ethnicity balance in keeping with local population statistics (91.4% UK, 8.5% non-UK) – clients 94% UK; 6% non-UK
2. Train to enhance existing counselling capability with respect to neuro-atypical adults to allow the service to be further promoted for their needs
3. Training on Trans Awareness to enhance knowledge among counsellors to allow the service to be further promoted for their needs
4. Consider what might be done to ensure the LGBTQ community in Norfolk are aware of the service.
5. Develop and extend training and build confidence for clinicians to work with a range of disabilities eg blindness or partially sighted, hearing impairment.

All these groups are represented among the Trust's client base, however the aim is to ensure that through a combined process of training and promotion, there is better understanding of how the Trust can continue to provide support.