



Health² Employment

H2E Counselling & Talking Therapy Service

Strategy for Addressing Accessibility Limitations

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Overview

The H2E Counselling and Talking Therapies Service provides counselling services for people aged 16+ across the United Kingdom. Our service supports people who self-refer privately, are referred through their employer, or are referred through funded DWP employability contracts. The service is built around our vision that every person matters and should be able to access the support they need.

Our strategy for addressing accessibility limitations demonstrates our consideration of service accessibility, and how we envisage improving things going forward.



Data Collection and Evaluation

Monitoring User Access

We collect demographic data on all clients who access the service including: gender, age, ethnicity, disability, religion and sexual orientation. This data is reviewed every quarter to assess who is accessing the service.

In addition, the service collects feedback forms from clients which monitor:

- Service Satisfaction Scores
- Whether service users would recommend our service to friends and family
- Reasons and additional information

Patient reported outcome measures (PROM's) are monitored on a monthly basis to ensure the needs of the client are being met.

We recognise the challenges faced by clients within our target group. We look to address accessibility limitations in the following areas.

1. Inclusivity and Diversity
2. Knowledge of the service
3. Finance and affordability
4. Location & Available of Services
5. Client Choice
6. Client Contact
7. Counselling model
8. Onward referrals



1. Inclusivity and Diversity

Staff Recruitment

In accordance with our equal opportunities policy Health 2 Employment welcomes applications from a diverse range of counsellors and does not discriminate on the basis of age, gender, sexual orientation, race, religion, ethnicity or disability.

We are committed to continuing to support our Team to ensure we maintain inclusive and non-discriminatory recruitment processes.

We are planning engagement exercises with our staff to better understand their experiences and suggestions for further improving our processes.

Team Induction and Continuing Professional Development

Our team receive Equality & Diversity training as a mandatory requirement when working for our organisation. This ensures our team follow best practices when working with clients from diverse backgrounds and in considering how to improve service accessibility.

Client Representation

We are currently collating client demographic data which will be used to analyse our client base.

We are looking to use this data to help us improve accessibility to under-represented groups. For example, this may include the use of promotion/marketing activities, engagement exercises or service development.



2. Knowledge of the Service

Health 2 Employment has been delivering specialist health services to people on Welfare & Employability programmes across the UK since 2015. We are an established market leader in the sector, and undertake a range of engagement activities with referring organisations to improve knowledge of our service. These include:

- **Attending 3rd party organisation team meetings**
- **Delivering training sessions to 3rd party organisations**
- **Providing easy to understand service information leaflets for referrers**
- **Providing user friendly service information to clients referred to our service**

We have a corporate division to our organisation which offer counselling to employees of private organisations. We also offer the above engagement activities to these organisations to improve knowledge of our service, and encourage timely and appropriate referrals.

Online

Going forward, we plan to establish an improved online presence to encourage self-referring clients to our service. This will be done through our website, search engine optimisation, online directory listings and collaboration with complementary organisations.



3. Finance and Affordability

We provide services which include public sector funded, privately funded, and self-paying arrangements.

No matter how services are funded, the same level of service is provided to every client. We do not compromise quality over cost.

Our counsellors are paid the same wage/salary, no matter how their clients' intervention is funded. This ensures there is no conflict of interest, or conscious/sub-conscious bias influencing their practice.



4. Location & Availability of Services

Location

Our services can be delivered remotely or face-to-face across the UK. Where face-to-face delivery is undertaken, the location must meet our strict Health & Safety requirements, and comply with our Privacy, Dignity and Confidentiality standards. Each location must have the necessary risk assessments completed and be 'registered' internally before use.

Waiting Areas for Parents

All our face-to-face locations offer a safe space for parents/carers to wait if required.

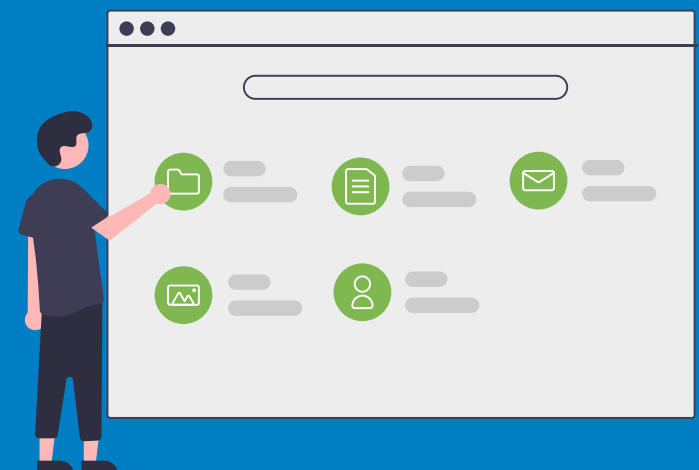
Time of day

Face to face counselling is available between the hours of 9am and 5pm Monday to Friday. As the service continues to grow, we expect to offer evening and weekend appointments to meet client preference.

Office hours - Reception/Referral taking

We have a dedicated admin team working 9am - 5pm Monday to Friday to manage all bookings, referrals and enquiries (social media, phone, web and email).

Going forwards we are looking to offer online bookings, and will seek feedback from service users to establish whether there is a need for an out of hours admin service as clinical services are expanded.



5. Client Choice – Service Delivery

Our clients are all offered the option of telephone or video consultation, and we can assist with technological support to make video consultation accessible where necessary. Our video calls are done via a secure encrypted link, with no need to download any software or applications.

In regions where face-to-face provision is available, we will make reasonable adjustments to ensure the service delivery is client-centred. This may include us changing the area/location due to personal reasons, accommodating appointments around work/school/support commitments, and offering options of which gender counsellor they would prefer.

6. Client Contact

Our 3rd party partner organisations and corporate clients have established electronic referral pathways to our services.

Self-referring clients currently have the options of contacting us by phone or email to access our services. We are looking at more inclusive options, such as introducing online bookings, online enquiries, and a text based referral service.



7. Counselling Model

We offer a range of counselling and talking therapy services. Our counsellors currently work across different programmes offering solution focused therapy and integrative counselling practices.

We also offer trauma informed counselling for individuals who have experienced trauma in the past and are looking to move forwards.

We are planning to offer a broader range of therapies to ensure we have a more diverse and comprehensive support offer available.

8. Onward Referrals

We currently have a Health Knowledge Bank containing resources and links to local provisions for clients. Going forwards we would like to develop stronger partnerships with organisations and specialist services to refer on to.

For clients referred to us through DWP funded employability & welfare programmes, our service is often part of a Health Network available under the provision. We actively collaborate with other health network partners, and cross refer where appropriate.





**Health 2 Employment
Millfield Lane
Nether Poppleton
York
YO26 6PH**

**info@health2employment.com
www.health2employment.com**

**H2E Counselling & Talking Therapy Service is a trading
division of Health 2 Employment (H2E) Ltd.**

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