



**DRCS** | Your Counselling  
Service

## **EQUAL OPPORTUNITIES**

### **Strategy for Addressing Accessibility Limitations**

DRCS strives to serve the entire community in its service area. In rural areas of the county, less than 1% of the community is non-white. As we stretch further afield and enter into Derby City and Chesterfield we find a population with a much greater level of diversity. We recognise that there are groups of people who may be reluctant or unable to approach the service when it could be useful for them to do so. These could, include for example, rural communities, non-English speakers, those with protected characteristics, individuals who may have impaired mobility, those suffering from visual impairment, speech impairment, individuals who require assistance or constant medical care or the profoundly deaf.

Our overall strategy to make DRCS available to the entire population is to:

- Be aware of the diversity contained within the population of Derbyshire
- Develop contacts in or with access to sub-communities or groups
- Work with those contacts to understand the characteristics and needs of the sub-communities and groups who do not access DRCS or are under represented
- Work with the contacts to develop pathways to reach sub-communities or groups who either do not access DRCS or are under represented

An example of this strategy put to work concerns our farming community. Farmers traditionally are very independent, self-reliant and unwilling to take their troubles to strangers. DRCS aims to reach this community through the Agricultural Chaplain, the Farming Life Centre, the Public Health Department as well as through the local GP surgeries.

A second aspect of our strategy is to recognise that there will be people within our community who we may find it difficult to serve or meet their needs and preferences, possibly due to language barriers. Additionally, there may be people who prefer to meet with a counsellor from their own ethnic group or someone who shares another characteristic. We may not be able to offer a counsellor to match exactly every possible community. When we are approached by a client whose needs, we are unable to meet we will strive to source a more suitable practitioner from within the consortium of Talking Mental Health Derbyshire or signpost them to a suitable service.

We encourage anyone who encounters any problems or deficiencies to report them to a member of the DRCS team. We will strive to identify a quick and speedy response to solve the issue.