

About Portman Close

Counselling for Young People, parents and professionals working with young people; what we are doing to make our service accessible.

This is a public strategy document – We welcome your comments

Access to our Centre:

- Youthline at Portman Close: Youthline has its own accommodation close to Bracknell Town Centre. The location of the service has proved extremely valuable in that it is easy for young people to access independently. It is a short walk from the town centre using public underpasses.
- From a secure double door entrance, the accommodation comprises of a small reception area and four counselling rooms (one small online counselling room). The main reception and office area is accessible through a secure door leading to a further three counselling rooms (one large conference room). A small open plan kitchen is integrated into the office space and is wheelchair accessible.
- The office/reception area is set up as a one-way entrance and exit system through different doors. Floor tape and eye level signage is clearly visible to direct and indicate flow.
- A staff toilet with one cistern and basin is accessible from the office area. A disabled toilet with one cistern and basin, a male toilet with two cisterns, two urinals and two basins and a separate female toilet with three cisterns and three basins are found outside the main reception/office space.
- There are two additional rooms leading off from the main office area found on either side of the kitchen. One room houses the Bracknell Forest computer mainframe. This room remains locked and inaccessible to Youthline staff and volunteers. The second room is a large storage space used by Youthline staff.
- There are two disabled parking spaces in front of the centre for blue badge holders and 10 parking spaces for staff and visitors on the opposite side of the car park. The disabled parking space is specifically identified as a disabled zone however, an additional disabled parking space adjustment that can be made to the area with a blue badge sign. The entrance is accessible via a ramp for wheelchair users. If you have any suggestions for improving physical accessibility please talk to your counsellor, the Practice Manager, a receptionist or contact us by email ask@youthlineuk.com.

Strategy: What we do to keep our service free

- Confirmed 3 year SLA with Bracknell Forest Council
- Yearly commitment from CCG
- Ongoing support from local Town and Parish Councils
- School funded presence in all Bracknell Forest Secondary Schools
- Continued support local businesses through networking
- Volunteer Fundraising Committee raising funds through bucket collections, quiz nights, chocolate tombolas etc.
- Applying to trusts and foundations who focus on mental health
- Our counsellors and placement students are all volunteers who give at least three hours a week to Youthline
- Our paid staff are kept to a minimum and all are part-time

- We aim to cover our costs but not to make a profit
- We have a dedicated team of volunteer receptionists and support staff

Measurement: How do we ensure a continued free service

- We provide our stakeholders with detailed statistics and client wellbeing outcome measures to schools and our major stakeholders. We hold regular meetings with stakeholders to assess service level agreements each quarter where targets are assessed to ensure that we have met the targets set. We have a detailed annual report which goes out to all our stakeholders and is published on our website www.youthlineuk.com.
- Review: Through regular meetings with Trustees and Employees, Service Level Agreement management meetings and meetings with our major stakeholders allows Youthline to track, manage and secure future funding.
- Making our Service welcoming to all
- Whatever your gender, however you identify yourself, whatever your religion, disability, sexuality or ethnicity, we want you to feel welcomed and understood when you access the service.

Measurement: How do we ensure service satisfaction

- We gather information through an online initial intake form and initial session to establish service users' sexuality, gender and ethnic background. This is a collaborative process where administrative staff and counselling team gain the relevant information to ensure that the data is accurate. We have client satisfaction forms given to the client to complete privately after their initial session to gain their feedback on the service. We also have initial and six weekly wellbeing measures allowing the service to monitor the wellbeing of the client. Outcome measure data is gathered to establish service user satisfaction and service impact.
- **Awareness:** We ensure the counselling team understands the needs of different cultures, ethnicities, sexualities or genders through workshops and E-learning modules recommended by the BACP (British Association for Counselling and Psychotherapy)
- Counsellors and staff are trained throughout the year on various topics addressing minority group challenges and awareness programmes to safeguard vulnerable groups
- We can do more to find out the needs of people from various ethnic origins and cultural backgrounds in our area. We plan to address this through our choice of external trainers and Training and Development strategy during the coming year. These training programmes will be posted on our website in the counselling area for September 2021.
- We will also be delivering more workshops on working with specific mental health issues for both young people and vulnerable adults.
- **Review:** This document will be reviewed and published each year so that you can see how we are doing in our efforts to make the service welcoming to all in the Bracknell Forest Borough.

Strategy Date: _____ Strategy Review Date: _____

Signature: _____ Name: _____