



Accessibility Statement

Business Name: Guided by... Adelle

Practitioner: Adelle Northall

Professional Membership: Registered Member of the National Counselling and Psychotherapy Society (NCPS)

Role: Counsellor

Effective Date: 13 July 2026

Review Date: 13 July 2027

1. Commitment to Accessibility

Guided by... Adelle is committed to providing an inclusive and accessible counselling service where all clients are treated with dignity, respect and fairness.

I recognise that people may experience barriers to accessing counselling for a variety of reasons, including disability, health conditions, communication needs, neurodiversity, language, technology access or personal circumstances.

I aim to make reasonable adjustments wherever possible to support clients in accessing counselling safely and comfortably.

2. Accessible Counselling Services

Guided by... Adelle provides counselling through a range of settings, including:

- Private practice rooms.
- Schools and organisational settings.
 - Community locations.
 - Online video counselling.
- Telephone counselling where appropriate.

Accessibility needs will be considered across all forms of counselling delivery.

3. Reasonable Adjustments

Where possible, reasonable adjustments may be considered to support access to counselling.

These may include:

- Adjusting communication methods.
- Allowing additional time for communication where appropriate.
- Considering sensory needs.
- Discussing suitable counselling environments.
- Considering accessibility requirements for online sessions.
- Supporting individual communication preferences.
- Making practical adjustments to support engagement with counselling.

Clients are encouraged to discuss any accessibility needs before counselling begins or at any stage during the counselling relationship.

4. Disability and Additional Needs

Guided by... Adelle recognises that disabilities and additional needs may be visible or non-visible.

This may include:

- Physical disabilities.
- Long-term health conditions.
- Mental health difficulties.
- Neurodivergence, including autism and ADHD.
- Sensory impairments.
- Learning difficulties.
- Communication needs.
- Special Educational Needs.

Each client's needs will be considered individually, with respect for personal choice, dignity and confidentiality.

5. Online Accessibility

For online counselling, reasonable consideration will be given to:

- The suitability of video platforms.
- Communication preferences.

- Digital accessibility needs.
- The client's ability to access a private and safe space.
- Any technical barriers that may affect participation.

Clients are encouraged to discuss any concerns regarding online access before sessions begin.

6. Physical Accessibility

Where counselling takes place in a physical location, accessibility will depend on the setting being used.

Guided by... Adelle will work with venues, schools and organisations where appropriate to consider:

- Access requirements.
- Suitable counselling spaces.
 - Privacy.
 - Safety.
- Practical adjustments.

Clients are encouraged to discuss any access requirements before attending sessions.

7. Inclusive Practice

Guided by... Adelle is committed to providing counselling that is:

- Respectful.
- Non-discriminatory.
 - Inclusive.
- Culturally aware.
- Client-centred.

All clients will be treated fairly regardless of:

- Age.
- Disability.
- Gender.
- Gender identity.
- Race or ethnicity.
- Religion or belief.
- Sexual orientation.

- Neurodiversity.
- Personal circumstances.

8. Feedback and Improving Accessibility

Guided by... Adelle welcomes feedback about accessibility.

If you experience any barriers to accessing counselling or have suggestions for improvements, please contact:

Email: info@guidedbyadelle.co.uk

Telephone: +44 7368 492101

Feedback will be considered as part of ongoing improvements to the service.

9. Policy Review

This Accessibility Statement will be reviewed annually or sooner if:

- Services change.
- Accessibility requirements develop.
- Legislation or professional guidance changes.
- Feedback identifies areas for improvement.

Policy Approval

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