



Equality, Diversity and Inclusion Policy

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. Purpose of this Policy

Guided by... Adelle is committed to providing an inclusive, respectful and accessible counselling service where every client is treated with dignity, fairness and respect.

This Equality, Diversity and Inclusion Policy explains my commitment to preventing discrimination and promoting equality within my counselling practice.

This policy applies to:

- Adults accessing private counselling.
- Children and young people.
- Parents, carers and families where appropriate.
- Clients referred through schools, employers, charities and organisations.
- Face-to-face, online and telephone counselling.

2. Commitment to Inclusion

Guided by... Adelle recognises that every individual is unique and that personal experiences, identity, culture and background influence how people experience the world.

I am committed to:

- Providing a safe and welcoming counselling environment.
- Treating all clients with respect, compassion and fairness.
 - Valuing diversity and individual differences.
 - Listening to clients' experiences without judgement.
- Recognising and challenging inequality and discrimination.
- Ensuring counselling is accessible and appropriate to individual needs.

- Promoting dignity, autonomy and choice.

All clients will be supported regardless of:

- Age.
- Disability.
- Gender.
- Gender identity.
- Race or ethnicity.
- Religion or belief.
- Sexual orientation.
- Pregnancy or maternity.
- Marriage or civil partnership status.
- Socio-economic background.
- Neurodiversity.
- Mental health status.
- Personal circumstances.

3. Legal and Professional Framework

Guided by... Adelle works in accordance with:

- Equality Act 2010.
- Human Rights Act 1998.
- UK General Data Protection Regulation (UK GDPR).
- Data Protection Act 2018.
- National Counselling and Psychotherapy Society (NCPS) Code of Ethical Practice.

I am committed to meeting my legal and ethical responsibilities to provide a fair and inclusive service.

4. Accessibility

Guided by... Adelle aims to make counselling accessible and responsive to individual needs.

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

This may include consideration of:

- Physical access requirements.
- Communication needs.
- Neurodiversity.

- Sensory needs.
- Disability-related adjustments.
- Language or cultural considerations.
- Online counselling accessibility.

Clients are encouraged to discuss any support needs before or during counselling so that appropriate arrangements can be considered.

Where a request cannot reasonably be accommodated, this will be discussed openly and sensitively.

5. Anti-Discrimination

Guided by... Adelle does not tolerate discrimination, harassment, victimisation or unfair treatment.

Discrimination may include:

- Direct discrimination.
- Indirect discrimination.
 - Harassment.
 - Victimisation.
 - Bullying.
- Exclusion based on protected characteristics.

I will not discriminate against clients, prospective clients, parents, carers, colleagues or professionals involved in supporting clients.

All concerns relating to discrimination will be taken seriously and addressed appropriately.

6. Respect for Individual Identity

Guided by... Adelle respects each person's identity, experiences and personal choices.

This includes respecting:

- Names and preferred forms of address.
 - Gender identity.
 - Cultural background.
 - Religious or spiritual beliefs.
 - Family structures.
- Personal values and experiences.

Clients will be supported to explore their experiences safely and without judgement.

7. Working with Children and Young People

When working with children and young people:

- Their individuality and developing identity will be respected.
- Communication will be appropriate to their age and understanding.
 - Their views and experiences will be listened to.
 - Their welfare and safety will remain the priority.
- Support will be provided in a way that recognises their individual needs.

8. Cultural Awareness and Anti-Oppressive Practice

Guided by... Adelle recognises that clients may experience challenges related to culture, identity, inequality or discrimination.

I aim to:

- Maintain awareness of my own values and assumptions.
- Remain open and curious about each client's experiences.
 - Avoid imposing personal beliefs or opinions.
 - Respect different perspectives and lived experiences.
- Continue developing my understanding through reflection, training and supervision.

9. Professional Responsibilities

Guided by... Adelle will:

- Maintain an inclusive professional environment.
- Continue professional development relating to equality, diversity and inclusion.
 - Reflect on practice through clinical supervision.
 - Challenge discriminatory attitudes or behaviours.
 - Maintain appropriate professional boundaries.

10. Concerns and Complaints

If a client has concerns about equality, diversity, accessibility or discrimination, they are encouraged to raise these with Guided by... Adelle.

Concerns will be handled respectfully and in accordance with the Complaints Policy.

Where concerns relate to professional conduct, clients may also have the option to contact the National Counselling and Psychotherapy Society (NCPS).

11. Policy Review

This Equality, Diversity and Inclusion Policy will be reviewed annually or sooner if there are changes to legislation, professional guidance or working practices.

Policy Approval

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