

## ACCESSIBILITY STRATEGY FOR OUR COUNSELLING SERVICE

### “DERMAN MAKES A DIFFERENCE”

Derman is accepted as a professional, effective, efficient, and caring organisation that is here for all people from our communities. It has developed a solid reputation as the only health and social care related service provider to Kurdish and Turkish communities. It is also seen as a robust organisation that is here to stay through the next decade and beyond.

### Our Services are accessible to all

Derman offers its services, including our **Counselling** service, **freely, at no cost, to all Kurdish, Turkish, Turkish Cypriot and Eastern European Turkish speaking people, mainly, in Hackney**, except counselling on gambling which we accept clients from all London Boroughs from our communities, irrespective of their political, ethnic and religious backgrounds. Derman's services are all completely non-denominational and politically unaligned.

### We are committed to Quality

Derman's staff members are committed and highly educated people who come from the communities it seeks to serve. All our staff members are police checked. We have been highly successful in developing and running services to meet the needs of our communities. We advise professionals to ensure services are developed to meet the needs of our communities, and that already existing services are appropriate to their needs, culture and sensitivities.

### Our current strategy for addressing some of the accessibility limitations:

- If the client is under 16 years old,

**Our response:** We will refer them to most appropriate children and young people's services with the collaboration of other professionals in the area

- If the client cannot travel to the GP surgeries,

**Our response:** We will refer them to suitable home-based psychological intervention service.

- If the client is actively psychotic or needs long psychiatric treatment,

**Our response:** We will refer them to the psychiatrist from Mental Health Trust with the liaison with his/her GP.

- The client with learning difficulties might need more specialised services.

**Our response:** We will, therefore, refer them to most appropriate learning difficulties services.

- If the substance misuse is a primary problem for the client,

**Our response:** We will refer them to drug specialist mental health services.

- We do not accept violent/abusive behaviour towards Derman staff.

**Our response:** We try to reduce the risk of violence by providing suitable training and information to staff and by giving all staff with personal alarm. Clients with violent behaviour would be warned and not to be seen while abusive.

- We normally provide counselling service from different GP surgeries in Hackney and Derman office. Some of the premises do not have wheelchair access.

**Our response:** Derman will ensure that to find an accessible and appropriate venue for persons with disabilities.

**Our vision / Our plans to response some of the gaps / accessibility issues, we gathered through service users' feedback/AGM meetings/service user consultation meetings, for our service provision in coming years (short term-long term):**

- Making counselling service available / accessible in other boroughs such as Haringey, Enfield, Islington where the Kurdish/Turkish and Turkish Cypriot population is high.

**Our response:** We made our counselling for gambling service is available and accessible for our communities from London boroughs/as well as whole UK if needed as, Gamcare-the funder, agreed to make the service provision area expanded.

However, our current counselling service is accessible of Hackney residents only from our communities as the services are funded by Hackney council and Hackney CCG.

We work hard to find the financial support to provide the service in those areas to help and support our communities and meet the need/demand. In the meantime, we work closely some of organisation such as Minds-in those boroughs, Nafsiyat, Maya Center and other local mental health services to direct – signpost people from communities who contacts us and ask for help.

Please also click the link below to see our Counselling Onward Referral Guidelines and Resources list for Turkish, Kurdish and Cypriot Turkish Communities.

<https://derman.org.uk/wp-content/uploads/2021/05/Dermans-Onward-Referral-Guidelinesand-Resources-List.pdf>

- Making referral process easier to reach the service

**Our response:** We made self-referral available and easier as well as continuing accepting referral through local mental health teams, GPs and other health professionals.

Please click the link below to see our Guidelines for referrals to Derman's Bilingual Counselling Service. <https://derman.org.uk/wp-content/uploads/2021/05/Guidelines-for-referrals-to-Dermans-Counselling-Service.pdf>

- Making therapy sessions available through phone / online / weekends

**Our response:** We had already made phone and online consultations available because of covid-19; and kept/adapted those ways of working and will continue providing the service using those ways of working as well to help and support our communities.

Weekends works need to be considered carefully and financial cost and availability of staff issues to be sorted, but we are working to make this provision available even in a limited capacity in the future.

- Couple therapy / Family therapy

**Our response:** We have already managed to secure funding for family therapy provision for Hackney and Islington residents from our communities in a limited capacity for a couple of years and we are working to secure more funding and expand the service to other north London boroughs for our community members with a partnership work with Minik Kardes.

- [Reaching out more young people / LGBTQ members / men from our communities](#)

**Our response:** We have updated our website and opened social media accounts to reach out more people for our communities. In coming months / years we'll use those channels to reach out those community members.

We have set up regular LGBTQ+ group counselling sessions as well as continue offering individual counselling sessions for the member of this group from our communities.

We made priority in our new business plan to work on getting funding for young people / men related services/projects/activities.

Your comments / feedback are important to us. To help us monitor and improve our services, we would like to know when we are doing things right, and where you think we can improve. Join our service users' consultation meetings, AGM / give us a call / send us your **comments / feedback**.

**Address: First Floor**  
**66 New North Road**  
**London N1 6TG**

**Contact numbers:** 020 7613 5944

**E-mail:** [admin@derman.org.uk](mailto:admin@derman.org.uk)

**First Floor, 66 New North Road, London N1 6TG**

*Tel:* 020 7613 5944

*E-mail:* [services@derman.org.uk](mailto:services@derman.org.uk) *Website:* [www.derman.org.uk](http://www.derman.org.uk)