

Accessibility Statement

Waterside Advisory Group and Birth Trauma Support Service

Effective Date: June 1 2026

Our Commitment to Accessibility

Waterside Advisory Group is committed to ensuring that our website and online services are accessible to as many people as possible, regardless of ability, technology, or circumstance.

We believe that everyone should be able to access information about our services and participate in our online consultations with dignity, independence, and confidence.

We are continually working to improve the accessibility and usability of our website and services.

About Our Services

Our services include:

- Online Birth Trauma Support consultations delivered by a registered midwife.
- Educational consultations and advisory services for healthcare providers, educational organisations, and maternity professionals.
- Information and resources relating to maternity care, birth experiences, perinatal care, and birth trauma.

Our Birth Trauma Service is designed to help individuals and families better understand their pre-pregnancy, pregnancy, birth, and postnatal experiences, and to support preparation for future pregnancies where appropriate.

The service is educational and supportive in nature and is not a replacement for counselling, psychotherapy, psychiatric care, or other mental health services or therapy.

Website Accessibility

We aim to ensure our website:

- Can be navigated using a keyboard.
- Is compatible with commonly used assistive technologies.
- Uses clear and straightforward language wherever possible.
- Provides sufficient colour contrast between text and backgrounds.
- Includes meaningful page titles and headings.

- Is responsive and accessible across different devices and screen sizes.
- Avoids unnecessary flashing or moving content that may affect some users.

Alternative Formats

If you have difficulty accessing any information on our website, we will make reasonable efforts to provide information in an alternative format where possible.

This may include:

- Larger text versions of documents.
- Accessible PDF documents.
- Information provided by email.
- Verbal explanations during consultations.

Online Consultations

Our consultations are delivered online using video conferencing technology.

If you have accessibility requirements, we encourage you to contact us before your appointment so we can discuss reasonable adjustments that may support your participation.

Examples may include:

- Additional time to access online platforms.
- Written information following a consultation.
- Communication via email before appointments.
- Adjustments to accommodate hearing, visual, or communication needs where reasonably possible.

Service Suitability

We recognise that discussing birth experiences can be emotionally challenging.

As our service is delivered by a registered midwife and is not a mental health therapy service, it may not be suitable for everyone at every stage of their recovery or wellbeing journey.

To ensure the service is appropriate and beneficial, we reserve the right to decline, postpone, or cancel appointments where we believe a person may require alternative support, such as specialist mental health services, counselling, psychological therapy, or crisis intervention.

Where appropriate, we will seek to signpost individuals to other sources of support.

Feedback and Continuous Improvement

We welcome feedback about the accessibility of our website and services.

If you experience any accessibility barriers or have suggestions about how we can improve accessibility, please contact us.

We will consider all feedback carefully and aim to respond within a reasonable timeframe.

Contact Us

For accessibility support, feedback, or requests for information in an alternative format, please contact:

Waterside Advisory Group

Email: watersideadvisoryservices@gmail.com

Telephone: 0044 7793569960

We are committed to making our services as accessible and inclusive as reasonably possible and will continue to review and improve accessibility wherever we can.