

## **Service Introduction Statement**

Deal and Walmer Counselling Services

### **About Our Service**

Deal and Walmer Counselling Services is a team of independently registered counsellors and group facilitators who work together under a shared name. While we collaborate closely, each practitioner is responsible for their own therapeutic work and is individually accountable to a recognised professional body such as the BACP, UKCP, or NCPS.

We aim to make it easier for you to access counselling, group support, or psychoeducational services by providing a single point of contact through our shared website and email.

### **How We Work**

- All initial enquiries are managed via our shared email address ([info@dealandwalmercounselling.co.uk](mailto:info@dealandwalmercounselling.co.uk))
- Enquiries may be viewed by more than one team member to ensure your message is directed to the most suitable counsellor or service
- Once you are matched with a counsellor or facilitator, all further contact and data responsibility passes to them
- Each practitioner holds their own insurance, ICO registration, and policies for confidentiality, safeguarding, and GDPR

### **What We Offer**

Through Deal and Walmer Counselling Services, you may access:

- One-to-one counselling
- Group therapy
- Psychoeducational workshops
- Mental health support and signposting

Our services are tailored to suit individual, group, and community needs. We aim to provide a warm, safe, and professional space for emotional support, growth, and understanding.

### **Confidentiality and Privacy**

All team members treat your information with the utmost care. Confidentiality is respected across the service, and our shared inbox is used solely to triage and allocate client enquiries. Each individual counsellor will provide you with their own privacy policy and terms of work.

### **Professional Standards**

Each counsellor:

- Is qualified and registered with a professional body
- Follows an ethical framework
- Undertakes regular supervision and ongoing professional development

We are committed to offering you a respectful, inclusive, and ethical service. If you have any questions about how we work or what to expect, please don't hesitate to get in touch.