



**Valley House Counselling Service
Information sheet
October 2023**

The Valley House Counselling Service is made up of 3 distinct strands:

- Counselling for Valley House service users
- Counselling for Kairos service users
- Counselling for Valley House staff

Counselling for Valley House service users, including our Nursery parents and carers, is available for up to 6 months, face to face, virtual or by phone. The number of service users supported at any one time is dependent on the number of volunteer counsellors.

We provide a counselling service to a sister organisation, Kairos, for up to 3 service users at any one time. This is available for up to 6 months, face to face, virtual or by phone. This partnership began in 2020 and is reviewed and renewed on an annual basis.

In order to support our staff around their health and wellbeing, we offer up to 6 sessions of counselling face to face, virtual or by phone. This strand supports up to 3 members of staff at any one time and went live in 2023.

All of the counselling we offer is free and is provided by our volunteer counsellors. We usually have 6 counsellors working with us at any one time. All the counsellors have an external clinical supervisor as well as formal and informal support from our Counselling Coordinator.

Valley House is committed to providing this service and as such funds the majority of the costs associated with it.