

Accredited Registers

Condition Review:

United Kingdom Council for Psychotherapy (UKCP)

1. Outcome

- 1.1 At the United Kingdom Council for Psychotherapy (UKCP)'s most recent annual check of accreditation, the Professional Standards Authority issued one Condition on its accreditation, to be completed by 30 September 2022.
- 1.2 This report sets out our assessment of the actions taken by the UKCP to satisfy the Condition.
- 1.3 We found that the UKCP had met Condition One.

2. Background

- 2.1 We assess registers against our *Standards for Accredited Registers* ('the Standards')¹. Where a Register has not met a Standard, we can issue Conditions. A Condition sets out our requirements and the timeframe that a Register must meet.
- 2.2 Following the UKCP's 2021 annual check, completed in June 2022, we issued one Condition against Standard Five: Complaints and concerns about registrants. This is published on the UKCP's directory page². Condition One had to be implemented by 30 September 2022:

The UKCP must update its complaints materials to reflect all potential outcomes, including feedback to registrants in complaints that do not pass its initial screening.

- 2.3 This report discusses the actions the UKCP took to address the Condition, as well as our decision about whether the Condition was met.
- 2.4 We reviewed the following evidence:
 - a) Drafts of the UKCP's updated complaints guidance documents
 - b) The UKCP's published complaints process³

3. Concerns leading to the Condition

- 3.1 Following our January 2022 annual check of the UKCP, we noted that it had received an increased number of complaints against registrants since its previous review. We wanted to check that the increase had not affected its ability to manage complaints. We audited 18 cases concluded by UKCP in

¹ <https://www.professionalstandards.org.uk/docs/default-source/accredited-registers/standards-for-accredited-registers/standards-for-accredited-registers.pdf>

² <https://www.professionalstandards.org.uk/what-we-do/accredited-registers/find-a-register/detail/uk-council-for-psychotherapy>

³ <https://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/>

2021. Our assessment resulted in the above Condition and one Recommendation.
- 3.2 As part of our audit, we checked five complaints that did not meet the UKCP's Realistic Prospect Test (RPT). The RPT determines if a registrant may not be suitable to be on the UKCP register without any restrictions or conditions of practice. Complaints that pass the RPT will usually be referred to an Adjudication Panel.
- 3.3 We noted that if a case does not meet the realistic prospect test, but professional development and reflection may be beneficial, the UKCP may issue constructive feedback or recommendations to the registrant. We saw in our audit that complainants had been informed when this advice was given, however in previous assessments we had seen cases where the complainant had not been informed. We did not think that was fair to the complainants and had previously issued a Recommendation for the UKCP to make clear that it could offer advice. We had not seen evidence that this had happened.
- 3.4 We felt that people may not have confidence in the UKCP Complaints and Conduct Process (CCP)⁴ if they were not aware of the potential outcomes, or learned that some action had been taken after being told their case had been closed. To address this, we issued the above Condition.
- 3.5 Further details can be found within the UKCP's published report⁵.

4. Assessment of Condition One

- 4.1 The UKCP provided its response to the Condition on 9 August 2022.
- 4.2 The UKCP sent us a copy of its updated 'Making a complaint' guidance which stated:
- 'If the realistic prospect test has not been met, but professional development and reflection may be beneficial, constructive feedback or recommendations will be provided to the Registrant. You will be notified of any feedback/recommendations made.'
- 4.3 The UKCP also sent a copy of its updated 'Guidance for psychotherapists' which stated:
- 'If the realistic prospect test has not been met, but professional development and reflection may be beneficial, constructive feedback or recommendations will be provided to you. The Complainant will be notified of any feedback/recommendations made.'
- 4.4 We noted that when the UKCP issues feedback to registrants this does not prevent the complainant from using their right to re-submit the complaint with any additional evidence that may satisfy the realistic prospect test.

⁴ https://www.psychotherapy.org.uk/media/4wghlgxz/ccp_may-2022.pdf

⁵ <https://www.professionalstandards.org.uk/docs/default-source/accredited-registers/panel-decisions/ukcp-annual-check-2021.pdf>

5. Conclusion

- 5.1 We found that the UKCP has updated its guidance documents for complainants and registrants to make clear that it can offer constructive feedback and recommendations.
- 5.2 We therefore found that Condition One had been met.