

# Condition Review: British Association for Counselling and Psychotherapy (BACP)

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## 1. Outcome

- 1.1 At the British Association for Counselling and Psychotherapy's (BACP) full accreditation renewal, the Professional Standards Authority ('we') issued one Condition on its accreditation, which was to be completed at the BACP's next annual assessment (see paragraph 7.3 of the published outcome<sup>1</sup>).
- 1.2 This report sets out our assessment of the actions taken by the register to satisfy the Condition.
- 1.3 We found that the BACP had met Condition One.

## 2. Background

- 2.1 We assess registers against our Standards for Accredited Registers ('the Standards')<sup>2</sup>. Where a Register has not met a Standard, we can issue Conditions. A Condition sets out the requirements and the timeframe that a Register must meet.
- 2.2 At the BACP's full accreditation renewal, completed in December 2024, we issued one Condition. Condition one had to be implemented by the BACP's next annual assessment, which was due in August 2025.

**Condition One:** The BACP must provide clear information about the limitations of treatments offered by their registrants.

- 2.3 This report discusses the actions BACP took to address the Condition, as well as our decision about whether the Condition is met.
- 2.4 We reviewed the following evidence:
  - BACP's reported actions about what it had done to meet Condition one
  - A review of BACP's website, specifically, the webpages which they updated and created.

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<sup>1</sup> **Full Renewal Report BACP Feb 2025.pdf**

<sup>2</sup> Standards for Accredited Registers, 2023 edition:

[www.professionalstandards.org.uk/publications/standards-accredited-registers](http://www.professionalstandards.org.uk/publications/standards-accredited-registers)

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### 3. Concerns leading to the Condition

- 3.1 During our full accreditation renewal assessment (2024), we found that the BACP provided information to the public about services they provide, via a dedicated section of their website titled 'About Therapy.' This section of the website covered a range of topics which included, what counselling is, what a member of the public can expect from counselling, an a-z of therapeutic approaches and information about their public facing support service, for those who have general enquiries about therapy or concerns about their therapeutic relationship.
- 3.2 While the Accreditation Panel acknowledged there is a large range of modalities and types of treatment/ therapies offered by BACP registrants, they felt it should be abundantly clear what areas registrants cannot assist with (for example, that therapy is not a crisis service). The Accreditation Panel considered that this tied in with ongoing work the BACP is completing in relation to safeguarding and the risk of suicide and self-harm, and the ongoing updates to their Good Practice in Action Guidelines pertaining to NG225: Self-harm: assessment, management and preventing recurrence. The Accreditation Panel therefore issued Condition One.
- 3.3 Further details can be found under Standard Seven of the BACP's full accreditation renewal outcome<sup>3</sup>.

### 4. Assessment of Condition One

- 4.1 The BACP provided its response to Condition One on 1 August 2025.
- 4.2 They told us that they implemented several updates to their website, designed to directly address the Condition. Specific changes included created of a new **support in mental health crisis** webpage which highlights that 'therapy may not be the answer' in a crisis situation requiring immediate help', and includes links to various relevant sources of support for those in need.
- 4.3 The BACP also added a 'what therapy can't help with' section to their existing **about therapy** page and to the existing **get help for somebody else** page which links to the above page.
- 4.4 Additionally, the BACP linked the 'support in a mental health crisis page' in the 'suicidal feelings' section of their existing **what therapy can help with** page.
- 4.5 We reviewed the abovementioned webpages to verify that the BACP had made changes as stated. We evidenced that these changes had been made and believe this information is now clearly available from BACP's website.
- 4.6 Subsequently, we consider that it is apparent that BACP registrant's do not provide a crisis service. The publication of the 'support in mental health crisis' webpage provides appropriate contact information for support services and additional resources for those in immediate danger or experiencing a mental health crisis.

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<sup>3</sup> [Full Renewal Report BACP Feb 2025.pdf](#)

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- 4.7 These updates include a new 'support in mental health crisis' page, which highlights that therapy is not an appropriate intervention in crisis situations. The webpage also provides links to alternative support services, which can assist in crises.
  - 4.8 The BACP completed several website updates that clearly communicate the limitations of treatment provided by their registrants, thereby meeting the requirements of the condition.

## **5. Conclusion**

- 5.1 BACP has responded to the condition that was applied at the full renewal assessment by providing clear and public facing information (streamed for different audiences) that sets out when therapy may not be appropriate. This includes providing information about crisis support services and about how to manage ideation related to suicide and self-harm.
- 5.2 We therefore found that Condition One has been met.