



# Snapshot: Association of Christian Counsellors

## Re-accreditation decision



### ACTIVITIES & ACTIONS SHOWING HOW ACC IS MEETING THE STANDARDS FOR ACCREDITED REGISTERS

#### Commitment to protecting the public/promoting confidence

ACC has set up a Covid-19 Crisis Counselling Support Service for NHS frontline staff, staff working in care homes and people who have been bereaved during the Covid-19 epidemic. The service offers up to 10 counselling sessions on a no fee basis provided by volunteers either online or by telephone. Counsellors may come from different professional bodies including BACP, UKCP and the NCS and may have different faith backgrounds.

#### Managing risk

ACC is actively considering the Covid-19 national emergency. ACC has provided advice, guidance and resources to its registrants such as adapting to working online or by telephone. ACC has established a pool of volunteer accredited counsellors and supervisors to act as 'standby supervisors' for any registrants that find themselves without a supervisor for a long period of time. ACC has added the epidemic as a separate risk to its risk matrix and this is considered regularly by the Board.

#### Governance

ACC has updated its governance documentation including its *Conflict of interest policy and procedure* and its *Board recruitment and induction policy*. ACC will be reviewing its governance documentation for the Register Advisory Panel over the next year.

### KEY STATS

#### ACC:

○ registers counsellors and psychotherapists working in the UK

○ 874 registrants on ACC's register (as of March 2020)

○ met 11/11 Standards

○ first accredited on 26 March 2015 (this is its fifth annual review and covers 26 May 2019 to 26 May 2020)

26  
accredited  
registers

55  
occupations

89k  
practitioners



## ACTIVITIES/ACTIONS SHOWING HOW ACC IS MEETING THE STANDARDS FOR ACCREDITED REGISTERS

### ► Handling complaints and concerns

ACC is redrafting its complaints process. The new process will include details about the use of mediation as a mechanism for handling appropriate complaints.

ACC publishes its register, its complaints procedures, and its standards for its registrants on its website.

ACC's Register Advisory Panel oversees the work of the register and consists of both lay and counsellor members. The lay members can provide the public perspective to decisions that are made. ACC reported that it will be updating its governance documents for the Register Advisory Panel in the coming year.

ACC updated its Continuing Professional Development (CPD) policy to make clear the consequences of not complying with ACC's requirements. ACC carries out checks on 10% of its registrants on an annual basis. These checks include checking compliance with CPD, supervision and indemnity insurance.

ACC has developed guidance for its registrants on the professional Duty of Candour. The guidance explains the professional Duty of Candour and links it to ACC's Code of Ethics. The guidance explains how Duty of Candour relates to counselling practice.

You can find more details of how ACC has been meeting the Standards for Accredited Registers in its *Annual Review of Accreditation 2019/20* on our website.



### Find out more about:

- ➔ ACC and its register
- ➔ the Accredited Registers programme
- ➔ the Standards for Accredited Registers

REMEMBER TO USE OUR **CHECK-A-PRACTITIONER** TOOL TO CHECK AND CHOOSE PRACTITIONERS ON ACCREDITED REGISTERS

## 2020 re-accreditation

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Conditions

3

Recommendations

### RECOMMENDATIONS:

- 1 ACC should re-consider the risk register to ensure that the individual risks identified by the Authority and any others which are likely to cause specific dangers to the public are explicitly set out in the register. (Standard 3)
- 2 ACC should consider making it clear that the conflicts of interest policy, or something similar, applies to the Regulatory Advisory Panel as well as its Council members. (Standard 5)
- 3 ACC should prepare a written process setting out its approach when handling non-compliance with its CPD requirements. (Standard 10)

### ACHIEVEMENTS

The Authority was impressed by the swiftness with which the ACC developed its Covid-19 Crisis Counselling Support Service for NHS frontline staff, staff working in care homes and people who have been bereaved during the Covid-19 epidemic. (Standard 2)