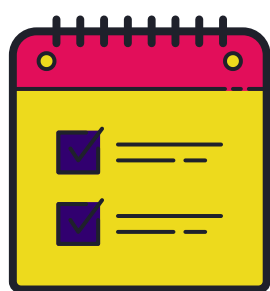


Listening group report - June

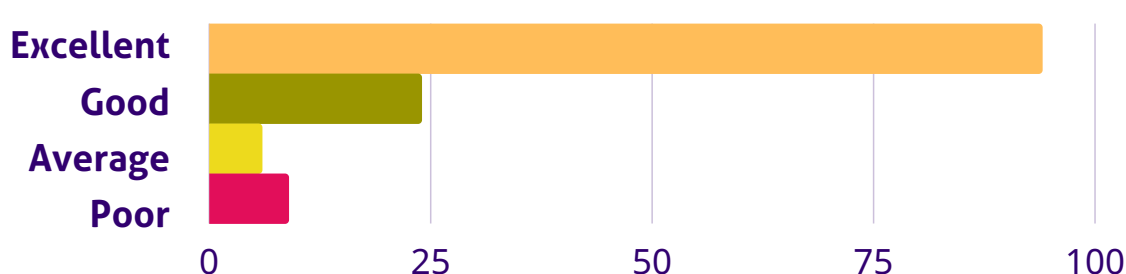


Welcome to the Listening group monthly report

Each month, we'll be reporting on feedback received from our members about the service we provide.

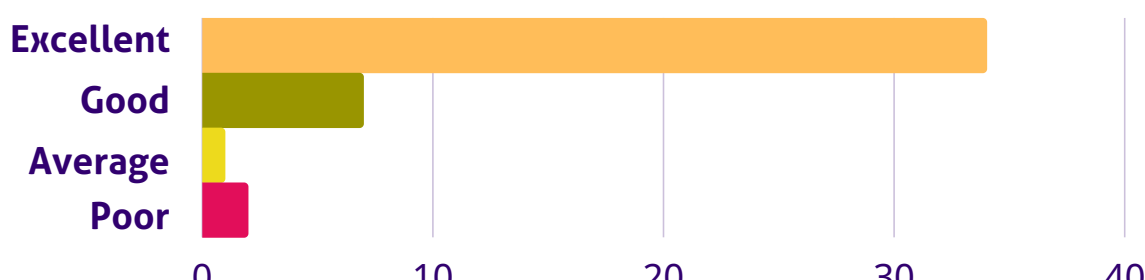
The following data is taken from our Customer Thermometer service which shows us how well we're doing in responding to emails and calls. This is used by both customer service and ethics teams.

Customer service feedback



71% of members felt our service was excellent, 18% felt it was good, 5% felt it was average, and 7% of members felt our service was poor.

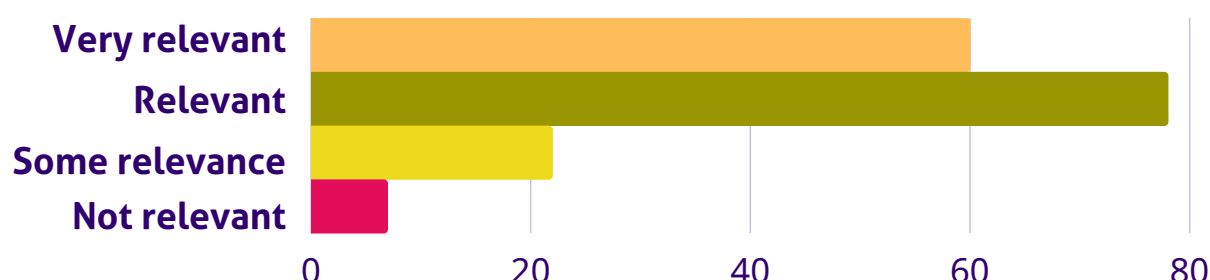
Ethics feedback



77% of members felt our service was excellent, 16% felt it was good, 2% felt it was average, and 5% of members felt our service was poor.

eBulletin feedback

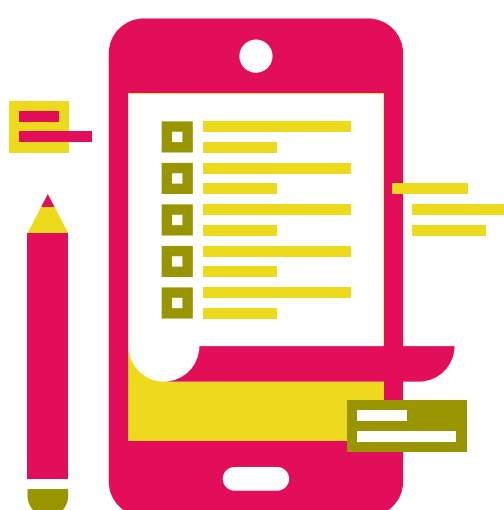
We also use this service for our eBulletins to find out how relevant our members feel the content is.



36% of members felt the content was very relevant, 47% felt it was relevant, 13% felt there was some relevance, and 4% of members felt the content was not relevant.

Reasons for contacting BACP:

What are the reasons for contacting BACP? We've looked at this using data from calls and emails and these are the main topics:



Themes - Top 5

Membership;
Accreditation;
Registration;
Ethics;
Seeking Therapy;

As a group, we review a breakdown of this data and look at ways to reduce the number of calls and emails coming into BACP. Our aim is to improve the service we provide so that members feel supported. Here's the breakdown:

Membership

Training;
Reinstatement lapsed;
New applicant;
Renewal;
Payment query;

Accreditation

Application query, including payments;
Chasing updates;
Complaint;
Course accreditation;
Criteria query;

Registration

Certificate of proficiency bookings & cancellations;
Other;
CPD & audit query;
Chasing certificate of proficiency results;
Supervision;

Feedback received

We've reviewed the feedback received this month, here are some of the key messages we've been hearing from our members:



1: Member groups

We've been asked if BACP has a group or division which focuses on eco-psychology issues. Further discussions are now taking place with a view to setting up an eco-aware group via our Communities of Practice platform at a later date, we'll keep you posted on this.

2: Find a therapist directory

Some members have contacted us as they've had difficulty editing listings and using other functions within the directory. We're aware that updates are needed to improve the user experience and are working on this to enhance functionality which will make it more user friendly. We'll keep our members updated with any changes as they happen.



3: Ethics

Feedback has been received asking us to increase capacity in the ethics team due to a lack of available appointments. There are plans to recruit a new ethics consultant and another ethics officer which will increase capacity so that we can help more of our members.

4: Cheque payments

We've been asked about the use of cheques as a payment method. We have mentioned this on our website previously and we're no longer accepting cheques. Other payment options are available to our members and details can be found on our website.



5: Online events access

There have been issues for some members accessing live events using the Safari browser on Apple devices. We're pleased to say this has been resolved and members can now view live events using the Safari browser.

We'll be producing reports each month to keep you up to date with new feedback and any updates on actions taken. If you have any feedback for us, please email: listening@bacp.co.uk