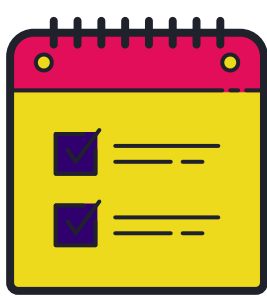


Listening group report - October

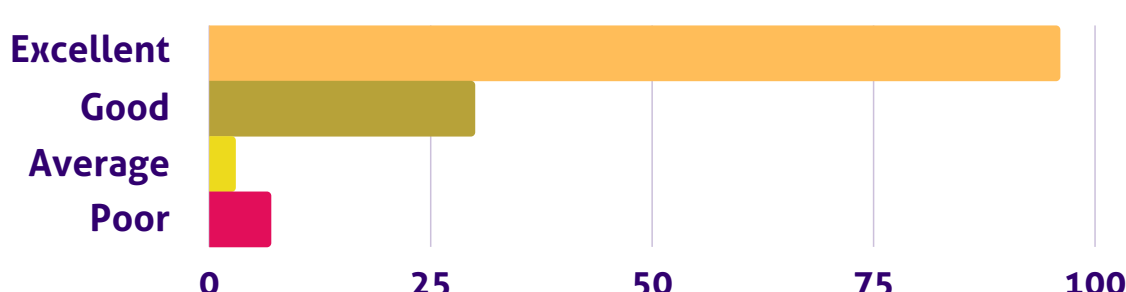


Welcome to the Listening group monthly report

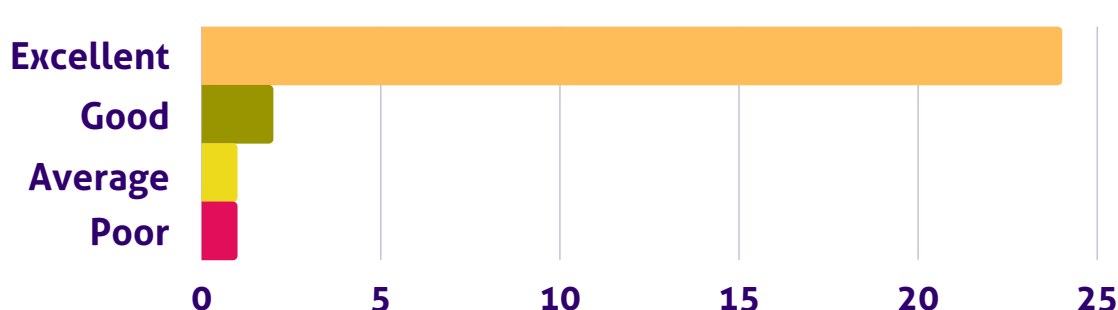
Each month, we'll be reporting on feedback received from our members about the service we provide.

The following data is taken from our Customer Thermometer service which shows how well we're doing in responding to emails and calls. Members who have contacted us can rate our service and then leave feedback, this is used by both customer service and ethics teams.

Customer service feedback

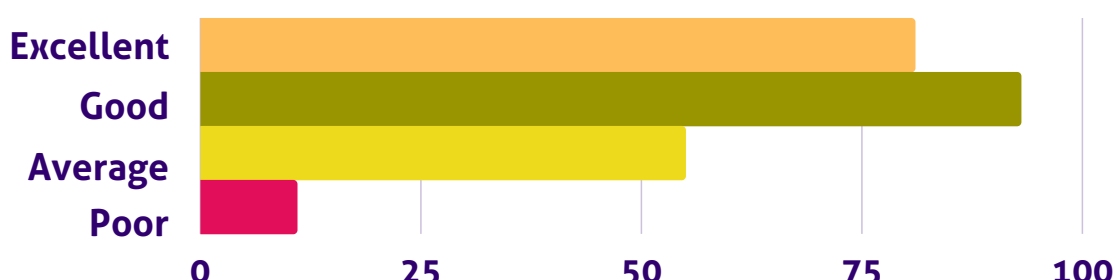


Ethics feedback



eBulletin feedback

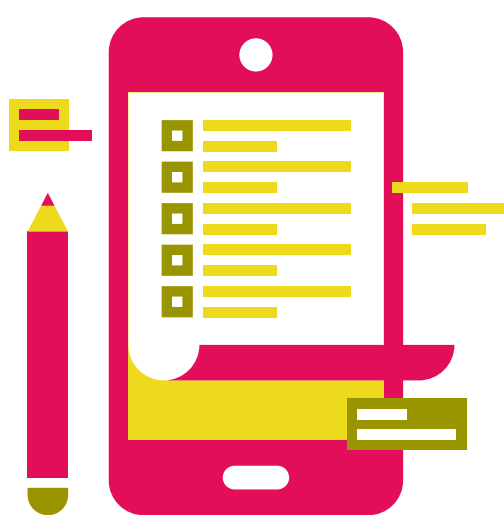
We also use this service for our eBulletins to find out how our members feel about the content*



*Specific rating scales differ across ebulletins, for the purpose of reporting we've used the scale 'excellent' to 'poor' to illustrate overall performance.

Reasons for contacting BACP:

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



Themes - top 5

- Membership
- Accreditation
- Registration
- Ethics
- Find a therapist & jobs board

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

- New applicant
- Reinstatement (lapsed)
- Upgrade
- Renewal
- Training

Accreditation

- Application query
- Application payment taken
- Other
- Senior accreditation query
- Criteria query

Registration

- Certificate of proficiency and cancellations
- Certificate of proficiency queries
- Chasing certificate of proficiency results
- Logos and certificates
- Other

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: Becoming a BACP supervisor

We've received feedback suggesting there isn't enough information on our website about becoming a BACP supervisor. We've created more content on this subject which will be added to our website very shortly. In addition to this, we're planning to add a 'careers centre' page to the website which will look at different roles in the profession, including supervision. We'll also be delivering a supervisor event next year which will include a strand around becoming a supervisor and being new to supervision. We'll continue to keep you up to date with progress on these changes.



2: Nuisance calls

It's been highlighted that some members are receiving inappropriate calls from clients who have found their details on our directory. Our members safety is very important to us and we've made several resources available on our website to help address inappropriate behaviour. We're always thinking about what more we can do as a membership body, and will keep our members updated on any future developments to help tackle this issue.



3: Renewals

We've been asked if we can issue membership cards for the new membership term at the point of payment rather than when the new term begins. Although we currently only send out cards when a new term starts, we do understand that some members may need this and / or their certificate in advance. We're currently looking into this and will provide an update once we've explored possible options.



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