

## **Adult services FAQs**

### **How long do I have to wait for an appointment?**

We try to keep waiting lists to a minimum. However, depending on the type of therapy or the specific venue you are waiting for, waiting times can vary.

### **What is the British Association for Counselling and Psychotherapy?**

The British Association for Counselling and Psychotherapy (BACP) sets, promotes and maintains standards for the profession. The Ethical Framework for Good Practice in Counselling and Psychotherapy, with its Professional Conduct Procedure, ensures that members of the BACP abide by an accepted and approved code of conduct and accountability. This Framework provides a core frame of reference for members to use in their relations with clients, colleagues, fellow members and the wider community. It safeguards both practitioners and members of the public alike.

### **What is accreditation?**

The Service Accreditation Scheme helps the public and practitioners identify services providing a high standard of counselling/psychotherapy. It sets the standard to which all counselling and psychotherapy services can aspire and encompasses the whole range of providers from the small local voluntary group to major commercial Employee Assistance Programme providers. Listening Ear has joined BACP's established and well-respected schemes for the accreditation of individual practitioners, supervisors and training courses.

### **Will I see the same counsellor all the time?**

You will be allocated a counsellor, reflective listener, or children and young people's specialist practitioner/ support worker when you are given your first appointment, and you will work with them throughout your time at Listening Ear.

### **How long do my sessions last?**

Each adult session is 50 minutes which you would usually attend once a week.

Each CYP session is one hour which you would usually attend once a week.

### **What exceptions do you have for confidentiality?**

There are three exceptions:

1. Where the member of staff has the express consent of the client to disclose the information.
2. Where the disclosure is required for the purpose of any legal proceedings.
3. Where the member of staff believes the client or a third party is in serious danger.