Hope Therapy & Counselling Services

Supervision and Quality Assurance Policy

Version: October 2026 | Client-Facing

This policy explains how Hope Therapy & Counselling Services supports the quality and safety of the counselling arranged through us, and how our affiliate counsellors are supported in delivering effective, ethical, and professional practice.

1. Clinical Supervision

All affiliate counsellors working with Hope Therapy & Counselling Services are required to engage in regular clinical supervision with a qualified and experienced supervisor. Clinical supervision is a professional requirement for all practising counsellors and therapists in the UK and is mandated by all major professional bodies including the BACP, NCPS, and UKCP.

Supervision serves to:

- Support the counsellor in reflecting on their clinical work and ensuring it remains effective and ethical.
- Provide a space for counsellors to discuss any concerns, challenges, or complex situations that arise in their practice.
- Protect the wellbeing of clients by ensuring the counsellor is practising safely and within their competence.
- Support the counsellor's own professional development and wellbeing.

Supervision may involve limited, anonymised discussion of client work. Your personal details are never shared with a supervisor, and supervisors are themselves bound by strict confidentiality.

2. Professional Registration

All affiliate counsellors working with Hope Therapy & Counselling Services must hold current registration with an appropriate UK professional body. Depending on the counsellor's training and specialism, this may include:

- BACP — British Association for Counselling and Psychotherapy
- NCPS — National Counselling and Psychotherapy Society
- UKCP — UK Council for Psychotherapy
- EMDR Association UK (for EMDR therapists)
- Other relevant specialist bodies where applicable.

Professional registration means your counsellor has committed to upholding the ethical framework of their professional body, to maintaining their competence through continuing professional development, and to being accountable to a complaints and disciplinary process. Registration details for any counsellor are available on request.

3. DBS Vetting

All affiliate counsellors are vetted through the Disclosure and Barring Service (DBS) before working with Hope Therapy & Counselling Services clients. Counsellors working with clients aged 16 and 17 hold an Enhanced DBS check with barred list clearance for working with children.

4. Continuing Professional Development

All affiliate counsellors are required by their professional body to engage in continuing professional development (CPD) throughout their career. This ensures they remain up to date with best practice, research, and developments in their area of specialism. CPD may include training courses, workshops, reading, reflective practice, and peer consultation.

5. Professional Indemnity Insurance

All affiliate counsellors working with Hope Therapy & Counselling Services are required to hold current professional indemnity insurance as a condition of their professional body registration. This means that if you have a legitimate complaint about a counsellor's clinical practice, there is appropriate coverage in place.

6. How Hope Therapy & Counselling Services Monitors Quality

In addition to the individual requirements placed on counsellors, Hope Therapy & Counselling Services takes the following steps to maintain service quality:

- Careful checks and vetting of counsellors before they join our affiliate network, including verification of qualifications, professional registration, DBS checks, and professional indemnity insurance.
- Regular review of counsellor registrations to ensure they remain current.
- Responding promptly and seriously to any concerns raised by clients about the quality of their counsellor's practice.
- Removing counsellors from our network where conduct concerns are substantiated.

7. Feedback and Improvement

We actively welcome feedback from clients about their experience with Hope Therapy & Counselling Services and with their counsellor. Feedback helps us improve our matching process, our administrative support, and the overall quality of the service. If you would like to share feedback at any point, please contact us at contact@hopefulminds.co.uk.

8. Questions

If you have any questions about how we ensure the quality of our counsellors' practice, please contact us at contact@hopefulminds.co.uk or call 0333 043 1850.

Contact us: contact@hopefulminds.co.uk | 0333 043 1850 | www.hopefulminds.co.uk

Version: October 2026