UKCP AUDIT REPORT

Registrant Sample Audit 2024

# INTRODUCTION AND OVERVIEW

As part of our quality assurance processes, UKCP undertakes audits of individual registrants. This is not only to ensure the integrity of the register through quality assurance, but also to allow UKCP to continue its obligation as a charity formed for the purpose of protecting the public.

This report is based on findings from UKCP’s annual random sample audit of 3% of registrants in 2024 who have not been audited in the previous 5 years, and also includes any registrants who deferred their audit from 2023.

Those registrants participating in the 2024 audit who were deferred from the previous year were given a revised 2024 deadline and advised that their membership status would be at risk if they did not submit.

All registrants participating in the audit received Audit Guidance Notes advising them to submit evidence of the following:

* Qualifications
* Supervision
* Continuing Professional Development
* Professional Indemnity Insurance

# FINDINGS

## Background

The auditees for 2024 were divided up alphabetically in 6 batches of 31 registrants, a 7th batch of 29 registrants, and a batch 0 for the 10 deferred registrants from the 2023 audit. They were notified via email at specific dates throughout the year (avoiding major holiday periods and summer holidays). Registrants were given approximately 4-5 weeks’ notice to submit. There were also extra registrants who were added after the initial selection due to registrants who were withdrawn.

The following figures represent the 229 registrants participating in the 2024 audit process:

* 215 randomly selected UKCP registrants, ie 3% of registrants not audited in the last 5 years
* 10 registrants deferred from the 3% annual audit of 2023
* 4 extra registrants who were added to replace withdrawn registrants.

Of the 229 registrants participating, 202 completed and passed the audit. More detailed information on this specific statistic can be found in section 2.6 below.

|  |  |  |
| --- | --- | --- |
| **Year** | **Number participating** | **Submissions received** |
| 2024 | 229 | 202 (88%) |
| 2023 | 214 | 166 (78%) |
| 2022 | 246 | 194 (79%) |
| 2021 | 196 | 162 (83%) |
| 2020 | 234 | 182 (78%) |

The number of registrants participating is about average compared to previous years. The submissions received is the highest percentage in the last 5 years even with the withdrawals and replacements.

Overall, there was a dip in 2021 and 2023. 2022 is the highest number of people audited. For 2024, the numbers have gone back up slightly with a higher percentage of submissions received as well.

## Method of Submission

We’ve continued to send out notifications via email requesting that audit submissions be sent by email. 100% of submissions were received by email in 2024. The Audit Form and Guidance Notes does mention that postal submissions by post can be made only under extenuating circumstances.

Rather than submissions by email, we continue to recommend to UKCP that submitting via an online form/database would be even better. This could potentially guide the auditee through the process more efficiently.

## Submissions received on time

Of the submissions received, excluding those who were withdrawn, deferred or who resigned registration, the following statistics indicate when submissions were received.

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Total submissions received** | **Received by original deadline** | **Received within 30 days of deadline** |
| 2024 | 202 | 149 (74%) | 41 (20%) |
| 2023 | 166 | 136 (82%) | 27 (16%) |
| 2022 | 194 | 123 (63%) | 33 (17%) |
| 2021 | 162 | 126 (78%) | 13 (8%) |
| 2020 | 182 | 144 (77%) | 17 (9%) |

The 2024 percentage of submissions received by the original deadline is average, but a relatively higher percentage of submissions was received within 30 days of the deadline. This means 94% of submissions were received within 30 days of the deadline which is comparable to 2023 and higher than previous years.

## Extensions

We prefer an extension request to ‘chasing’ non-responsive auditees, as it means our internal deadlines and resources are better managed. As a result, we offered the following number of extensions to those who requested it:

|  |  |  |
| --- | --- | --- |
| **Year** | **Total submissions received** | **Extensions** |
| 2024 | 202 | 47 (23%) |
| 2023 | 166 | 43 (26%) |
| 2022 | 194 | 52 (27%) |
| 2021 | 162 | 31 (19%) |
| 2020 | 182 | 48 (26%) |

The number and the percentage of extensions is a little above average compared to previous years. Overall, it is well within the trend.

A 2024 breakdown of the extensions by batch:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Batch** | **Notification** | **Deadline** | **No of auditees** | **Extensions** |
| 0 | 26/01/2024 | 28/06/2024 | 10 | 1 (10%) |
| 1 | 26/01/2024 | 01/03/2024 | 31 | 5 (16%) |
| 2 | 01/03/2024 | 02/04/2024 | 31 | 8 (26%) |
| 3 | 02/04/2024 | 10/05/2024 | 31 | 10 (32%) |
| 4 | 10/05/2024 | 14/06/2024 | 31 | 4 (13%) |
| 5 | 14/06/2024 | 19/07/2024 | 31 | 2 (6%) |
| 6 | 19/07/2024 | 23/08/2024 | 34 | 7 (21%) |
| 7 | 23/08/2024 | 20/09/2024 | 30 | 10 (33%) |

The highest number of extensions we see in batch 3 and 7 followed by batch 2 and 6.

* Batch 2 fell across the Easter break, which impacted extension requests.
* Batch 3 fell right after the Easter break, and will have been impacted also by term breaks.
* Batch 7 fell at the end of August when some members were still returning from summer break, and other members taking their leave in the first half of September.

The batch notifications and deadlines are reviewed annually to ensure everyone has the same amount of time for submission and to make adjustments around the holidays. We will always have extensions around the Easter and May bank holidays, although we try to avoid them as much as possible. We will continue to test and review better notifications/deadlines for the final batch in September.

## Submission quality

A number of registrants were contacted upon the first review of their submission because they had not provided all of the requested documents or because their submission information was unclear:

|  |  |  |
| --- | --- | --- |
| **Year** | **Total submissions received** | **Further information requested** |
| 2024 | 202 | 47 (23%) |
| 2023 | 166 | 47 (28%) |
| 2022 | 194 | 27 (14%) |
| 2021 | 162 | 37 (23%) |
| 2020 | 182 | 53 (29%) |

The percentage of the number of requests for further information is within average for the last 5 years.

A further look into the information that we’re still asking for:

|  |  |
| --- | --- |
| **Further information required** | **Count** |
| Client groups | 2 |
| Client hours | 2 |
| CPD | 5 |
| Insurance | 16 |
| Qualifications | 15 |
| Supervision | 13 |
| Evidence of qualification being a true copy | 27 |
| Unreadable Files | 2 |

* 27 instances of evidence of qualifications being a true copy is nearly double that of the next piece of information that was requested. (see 2.8)
* 16 instances of asking for further information on insurance. (see 2.13)
* 15 instances of qualification certificates not being provided initially and further requests being made. (see 2.8)
* 13 requests for further information on supervision were made. (see 2.11.1)
* 5 instances where not enough CPD evidence was provided (see 2.12)
* 2 instances where there wasn’t enough information on client groups (see 2.9)
* 2 instances requiring further information on client hours (see 2.10)
* 2 instances of unreadable files. Files were submitted to us with the “.page” extension which we were initially unable to open and pictures were provided which were so small, no details could be seen.

## Audit completion

**Feedback**

Some of those registrants who were audited required feedback on their CPD, supervision, insurance, client hours or client groups to ensure they were meeting UKCP requirements.

|  |  |  |
| --- | --- | --- |
| **Year** | **Total submissions received** | **Required feedback** |
| 2024 | 202 | 4 |
| 2023 | 166 | 4 |
| 2022 | 194 | 13 |
| 2021 | 162 | 11 |
| 2020 | 182 | 10 |

Passing with feedback is still relatively low even compared to previous years.

A breakdown of the areas we provided feedback for can be found in sections 2.7 – 2.12 below.

**Failures, Resignations and Withdrawals**

11 auditees did not pass the audit in 2024 for the following reasons:

* 2 failures in 2024.
  + 1 failed due to not seeing clients.
  + 1 failed due to not having professional indemnity insurance.
* 1 retired.
* 3 resigned.
* 5 were withdrawn.
  + 3 withdrawn before being notified due to being on sabbatical.
  + 1 withdrawn before being notified due to having a complaint in progress.
  + 1 withdrawn after being notified due to not having practiced in the last year. They were removed from the register and applying for non-clinical.
  + Of the 5 withdrawn, 4 had replacement registrants added back into the audit.

18 auditees were deferred to 2025 due to the following:

* bereavement,
* divorce and
* caring for loved ones.

**NB:** Dates have been set for their 2025 audit, their notification emails were sent to them in late January 2025 with an extended Summer 2025 deadline.

The UKCP Membership Committee was notified of all registrants who resigned or retired from the register as a result of audit notification. A membership add-on for those who are retiring or winding down is available for those who wish to take it up. If they do, then it means they are removed from the audit. Normally they must complete a reaccreditation process as well, so there is little risk by their removal from the audit. If the registrant decides they wish to continue practising after the winding down add-on time period is complete, they must complete the audit as well as re-accreditation procedure.   
  
More information on this add-on can be found here: <https://www.psychotherapy.org.uk/join-us/joining-faqs/pre-retirement-add-on/>

## Resignations

The following statistics have been tracked in this and previous years in relation to the audit:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Resigned registration** | **Retired from the Register** | **Removed from the Register for not submitting** | **Total who left the Register** |
| 2024 | 3 | 1 | 0 | 4 |
| 2023 | 3 | 5 | 1 | 9 |
| 2022 | 12 | 3 | 1 | 16 |
| 2021 | 3 | 5 | 0 | 8 |
| 2020 | 5 | 6 | 9 | 20 |

Normally any registrants who have resigned or allowed their UKCP registration to lapse since they were selected for audit will not be able to renew their UKCP registration until they have submitted audit documents and completed the audit process.

We’ve had the lowest number of people this year who have left the register as part of the audit process.

## Qualifications

Most audit submissions contained evidence of post graduate certificates and psychotherapy-specific training and short courses, and a few included 1st degree certificates.

15 registrants either did not initially provide qualifications, and/or 27 did not provide evidence of it being a true copy, and it was necessary to request additional information or evidence. Reasons for not supplying qualifications included the following:

* The auditee having moved/moving and have packed/misplaced documents.
* The auditee qualified many years ago and misplaced documents.
* The auditee qualified long enough ago that there was no qualification or letter confirming graduation or accreditation.
* The auditee assumes that this requirement does not apply to them. Normally their thinking is that this information was supplied to UKCP when they originally registered with UKCP.
* The auditee misunderstood what the team were requesting.

Supporting evidence of qualifications being a true copy is typically resolved by a confirmation email from a supervisor.

## Client Groups

Auditees were asked which of the following client groups they work with:

* Individuals
* Groups
* Couples
* Families
* Children and young people

Primarily this information is captured for statistical purposes so that we are better informed about the client groups with whom our registrants work.

Generally, auditees were clear regarding which of the above groups that they worked with during the audit year. Only 2 auditees were asked for further information regarding their client groups.

## Client Hours

The following table shows the broad employment contexts that auditees practiced in 2024:

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Total submissions received** | **Employment Context** | **Number of auditees working in this context** |
| 2024 | 202 | Private Practice | 126 |
| Practice through employer | 33 |
| Private practice AND practice through employer | 40 |

Our registrants undertake a wide range of clinical hours throughout the year in these employment contexts:

|  |  |
| --- | --- |
| **Type and amount of client practice** | **Number of hours** |
| Lowest hours in private practice | 17 |
| Lowest hours in employed practice | 8 |
| Highest hours in private practice | 1650 |
| Highest hours in employed practice | 1950 |
| Lowest total combined hours by one individual | 50 |
| Highest total combined hours by one individual | 2070 |

There were two registrants who were asked for further information on their client hours. One had forgotten to provide their client hours and another had not answered the question if they were still in clinical practice.

UKCP does not set clinical hours in its policies (though the colleges might), and therefore registrants are unlikely to receive ‘client hours’ feedback as part of the audit unless they are undertaking no relevant clinical practice at all.

Most registrants practicing privately undertake between 200-400 hours which is the same as last year.

* For Employed Practice hours, most registrants range from 0-200 hours.
* There is a slight rise in the range 300-400.
* There were also two extreme outliers with 1300 and 1950 hours.

## Supervision

This section is divided into 2 parts – 1) Receiving Supervision and 2) Supervising Others.

## Receiving Supervision

Most audit submissions presented evidence of the type, frequency and duration of supervision received and were found to be meeting recommended guidelines. Most submissions were in one of the following forms:

* A statement (either in the form of a signed letter or an email) from the supervisor stating the frequency and duration of supervision, sometimes including a brief statement of their opinion of the registrant.
* A log stating the name of the supervisor and dates the registrant and supervisor met, generally signed or initialled by the supervisor.
* A brief statement from the registrant or peer regarding attendance at peer and/or group supervision. This statement was normally further endorsed by the supervisor, facilitator or other peer within the group.

We added a statement to the audit notification and the audit form, which is written in full in the conclusion in section 3.2, to acknowledge and offer solutions for any issues auditees may still be facing in getting this supporting evidence remotely or without seeing their supervisor in-person.

13 registrants did not provide enough information and were asked to send additional information or clarification.

No registrants received feedback regarding requirements for the level or appropriateness of supervision this year.

It’s important to bear in mind that UKCP does not set minimum supervision hours in its policies (though the colleges might), and therefore registrants are unlikely to receive supervision feedback as part of the audit unless they are undertaking no supervision at all.

## Supervising Others

We asked registrants whether they were supervising others, and the hours they spent with those supervisees.

Of the 202 registrants who completed a submission, 87 indicated they supervised others. This ranged from a total of 3 hours to 480 hours for the year. The majority range from 0-100 hours.

At the upper end of the scale the individual with the highest hours supervising others (480) was also undertaking 240 client hours in private practice.

The registrant with the lowest hours supervising others, providing 3 hours of supervision, was also undertaking 204 hours of private practice and 151 hours of employed practice.

## Evidence of CPD

As with previous audits, we asked registrants to provide evidence of CPD activities undertaken within the audit period.

UKCP recognises that the CPD policies of its organisations and colleges are likely to be varied and need to reflect the diversity of the modalities and client groups. They should have the flexibility to allow individuals to develop in ways that are meaningful to them.

Bearing this in mind, registrants were informed that any of the following would be acceptable as evidence of CPD:

* A log of CPD and corresponding hours, as well as:
* Course attendance certificates or receipts
* Seminar, workshop or conference attendance certificates or receipts
* Teaching work
* Committee work
* Subscriptions to professional journals
* Peer review reports

Most registrants provided a log or statement of the CPD that they had completed over the past year. Most of these auditees completed the sample CPD form that we provided, making it easier to see the variety of CPD undertaken. A few auditees used their organisation’s own form. In some cases, this was due to the fact that these had already been completed to comply with their OM’s/employer’s CPD policies and procedures.

The majority of CPD reviewed revealed a varied mix amongst registrants with a majority reading psychotherapy and related journals, and attending relevant workshops, lectures, seminars and conferences.

The majority of registrants also submitted supporting evidence in the form of certificates from courses, workshops and conferences attended or undertaken over the 12 months period.

5 registrants did not provide enough evidence or information for their CPD and were contacted again for further information.

The minimum number of CPD hours expected of our registrants is 20 hours in any given year, with a minimum total of 250 hours to be achieved over a 5-yearly period.

Whether someone is practising via an employer or practising privately does not necessarily have any bearing on CPD hours, as evidenced by looking at the 2 highest and 2 lowest CPD achievers who were audited. It’s important to note that the auditees with the lowest CPD hours were given feedback on this.

|  |  |  |  |
| --- | --- | --- | --- |
| **Location of Registrant on list of CPD hours** | **CPD Hours** | **Employed Client Hours** | **Private Practice Client Hours** |
| Low CPD | 7 | 37.5 | 0 |
| Low CPD | 11.5 | 0 | 291 |
| High CPD | 1008 | 0 | 271 |
| High CPD | 1405 | 0 | 1000 |

The majority of auditees had about 20-100 hours of CPD.

There were two extreme outliers with over 1000 hours of CPD. The two are detailed above as the High CPD hours with details of client hours. They are psychotherapists who have gone back to studying and included their course as CPD hours.

There were also a group of 4 outliers which were in the range of 400-500 hours of CPD.

## Insurance

Evidence of professional indemnity insurance was provided with the vast majority of submissions. In most of the remainder submissions (for example, registrants who practice within the NHS) insurance is covered by the employer and a brief statement was usually sent instead.

Many of the auditees held professional indemnity cover privately through various insurers, including Balens, Holistic Insurance Services, Howden, Oxygen, PPS, Towergate, and others.

16 auditees did not include a statement that they were covered by their employer or did not include full proof of professional indemnity insurance (either current or from the audit period) and had to be contacted to send further evidence.

The majority of those contacted for further evidence had sent some evidence of insurance with their initial submission but had not sent evidence covering the full audit period (multiple certificates are required). In some cases, auditees sent their insurance policy but not certificates, and were therefore chased for additional info.

**NB:** It is important to note this is the key item that auditees fail to submit or fully submit.

|  |  |  |
| --- | --- | --- |
| **Year** | **Total submissions received** | **Registrants chased for additional insurance info** |
| 2024 | 202 | 16 (8%) |
| 2023 | 166 | 26 (16%) |
| 2022 | 194 | 24 (12%) |
| 2021 | 162 | 27 (17%) |
| 2020 | 182 | 33 (18%) |

The number of registrants chased for additional information on their insurance is the lowest we’ve seen in the last 5 years. Percentage wise, it is even lower because of the relatively higher total submissions received.

# CONCLUSIONS

## Regarding 2023’s Recommendations

Recommendation from the 2023 report was to improve the selection process and reduce the number of withdrawals which were no fault of the registrants. We’ve made improvements to the selection process which has decreased the number of withdrawals. The new selection process does not include registrants who should not be included. We’ve also added an extra 2% selection of registrants to have as replacements if there are withdrawals.

While instances of inadequate insurance or qualifications still seem to be relatively high, it seems that the evidence of qualification being a true copy is significantly higher.

The batch dates are reviewed every year and this year we’re putting in place a plan to hopefully reduce the number of extensions and make it easier for registrants and staff.

We will continue to review the numbers on chasing registrants for submitting on time. There has been an increased trend participation from everyone selected and we hope this will continue.

The Audit Form and Guidance document haven’t been updated for this year, but we review it annually and amend as needed.

## Conclusions for 2024 Annual Random Audit:

We’ve had the highest amount and percentage of submissions received, meaning we’ve had a good amount of engagement from all participants.

The number of registrants withdrawn has significantly dropped thanks to the new selection process. A further improved selection process has been implemented with help from our CRM manager. We will continue to look at ways to improve the selection process to ensure fewer withdrawals.

There is a higher than average number of extensions especially in Batch 3 and 7. This is likely due to the holiday periods at those times. We review the timetable annually in advance, and will ensure bank holidays are avoided, and no notifications are sent in August.

A higher percentage of registrants have not sent evidence of their qualification being a true copy. We will continue to monitor the results this year and continue to amend the form to highlight this requirement going forward.

We have noticed an increase in our requesting further information from registrants. There is a pattern of increased requests from us for CPD, Qualifications, Supervision and Insurance across a few years. We will review the audit form and guidance material this year, amend it, and present changes for the 2026 cohort in due course.

# RECOMMENDATIONS

We will continue to review the timetable around bank holidays and the summer holidays to reduce the number of requested extensions. This may mean a little overlapping of the batches, but it will reduce the amount of hours/resources undertaken by the staff team.

We will do a full review of the audit form and guidance material to ensure the language and requirements are clear. This should improve submission quality and reduce the amount of ‘chasing’ on behalf of the staff team.