





Sub-



## Criterion B2 – Staff safety





## Criterion B20 – Service evaluation

### Sub-criterion B20.1

All aspects of the service's work should be formally evaluated by users and staff on a regular basis that is at least annually.

### Sub-criterion B20.2

All feedback must maintain users' anonymity.

## Criterion B21 – Impact of feedback

Evaluation findings should be reviewed and appropriate changes made.

## Criterion B22 – Service demand

Demand on the service should be monitored and managed.

## Criterion B23 – Sharing feedback results and actions

Annual feedback should be given to users and other stakeholders.

## Criterion B24 – Ethical Framework

The service must be run in accordance with BACP's Ethical Framework for the Counselling Professions.

Created: September 2003

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