

Renewal Listening Service

Waiting list policy

SOP Reference: Waiting list policy	Date:
Author:	Signature:
Date of next review:	

This waiting list standard operating procedure (SOP) is for the use of Listeners working with Renewal Listening Services. This SOP aims to instruct users regarding Renewal Listening Service waiting list policy. This is subject to changes as per service requirement. This is subject to changes as per service requirements.

- It will be expected that a potential client will be contacted within 1 week of original referral by the service administrator – the date of referral will be noted on the referral paperwork.
- The client will be offered an assessment within 14 days of original referral which will be organised through the service administrator – for details of the referral policies please see referral SOP.
- Clients will ideally be placed with a Listener within 14 days of assessment.
- Clients will ideally be seen by their allocated counsellor within 1 month of referral.
- If there is a waiting list, clients will be contacted regularly to keep them updated of waiting list progress and to review any changes in service need.

Monitoring

An attendance register will be forwarded to the Listening service manager after each supervision session. In connection with the team, the supervisor will produce a short review and evaluation of the service as a whole regarding the effectiveness of the supervision and the supervisory relationships.

The supervisor will take joint responsibility with the Listeners regarding their own fitness to practice. This function will be particularly important in assessing the ability to practice following traumatic events or breakdown of emotional or physical health.