



Counselling and Therapeutic Service

Time to Listen CIC's Statement of Purpose

Scope of this Statement of Purpose

This Statement of Purpose explains the aims, objectives, services and arrangements of Time to Listen CIC. It includes information about our Ofsted registered adoption support agency provision and describes wider therapeutic services that we provide outside the scope of Ofsted registration. Where a service falls within our Ofsted registered provision, we ensure that it is delivered in accordance with the relevant regulations, national minimum standards and conditions of registration.

Aims and Objectives

Time to Listen was founded in Hull in July 2013 as a 'not for profit' organisation to provide leading-edge therapies to support children, young people, and families and to provide counselling for adults. Our ambitions to further develop the business and the services we provide are summarised in our recently updated Vision Statement which is: -

“To be the leading centre of therapeutic counselling services, recognised for the warmth, understanding and continuous development of its team of exceptional counsellors/therapists who enable children, young people, adults and families to personally develop and thrive.”

Our Beliefs

At Time to Listen we believe that:

- Families are the building blocks of communities.
- Communities comprise families who share common attitudes, interests, values, and goals, resulting in feelings of belonging and caring for each other.
- Supporting vulnerable families at the earliest possible stage equips them with skills to raise well-adjusted children, enabling families to become strong community building blocks.
- Today's well-adjusted children can be tomorrow's parents who carry forward those skills to raise the next generation of well-adjusted children, to build future communities.

Time to Listen's Mission Statement is:

“To improve the mental health and wellbeing of children, young people, adults, and families by providing a range of therapeutic interventions that are respectful of and responsive to their preferences, needs and values to help achieve positive change.”

Time to Listen CIC's **Core Values** are:

Confidential – discrete and committed to maintaining client confidentiality.

Accepting – non-judgemental and congruent.

Respectful – of our client's autonomy, their human rights and dignity.

Empathic – to identify with our clients and enhance the therapeutic relationship.

Time to Listen CIC's **Key Objectives** are to:

- Provide qualified and experienced psychotherapists and counsellors to work in a person-centred way.
- Provide a high-quality service that meets the needs of the service users.
- Provide a wide range of therapeutic interventions to meet the needs of children, young people, adults, and families.
- Promote and improve emotional and mental health for children, young people, and adults.
- Maintain and develop a professional workforce in an inspirational and understanding working environment.
- Maintain services that meet the needs of our clients.
- To ensure we maintain confidentiality and security of all records and information.
- Invest in workforce training to ensure skills reflect the needs of our client base.
- Provide a supportive Trainee Counsellor/Psychotherapy Placement.

- Provide external training on a range of topics to enhance the well-being of children, young people and families which is accessible to a wide audience.
- Work in partnership with other services in the statutory and voluntary sectors.
- Work to provide any other relevant and related service for which there is a genuine demand and inadequate provision.
- Keep ourselves informed of all research and good practice in the field of counselling and psychotherapy.

The Time to Listen CIC Team

We have an ambitious, qualified, dedicated, and professional team who are all passionate and excited about the work we do to make a difference to the lives of the children and adults whom we support.

We have created opportunities for our team, service users, the wider community and key professionals to share feedback and contribute ideas about how we can continue to improve the quality, accessibility and range of services we provide. We recognise that meaningful involvement helps us understand what is working well, what could be improved, and how our services can better reflect the needs and experiences of the people and communities we support. Feedback from children, young people, adults, families, professionals and community partners is considered as part of our ongoing service review and helps inform improvements to our Statement of Purpose, service delivery, accessibility and future development. We aim to strengthen service user involvement and community involvement over time, so that feedback and participation continue to help shape our service development and support us to deliver our company Vision.

Ofsted Registration

Time to Listen CIC registered with Ofsted as an adoption support agency in January 2018. Following regulatory changes to adoption support agency registration, Ofsted varied our conditions of registration in May 2025. Our current Ofsted registration is for the provision of adoption support services to children where this work falls within the scope of Ofsted registration. This includes privately funded adoption support work with children. Time to Listen has been inspected by Ofsted in February 2019, May 2023 and June 2026. These inspections confirm that we provide effective adoption support services that meet the requirements for 'Good'. You can read our Ofsted reports via <https://reports.ofsted.gov.uk/provider/8/1250134>

Adoption Support

Our Ofsted registered provision is privately funded adoption support work with children, where the work meets the registration criteria. The Responsible Individual for the registered adoption support agency provision is Julie White, and the Registered Manager is Janet Woodhouse.

Safeguarding

Safeguarding children, young people and adults at risk is central to our work. We follow our safeguarding policies and procedures, work in partnership with relevant agencies where required, and ensure that concerns are responded to promptly and appropriately. Julie White is the Designated Safeguarding Lead and Sue Morris is the Deputy Designated Safeguarding Lead.

Organisational Structure and Governance

Time to Listen CIC has clear lines of governance, leadership, safeguarding responsibility, operational support and service delivery. Independent governance, oversight and challenge are provided by the Non-Executive Directors. Executive leadership is provided by the Chief Executive and Clinical Director, who hold overall responsibility for organisational leadership, strategic direction, operational oversight and accountability for the service. Clinical leadership, case oversight, safeguarding leadership and professional support are provided by the Clinical Director and Deputy Clinical Lead. Referral processes, service administration, finance administration and day-to-day organisational coordination are supported by the Service Co-ordinator and Admin and Finance Assistant. Counselling and therapeutic support is delivered by suitably qualified members of the team, including associate counsellors and student counsellors or trainee psychotherapists working within agreed supervision and safeguarding arrangements. External business development and governance advice is provided separately from the formal staffing hierarchy.

As an Ofsted registered adoption support agency, Time to Listen CIC is registered to provide adoption support services to children where this work falls within our current Ofsted registration. Following the May 2025 variation to our conditions of registration, this registered provision includes privately funded adoption support work with children. We also provide adoption-related therapeutic support outside the scope of our Ofsted registration, including work arranged through Adoption Social Workers and funded through the Adoption and Special Guardianship Support Fund, charitable funded therapy when funds are available, privately funded therapy, and therapy funded by other commissioners. Across all routes into the service, our therapeutic support aims to help children, young people, adults and families feel safer, strengthen relationships, develop confidence, and make sense of their

experiences in an age-appropriate and compassionate way. We develop a plan of therapeutic support tailored to the unique needs of each child, young person, adult or family, based on our trauma-informed, attachment-focused and family-centred therapy model. Therapy plans are delivered by suitably qualified and experienced counsellors and therapists who understand the emotional and relational needs that may arise for people affected by adoption, special guardianship and other significant life experiences.

Therapies provided

Time to Listen's well-developed trauma informed and attachment focused, family-centred therapy model is underpinned by Dyadic Developmental Psychotherapy (referred to as "DDP"), promoting the principles of PACE (*Playfulness, Acceptance, Curiosity and Empathy*). DDP has been developed by an American Psychologist called Daniel Hughes. DDP is internationally recognised and implemented around the world. This psychological therapy facilitates attachment security enabling the child to access comfort and safety from their caregivers to reduce the impact of their adverse childhood experiences. Time to Listen's DDP trained therapists together with the child's caregiver(s) enable the child to develop new meanings of their trauma without terror or shame to build a secure platform for their future.

Our counselling and therapy team also offer a wider range of individual therapies to help individuals explore their concerns, thoughts, and feelings to improve their emotional well-being and bring about effective and lasting change. Our psychotherapists and counsellors listen and offer a non-judgemental space to enable the individual to explore and make sense of their external situation and their inner, emotional world. This is achieved with the person feeling heard and understood unconditionally and compassionately.

Some of the counselling and psychotherapy models applied within Time to Listen CIC are specifically applied for trauma related difficulties (also commonly referred to as post-traumatic stress disorder) as we recognise the lasting impact trauma can have upon a person. Our therapists, who have additional training and ongoing supervision to deliver these trauma-focused therapies, focus upon thinking about what has happened to the person, not what is wrong with them. The therapies applied within Time to Listen CIC that enable people to process and recover from their disturbing and traumatic life experiences that are affecting their mental health and emotional well-being include:

- Comprehensive Resource Model (CRM)
- Towards a Dialectical Self (TDS)

In addition, members of our core team of therapists adopt a range of different counselling and psychotherapy approaches to support people with a wider range of emotional and mental health difficulties, including for example:

Person-centred counselling which focuses upon the power of the relationship between the therapist and the client to bring about effective and lasting change. The counsellor offers unconditional positive regard, empathy, and congruence to help the individual come to terms with any negative feelings and to change and develop in their own way.

Transactional Analysis (often referred to as TA) which is a comprehensive therapy model that considers the learnt thoughts, feelings and behaviours that were communicated to us in earlier relationships from self and other. The model supports self-awareness in the here and now and can help the person understand how they interact and engage with others to positively bring about effective change.

Furthermore, our team of therapists provide a range of creative approaches, including:

Therapeutic play that is primarily used with children providing them with the opportunity to express their feelings and work through emotional problems. The therapist meets the child at their emotional and developmental level in a safe, comfortable space well equipped with soft furnishings and toys to optimise the therapeutic work of play.

Creative therapy - making art the main form of communication to explore and communicate issues, feelings and emotions which may be too difficult or distressing to communicate in words. Creative therapy is used with individuals and groups of all different ages.

Funding

Adoption support and related therapeutic work may be funded in different ways, depending on the needs of the child, young person, adult or family, and the route by which they are referred to Time to Listen CIC. Privately funded adoption support work with children falls within our current Ofsted registration where it meets the registration criteria. Outside of our Ofsted registered work, we provide adoption support arranged through Adoption Social Workers and funded through the Adoption and Special Guardianship Support Fund (ASGSF). We also provide charitable funded therapy when funds are available, other privately funded therapy, and therapy funded by other commissioners. Where appropriate, we can provide costings and supporting information to professionals or families to assist with funding applications or commissioning arrangements.

We aim to ensure our service is accessible to local people living across Hull, East Riding and neighbouring areas. To achieve this, we are continually looking for suitable funding and charitable grants that we can apply for to enable those who are not connected with health or social care services, and who are unable to fund their therapy themselves, to be able to access our support in a timely way.

More Information

We are happy to provide more information about the service we provide. You can gain more information by:

Visiting our website: <https://timetolisten.co.uk>

Submitting an online contact form: <https://timetolisten.co.uk/contact-timetolisten.php>

Speaking to us via our main mobile number: 07377 979950

Sending us an email: info@timetolisten.co.uk

Feedback

We continually strive to carry out our activities in a way that is fair, efficient, effective and professional. Feedback is fundamental in helping us understand what we are doing well and what can be improved from the perspective of service users, families, professionals, partner organisations, volunteers and members of the public. Feedback, including compliments, concerns and comments about the service, can be provided in several ways:

- Client evaluation forms can be accessed via the Time to Listen CIC website or obtained from your Counsellor or Therapist.
- Feedback can also be submitted via the online 'Contact Time to Listen' Form accessed via: <https://timetolisten.co.uk/contact-timetolisten.php>
- Feedback can be shared verbally, in writing, by email or text message with the member of the Time to Listen CIC team you are in contact with, such as your Counsellor or Therapist.
- You can also provide feedback by calling Janet Woodhouse, Chief Executive, on 07377 979950 or by writing to Time to Listen CIC.

Time to Listen CIC
Marvell House Children's Centre, Cranbourne Street
HULL, HU3 1PP
Email: janet.woodhouse@timetolisten.co.uk

Concerns and Complaints

If, as a client, professional, partner organisation, volunteer, or member of the public you have a complaint about something Time to Listen CIC has done, or about the actions, behaviour or attitude of a staff member, Associate Counsellor, Student Counsellor, or Independent Supporter then please follow the procedure outlined below:

Stage 1:

All our team will be receptive and appreciative of your feedback. Please do seek to discuss any issues or concerns directly with the team member that you are working with. They will aim to respond promptly and will strive to resolve the matter with you in an understanding manner.

Stage 2:

If you do not feel comfortable or able to discuss or resolve matters with the team member concerned, please contact Janet Woodhouse, Chief Executive. Janet will seek to clarify the specific details of your complaint. You can contact Janet by phone, email or in writing. Please mark the email or envelope “CONFIDENTIAL COMPLAINTS PROCEDURE”. Time to Listen CIC will write to you to acknowledge receipt of your complaint within three working days and will offer a timescale for investigating your complaint and responding fully to you. If there are any delays in meeting the anticipated deadline, you will be notified and the reasons explained. You will be informed in writing of the outcome of the investigation.

Please note that if a complaint relates to a child or young person who is known to the Local Authority, the Local Authority will be informed and consulted. The Local Authority will also have their own complaints process that the child or young person may wish to access, also.

Stage 3:

If you are not satisfied with the formal findings of your complaint, the matter will be escalated to a Non-Executive Director or nominated deputy. They will review the Stage 2 decision and provide you with their response within 30 working days.

We aim to address all complaints through Time to Listen CIC’s own complaints process wherever possible. If your complaint relates to privately funded adoption support work with a child that falls within our Ofsted registered provision, and you remain dissatisfied after following our complaints process, you may choose to share information with Ofsted. Ofsted regulates our registered adoption support agency provision and may use information received to inform its regulation and inspection

activity. Ofsted does not usually investigate or resolve individual complaints on behalf of families. You can contact Ofsted via: -

Ofsted website: www.ofsted.gov.uk

Ofsted email: enquiries@ofsted.gov.uk

Ofsted telephone number: 0300 123 1231

Where your complaint relates to therapy or support that does not fall within our Ofsted registered provision, and another commissioner, funder or referring agency is involved, we will work with you to understand whether their complaints process may also be relevant and will explain how you can access it where appropriate. Our aim is to support concerns to be raised and responded to as clearly, fairly and helpfully as possible.

If your concern relates to the professional conduct of a Counsellor or Psychotherapist, you can also contact their own professional regulatory body. This may be the British Association for Counselling and Psychotherapy (BACP), the UK Council for Psychotherapy (UKCP), or The National Counselling and Psychotherapy Society (NCPS).

Where the concern relates to a potential breach of the Community Interest Company Regulations 2005, matters can be escalated to the Office of the Regulator of Community Interest Companies. The Regulator does not investigate individual complaints from clients or families about therapy or care provided.

Monitoring and Service Improvement

Learning and improvement resulting from feedback, comments, compliments and complaints are shared within the Time to Listen CIC team as appropriate, to improve the quality of the service. Anonymised feedback may be used in project evaluations, funding applications and service information with the individual's permission where required.

Complaints are reported to the Board of Directors within their regular meetings to provide assurance that concerns have been appropriately addressed and to support the maintenance of high standards across the organisation. Identifiable client details are not shared within this process unless this is necessary and lawful, for example in relation to safeguarding or regulatory requirements.

Review and Availability of this Statement of Purpose

In line with Adoption National Minimum Standard 18, this Statement of Purpose is formally reviewed and approved at least annually, alongside the Children's Guide where applicable. It is also reviewed and updated sooner if there are significant

changes to our service, Ofsted registration, management arrangements, policies, procedures or regulatory requirements. This ensures that children, families, service users, staff, directors, professionals, commissioners and Ofsted have clear and current information about the aims and objectives of Time to Listen CIC, the services and facilities we provide, and how our registered adoption support agency provision is delivered. The Statement of Purpose is made available to service users, families, staff, directors, professionals, commissioners and Ofsted.