ANNUAL PTUK REPORT 2025

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THE BRITISH COUNCIL FOR THERAPEUTIC
INTERVENTIONS WITH CHILDREN



Play Therapy UK/British Council for Therapeutic Interventions with Children

Annual Report for 2025

Period Covered by the Report

This Report covers the period from the last submission to the Professional Standards Authority (PSA) for re-accreditation in September 2024 to the end of August 2025.

1. Summary

The BCTIWC Board met on 30 September 2024 and 20 March 2025. PTUK's CEO, Operations Director, Executive Director, and Registrar presented reports and answered questions. Discussions focused on maintaining professional standards, enhancing clinical governance, and promoting member engagement through online and face-to-face peer meetings. PTUK and BCTIWC reiterated that all play therapists must be qualified and listed on an accredited register to ensure accountability and safeguarding.

2. BCTIWC membership

Helen Tozer continues as Chair of the BCTIWC. The lay members are Helen Tozer, Lorna Lewis, Anna Doherty, and Ruth Brown, while the professional members are Evelyn Saunders and Temenuga Zhelyazkova. This year, Ruth Brown and Temenuga Zhelyazkova attended their first BCTIWC meetings, as well as meetings of the Cross-Party Group on a Fit and Healthy Childhood. They found the networking opportunities valuable and noted members' particular concerns about public spending cuts, children's mental health, and obesity.

3. PTUK staffing

This year, PTUK welcomed Jessica Van Maanen as Clinical Manager, who has been leading regular Clinical Forums to update knowledge and maintain member connections. The clinical team continues to improve systems and practice. PTUK Board members attended the Play Therapy Asia Conference 2024 in Bali, strengthening

international links. The Child Mental Health Charter Campaign Committee, led by Sophia O'Neill, continues to advocate for expert, early, and effective therapeutic provision for children's mental health.

4. PTUK membership

PTUK membership continues to grow, with streamlined onboarding and yearly re-validation processes helping maintain a low attrition rate while ensuring stringent clinical governance and quality assurance. From now on, new members will renew every 12 months from their start date, spreading the workload for staff as they validate clinical practice and CPD hours. Declarations and standards for re-validation are being improved to ensure all members follow policies and best practices to safeguard the public.

Starting January 2025, PTUK replaced printed membership cards with fully digital versions for new members, including QR codes for schools and clients to confirm up-to-date credentials, with plastic cards being phased out as they expire. The shift was highlighted as an environmental initiative to reduce carbon impact. PTUK continues to welcome suggestions to improve member connections, and in partnership with Play Therapy International, six Ambassadors of Play Therapy have been appointed to promote the profession, celebrate achievements, and foster connections.

5. Audit of the PTUK Register

The Chair of the BCTIWC completed an audit of the Register on the 21st August 2025 and reported the following:

- The Register is securely managed, with data stored in compliance with the PTUK Data Protection Policy.
- Random sampling confirmed that entries on the public Register are consistent with records in PTUK's internal CRM system, Apollo.
- Processes for amending or removing records were reviewed and found to be effective. Updates are transferred automatically every three hours, with the option for immediate updates by PTUK staff.

- Since the last audit, one member has been struck off and non-renewing members removed. A membership blacklist is maintained and shared across accredited registers to support public safety.
- PTUK has undertaken a sample audit of Registrants' websites. Links are published only once compliance has been confirmed. The review process assesses accuracy, clarity, and adherence to the PTUK Logo Usage Guide, with amendments required where necessary.

Over the past year, the membership register was updated to allow members to include a preferred or "known as" name and to indicate whether supervisors are available to provide online supervision, subject to prior permission from the Clinical Supervisor team.

6. Complaints Audit

On 19 August 2025, the Chair of the BCTIWC met with PTUK's Professional Conduct Officer to review the complaints process and PTUK's responses. The audit confirmed that the complaints process was applied consistently and handled in line with PTUK standards and timescales. Appropriate support was provided to both complainants and members involved, and any safeguarding concerns were referred to the relevant external agencies in accordance with statutory guidance and PTUK's procedures.

The review highlighted that complaints are being used constructively as a learning opportunity. Changes have been made to membership renewal processes, and PTUK is planning a Member Support Officer role to provide additional guidance and support for members involved in complaints. The Professional Conduct Officer has strengthened collaboration with other professional registers, including participation in the Accredited Registers Collaborative and ongoing engagement with colleagues from BACP and BAPT to share best practice. Over the reporting period, the officer also completed training in complaints investigations, safeguarding, cyber security, and mental health first aid.

7. Risk Matrix Audit

The Chair of the BCTIWC reviewed PTUK's risk matrix and suggested improvements, including clarifying risk scoring with residual risk, making controls clearer, distinguishing accountability from implementation, and adding detail on how controls are applied. These changes would provide a clearer and more complete view of risk management.

8. PTUK Conference

The 2025 Play Therapy UK Annual Conference on 21 June focused on "Working with Aggression and Intensity in Play Therapy". Keynote speaker Lisa Dion explored aggression from a neurobiological perspective and led a practical workshop offering strategies for therapists. For the first time, PTUK provided a hybrid model, allowing both in-person and live-stream attendance, thereby enabling access for those unable to travel. Additional workshops, such as "Aggression as a Trauma Response", gave therapists tools to support children exhibiting aggression in practice. Members testified to how invaluable they found the networking opportunities at the conference.

9. Equality, Diversity and Inclusion (EDI) Committee.

The Equality, Diversity, and Inclusion (EDI) Committee has continued to advance its initiatives aimed at fostering an inclusive and equitable environment within PTUK. The committee has grown from 3 to 12 members and continues to call for more members. The committee members are reviewing PTUK's EDI policy and adding appendices, with a focus on redefining and elaborating on the 9 protected characteristics of equality law, so that Play Therapists understand how to approach and encourage equality, diversity and inclusion in their practice with clients and interactions with colleagues and stakeholders. The members of the EDI have a broad and diverse expertise covering each of the 9 characteristics. The EDI committee is also planning training initiatives for PTUK members.