



Every Cloud **Play** & **Creative Arts** **Therapy** CIC

## **Waiting List Policy and Procedure**

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## Waiting List Policy and Procedure



### Policy Statement

This policy covers the way in which Every Cloud Play & Creative Arts Therapy will manage administration for clients who have been referred and are waiting to access one of our services. It will outline how referrals are managed once received, how the waiting list is compiled and implemented and how allocations to therapists are made. It also covers how referrers are communicated with regarding their position on the waiting list and their readiness to accept an allocation to a therapist.

### Procedure for compiling the waiting list

The Every Cloud Play & Creative Arts Therapy waiting list is compiled in chronological order, oldest referral first to most recent last. New referrals are added to the bottom of the list.

While Every Cloud endeavours to allocate each client as quickly as possible, due to the demand for our services in Gloucestershire, it is usually the case that there is a wait of at least a few months. This can sometimes be greater, or sometimes less. Each therapist only has availability as a client's therapy comes to an end. Due to the very personal and individual nature of our work, it is impossible to calculate specific waiting list times and we can only give a rough estimate at the time of enquiry or referral. These are only estimates and are often subject to change.

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### Allocation to a therapist

Once a referral reaches the top of the waiting list, they will be allocated to the next available and appropriate therapist. Our therapists have a variety of areas of training and experience, which means that children and young people will only be allocated to therapists where the therapist and Clinical Directors feel that this is a suitable match, in line with the ethical code that we follow as members of the British Association of Play Therapists (BAPT).

At Every Cloud we have three therapy rooms that are designed to best meet the therapeutic needs of children and young people of a variety of ages from 3-17. We will only allocate children and young people to a room that is appropriate for their developmental needs, which may affect the order in which clients are allocated from the waiting list. For example, if we have availability for a younger child but a teenager is first on the waiting list, we will look to the next younger child on the list to allocate and continue to wait for an appropriate place for the teenager.

### Readiness to accept an allocation

We encourage referrals to be made as soon as possible where a need for therapy is identified for a child or young person. This allows the referral to be moving up the waiting list while the full arrangements for the therapy are put in place, such as applying for funding or obtaining consent for therapy where parental responsibility (PR) lies with the Local Authority. Once a referral reaches the top 5 places on the waiting list, we will contact the referrer to establish readiness to accept an allocation. This helps to ensure that where funding applications are required, they do not cause a child or young person to miss out on a place with an available therapist and wait unnecessarily. If a referral reaches the first place on the waiting list and funding has not been approved, we will offer that place to the next person on the list where funding is in place. Their place on the list will be retained and they will be informed that they will receive another offer once a suitable therapist becomes available.

While we understand that accepting a place is dependent upon many factors making it feasible, such as parent/carer availability to bring the child to their sessions, we reserve the right to remove referrals from our waiting list if multiple session times have been offered and none have been accepted. In these situations, we would invite you to consider making a fresh referral when personal circumstances allow for better availability, or other arrangements have been made.

Waiting list procedure:

1. Referral submitted to Every Cloud.
2. Every Cloud acknowledges receipt of the referral and informs the referrer that the child/young person has been added to the waiting list.
3. Every Cloud seeks consent from the social worker where PR lies with the Local Authority.
4. The referrer applies for the appropriate funding. Every Cloud requests that updates are given with relation to the funding application.
5. When the referral reaches the top 5 places on the waiting list, Every Cloud will contact the referrer to let them know and to establish the status of any funding applications and readiness to accept an allocation to a therapist.
6. The client is allocated to a therapist who will contact the referrer to arrange the intake and therapy appointments.

Enquiries about our waiting list procedure or the referral process can be made to:

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