

**ACC RAP Meeting
Friday 6th May 2016
Allerton ByWater**

Present

Phil Vaux, lay member
Fiona Sherburn, lay member and chair of RAP

Apologies

Charan Suria, lay member

Chairs Summary

Phil opened the meeting with prayer and apologies were noted.

RAP members noted the fantastic news about ACC being reaccredited for a further year by the PSA and extend their thanks for all the hard work undertaken Tony and his team.

RAP then discuss the following issues:-

- **Policy re Handling Complaints** against ACC. RAP reflected on whether RAP should or could have a role in handling complaints against ACC and wanted to discuss this further with the C/E at the July RAP meeting. They also wondered if a Whistleblowing approach might be helpful.
- **Audit** - RAP thought that the audit undertake was very comprehensive and wanted to have their thanks to the individuals concerned formally noted. They did question if five weeks to return insurance details was too generous given the importance of having valid insurance and suggested that in future ACC members be given a week to produce the documents. They noted that most insurance companies issue documents by email so this shouldn't be a problem for individual members.
- **CPD policy** - RAP thought this was an excellent policy, which covers all the key issues. RAP would like to suggest that ACC consider the use of an on-line CPD form in future which would help streamline the process for individuals and support more effective audits.
- **Near misses** - RAP considered the following questions raised by the Board in relation to the near miss letter:-
 - Whether ACC can guarantee that a near-miss would not be treated as a complaint if there is a subsequent complaint? RAP felt that ACC cannot offer a guarantee. The nature of the near miss may add substance (or not) to the complaint which may affect the potential sanction given to the individual.
 - If a complaint was received, would we not take into account any reporting of near misses? RAP thought that these would need to be considered particularly if they suggested that there was a more serious issue with an individual's practice.
 - Whether individuals are going to be able to admit to issues without there being a guarantee that no action would be taken? RAP felt that this may be a risk - Individuals may not admit to near misses if they think it may result in formal action. However ACC could offer a guarantee that any disciplinary panel would look

favourably on an individual who had raised a near miss when thinking about what sanction to take.

RAP requested a report in six months from publication date on near misses so that they can examine any themes and trends that might highlight further learning or investigation.

Finally RAP suggested the following agenda for the 22nd July meeting.

Proposed July Agenda

1. Welcome and opening prayer - Fiona
2. Update on ACC developments - Tony/Amanda
3. Report on complaints - All
4. Update on 2017 conference - Tony/Amanda
5. Discussion on handling complaints against ACC and whistleblowing approach - All
6. Strategy to grow ACC to help it become more financially viable - Phil
7. A.O.B