

**ACC BOARD MEETING
Wed 15 October 2014**



At Elim Conference Centre Malvern

Present: Tony Ruddle, Peter Barraclough, David Depledge, Sue Monckton Rickett, Chris Williams, David Crabb Dave Thomson

Exec: Amanda Georgiou, Teresa Onions and Ruth Nelson

Apologies: Bill Merrington,

TR led devotions based on Psalm 51 encouraging us to see God's plan and perfection in times of pressure and difficulty.

Minutes of previous meeting

Amendments: No amendments needed with regard to the minutes

Matters Arising: Fellowships for Margaret O citation was written by TR. TR has a contact to provide details re Clive T. There were no matters arising that would not be covered elsewhere in the agenda.

Conflicts of Interest / Regulatory Advisory Panel

DD – potential change to Fellowship membership could be a conflict of interest when agenda item reached.

TR reported no formal report from RAP. The panel meets later this month and a report will follow at the next meeting.

Director of Counselling UK Report

• **AVR Proposal**

First stage to check for factual accuracy.

Operational changes have been put in place and working well.

Proposal for pilot register – offer to all members who are coming up for reaccreditation – first 50 who apply will get free – all agreed.

Proposal for DS to be appointed as Registrar – all agreed.

Proposal to set up registration desk to take applications and answer enquiries – all agreed.

Proposal - small working party to review Code of Ethics and Practice recommendations to agree what supplementary pages to be added. CMR willing to chair and convene group - All agreed.

• **Accreditation**

Removal of 50% requirement regarding supervision using Teleconferencing was accepted by all on recommendation of RAP.

An Equivalence policy regarding educational awards was agreed.

Agreed an organisational retention policy relating to documentation needs to be developed and finalised.

Would be helpful to provide guidance for Affiliates and Counsellors.

A new CWR course had gained recognition and validation by OCN West Midlands. The Level 4 course is upgraded to OFQUAL. This is an example of ACC commitment to upgrade standards. Thanks to NP and GP for achieving this status.

CT and BW – record vote of thanks as they stand down from TDG.

CHAIR AVR REPORT

Draft Complaints Process – review of the

Non contractual relationships – it was agreed that guidance should be issued for counsellors as to their responsibilities in these situations.

2.4 Ask PSA for clarification of the question. We did not see the connection between “duly appointed representative” and the reference to false memories.

2.5 Agreed we will give guidance to our members about seeking mediation.

3.1 Proposal that the process remains as it is but that RAP will have the right to ask for the criteria on which any decision was made.

3.2 “interim suspension” Notification will be added to the register as a commitment to public safety.

3.3. change ‘may’ to ‘will’ agreed.

4.5 Confirm that a resignation or failure to renew membership will not cause a complaint investigation to be terminated.

4.15 Publication of sanctions. If not terminated then once complied with the sanctions will be removed from being shown on public register at appropriate time.
Seek clarification about timing re retaining and publishing records of those registrants who are removed.

6.2 this is a legal term and we will provide a definition.

Chair Report

Recommendation 1 The ACC Board approve the new complaints procedure as a separated document from Ethics and Practice - accepted subject to items above.

Recommendation 2 The ACC Board approve the guidance for clients’ paper for publication – accepted.

Recommendation 3 The ACC Board approve the new Client complaint form – agreed to number the sections so that clients can easily reference.

Recommendation 4 Require members and affiliates when dealing with local complaint – must inform ACC of the complaint and resolution.

Needs to be recognition that in the process of good counselling genuine conflict can occur and therefore the raising of a complaint is not necessarily an indication of bad practice.

Recommendation 5 The Board requests that Phil Weare our Communications Consultant works with the PSA when required to provide an inspiring press release. To market the new position of ACC comprehensively to the public and counselling world. Agreed.

Recommendation 6 That ACC prepare a clear description of why we hold a register, what it means for the public and what is the role of registrants to go on the website but also what we require of our members in advertising they are registered. Including that their registration needs to be included in their contracting – accepted.

Recommendation 7 ACC asks the Training Development Group to consider what they believe is best practice and the minimum requirement to counsel children and young people (and perhaps adults with learning disability) and consult the accreditation committee as to the feasibility of monitoring this at annual renewal. Once completed to report back to the Board with recommendations – accepted.

Recommendation 8 That ACC decide a policy on exceptions e.g. maternity, harassment of counsellor cases, illness etc., and put it in writing in guidance to registrants – accepted.

Proposal re response to AVR summary report accepted.

Director of Pastoral Care UK Report

SMR outlined membership proposal

3 categories of membership as outlined in the report

- Individual
- Affiliated – where part of a larger organisation
- Affiliated – single organisation

Not continue with dual membership or certificated membership.

Encouraging new members – churches need to see PCUK as being a way to grow good practice and help church to grow

DT suggested a line of marketing:- There is a need within some of the independent churches to raise standards of pastoral care.

PCUK are in great position to develop standards.

Many of the larger churches will have their own way of caring pastorally such as through midweek/cell/house groups and training is generally required for leading a small group.

However a set of ethical standards are rarely in place.

How can we attract churches like this to become PCUK affiliates?

1. Emphasise the importance of good pastoral care as way of retaining members of the church we can help to reduce(leakage from the church)
2. As standards improve the senior team will have less issues to deal with as they are being resolved at ground level.
3. PCUK as an organisation will support Churches and Ministries to continue to develop best practice. i.e. it is not just a list of best practice it's a dynamic moving agenda

Changes Approved

Framework TO agreed with Insurers Guidelines – suggested addition of on-going training

Approved

Website – up and running and finding that more emails can now be answered by directing people to the website

Roadshow – host resource pack. Workshop and conference desk

Pauline Anderson has role of co-ordination and liaison – 1st roadshow PA no income and then margin on attendance to pay for her costs.

TO says working at and beyond capacity – noting need to either contain or look at creative options to outsource work.

Collect data about time used options to present to future board meeting

Director of Operations Report

Feedback on removed membership – elderly population, not wishing to have membership of two professional counselling bodies. The comment was made that if the applying for Registration status was a speedier process it would have had less effect on our membership.

There are now 20 regional trainers. Chelmsford Diocese – pre-levy but have given us £1000

Conference

102 for just Training Event: 95 for just Conference

At Regional Events advertise that people booking that day can have a reduced price.

SMR and RN will work on making a decision about handing back places.

Add large advert to Pastoral Care and ACC website. Email purely about Conference to all

members. TR – discuss shutting of low number workshops. Quiz Night agreed - Saturday pm.

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**Fundraising
Discussion**

Lease on current premises closes end of March. Further discussions on new premises being undertaken by Dir. of Ops.
Need to assess risk – length of notice period would need to be in the order of 3 years.

Database and Website

Paper from PW. Almost done with counselling content.
Image+ over budget
Website must be completed before register completed. Will be asked to provide deadline date for this.
Database 66% completed.
TR and SMR meeting Image+ on 12 November to discuss budget issues and will hold firm to keeping to budget with a little degree for flexibility.
PW has obtained an agreement from Image+ to continue work in the meantime.
Risk – if not proceeding will need alternative solution.
TO to provide all email evidence of the issues that she raised with Image+ and HQ.

EA Membership

Agreed to not to renew membership.

Membership Forum Proposal

Monitoring will be an issue: Will need to be member's access only.
Facebook could be an option – need to investigate.
Increase public engagement. BACP have such a facility in members only area on website – seemed to have minimal contribution to a number of threads
Proposal PB to come back to next meeting

MoU

Not prepared to sign as it is at present after distribution but note that a meeting is being held later this week. It does not address question of what practitioners can do. Too ambiguous
Appreciation of CW time commitment and representing us in this important forum.

CIT

Proposal DD and DT that membership will not be renewed. Agreed

ACC Europe

Annual meeting in February – near Stuttgart DD and JN will represent ACC UK
Fund Raising – European application – RN sent information to CG but this is not appropriate to pass on and incorrect comments. Need to make position clear to CG – DD will do so
Jerusalem Trust – asking for contribution. SMR talk to Teresa and Ruth about process

Finance Report

Agreed special payment to AG and TO in recognition of the additional hours that they have worked during 2014.

Appeal for financial support. It was agreed that the board would lead by example and if they were able would make a donation to ACC.

Each board member will notify SMR of the amount and she will ensure received into accounts and tracked and recommended and agreed to gift aid.

An appeal will then be made to all members – stating what was proposed/raised by the board, the investment that has been made relating to AVR etc. TR to discuss with PW how to present this.

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Complaints

Previous board member – noted but not yet received.

NCS – joint complaint. NCS will hold a hearing in November and TR notifying NCS of representative observer.

Ruth Cover Proposal

Approval for PW proposal as Acting Director of Operations while RN is on medical leave. A change was negotiated regarding the daily payment. The agreement will run for up to 3 months (period of Ruth's absence) and then reviewed if necessary. Contract revision by SMR.

TR will come to the office occasionally and sustain regular contact by other means.

AOB

SMR – requested that the Membership Paper that had been distributed be reviewed by all board members and feedback comments

No other items raised.