

ACC Board Meeting Thursday 22nd November 2018

Venue: Skype

(Meeting commenced at 9:00 AM)

In attendance:

		Absent Between	Left Meeting
TR	Tony Ruddle, Executive Chair	9:30-9.55	End of Meeting
SMR	Sue Monckton-Rickett, Vice Chair Director of Finance	9:30-9.55	End of Meeting
PB	Peter Barraclough		10:00
MFG	Marlene Forsythe-Gidharry		12:30
RJ	Richard Johnston	9:30-9.55	10:15
FR	Frances Ryan		End of Meeting
DS	David Sinclair, Director of Pastoral Care		Board Only
FS	Fiona Sherburn		9.50
KS	Kathy Spooner, Director of Counselling & Psychotherapy		Board only
HV	Helen Vipan		15:00
CW	Chris Williams		End of Meeting
PW	Phil Weare, Director of Communications and Operations		Board only

Apologies:

All present

Title

1. The meeting opened with prayer led by HV reflecting on the theme of discipleship and the demands on all of us to reflect on our behaviour and attitude.

The meeting took place in Camera due to the confidential nature of the issues discussed.**

2. **Minutes of the previous meeting and matters arising**

The minutes of the Board meeting which held on the 12th September 2018 were reviewed. Some corrections were made.**

Otherwise the minutes were agreed as an accurate record of the meeting.

Matters arising

TR suggested that matters arising can be taken during the meeting as related topics and issues are discussed.

Actions

Actions similarly were to be reviewed during the progress of the meeting.

3. **Standing items**

Conflict of Interest:

There were no conflicts of interest declared by members present.

SMR explained briefly to FR that processes relating to conflicts of interest had recently been reviewed and the conflict of interest register refreshed. SMR agreed to contact FR to brief her fully and ask her to input to the Conflict of Interest Register.

RAP/PSA

RAP update included in KS counselling report.

Risk Register:

A formal review of ACC'S Risk Register was scheduled for this meeting. TR suggested that in the light of the existing agenda this should be postponed to January's Board meeting. The meeting agreed with this proposal.

Action

TR to add ACC's Risk Register to agenda of meeting scheduled for the 23rd January

4. Issue in Camera**

An extraordinary meeting of the Board to be convened for further reflection and consideration.. CW to liaise with TR.**

As a result of the decisions made at this meeting one member the Board resigned with immediate effect before its conclusion.

5. Conference Update

Conference Bookings following the end of the early bird booking price are healthy. There are only a few spare spaces for the Friday night accommodation – so please encourage anyone thinking of booking to book quickly to ensure they can be accommodated on site.

KS and Heather Bennett from HO visited the Hayes on 21st November to meet with our account manager, discuss aspects of the booking management process and assign trainers to meeting rooms – checking facilities etc.

In addition to the conference programme there are some additional events for delegates:

Shannon Hood, a doctoral student who has designed an MA in Counselling which he is teaching on in Australia, will be giving a free talk on his academic studies on Christian Counselling.

The Foundation for Infant Loss are also providing a free hour long seminar about working with baby loss and have offered ACC members free on-line training.

Alisha Cooper will be holding a 'late lounge' event featuring her worship music on Saturday night and the Hayes are providing a pop-up bar for the event.

One of the Egyptian delegates has had her visa refused. She is re-submitting her application with further letters of support.

KS asked whether Board members coming to the conference would be willing be general 'helpmates' specifically for trainers (to ensure that they are greeted well and helped to find their rooms) and also to be available after the Sunday Worship service and communion for prayer ministry.

Willingness to help in these capacities were able was expressed by all present.

The Board stated their thanks and appreciation for the hard work and effort of members of Exec and HO staff towards making this event a success.

i. Director of Counselling Report

KS presented her report and asked whether there were comments on the 'green' and 'amber' items marked for information / comment.

Those present had read the report and had no questions or comments about these areas.

Process for Professional Practice issues and Third Party Complaints.

KS said that the draft process was still subject to amendments and clarifications, and was seeking a broad agreement to the process while the more minor details were determined. An example of this was the use of the word 'third party' which had been subject to some discussion because 'third party complaints' is already covered by ACC's two other complaints policies.

Also we may amend our existing complaints policy to include the idea of a pre-investigation panel.

The process is intended to document the de facto practice performed by the Executive Chair when he receives notice of a complaint made against an ACC member e.g. through another professional body. The draft process seeks to include all other issues that could relate to professional standing (for example an unspent conviction) that currently sit outside ACC's two other complaints policy / guidelines.

CW – asked for clarification about decisions regarding suspension from the register prior to a hearing outcome. He expressed a concern that we might be acting in a punitive fashion.

TR – stated that there is meant to be a mutuality of understanding between the counselling registers. Therefore, if for example NCS believed that there were grounds to temporarily suspend a counsellor from practice pending a complaint hearing, the expectation would be that the counsellor would similarly be suspended from other registers that they were members of. ACC can decide otherwise – but they would need to have reasonable /strong grounds for doing so.

In implementing this new process RAP believe that the Executive chair, the counsellor and the profession are all better protected because it establishes a decision making process involving three appropriately qualified members of ACC.

Members present expressed their agreement with the draft policy, subject to refinement.

RAP Proposals reviewed in Camera**

Coaching & Mentoring New Membership Category

CW declared a potential conflict of interest relating to a friend who is working under the banner of Global Connections in a Coaching capacity. As Global Connections are more of a facilitator rather than an explicitly Christian Coaching organisation, and already has a connection with ACC, those present at the meeting felt that this probably would not be an issue.

There was a discussion about the proposed expansion of ACC covering issues to do with structure, branding, overall-intention/goals (for e.g. does expansion sit under an overarching pastoral care umbrella?)

Those present were supportive of the plan to develop a coaching and mentoring category and gave their approval for the next stages of the feasibility study.

Bill for the Regulation of Therapists & MOU Group

KMS explained that ACC's response was put together in a short time frame to be sent in time for the 2nd reading of the Bill that was then postponed.

TR stated that a major issue with the Bill is that it puts together two unconnected things: the banning of conversion therapy and the regulation of therapists.

KMS expressed a concern that if ACC's response to the Bill was circulated within the MoU2 group it could give rise to tensions from those who might not be sympathetic to conflicted identities.

CW clarified that the MoU has not asked for responses to be circulated to all members, rather the expectation is that each of the different organisations needed to take responsibility for their own response (if any)

Those present agreed that ACC can release their response to the MoU group if requested.

TR stated that an important issue not raised in the response relates to the proposed regulation under HCPC because of the dominance of the medical model within that particular regulator.

KS will amend the response to reflect this concern

CW stated that the majority view of the MoU group is to work towards the ending of Conversion therapy, rather than the outlawing of conversion therapy. No Opposition PP Bill has to date succeeded in becoming law. However the group's expectation is that the government will introduce primary legislation.

PSA Collaborative Consensus Document

TR raised a concern with the stated intention for AR registrants to be empowered to make referrals to other practitioners without reference to a GP. This may be a laudable intention but is not without significant risk – and cannot be appropriate to all circumstances.

KS explained that this is an objective of the PSA as part of its "Untapped Resources" report and campaign to NHS and Public Health England to utilise the 85k registered practitioners on AR registers.

KS to respond asking for some parameters to be considered for the objective relating to non GP referrals

i. **Director of Operations & Communications**

PW stated that although his written Board report might be relatively short, it represented a great deal of work intended to increase the capacity of HO function in order to be able to better support the new membership streams when they come on board. He highlighted the responses to the new look Accord published in September, and thanked all who had contributed to making it a success.

MFG wanted to understand more about the rationale for logging time and activity because this type of activity can give rise to difficult feelings and insecurities amongst staff. Importantly are we, and *how are we* going to use the information provided? How are staff feeling about the time recording?

PW explained that a time/activity log had been conducted within the HO team for the month of September and the results were shared with staff and the Exec. All could see the value – and the HO team found it reassuring to see their work expressed in concrete form – making some tasks visible. Provided that ACC takes actions on the findings HO staff are happy to complete timesheets for a further period.

From the September results the Exec decided to extend the activity logging to members of the Exec as well as the HO team. Time and activity logs will be completed for all working for ACC for 6 months from December.

DS – said that the time logging helps us identify the time spent in routine functions and one-off projects and will give us a good foundation for the number of hours we need to keep the current ACC operation functioning.

MGH - agreed that the plan to do more time/task logging is useful if it results in process improvements.

TR – Exec saw how valuable the exercise was and also determined that the Exec do this to

SMR – confirmed that she and TR had spoken to HO staff on an individual basis. On this point of timekeeping as an exercise they are willing to do so but only if it is used to create a better future. Further it helps to challenge assumptions and misunderstanding between us all.

MGH– requested an update on the recruitment of a temporary member of staff for the HO team.

PW – Christine Bagley has been appointed on a temporary basis until the end of February 2019. Christine has come with positive mind-set and innovative ideas – she has potential. Heather Bennett has also done a good job in training Christine and picking up work, especially all the Conference booking and detailed planning.

SMR – Exec will need to have a discussion in advance of her February renewal date.

i. **Director of Pastoral Care report**

DS presented his report for acceptance and commented on some items.

Carlisle diocese in-house scheme is not likely to go forward due to change of personnel. Also Teresa Onions indicated she was standing down from being a Regional Trainer. He mentioned the background arrangements of Aggies Weston and Wellspring as potential ways ahead.

Regional Trainers Forum took place at QRBC in Coventry and 10 out of the 30 trainers attended. New pricing regime was shared giving distinction and price differential between what members pay compared to non-members in the future. Although there was reaction it was seen as necessary to trial. There is also a change from accepting requests to actively promoting in 8-12 areas around the countries. Tis new process is being worked on by looking for appropriate locations and venues. If it is a workable model the plan is to hold 3 events in each are per year.

In preparation are various Pastoral 2 hour workshops similar to DQR on a variety of topics which DS hopes will be ready by Conference. SMR raised a question to which DS responded by explaining the cost as £150 per head (NI had been charging £75 per head and barely breaking even). By comparison it was known that other organisations were charging £195 early bird and £250 from similar days.

He reported 1000 EPC's were printed in a local shop to DS and then taken to HO by him. DS suggested we needed to think more agilely to solve a number of areas. SMR summarised that the changes were to move more form local planning to national planning with trainers still delivering locally with the benefit of more courses run. DS commented that the figures were based on 8 attendees for break-even but the average attendance was 14 so much better for ACC. It also overcame the reticence or lack of commercial awareness of some trainers in how

to set up and run courses including local promotion. It is a way for ACC to support and create courses for them to lead and train.

MH asked how these new workshop fitted with DQR & EPC. DS explained that they are complimentary standalone 2 hour sessions. Some were his own, some SMR's and some TO's all to be brought into a format recognisably PCUK as well updating the material. It would include mental health topics that people were asking for in practical help and how to set up tames from pastoral care. He described it as 'Pastoral Care the way Jesus did it'. DQR/EPC for the whole church and the standalone items for those specifically gifted in pastoral care.

MH asked a supplementary question: Is there a description of what will be delivered? DS replied that any Regional trainer could deliver these from notes to be provided that explained key points and the related slides but not as detailed as RPCC. £ had already been trialled at City Church in Ilford and this coming weekend Pauline Anderson would trial the 4th.

CW asked if we had covered any copyright issues and DS replied we had permissions.

TR asked what quality control was in place for the materials being prepared and DS welcomed other eyes to check them. SMR and HV were mentioned as already involved.

CW enquired about the relationship between churches making requests and PCUK promoting these events. Trustees should experience the RPCC and be inspired by it personally because then they could champion it more easily. A number of scenarios for how this could happen were shared and left to Board members to consider.

FR asked where the courses are being held and DS replied they are still being planned at present. He thought MH was running one starting December 3rd but this was not certain when MH commented communication had been sparse on this. DS and MH to confer.

/. **Director of Finance Proposals and Report incl. Draft Budget for 2019**

SMR presented 3 papers to members present at the meeting and circulated to all remaining Board members by email.

** a point in camera

October Management Accounts

Income:

SMR provided a commentary of the October Management accounts, focusing on areas where there is a discrepancy between budget and actual.

Counsellor registration and membership was hard to budget for because we did not know who would join registered and who as accredited counsellors. Efforts to recruit new members can take time to bear fruit.

We are below budget on Affiliates and we have lost some because they don't feel that they are 'counselling agencies', but rather hybrid organisations. We also reduced the fees for counselling affiliates because they ceased to be umbrella organisations (i.e. where being employed by an affiliate would confer ACC membership on counsellors).

PC-UK membership on target, but affiliates are below target

Training courses are courses that we administer or run but we don't necessarily make any surplus from them

EPC sales under budget

RPCC's – discussed earlier in the meeting the need to change the fee structure to try to make more of a surplus on these more substantial PC-UK training courses.

ACCORD advertising and donations are above budget

Training levy below budget – this is a reflection on how many students we registered on OCN courses

Expenditure

Salaries and pensions for HO staff are above budget. This is because we for example employed Heather Bennett for an additional one day a week for an extensive period at beginning of year to work on GDPR. Also a decision was taken to employ a temporary replacement for Eileen Askew until we are clearer about the skills and knowledge set needed for that post going forward.

AVR is what we pay as an annual fee to PSA and for running the Register Advisory Panel. At the beginning of the year the PSA notified us that they were reviewing their fee structure and we anticipated an increase in fees. However the outcome of the review was to keep the fee structure as it is.

Internet development is over budget because of changes required by GDPR

Accord is over budget because we produced a bumper edition for the New Look hundredth edition

Equipment – we have needed to replace some equipment for the office

Coaching and mentoring expenditure– we did not budget for.

The net result is that we have a circa £20K potential deficit.

TR – asked whether the damage caused by the HO flood was all covered by insurance pay outs?

PW - re-decoration was done by landlord, but the replacement of furniture was funded through ACC's insurance and was subject to a large excess.

TR/SMR – believe that the excess should be paid for by the landlord who was responsible for the flood.

PW added that some of the costs are because we have chosen to re-arrange and make improvements at HO.

PW to ask the Landlord to pay for the insurance excess directly related to replacing damaged furniture and other goods as a result of the flood.

ACC Cash Balance – October

Cash balance in bank is healthy, but 108K is relating to the Conference fee income.

It was acknowledged in the discussion that for a period of time ACC will be operating below its contingency but based on anticipated surplus generated from ACC conference in February 2019 we will accept this.

The Board agreed that a decision on the allocation of an event surplus important to arrive at prior to the drawing up of the year end accounts.

SMR – we have insurance to cover legal fees if there is a claim made against us.

Budget

All assumptions are stated on the draft budget.

Assuming a fee increase for all categories of 3%

Conservative in assuming increase in membership numbers (we are seeing gradual increase but it is taking a long time).

There was a discussion about whether the counselling fee should be increased further. The balance of risk and reward seemed to be tipped towards risk of losing members if we increase fees further at this point in time – but something to consider for future review. Also retain desire to introduce a reduced fee for those in receipt of state pension, but this would be too great a financial risk considering our demographics at the moment.

TR asked about donations – a couple of regions have given us money and there are some regular givers. Maybe we could ask members to give regularly?

Point of information: training Levy is what we retain from the OCN course

Expenditure assumption is that ACC will be operating as is. Not taken into account a new membership category – will require some investment and increase in operational costs in set up, with income to follow. This needs to be new membership category needs to be presented to the Board in due course with a fully costed business case. Also does not include any expenditure for ACC Interactive.

AVR fee is based in the PSA's new pricing structure

Next year should have a net surplus of just over £24K

ACC's contingency has been increased so that it can include increases in salary and pension.

Forecast £15K general funds

CW – asked if we will need to keep general funds for the following year in case we drop below the contingency?

SMR – yes: if we don't increase our membership we will need to keep hold of some of this fund.

One way of making up for the shortfall is to hold events in non-conference years & maybe to consider an additional event in a conference year. Planning forward we could consider a Spring and Autumn event. We are likely to make between £6K-£10K for each event.

SMR proposed that the Board : TR seconded the proposal

- i. Approve the Budget
- ii. Approve the Proposed Fees

Votes in favour: unanimous in favour

SMR will confirm the new fees to PW to Image Plus and to the Team

/. **Discussion on ACC Interactive**

KS briefly presented the business case for ACC interactive highlighting risks and benefits.

TR reminded the Board that there is an additional risk in the developer being a 'one man band', acknowledging that this had been addressed in the draft agreements for support by James North in terms of an insurance policy that provided the source code for someone else to pick up the support and development of the product.

Also TR warned that the support costs are only estimated and that there therefore is a risk that these could be subject to unplanned increase.

KS – said that Dave Cooper and James North had already invested time and effort without any payment in terms of the development – so they have a vested interest in the system working and being a success which may be factors that would prevent an artificial increase in support costs.

The Board discussed whether ACC interactive is an *essential* addition to the ACC’s membership/wider world offering and whether our existing web application or alternative such as Facebook could provide this functionality.

KS said during the coaching and mentoring workshop ACC interactive (or similar system) was seen as a major draw/attraction for the associate level of membership who are envisaged at those most wanting to benefit from a sense of community, have access to a network and be provided with information and know how.

DS – stated that an interactive style system could give a much greater sense of community and belonging and an opportunity for mutual enrichment across the different membership categories: an invitation to “join the conversation”

FR – asked whether we have we tested this as a requirement, and following on from the information provided from the membership survey, thought that this to be too small a group to be representative of members wishes. Also, in her experience of similar community focused systems, having a downloadable app was an important criterion for success.

DS – asked if it is worth asking our members to fund the development through a one off gift?

HV – stated that improvements in our web offering would be welcome, but expressed a concern over having two websites – would it not be better to re-develop the one we have? Current website not attractive or sufficient, but we need to discern what is the crucial thing that will change the membership perception.

KS – a re-development would be very costly and there are limits as to what the technology behind ACC’s existing website can achieve.

TR – will ask Image Plus (our existing suppliers) to see what is possible within the current Wolf product/web site design for interaction and to support the proposed new mentoring and coaching membership category. To obtain indicative costs.

Actions/Agreements

ACC interactive not affordable at the present moment, however worth testing out the attractiveness of the product to our members and can reconsider in 2019, especially in relation to coaching and mentoring category.

KS to ask James North for indicative costing for the development of an ‘app’

KS to ask James and Dave Cooper if they would be willing to demonstrate ACC Interactive (as is without further development) at the Conference and design feedback so that we can discern the attractiveness of the product to our current membership group. Can be available on ACC stand & have a slot on Saturday PM to demonstrate to delegates who want to come. ACC to pay expenses.

TR to gather costs/feasibility for developing interactive capability in Wolf (current development tool) from Image Plus

- i. **Strategic Planning Report**
SMR provided information for background and context.

SMR, DS, KS, PW met with Peter Kerridge, CEO of Premier Radio earlier this year to discuss ways in which our 2 organisations could work together. Peter Kerridge recommended that we separately talk to Chris Penny with a view to getting some input from the marketing company Howell and Penny who had done some valuable work for Premier.

The same team along with MGH & CW spent a day at Howell Penny to think about who and what we are and what is important for our future. During this day we thought about a model for ACC of components fitting together (much like hexagons in a hive structure) around a central HO hub.

As a follow up SMR, PW, DS & KS spent 2 days working through key questions and ideas relating to the strategy, growth, identity, structure, wider community (in terms of who our key stakeholders and influencers are) etc., the results of which are in the meeting papers. Each of the 15 'project areas' has a one page summary sheet capturing our ideas, goals and intentions. We would like to have done this as a whole Board exercise– but it would have been costly, time consuming and logistically challenging.

CW – noticed that some areas don't have a priority rating? SMR explained that scores assigned in terms of top 3. These are indicative of an in the moment sense of priority.

TR – offered thanks to those who have been involved so far and invitation to come back to the Board when there are specific proposals

i. **MoU update**

CW reported that the main meeting of the MoU group had taken place on 13.11.18. He spoke to the brief report previously circulated to the Board by email.

Under terms of reference : it was felt that a light touch would be appropriate a year from date of hard launch this July, and a 3 year on-going review process would be adequate unless major changes take place in law or governance.

Regarding decisions in meetings: - All major decisions where less than 75% of signatory organisations are present should go through secretariat to the whole group for endorsement, to ensure all signatory organisations have opportunity to agree, disagree, or state viewpoints. Outside meetings, where any immediate responses are required from the group i.e. via its chairperson to press etc. must have a training organisation representative and professional association representative (both signatories) consulted before doing so.

On the issue of the private member's bill on banning conversion therapy: - consensus is on 'ending the practice of', rather than legally banning. It was at MOU group meeting that member organisations' Boards need to respond as they see fit, as MOU group doesn't have authority to speak for them. CW appraised group of ACC's response. MOU group near consensus that approach should be "we should continue to say we are working towards the ending of conversion therapy, one strand may be a ban, but it is not the only approach".

No opposition private members bill has been successful in becoming law, but the MOU group believe that the present govt. may be moving in a more informed way and we should anticipate primary legislation of some sort in near future.

Re Organisational Training Group - CW chairing next meeting on 6th March (Main Group 18th March). There is some movement towards seeing this as still important as a source of feeding into Main Group. It was noted only 9 of 16 signatories in attendance at current meeting. More organisations may come to 6th March to feed in their training progress etc - so it is not necessarily a defunct sub group. Lucy Maddox of BABCP was particularly keen to be included but cannot do 6th March

Other matters: - Mike Davidson has launched "International Federation for Therapeutic and Counselling Choice" to add legitimacy to his approach.

TR comment – noted that the MOU group has been in existence for three years and has yet to produce any training.

CW – there may not have been central training, but there have been some education / public education initiatives including those done by signature bodies such as ACC. Indeed ACC may have done more than many of the signatory bodies in terms of training.

i. **Executive Chair – Board Only Time**

SMR - Proposed increase in salary for employees and contract staff was agreed.

TR – two complaints against ACC counselling members have been received. One has been withdrawn because the counsellor concerned after discussion with TR and a period of reflection was happy to write an apology to their former client.

The other complaint has been withdrawn at the request of the complainant. They have been provided with pastoral support by ACC without prejudice, and advised that they have three years to bring a complaint if they change their mind.

«. **Update on Director of Finance Role**

Advert went out to all members and Global Connections and on the Institute of Chartered Accountants and Christian Jobs. Closing date 14.12.

Discussion on CEO Role Postponed as FS not available

«. **AOB**

PW to ensure that HO staff informed of board member resignation.

TR – to organise an exceptional Board meeting before the end of December for the Board to consider what action to take regarding recommendation from independent investigator.

Board Meetings 2019

FR reported that she will be starting full time employment in January which leaves weekends or evenings as the only times when she will be able to attend meetings. Also to have a Board that attracts younger members we may need to consider weekend or evening meetings.

TR – this may cause issues for face to face meetings as people may be unable to travel to a location and back again in an evening.

KS – raised a concern that there are already requirements for members of the exec to attend events to promote ACC at weekends e.g. road shows, Doors of Hope Conference – and further encroachment on family time is unwelcome.

i. **Date of next meetings:**

23 January 2019 – Momus Boulevard

CW sends apologies as away 9th - 24th January 2019

FS sends apologies as also out of the country at that time.

i.