



ACC REGISTER ADVISORY PANEL (RAP) MEETING

Zoom Meeting

Friday 30th September 2022

2.00pm – 5.00pm

Minutes of Meeting

Attendees

Independent

Catherine Clarke, Chair RAP (CC)

Richard Needle (RN)

Heather Churchill (HC)

Doreen Rowland (DR)

Tim Warren (TW)

ACC

Kathy Spooner, ACC CEO (KS)

Sue Monckton-Rickett, ACC Chair (SMR)

Dawn Sherry, ACC Registrar (DS)

Gillian Stuart, ACC Head of Membership Services (GS)

Apologies

Fiona Stevenson (FS)

1. Welcome

CC welcomed TW to the meeting as a potential new member of RAP. CC advised about the purpose of RAP and respective roles of voting and non-voting members. TW introduced himself as a retired solicitor and happy to explore whether he might add value to the panel.

2. Prayer

Prayer was offered.

3. Conflicts of interest

HC shared she might have a conflict of interest and will openly declare if this becomes apparent.

4. Notes of last meeting

The notes of the last meeting were accepted as a true record of the meeting.

5. PSA Targeted Review

ACC were surprised that the outcome of the PSA's targeted review which raised concerns about whether we met two of the standards. The panel discussed grounds for appeal on the content of the report rather than the conditions themselves. The panel felt that we should raise our concerns with the PSA and if required go through an appeal.

RAP expressed their regret at the conditions, and how the panel needed to properly reflect and take action to address the concerns raised. There was a long detailed discussion about each element of the conditions outlined in the draft PSA report. It was felt important to look beneath the issues over communication and misunderstanding, to ensure that the panel and ACC gain a good understanding of how the development of the new complaints process had led to this situation.

It was agreed that a special meeting will be held to discuss issue of governance on Thursday 10th November at 7pm

Dates of Next Meeting:

Next dates 10th November 7-9pm (special meeting on governance condition).

2nd December 2-5pm in person

2023: 10th February 2-5pm, 24th March 2-5pm