



## **ACC REGISTER ADVISORY PANEL (RAP) MEETING**

**Zoom Meeting**

**Friday 11<sup>th</sup> December 2020**

**1.00pm – 5.00pm**

### **Minutes of Meeting**

#### **Attendees**

##### **Independent.**

Catherine Clarke, Chair RAP (CC)

Doreen Rowland (DR)

Richard Needle (RN)

Heather Churchill (HC)

Fiona Stevenson (FS)

##### **ACC**

Kathy Spooner, ACC Director of Counselling (KS)

Sue Monckton-Rickett, ACC Chair (SMR)

Dawn Sherry, ACC Registrar (DS)

##### **Apologies**

None

CC welcomed FS as a RAP panel member.

Prayer

KS read a poem from the Sanctuary series called "Finding the Light in the Darkness" The poem was called Power of Light.

#### **1. Conflicts of interest**

There were none.

#### **2. Notes of last meeting and matters arising**

The minutes of the last meeting (25<sup>th</sup> September, 2020) were accepted as a true record by the chair of the RAP.

#### **Notes**

##### **1. Organisational Update (SMR)**

### ACC CEO Appointment

ACC have recruited Kathy Spooner as the new CEO as from 1<sup>st</sup> January 2021.

As KS is currently the Director of Counselling, there is an issue arising as ACC will not have a Director of Counselling. SMR, KS and Chris Williams will look at the ACC roles and job appointments early in the New Year. The deadline applications for the Head of Membership Services is 11<sup>th</sup> December 2020.

### Remote working

The plans for all staff to work permanently from home are underway. ACC will give notice on the office so the lease will finish in June 2021. An infrastructure needs to be put in place as to how we will relinquish the office, find storage etc. The staff will need to go into the office during the first part of 2021 to sort everything out.

As covid-19 is still in the community all staff are still working remotely. This is going well. All staff and the executive committee meet weekly for team meetings, a prayer time and catch up on work. Board members are invited to join in for the prayer time.

Panel asked: how do the team meet up to discuss work etc? ACC have a team meeting each week on a Tuesday morning ( on Wednesdays in January 2021) This is for all office staff, board members and the leadership team to attend. We will meet together face to face during 2021 as and when we are allowed.

DR asked if now that ACC will not be based in an office in Coventry people can be employed from across the UK as meetings will be virtual? SMR said yes.

DR also asked where the face to face meetings will be held if no office. SMR explained that not all meetings were held in the ACC office. Historically, some meetings have been in other venues – e.g. church meeting rooms. ACC will have to hire a venue for any in person meetings.

### Training

ACC has delivered a great deal of online training during covid-19. This type of training is low risk and low cost. Training is easier to arrange by sending out email information and training by zoom. ACC has a good block of training already in place from January 2021 onwards. This type of training has been positively received.

### CCSS

CCSS is still taking referrals until the end of January 2021. We have seen around 201 client referrals, mainly from bereaved families, other public and NHS staff.

CC asked some questions about the above. Is the client paperwork for CCSS clients service secure? SMR said it is only accessible by a few people and will be disposed of securely when finished with.

### Membership Statistics

SMR reported that membership has grown in recent months. December and January are the two months when most registrants renew their registration, and these may be at risk due to covid as registrants may not be able to afford the fees. ACC offer a payment scheme of paying in 2 instalments -pay half of the fee on renewal and half in 6 months time. ACC have not put up their fees for 2021. There is also a risk as many members are coming up to retirement age.

## **2. Counselling update - KS**

The PSA appointed a new lead in 2019 and a consultation with the accredited register holders and stakeholders has been completed. A document has been circulated to all and KS went through this and the RAP discussed it

RAP commented that counsellors need their title protected, so if they can be licenced as a counsellor there is less risk. This means the NHS or others are more likely to employ them. There is a risk however that the licensing may be done under an umbrella body, losing the distinctiveness of the accredited registers. ACC has a unique USP – we have a Christian ethos and are Christian Counsellors and would want to retain our accredited register and not be subsumed by an umbrella body.

#### SCoPEd

ACC are now an equal partner in the SCoPEd group (with other accredited registers of counsellors). HC is on the technical committee and said it was going well and that they have a great respect for ACC and the other new partners.

#### Peer Development Group

Peer Development Groups are a new CPD programme, started in September, with two more groups planned to begin in January. They are a space for counsellors to explore the intersection of their faith and their counselling practice.

ACC keen to encourage post qualification training in the integration of Christianity and Counselling and the use of spiritual and religious interventions. HC said there may be a conflict of interest as Waverley Abbey may also want to devise a post qualification course.

#### Recruitment of Assessors

ACC have tried several ways to recruit more accreditation / audit assessors. At present we have only 3 assessors, 2, of whom are taking time out from assessing due to personal reasons and completing higher education. Gwyn Pritchard has been helping assess and KS has also assessed an audit. There are two ACC members who have shown an interest in joining the assessment team- 1 is definite

#### BAME Forum

The new name for this group is ACCeNT ( ACC Ethnic Tapestry)

They will meet together to discuss input into training - at conference and other ideas to support the ACC BAME community.

### **3. Risk Register**

KS revised risk register for the March 2020 reaccreditation because it had become unwieldy over time with several different levels of risks. KS had rationalised it to make it more generic. However, the Professional Standards Authority's (PSA) accreditation team asked for some risks to be reinstated. These are concerned with working with children and young people and recovered memories.

#### **KS to action**

#### **Complaints - SMR**

SMR went through her report on complaints / potential complaints and near-misses.

### **4. Audit / Accreditation Report - DS**

There have been no new major changes to ACC processes, except for the accreditation case study which has been amended to give more guidance to applicants and to even up the scoring over the sections. The overhaul of the accreditation process will be put on hold until SCoPED has been finalised. ACC will implement the new Audit 2021 in January.

ACC sent out the requests to registrants for 16 audits between September and December 2020.

12 audits have been successful and completed. There are 2 in progress, 1 postponement to December 2021 due to personal circumstances and 1 registrant who has not sent in her audit form even though ACC have emailed several times. A phone call to the registrant will be carried out next week by DS.

Most audits are now being completed correctly and only minor queries arise, which DS deals with by email. The main query is that registrants like to stay in supervision with their supervisors for a long time! ACC recommend that registrants change supervisors every 5 years as a new fresh approach is beneficial to both supervisor and supervisee. This is only a recommendation.

ACC had 5 new accreditation applications approved since the last RAP meeting and one is in progress.

The main stumbling block to audits and accreditations is the shortage of assessors. This makes the assessment process slower and it gives a longer time frame for completion. ACC do inform audits / accreditation applicants that due to covid-19 assessments make take a little longer – most are completed within 2 months.

The next group of registrants for audit will be in late January 2021.

## 5. Recruitment to RAP

ACC need to recruit another RAP panel member. RAP need an expert by experience to join. AS the future of ACC changes, we need people with expertise in other roles. KS asked for ideas from RAP of any potential members. CC said we need a more diverse RAP group.

**DONM - Next meeting is 19<sup>th</sup> March, 2021 (zoom)**

**Dates for future meetings 2021:**

**18<sup>th</sup> June (zoom), 24<sup>th</sup> September (zoom) 10<sup>th</sup> December ( tba)**

### Table of Actions C/F, added or noted as completed at the meeting

#### Open - Actions

	No In Meeting	What	Who	By When	Outcome
1	03/05/19	Guidance as to what to say on Find a Counsellor (FAC). This to guard against members inflating specialist skills / experience and provide guidance on presentation of adjunct therapies (e.g. coaching, mentoring, running retreats, spiritual direction)	KS	2020 Now early 2021	New FAC development has 'tool tips' and we also produce additional guidance
2	24/04/20	Establish 'Peer Review' of HC's Revised Core Competencies Framework	KS	July 2020	In Progress

3	10/07/20	Provide a list of complaints from year to year to see if numbers are increasing or decreasing. Can RAP have an annual yearly audit on ACC complaints for eg – Is the 4 this year better or worse than 2019?	SMR	End of each year – Dec 2020	In Progress by SMR. To be completed in January 2021
4	25/09/20	DS to provide report on ACC members leaving / new joiners to RAP.	DS	Ongoing throughout year	Sent Oct / Nov 2020
5	06/12/20	KS to add new wording to Risk Register	KS	By next RAP meeting in March 21	

### Completed Actions

	No In Meeting	What	Who	By When	Outcome
2	13/12/19	Revise audit process to include the posting of a formal letter, requesting evidence of postponement and setting out consequences of non-compliance with the process or unsatisfactory submissions. Incorporated within audit 2020	KS	March 2021	Completed by KS in Dec 20
10	10/07/20	Advertise for RAP members in accord and a link to RAP on the ACC website	KS	January 2021	Published in Winter Accord
12	25/09/20	Set up a Sharepoint directory for RAP to access RAP documents	KS/DS	Nov 2020	Completed by KS
13	25/09/20	KS to circulate MOU2 document to RAP	KS	Oct 2020	Completed by KS