



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

**Zoom Meeting**

**Friday 25<sup>th</sup> September 2020**

**1.00pm – 5.00pm**

### **Minutes of Meeting**

#### **Attendees**

##### **Independent.**

Catherine Clarke, Chair RAP (CC)

Doreen Rowland (DR)

Richard Needle (RN)

Heather Churchill (HC)

##### **ACC**

Kathy Spooner, ACC Director of Counselling (KS)

Sue Monckton-Rickett, ACC Chair (SMR)

Dawn Sherry, ACC Registrar (DS)

##### **Visitor**

Fiona Stevenson (attending with a view to join RAP) (FS)

#### **Apologies**

None

Today we were joined by Fiona Stevenson who is visiting the meeting to see if she would like to become a RAP Panel member. CC welcomed and introduced Fiona Stevenson.

Members introduced themselves and said something about how they became part of RAP.

Fiona spoke briefly to introduce herself, her background and interests.

Prayer

SMR opened in prayer

## 1. Conflicts of interest

HC said that she would declare that her husband (Ian Churchill) is also a registered member of ACC

SMC also declared that her husband (Chris Moncton-Rickett) is also an ACC registered member

DR declared that she is retiring as a Lead Assessor on the Headway Approved Provider Scheme.

## 2. Notes of last meeting and matters arising

The minutes of the last meeting (10 /07 2020) were accepted as a true record by the chair of the RAP.

### Notes

#### 1. ACC Update (SMR)

##### Covid-19

ACC response to covid-19 is that all staff have settled into working from home and are generally happy with this arrangement. This has given ACC a period to reflect on whether to continue to have a physical office. The lease on the office runs out in December 2021, so ACC are looking at different working options – home permanently / new office. A remote working environment gives ACC flexibility to appoint new staff as it removes any requirement to be based in Coventry. It also saves rental and other associated costs.

ACC have weekly staff meetings and prayer time to catch up with work and each other and pray for members who we have heard from. Staff morale is relatively good and ACC are working on ways to meet up, perhaps an away day altogether.

##### Recruitment

ACC want to appoint a new CEO for 3 days a week and a Head of Membership Services for 4 days a week. These vacancies are hoped to be advertised in October.

##### Membership

ACC finances are stable, and membership has seen a small net growth.

DS is producing a report on who has left ACC and who has joined each month, with the reasons stated for each, for the ACC board. RAP asked if a copy could be included in the meeting papers. **DS to Action**

##### CCSS

CCSS is still operating with around 120 clients asking for counselling. 50% of these are NHS workers as the NHS are publishing details on the ACC CCSS service to their employees. The service is planned to run to end of January 2022.

##### BLM/BAME Forum (Black Lives Matter, Black Asian and Minority Ethnic)

By invitation from ACC a group of members have now set up a forum independent of ACC executive. We are hoping that they will help steer the organisation so that we can become more aware of areas of institutional racism. The forum has met three times via zoom and sent (by invitation) representatives to address September's Board Meeting with their provisional ideas about moving forward.

## 2. Counselling update

## Professional Standards Authority Strategic Review

ACC's written response to the review circulated in meeting papers.

The PSA are undergoing a 'root and branch' review of the accredited registers programme and to this end have hosted two group feedback sessions inviting all of the accredited registers (AR). Common issues emerged in terms of frustration expressed by AR's at the lack of official take-up by the NHS and other relevant arms of government of the workforce represented by the various AR's registrants. This is in part due to the lack of advertising and promotion to members of the public, parliament and government departments. However it may also be because the AR's have no official status or enforceability, and this becomes an issue in relation to public safety. Someone for example who is struck off a statutory register can join an accredited register and practice in a similar area of health provision. Also anyone struck off an accredited register can also carry on practicing.

## SCoPEd

Circa three years ago the British Association of Counselling and Psychotherapy (BACP), the UK Council for Psychotherapy (UKCP) and the British Psychoanalytic Council (BPC) made a decision to work collaboratively to further the counselling profession in the U.K. One of the projects from the collaboration is SCoPEd with the goal of setting a framework/set of common standards of competency and training within counselling. The framework is on its second iteration and has met with a mixed response from the profession. ACC, alongside the National Counselling Society (NCS) have asked to be part of SCoPEd project group for some time. NCS has grown in membership and standing in the interim period, and has a larger membership base than UKCP and BPC. ACC have also wanted a "a place at the table" alongside other stakeholders. Over the summer the existing collaborative have initiated talks to invite other AR counselling registers into the project and through negotiation this has been agreed as an invitation on the basis of full participation and common ownership. 4 AR's have accepted the invitation including the NCS and ACC.

The project has a technical and an expert reference group and ACC have asked HC to represent ACC on these groups. This is because HC is uniquely qualified in the UK to fulfil this role having set up the only single honours BA in counselling from a Christian worldview, and 2 MA's in counselling from a Christian world view.

RAP discussed HC's proposed role in SCoPEd project and believe that there is no conflict of interest in her taking up these roles and remaining on RAP.

CC cautioned ACC to ensure that involvement in SCoPEd supports ACC members as well as the other AR's and the wider profession.

DR added that the best outcome is recognition for ACC with credibility within the profession.

## COVID-19 guidelines

ACC have tried issue revised advice to members in step with changes in government Covid-19 guidelines. In general these have been well received by members.

## Recruitment of assessors

Recruitment of assessors for assessing audits and accreditations remains challenging, even after advertising in our accord journal. We need at the least 2 more assessors. The Board have agreed to remunerate assessors in a different way – based on a revised assessment of how long an audit and accreditation should take, with the opportunity to make additional charges to members applying for accreditation if the standard of their application requires re-submission.

New rates will be introduced in January 2021.

ACC would like the team of assessors to become part of the complaints process as they have knowledge about ethics and practice standards in ACC and in the wider profession.

## Training

ACC have provided counselling members with access to On-Line Events (a third party company) library of CPD activities (video recordings of a variety of events and interviews).

ACC has hosted 3 zoom online training events, and plans to run more in the near future. We are hoping to put together a programme of Zoom training events next year as these are relatively low risk events and benefit members. They also help to raise the profile of ACC and bring in a small income.

### **3. Risk: ACC members targeted by freelance journalist**

ACC have been made aware of an attempt by a journalist to test out members in relation to conversion therapy. ACC re-assured that members are aware of their ethical responsibilities in this area.

### **4. Complaints**

SMR spoke to her report on complaints / potential complaints and near-misses.

Since the last RAP meeting there has been 1 new complaint. The complaint is not suitable to be resolved through the facilitation/mediation route, and therefore an independent investigator will be appointed.

### **5. Risks to ACC / Register**

ACC are going to present a revised Risk Register for the December RAP meeting.

### **6. Process Issues Change**

There have been no new major changes to ACC processes. The overhaul of the accreditation process will be put on hold until SCoPED has been finalised. Accreditation will stay the same for now. Audit 2020 will come into being in January 2021, with changes to the audit form that have already been agreed..

### **7. RAP – Standing items and Concerns**

Terms of Reference, Membership Criteria and Recruitment Policy and Conflict of Interest Policy were agreed.

ACC agreed to set up a Share Point directory for the RAP panel, so that they can access RAP documents.

### **KS / DS to action**

### **8. Public Engagement**

Discussion about making public engagement a standing item on the agenda because of the importance of it in raising the profile of registered members, and of their role in resourcing mental health provision in the U.K. ACC need to define the definition of Public Engagement. Suggestion by RAP that we could engage more with the Police/ Coroners Court – and KS confirmed that we have sent CCSS and other promotional materials to Coroners Court and to independent funeral companies with some success. ACC plan to reengage with the Catholic Bishops Conference (CBC). ACC have been invited to a meeting with the CBC looking at covid-19 and social justice.

SMR is in talks with NHS England on how relationships between ACC and NHS England can be further advanced. The NHS are have accepted ACC as a valuable resource to help with the well-being of their staff through our CCSS service.

ACC are trying once more to access funding for CCSS through the monies set aside for charities providing mental health support during the pandemic. The funding is administered by MIND, and they have let us know that they are resubmitting our application made in the summer.

**AOB**

None

**DONM - Next meeting on 11<sup>th</sup> December (zoom)**

**Dates for future meetings:**

**19<sup>th</sup> March 2021**

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

**Open - Actions**

	<b>No In Meeting</b>	<b>What</b>	<b>Who</b>	<b>By When</b>	<b>Outcome</b>
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	New FAC development has 'tool tips' and we also produce additional guidance
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	30/03/20	A few minor changes needed. Will be completed by Oct 20.
3	24/04/20	Establish 'Peer Review' of HC's Revised Core Competencies Framework	KS	July 2020	In Progress 1 meeting has taken place and another is planned for Oct.
7	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	SMR	End of each year – Dec 2020	In Progress by SMR.

		this year better or worse than 2019?			
10	10/07/20	Advertise for RAP members in accord and a link to RAP on the ACC website	KS	During 2020	To be in Winter 2020 Accord
11	25/09/20	DS to provide report on ACC members leaving / new joiners to RAP.	DS	Ongoing throughout year	
12	25/09/20	Set up a Sharepoint directory for RAP to access RAP documents	KS / DS	During 2020	
13	25/09/20	KS to circulate MOU2 document to RAP	KS	October 2020	

#### Completed Actions

	No In Meeting	What	Who	By When	Outcome
4	24/04/20	RAP Complaints report document to be devised so that at each meeting RAP can see what complaints / potential complaints / near misses have come to ACC	SMR	July 2020	Completed by SMR.
5	24/04/20	Produce 'tracking catalogue' of policies, with current status and revision cycles	KS	July 2020	Completed by KS
6	10/07/20	To advertise in Autumn 2020 copy of accord for ACC assessors to assess Accreditations and Audits	KS	End of Sept 2020	Yes - Advertisement in magazine
8	10/07/20	SMR to send a copy of the complaints pro-forma to the RAP panel	SMR	Sept 2020	Completed
9	10/07/20	Produce a "Conflict of Interest Policy and a RAP selection criteria Policy	KS	During 2020	Both Completed