
MINUTES OF THE PUBLIC PROTECTION COMMITTEE

Held on Tuesday 9 November 2021, Teams Meeting at 10 am

Present: Vanessa Stirum (VS), Chair
Velia Soames (VSo), Lay Committee Member
Humza Chaudhry (HC), Lay Committee Member
Stacey Goldman (SG), BACP Committee Member
Ewan Malcolm (EM), Lay Committee Member
Philip Matthews (PM), Lay Committee Member
Mervyn Wynne-Jones (MWJ), BACP Committee Member

In attendance: Fiona Ballantine Dykes (FBD), Chief Professional Standards Officer
John O'Dowd (JO'D), Acting Registrar
Gemma Fay (GF), Hearings Manager
Beckie Grace (BG), Assistant Registrar - Entry and Maintenance
Tolu Aluko (TA), Head of Governance
Jo Smith (JS), Clerk

Summary of actions

Agenda Item 1.4 - Matters Arising

Action 1

All Committee members to provide recommendations and feedback to JS within 4 weeks.
JS to send out a reminder to Committee.

Action 2

JS to update the Action Tracker to reflect that actions 02/01, 03/01 (Safeguarding part of action) and 04/01 (Diligent element) are closed.

Action 3

TA and JO'D will review provision of metrics for Safeguarding Policy with SMT.

Agenda Item 2.2 - Committee's Terms of Reference

Action 4

TA/JS to update the ToR for circulation to the Board for approval.

Agenda Item 2.3 - Strategic Thinking

Action 5

VS/TA/JO'D to produce a "next steps" plan for the February meeting

Agenda Item 3.1 - CPSO Report

Action 6

JS to send new Trustee, Punam Farmah's, profile to the PPC Committee.

Action 7

FBD to send the BBC Link to the PPC Committee.

Action 8

FBD to introduce HC to Adam Pollard in Comms.

Action 9

FBD to provide an update paper for the Committee by April 2022.

Agenda Item 3.4 - Hearing Manager's Report

Action 10

GF to check accuracy of metrics

Agenda Item 4.0 - Date and Time of next meeting

Action 11

JS/TA/VS review location of 2022 meetings.

Pre- Meeting Presentation

Development project in the Register; by Nothemba Ivowi

The Chair welcomed all attendees to the meeting and brief introductions were given by each attendee prior to the presentation.

A 30-minute presentation followed. The slides are attached to the minutes.

The Chair thanked NI for her presentation and invited questions/comments which are summarised below with responses:

- Timeframe for the target operating model?
- An initial piece of work for 6 months will give a better picture. Delivery work will continue alongside planning. A further update report can be expected in January 2022. A culture of improvement will be built in including systems review and responding to a changing environment.
- It was noted that the previous investment is timely.
- One of the key deliverables should be improved interaction with Professional Conduct Team

At the end of the Pre-Meeting Presentation TA confirmed that regular presentations will be brought to the Committee from various parts of BACP.

1.1 Welcome, Apologies and quoracy

The Chair had welcomed everyone prior to the pre-meeting.

No apologies had been received and it was noted that the meeting was quorate.

1.2 Declarations of interest

None.

1.3 Minutes and approved actions from the last meeting

The minutes of the meeting on the 3 August 2021 were approved as an accurate record.

1.4 Matters arising/Action Tracker

Action 01/01 - Website. It was noted that this is showing as overdue. All Committee members were invited to provide recommendations and feedback to JS by within 4 weeks. JS to send a reminder out before this date.

Action: All Committee members to provide recommendations and feedback to JS within 4 weeks. JS to send out a reminder to Committee.

Action 02/01 - TA noted that the approach to recruitment is going to be a more considered process. A skills gap audit is being put in place for all Committees, including PPC. TA will provide an update early in 2022. 02/01 can now be closed.

Action 03/01 - The Safeguarding Policy is with the Task and Finish Group and will be sent to the Board for final approval. 03/01 is closed.

Action 04/01 - The Diligent element of 04/01 is closed.

Action: JS will update the Action Tracker

1.4.1 The Safeguarding Policy attached to this Agenda Item is for noting only (not approval - error in paper). A query was raised about receiving metrics about this area of BACP.

Action: TA and JO'D will review with SMT.

2.1 Effectiveness Review & Timelines

TA noted that JS is new to the Governance Team and there have been other recent changes to the team. Each Committee will be assigned a new regular contact by the end of the year. If there are any queries around the Governance Team, please contact TA.

The induction process was welcomed by the Committee, and it was noted that all Committee members will be given the opportunity to undertake this in January 2022. TA noted that the Effectiveness reviews are designed to give Committees time to reflect on themselves. The Governance Team will provide support and documents (such as questionnaires). Once a year it is proposed that an External facilitator hosts a session with the Committee.

It was noted that the Committee would like to feel more connected to the main Board. Formal reporting to the Board will be via VS and there will be opportunities for PPC to present to the Board to make the Committee more visible.

TA confirmed the Annual Planner will be circulated for 2022 soon.

The Committee agreed the recommendations in the paper.

2.2 Committee's Terms of Reference

The ToR document had been circulated previously and comments have been received. JS will circulate a further update based on discussions for comment prior to circulating to the Board. It was agreed that up to 4 BACP members will form part of the Committee "where possible".

A discussion around quorum and how the percentage is calculated also agreed to replace the percentage calculation with a numeric format. [Post meeting note this has been amended to a third of members rounded up].

It was requested that TA review 4.2.3 and 4.2.4 in terms of whether it is too lenient to allow this level of absence given the frequency of meetings.

Action: TA/JS to update the ToR for circulation to the Board for approval.

2.3 Strategic Thinking

JO'D presented this agenda item. Key points included the BACP Strategy for PPC and how it filters down through the organisation. A specific point was made about putting in mechanisms and systems to try to prevent complaints before they are submitted.

There have been changes to the team and an increase in capacity and it's important to capitalise on the Committee's joint expertise as much as possible. It was noted that a separate meeting would be useful to go in to a more in-depth conversation about this topic.

JO'D emphasised the importance of this being an inclusive process and that projects will require Committee involvement. Bates Wells have been commissioned to review the Ethical Framework. The outline timescale is looking at an overall strategy to be reviewed in 2, 5 and 10 years timescales.

Action: VS/TA/JO'D to produce a "next steps" plan for the February meeting

2.4 Next Steps

This was covered under Agenda item 2.3

3.1 CPSO Report

FBD talked to the paper updating the Committee on the work of BACP. It was noted that Punam Farmar had been nominated to the Board at the AGM on 5 November and is currently undertaking an induction. It was requested that a link to Punam's profile be

circulated. FBD requested general feedback as to what was included (or not) in her update paper on BACP work for future iterations.

A recent BBC documentary about being qualified and registered was discussed- FBD is to send the link to the Committee. The Committee acknowledged a valuable and informative report and a discussion on general communications ensued. The general communications news bulletins are booked up to 500 capacity.

FBD is to bring back a paper to the February PPC meeting which suggests “bite size” chunks of the reporting that can be published. TA also noted that the CEO monthly report will be circulated on a monthly basis going forwards.

HC offered an introduction to ITN productions if BACP wish to take this up.

Actions:

JS to send Punam’s profile to the PPC Committee

FBD to send the BBC Link to the PPC Committee

FBD to introduce HC to Adam in Comms

FBD to provide an update paper for the Committee by April 2022

3.2 Acting Registrar’s report

JO’D talked to the paper starting with the changes in the team which have been necessary in order to increase capacity. The Team is working alongside changing standards from the PSA. There are a number of complaints resulting from social media such as Twitter.

There is a shift away from 12.6 process to making greater use of the Professional Conduct Procedure. There are a number of external contractors helping to support this process. The ethical framework is being reviewed and the outcomes may potentially led to future consideration of development within conduct processes.

PPC Committee will be kept updated and informed on developments.

3.3 Professional Conduct Procedure

This item was specifically to discuss 1.4 in the paper below:

a. A complaint can be made by:

i. A person who has received or is receiving services provided by a Member of the Association; or

- ii. A person acting on behalf of another person who has received or is receiving a service from a Member of the Association, where that person's written permission has been obtained and where the Association is satisfied it would be unreasonable to expect that person to bring the complaint on their own behalf (an explanation is required in writing as to the nature of the inability); or
 - iii. A legal guardian or other appropriately authorised adult, accepted by the Association as having authority to act on behalf of a minor, a minor being under the age of 16. Where a minor reaches the age of 16 during the course of a complaint which is being processed, their consent to continue with the complaint will be required by the Association; or
 - iv. A person accepted by the Association as acting on behalf of an adult lacking mental capacity (within the meaning of the Mental Capacity Act 2005) to bring a complaint in their own right, where that lack of mental capacity has been satisfactorily evidenced; or
 - v. the Association.
- b. The Investigation and Assessment Committee (IAC) may, at the request of the Registrar, make a determination on whether the requirements of paragraph 1.4 a) i)-v) of the Professional Conduct Procedure are satisfied.'

Following a discussion the PPC Committee agreed to the recommendation not to amend 1.4.

Agreed: No recommendation to the Board for amendment or alteration of 1.4 of Professional Conduct Procedure

3.4 Hearing Manager's Report

GF talked to the paper. The Committee noted that the metrics included in the paper are very useful.

GF was asked to check total number of cases.

The paper was acknowledged as a very clear and useful update and could possibly be updated with a comparison to the same period in the previous year.

Action: GF to check accuracy of metrics

3.5 Assistant Registrar Entry & Maintenance Report

BG talked to the paper. The Certificate of Professional Places is full for November. There is a review underway for items 5.4 and 5.5 in terms of capturing the relevant data. A KPI report relevant to 3.4 should be available for the next PPC meeting.

The Committee acknowledged a very useful paper and thanked BG for her update.

4.0 Date and Time of next meeting

4.1 A general discussion took place with regards to face to face or Teams meetings during 2022. TA confirmed that placeholder diary slots will be sent out for 2022 meetings and arrangements will be finalised.

The general consensus on face-to-face meetings was that these could take place once a year. Committee members offered various locations to host including London offices.

Action: JS/TA/VS review location of 2022 meetings.

5.0 AOB

There was no other business.

Next meeting 8 February 2022

Circulation List:

PPC Committee

Board of Governors

SMT