

Minutes of the Public Protection Committee

Held on Wednesday 12 February 2020, Teams Meeting

Present: Moira Sibbald (MS) - Lay Chair
Tamara Abood (TA), BACP Committee Member
Jo Burns (JB), BACP Committee Member
Stacey Goldman (SG), BACP Committee Member
Ewan Malcolm (EM), Lay Committee Member (*items 1 to 4*)
Philip Matthews (PM), Lay Committee Member
Velia Soames (VS), Lay Committee Member
Vanessa Stirum (VSt), Lay Committee Member
Mervyn Wynne-Jones (MWJ), BACP Committee Member

In attendance: Fiona Ballantine Dykes (FBD), Chief Professional Standards Officer
Christina Docchar (CD), Registrar
Rebecca Grace (RG), Assistant Registrar - Entry & Maintenance
Ian Ascroft (IA), Temporary Governance Manager
John O'Dowd (JOD), Assistant Registrar - Professional Conduct
Steve Mulligan (SM), Policy and Engagement Lead - Four Nations
(*item 6 Only*)

01/20 Welcome, Apologies and Declaration of Conflicts of Interest

The Chair welcomed all to the meeting. There were no apologies or new declarations of conflicts of interest. MS particularly welcomed SG to her first meeting and requested the circulation of SG's CV to the Committee.

Action: Clerk

02/20 Minutes of the last meeting 14 November 2019

- **Accuracy** - The Minutes of the meeting were agreed as an accurate record.

IA advised that the inaugural redacted Minutes were not currently available on the website as no confirmation had been received from the Committee. The Chair gave confirmation to publish the redacted Minutes on the website and requested that, in future, each member of the Committee responds to the Governance Manager confirming their agreement.

Action: IA

The Chair asked that the Committee be advised of feedback from BACP members and members of the public on published Minutes and if the number of views could be tracked. IA to explore.

Action: IA

- **Matters Arising** - Publishing Committee meeting Minutes; MS informed the Committee that no other Board or Committee Minutes would be published. This would be kept under review by the Board. However, production of an annual report would be considered for this Committee and others, by Remuneration and Governance Committee.

03/20 Conduct Report - Paper B & Assistant Registrar PC update - Paper B

JOD spoke to the Paper and gave updated figures for Articles 12.6 and 12.3:

- Article 12.6 - there were 91 incoming enquiries; 14 had gone to panel as full cases, with one case also going to an appeal panel. There had been six withdrawals of membership.
- Article 12.3 - 123 applications with disclosures had been received, of which 33 had gone to panel, one to an appeal panel hearing, no applications had been rejected, but one case was accepted with conditions.

EM highlighted emerging research on the impact to a service when a professional is taken through a legal procedure but continues to practise. Evidence suggests this results in a diminished service for those being supported at the practice. EM suggested this could be linked to the strategy.

The Committee requested themes be picked up in future reports.

Conduct Report - Paper H

JOD spoke to the Paper detailing a constant conversion rate between what goes to the Investigation and Assessment Committee (IAC) and what translates into either practice review hearings or disciplinary track hearings.

The paper was discussed, and it was suggested that graphs and tables would be a welcome visual aid to the report, along with numbering of paragraphs. JOD asked the Committee to consider what timelines would be beneficial for the reports to be worked to.

Action: MS/CD/JOD

04/20 Upstream Prevention update

RG spoke to Paper D and invited the Committee to feedback and identify anything additional they would like to see in future reports.

RG - initial identified points:

- Work settings e.g. working in private practice and isolation holds a higher risk
- Nature of work e.g. individual or couples
- Learning new techniques

The Committee discussed and fed back the following points:

- How the BACP can support members' supervision and less experienced members. FBD advised that work was being undertaken on supervision competences.
- More specific data would be useful e.g. the types of enquiries coming through to ethics helpdesk around supervision

- The identification of a correlation between experience and complaints
- The importance of reinforcing to members the need to keep CPD up to date and ensure that any CPD undertaken was relevant.

There was a discussion around contracting at the first counselling session, which would eliminate some of the highlighted issues in the report. The Committee was informed of two projects currently being undertaken:

- BACP Private Practice divisional executive and several staff were developing a toolkit on creating a contract.
- A Supervision competence framework is being developed.

05/20 **Questback survey & Conduct team KPIs**

PC spoke to Paper C and highlighted that the customer service element had improved by 17% since the KPIs were started a year ago.

The Committee discussed potential actions that could be implemented to reduce the length of time taken to process a case. Operational resources were due to be in place within a month to assist with this area. Investigations were underway to find a case management system to enable the collation of information for producing reports. It was agreed that in future the Committee would have input into the KPIs.

Action: MS/CD/PC

The Committee fed back the following:

- A request that the meaning of each KPI is explained.
- Enquired as to the resource being for six months only; CD advised that case managers are developing new skills in relation to the new conduct procedure. In addition, a case management system was being scoped and, once introduced, that would also help to streamline the work of the department.

Customer Satisfaction Survey; PC spoke to the circulated paper and invited feedback from the Committee.

The following points were noted:

- The Committee would be interested to see how members and claimants experienced the procedure and how it differed.
- The Committee asked that feedback be given to the data and surveys team on using the words 'fair' and 'average' and consideration be given to changing those words for a more accurate result.

Action: PC

- Further consideration be given relating to support for members due to the results in table 10.

06/20 **Four nations work & Regulation in Republic of Ireland (ROI)**

Paper E was noted. SM gave some background on his role as Four Nations Lead and the work undertaken in building relationships and pushing BACP messages. In response to a question regarding the BACP's relationship with COSCA, SM informed the Committee of the good working relationship with COSCA regarding the initiative to put a counsellor in every school in Scotland.

SM agreed to investigate the potential for working with the devolved North Wales Office at Llandudno Junction.

Action: SM

An overview summary paper on four nations work was requested for dissemination to the Committee for reference.

Action: SM

Noting that there was to be a debate on the regulation of counselling and psychotherapy in the House of Lords in early March 2020, it was reported that BACP was currently working with UKCP and BPC to provide one joint response. CD to confirm the timing of the debate to the Committee.

Action: CD

07/20 Registrar's report - including regulation discussions update

CD spoke to Paper F highlighting:

- no update on the renewal of register accreditation was yet available.
- Pressure points for the department: recruitment ongoing for the six-month contract, however, other position for a temporary resource was now in place.
- FBD, CD and Clare Symons, Head of Research, would be presenting on upstream prevention and SCoPEd at the Professional Standards Authority Academic Conference on 5-6 March 2020.

Appendix Fi - MS invited the Committee to flag up any agenda items to be incorporated into the table.

Action: Committee

08/20 Assistant Registrars' updates

Entry and Maintenance

RG updated on the following:

- Hosted events schedule; changed approach to set all dates a year in advance and give members knowledge of location.
- Recruitment for moderation panel has taken place and the first meeting had taken place.

09/20 Committee conversations report

Committee reports on the current work of BACP; FBD reported that other committees had requested such reports and she would provide one for the next meeting.

Action: FBD

How does the Committee get assurance that the work of the Registrar's team is actually relevant to the BACP's strategy? This would be addressed through the departmental work plan and brought back at a future meeting.

Action: CD

Members and Public Protection and their understanding; Does the survey of members ask the correct questions to get a good understanding of Public Protection? CD and FBD to reflect and discuss with MS and bring to a later meeting.

Action: CD/FBD

The Committee resolved to have two face to face meetings and two video meetings. The first face to face would be in Lutterworth in May.

Action: Clerk

Possibility of including a summary on a paper, either at the beginning or end, or an attachment of previous papers, if decisions have been made as an aid memoire.

Action: CD

MS thanked VSt for her commitment to the Committee as she moves to undertake the role as Chair of the Audit Risk and Performance Committee.

10/20 AOB

What do we do if we have concern for a colleague in terms of general practice? Could this be thought about in terms of public protection.

Action: JOD/CD

IA informed the Committee that all members have been given a BACP profile consisting of a BACP email address and access to SharePoint and in turn Committee papers. IA to facilitate these being rolled out.

Action: IA

11/20 Date of Next Meeting

Wednesday 20 May 2020, Lutterworth: 10.00am to 1.00pm.

SIGNED: DATED:

Circulation List:
PPC Committee
Board of Governors
SMT