

## Register Advisory Board (RAB) Meeting

28<sup>th</sup> November 2017

### Summary of Minutes

- The Board were advised that the development of the new Professional Conduct Procedure was ongoing to make it as judicially robust as possible and more user friendly.
- The Register Officer attended the meeting and advised the Board the Certificate of Proficiency pass rate continues to be around 90%. A presentation was also given on the BACP Audit Annual Report and a rolling report which has been produced from the last three years.
- The Board were updated that a phased introduction of new committees will take place, re-aligning existing sub committees and the role and duties of RAB will fall under the Public Protection Committee. It is expected the introduction will take place during the second quarter of 2018.
- The Public Engagement Liaison Officer attended the meeting and gave a presentation on the current work of public engagement. It was agreed these were excellent ways to reach communities of people who would normally not access mental health services.
- The Board were advised that a Complaints Assistant and Assessor had been appointed to help individual submit complaints and the use of the Ask Kathleen Service is being explored.
- The Deputy Head of Membership Engagement attended the meeting and gave a presentation to the Board on the visual identity for BACP and how this had been worked on over the past year to make the organisation instantly recognisable.