



ACC REGISTER ADVISORY PANEL (RAP) MEETING

Sutton Surrey

Friday 3rd May 2019

1.00pm – 5.00pm

Minutes of Meeting

Attendees

Independent.

Catherine Clarke, Chair RAP

Doreen Rowland

Richard Needle

ACC

Kathy Spooner, ACC Director of Counselling

Dawn Sherry, ACC Registrar

Sue Monckton-Rickett, ACC Chair

Apologies

Heather Churchill

Welcome

The RAP panel welcomed the new chair of ACC to the meeting. Sue spoke a little about herself and her role within ACC and her counselling experience

Opening Prayer

CC - A time of prayer was held.

1. Notes of last meeting and matters arising

The minutes of the last meeting (09/11/18) were accepted as a true record by the chair of the RAP with a few minor amendments.

Page 2 – KS is still to provide improved guidance for Counsellors as to what can be said on “Find a Counsellor”

Page 3 – Complaints: A new draft copy of the complaints policy for complaints against a counsellor has been circulated to the panel.

Page 6 – DS was asked to look for those registrants who have left ACC (with only a Level 3 qualification) to inform them that they could not re-join without a Level 4 Diploma or above qualification if they did not renew or left ACC registration / membership. After speaking with Heather Bennett (ACC administrator responsible for the website) and checking through the data base, this will prove to be too difficult as all “disabled” records would have to be checked. This would take too much time. The RAP is happy with DS alternative suggestion that these issues will be dealt with as and when they arise.

Actions added from this Meeting (May 2019)

KS to investigate and consider providing improved guidance for counsellors as to what can be said on Find A Counsellor – **Action Carried Forward**

KS – to update RAP’s terms of reference following review

KS – to circulate relevant presentations from the PSA conference on risk.

KS /SMR to look at the role of the RAP in the complaints processes reflecting on what RAP’s role in relation to complaints should be and how this can be best supported.

KS will update the proposed additions to the audit form covering the supervision practice and send a copy to the RAP.

KS to feed back the suggestions about the audit of supervision practice to ACC’s accreditation team and to produce a revised audit form for 2020 (as previously recommended by the lead assessor that no further changes to forms are made in 2019)

Voting members – to feedback comments on draft complaints process to KS

KS – to write out the draft process with supporting narrative and re-circulate for review at the next meeting.

KS/SMR – to consider what role RAP should have in the overall complaints processes and incorporate it within the draft.

Meeting Notes

1. Annual Review of TOR

It was noted that Richard Needle's name was left off the RAP panel Governance Document (TOR). KS apologised, and apology accepted.

Section 1:3 Only ACC has appointed the RAP lay members in the past. The RAP panel have decided that the RAP Chair plus one other RAP panel member and the ACC chair will appoint any new RAP members.

The RAP panel wish to change the wording from 'Lay' member to 'Independent' member because it better expresses the role of the panel members given that there has been value in having HC as a counsellor and counsellor trainer on the panel

The RAP also agreed to take Dawn Sherry (ACC Registrar) off as a voting member and put her on as a non-voting member.

The RAP chair will have the casting vote if a quorum of members is not present at a meeting and something needs to be ratified.

It can be the Chair of RAP's decision to have a meeting by Skype for all the RAP panel, or for any panel member to join in the meeting by Skype if they cannot make the meeting in person.

Following Tony Ruddle stepping down, the title Executive Chair of ACC is to be replaced with Chair of ACC (SMR's title).

Action

KS to update the TOR

2. ACC Governance & Structure

[DS and KS left the meeting for this section]

SMR updated those present with details of a planned re-structure of ACC needed to deliver the strategy for the organisation moving forward.

3. PSA Annual Review Outcome

KS had sent out ACC's application form for the PSA annual review of the ACC register and the PSA annual review of accreditation outcome report 2019/20.

There were 3 recommendations:

- The ACC should consider developing guidelines for its registrants about whistle blowing and duty of candour (8:3 to 8:5)
- The ACC should consider adding the consequences of non-compliance with CPD into its CPD policy (11:4 to 11:5)
- The ACC should clearly document its procedure for early resolution of complaints within its policies and procedures (11.4 to 11.5)

A question was raised by RAP in relation to Standard 3: risk management and specifically 'disrespect for client autonomy' in relation to the practice of counsellors who are Christian. KS reported that HC has previously indicated that she might be able to host a panel with the intention of setting out competencies in professional counselling in relation to spiritual and religious interventions. Also, ACC need to define a scope of practice to make clear to members what is within the scope of professional counselling with regard to working with Christian clients and what is not.

4. Accredited Registers Collaborative (ARC) meeting

SMR and KS attended this meeting which is open to all the bodies who hold an accredited register under the Professional Standards Authority. SMR expressed some concern that having not attended for a couple of years the issues experienced by members of the collaborative seem to remain the same, namely the lack of visibility of the accredited registers programme in relation to commissioning bodies, NHS, Public Health England etc.

The collaborative has produced a general leaflet/letter explaining about the value of the accredited registers for the safe provision of health care, which will be sent to Public Health England and the NHS. There was concern expressed by the collaborative that more can be done by the PSA to promote the accredited registers.

KS and SMR have been invited to meet with the new head of the PSA: Alan Clamp, later this month.

5. PSA Conference on Risk (Feedback)

The PSA held a one-day conference on Risk management which CC, DR and KS attended. The day was very valuable, and KS produced a summary email of the main points which have relevance for counselling. Issues to highlight to RAP include

- Limitations in relation to aspects of safeguarding due to the current statutory definitions of bodies that can process 'special category data' which exclude accredited registers. This means that accredited registers cannot demand DBS checks from their registrants, nor details of unspent convictions. [KS to circulate relevant presentation from BACP representative on this issue which is complex]
- Common risk areas giving rise to complaints reported by representatives of Accredited Registers include: lack of understanding about what is required for consent to be given; poor record keeping; concerns relating health and fitness to practice; concerns relating to

character: personal conduct/behaviour in relation to breaking financial and sexual boundaries; concerns relating to ability to carry out clinical tasks competently.

- As already discussed for ACC these generic risks areas include the 'disrespect for client autonomy' in relation to the practice of counsellors who are Christian.
- Attendance at the conference highlighted the importance of developing a safeguarding policy for ACC.

Action

KS – to circulate relevant presentations from the PSA conference on risk.

6. Review of Supervision of Counselling Audit Questions

A draft set of questions devised by members of the accreditation team were shared with the panel. The panel suggested the following:

- To consider a section labelled "qualifications" to record qualifications for supervision practice
- To divide the section further and have a separate form for the supervision of counselling practice and the supervision of supervision practice
- To add a section asking for the supervisor to state what their approach or mode of supervision is because it shows an understanding of the process
- To add a reference (as with the counselling supervisor) for the supervisor of supervision practice to confirm that as part of the audit they have reviewed the registrant's supervision practice(s) and agreed any further CPD or support actions required.
- To consider moving away from listing supervisees to a more summary form of reporting e.g. how many supervisees in total, average length of session, frequency

Action: KS

KS to feed back the suggestions to the accreditation team and to produce a revised audit form for 2020 (as previously recommended by the lead assessor that no further changes to forms are made in 2019)

7. Review of Ethics & Practice

A review aimed at updating/producing a new set of ACC Ethics & Practice guidelines began on 2nd May at HO with KS and ACC's Training Development & Accreditation Committee (TDAC) plus Christopher Moncton-Rickett (who has had experience in the past with looking at ACC ethics & practice). As in line with ACC's strategy producing a faith statement or definition that is open to all main Christian denominations will be an important aspect of this work and a start was made on defining this. This is a large piece of work which will take time to do well.

8. Review of ACC's Complaints Process

KS presented a working draft of a complaints process document concerning complaints received against a counsellor. This will be the basis of other complaints processes e.g. complaints against an affiliated organisation and complaints against ACC.

There was insufficient time in the meeting to review the process in detail. RAP members liked the diagrammatic representation and the use of comic sans font as ways of communicating the process and reducing attendant anxiety when anything relating to 'complaints' are discussed. Each person will review following the meeting and feed-back comments to KS.

CC asked KS and SMR if they could consider the role of the RAP in any complaints process. Is the requirement for example to assist, review, and/or monitor?

Actions:

All – to feedback comments to KS

KS – to re-write out the process in a more formal way

KS/SMR – to consider what role RAP should have in the overall process.

9. Competencies in Faith / Spirituality integrated counselling

KS reported being able to have a brief exchange with HC concerning ACC's desire to provide guidance to our student and registrant counsellors and importantly to training organisations with regard to the use of faith and spiritual interventions. HC may be in a position in 2020 to chair a forum which we could assemble to produce a competency framework.

10. AOB

The complaint against the ACC board has been sent to the Charities Commission who then asked for more information. No more action will be taken until the charity commission has responded.

11. DONM

The next meeting will be on Friday August 30th at 1.00pm in Sutton

The meeting after the August date is planned for Friday December 13th.