
MINUTES OF THE PUBLIC PROTECTION COMMITTEE

Held on Thursday 12 November 2020, Teams Meeting at 10am

- 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
Philip Matthews (PM), Lay Committee Member
Velia Soames (VS), Lay Committee Member
- In attendance: Fiona Ballantine Dykes (FBD), Chief Professional Standards Officer
Tasneem Dhanji (TD), Associate Solicitor - *(item 43/20 only)*
Christina Docchar (CD), Registrar
Jack Forgione (JF), Legal Assistant - *(item 43/20 only)*
Beckie Grace (BG), Assistant Registrar - Entry and Maintenance
Neela Masani (NM), BACP Trustee
Barbara McLellan (BM), Charity Governance Manager
John O'Dowd (JO'D), Assistant Registrar - Professional Conduct
Tracy Shrimpton (TS), Clerk

38/20 Welcome, Apologies and Declaration of Conflicts of Interest

The Chair welcomed the Committee members and BACP staff. It was noted that BACP Governor, Neela Masani, had joined the meeting as an observer. Apologies were received from Mervyn Wynne-Jones.

There were no new declarations of conflicts of interest.

39/20 Minutes of the last meeting 5 August 2020

- **Accuracy** - The minutes of the meeting were agreed as an accurate record.
- **Matters Arising** - Paper A was noted with additional comments as follows:

The Governance and Committee pages on the website should be reviewed with the view to increasing the information they contain. *Updates to webpages will be managed by the Governance Manager for completion by August 2020. This action will be picked up by Barbara McLellan, Charity Governance Manager.*

Action: BM

34/20 Committee Recruitment: BM offered a brief update advising that the recruitment of a lay Committee member had restarted; recruitment for PPC would now also be included on LinkedIn and the Committee members informed when the recruitment was live.

Action: BM

40/20 Public Protection Strategy Paper

CD invited feedback on circulated paper.

The Committee agreed the paper subject to changing the wording to '*in particular the public*' located at the end of strategic goal one.

The Committee resolved to agree the paper, subject to the above change, and would recommend the strategy to the Board of Governors at the December 2020 Board meeting.

41/20 Departmental tactical plan

CD introduced the circulated paper and welcomed feedback. The following points were noted:

Goal 3 - under the heading new CPD/supervision, a question was raised whether '*recording to improve knowledge and skill*' was achievable in identifying if skill was actually being improved. It was clarified that the learner management system would replace the CPD Hub and work was ongoing with the Events team to transfer all the relevant CPD Resources with the soft launch due in January 2021. Recording of the member's CPD also links to the register audit process.

Goal 4 - Clarity was sought on the term '*professionalism issues*'. CD agreed to change wording for clarity.

Action: CD

It was suggested further consideration on how CPD was recorded for members and how experienced members could assist in this area. FBD will pass feedback on CPD to the Events department.

Action: FBD

Goal 1 - relating to consultation, it was suggested changing the wording to '*continue*' to consult with members and that it should be made clear that the consultation should include members of the public to ensure process was wider than just the membership.

Action: CD

The Chair raised an issue relating to the use of NPS as a suitable measure for public protection goals. Expanding on the comment she explained that actions which improved the NPS from the perspective of members could be having a negative impact on public protection activity. The Registrar and her team agreed that this was an issue, would consider this point further and revert when proposing KPIs to the Committee.

Action: CD

Discussion took place on whether the Committee should comment on Goal 6 - progressing cases in accordance with published timescales. JOD clarified timescales are a balance of

cost of resource vs timescale. The Committee agreed that its role was identify and address risk and ensure they could have confidence in the operational processes of the register through relevant KPIs, including customer satisfaction ratings.

The breadth of the work being undertaken by the department was recognised by the Chair.

42/20 Departmental update

CD and JOD gave a verbal update on the work undertaken to restructure the conduct functions of the Register department. The Committee noted that the aim is to have a streamlined process from the moment that the complaint was received to its outcome. The stages of the process would feed into the departmental KPIs. A copy of the departmental structure would be attached to the minutes.

Action: Clerk

43/20 Virtual hearings update

JF gave an overview of the challenges for hearings arising from Covid-19.

TD spoke about the work undertaken to ensure hearings were held in a virtual setting that was fair to all attending.

The Chair requested a full copy of the paper on cases referenced in item 2 of Appendix Diii be made available to Committee members on request.

Action: Clerk/TD

The Committee discussed at some length concerns about the fairness of virtual hearings and the possibility of, for example, an attendee entering the wrong room. TD gave examples of similar scenarios in family courts and other legal systems that were taking place virtually and the learning and research BACP has undertaken to ensure the fairness of processes. The Committee noted measures that BACP had put in place, including guidance for all the parties attending. The Committee asked to be kept up to date with the development of this project.

Action: TD

44/20 Annual Report

The Chair summarised that the purpose of the Annual Report was to create transparency and complement the publishing of the Committee minutes and PSA accreditation. It was noted that BACP members were the primary audience and the public a secondary audience. The report is due to be published in January 2021. Feedback on the report was invited.

The Committee supported the document and made some suggestions which would be considered by the Chair and the Registrar for example proposing that the order of the introduction and the welcome be changed. The Committee gave approval for the Chair to finalise the Annual Report for publication.

Action: MS/CD

45/20 Report from Chief Professional Standards Officer: FBD spoke to the circulated report and invited questions on Public Resources, Membership Survey and Ethics.

The Committee raised concerns on students qualifying without undertaking face to face work with a client. FBD advised that guidelines to support those who qualified in this scenario would be created. Collaborative work with other professional bodies was taking place for a common stance and online competence would be added to course criteria for accreditation in the future.

The membership survey highlighted a less positive response to providing resources for supervisors and the Committee queried how this could be improved. FBD updated the Committee on workstreams including the supervisor competence framework, the ethics helpline for supervisors and the Good Practice in Action Resources (GPiA). An internal group to focus on supervisors had also been created in line with the upstream prevention and raising awareness for supervisors for all the resources available was ongoing.

Registrar: The report was noted.

Assistant Registrar PC: The report was noted with the Committee's particular attention being drawn to the positive response from members on consensual disposal. Statistics in this area would be captured in the future.

In response to a question enquiring if there had been any situations of consensual disposal being considered in place of a hearing, even if the hearing was in public interest. JO'D confirmed there were procedures in place to prevent this happening.

The Committee supported the process of a pilot for the Lead Adjudicator role. The aim was for the Lead Adjudicator to develop and undertake the role simultaneously. It was hoped this process would identify development needs within the adjudicator cohort.

Assistant Registrar E&M: The report was noted.

46/20 Upstream prevention

RG spoke to the circulated paper, which incorporated 12 months of data and highlighted the limitations and improvements that could be made. It was noted that the data collection had now paused so the focus could be on actions rather than statistics-gathering.

47/20 Committee Conversations format

It was noted that the Chair would be contacting all Committee members to arrange one to ones.

Action: Chair

48/20 Future dates for next meeting

The dates for 2021 had been confirmed prior to the meeting and calendar invitations would be sent to all Committee members by the Clerk. The Committee requested that notification emails are sent to personal accounts when information is sent to BACP email addresses.

Action: Clerk

BM advised that a new system 'Diligent' would be rolled out to all Board delegated Committees and would be ready for use for the first meeting in 2021.

49/20 AOB

There was no other business.

37/20 Date of Next Meeting

27 January 2021, 10.00am to 1.00pm, via Microsoft Teams.

SIGNED: DATED:

Circulation List:
PPC Committee
Board of Governors
SMT