

**Public Protection Committee (PPC) Minutes
10.22PPC
25 October 2022**

Report Information

Meeting Date	25 October 2022
Venue	Via Teams
Confidential/Non-Confidential	Confidential
Author/Presenter	Joseline Osei Kuffour, Governance Officer

Purpose of the Report.
(Please tick all that apply)

To obtain approval	<input checked="" type="checkbox"/>	To canvas opinion	<input type="checkbox"/>
For information/to note	<input checked="" type="checkbox"/>	Regulatory requirement	<input type="checkbox"/>
To provide advice	<input type="checkbox"/>	To highlight the emerging risk	<input type="checkbox"/>

Summary of Report

Minutes from the last meeting of the PPC Committee held on 25 October 2022

Recommendations

The PPC Committee is invited to:

Consider and approve the minutes of the last meeting held on 25 October 2022 and **confirm** actions allocated at that meeting have been completed.

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Committee Members Present	Velia Soames	VS	Interim Chair/Committee Member
	Philip Matthews	PH	Committee Member
	Julie May	JM	Governor (Co-opted Committee Member)
BACP Staff Members	John O’Dowd	JO’D	Acting Registrar
	Beckie Grace	BG	Assistant Registrar
	Gemma Fay	GF	Hearings Manager - Professional Conduct
	Tasneem Dhanji	TD	Associate Solicitor - Professional Conduct
	Fiona Ballantine-Dykes Joseline Osei Kuffour Tiahna Hughes	FBD JOK TH	Deputy Chief Executive & Chief Professional Standards Officer Governance Officer Governance Officer
Apologies Received	Mervyn Wynne-Jones	MWJ	Committee Member
	Jo Burns	JB	Committee Member
	Humza Chaudry	HC	Committee Member

Summary of actions

Action No.	Agenda Item	Action
1	1.3	The Governance team to discuss recruitment with PPC members in further detail to outline the process of recruitment and necessary requirements.
2	1.3	The Governance team to remove and update the action to reflect the item on SSRI’s to be closed.
3	1.3	The Governance team to provide an update on the status of pending actions.
4	1.4	The Governance team to update the format of PPC papers to include a section to record the progress of public protection.

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5.	1.4.	The Governance team to provide the Committee Chair with a draft record sheet reflecting the changes and progress of public protection.
6	2.1.	TD to provide an update on the progress of the audits following the meeting with the lead adjudicator.
7	2.1	JOD to provide an update on training for the next meeting.
8	3.1	FBD to provide an update on the progress of the qualitative analysis of member surveys.
9	3.1	The committee agreed to discuss the Ethical Framework Review and possible related workstreams at the next meeting.
10	3.2	Governance team to ensure EDI appears on the next agenda.
11	3.2.	An update on EDI and the new EDI standard 2023.
12	3.2	JOD to provide a paper on mediation and potential products for upstream complaint prevention for the second Committee meeting in 2023.
13	3.2	Arrange for a presentation on safeguarding for the Committee
14	3.2	Safeguarding to appear as an agenda item.
15	3.3	GF to provide a further update on the Hearing Managers report for the next meeting.
16	3.4	BG to provide an update on the fit help service once the partner organisation has confirmed their input and involvement.
17	3.4	BG to include the relevant links to articles for the Committee's benefit and review upon the next meeting update.

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18	3.5.	The Governance team to provide an update on the progress of outstanding actions once in post.
19	4.1	The Governance team and the Committee to produce a list of acronyms for review.
20	5.1.	JOD to review the minutes of the meeting (25 October 2022) to flag any potential items for redaction prior to its publication.
21	6.1	The Governance team to circulate the dates and times of upcoming meetings.

Summary of Decisions

1.	1.3	The Committee agreed to approve minutes.
2.	3.1.	The Committee agreed to approve the recommendations contained in the Senior Leadership Team/ Chief Professional Standards Officer Report
3.	3.2	The Committee agreed to approve the recommendations contained in the Acting Registrar's Report
4.	3.3	The Committee agreed to approve the recommendations contained in the Hearing Managers' Report
5.	3.4.	The Committee agreed to approve the recommendations contained in the Assistant Registrar's Report

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Ref	Item
General Matters	
1.1	<p>Welcome, Apologies and quoracy</p> <p>The Interim Chair welcomed everyone to the meeting and explained the schedule of the meeting in line with the action tracker and the agenda.</p> <p>The meeting was quorate as 40% of members were in attendance</p> <p>Apologies had been received from:</p> <ul style="list-style-type: none"> • Mervyn Wynne-Jones • Jo Burns • Humza Chaudry
1.2	<p>Declarations of interest</p> <p>There were no declarations of interest.</p>
1.3	<p>Minutes and approved actions from the last meeting/Matters Arising</p> <p>Minutes:</p> <p>The Committee reviewed and discussed the minutes of the previous meeting, with the following points highlighted for clarification:</p> <ol style="list-style-type: none"> 1. The committee reviewed page eight of the bundle and noted that there were issues with the online committee advertisement as prospective members were unable to join. 2. The committee discussed page 11 relating to the skills audit and noted that this item required further detail. 3. The acting CEO noted an error on page 11, confirming that the update on SSRI was already contained within the published report and requested the action to be closed. <p>The Committee agreed and approved the minutes as an accurate record, provided the above amendments are actioned.</p> <p>Action 1: The Governance team to discuss recruitment with PPC members in further detail to outline the process of recruitment and necessary requirements.</p> <p>Action 2: The Governance team to remove and update the action to reflect the item on SSRI's to be closed.</p> <p>Decision1: The Committee agreed to approve minutes.</p>

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	<p><u>Actions Log:</u></p> <p>The Committee reviewed the actions log and requested an update on the pending items within the action log.</p> <p>Action 3: The Governance team to provide an update on the status of pending actions.</p> <p><u>Matters Arising:</u></p> <p>There were no further matters outside of the agenda discussed within the meeting.</p>
1.4	<p>Interim Chair's report</p> <p>The interim Chair provided an update on the staffing issues within the Governance team, noting personnel changes within the Governance team. FBD expressed her sincere gratitude to the existing team and other colleagues.</p> <p>FBD explained the plans for recruiting to the Governance team, noting that the role profile for the Head of Governance has been amended and reviewed and was currently being recruited. FBD noted that the Senior Governance Officer role and the Governance Administrator role had been filled.</p> <p>The Committee acknowledged the recruitment plans for the Governance team and progressed to discuss the future format of PPC papers and reports. The Interim Chair proposed that the PPC should include a section indicating how the report/policy furthered public protection. The Committee agreed with the proposal and staff agreed to produce such information in future papers.</p> <p>Action 4: The Governance team to update the format of PPC papers to include a section to record the progress of public protection.</p> <p>Action 5: The Governance team to provide the Committee Chair with a draft record sheet reflecting the changes and progress of public protection.</p>
2	<p>Assurance</p>
2.1	<p>Feedback from Audit Report</p> <p>TD provided an update on the feedback from the audit report, noting that there was little feedback due to its positive reception.</p> <p>It was noted that a lead adjudicator would conduct monthly audits for the review and that there were meetings scheduled to discuss the adjudicators work. TD explained the process for communicating with the lead adjudicator, noting that the intention is to open up the communication between the panel members and BACP. TD further explained that the lead adjudicator would write letters to existing panel members explaining the process and training plans for the allegation processes. Further to this, an inbox had been set up to allow for continued discussion and constructive feedback.</p> <p>The Committee questioned when the allegation drafting would take place, it was noted that the plan for the training for the allegation drafting should begin in 2023 within quarter 1. JOD provided insight into the meetings that he had with the lead adjudicators expressing the</p>

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contractors desire to receive feedback on their work. The Committee agreed that they were pleased to hear that the contactors were accepting of the feedback.

The Committee discussed peer review and questioned when this work stream would begin. TD noted that EDI team planned to begin this work in quarter 2 of next year but explained that the focus of the team is currently on the allegation drafting training. The Committee debated on whether the team had adequate budget to continue contracting work, JOD added that there is a contractor budget and training budget for the department which enables it to have the capacity to take on extra resource if required.

The Committee discussed the learning programme and inquired on its functional and the way in which it works. TD explained how the learning programme worked, noting that panel members were onboarded with an expectation to conduct standard training. TD stated that the standard training consisted of written material and noted that new members were expected to engage with specific training, including the virtual hearing training and virtual meetings. TD explained that the training has been transitional due to the increased amount of members who joined, training is captured within a training matrix which outlines the progress of each panel members training.

TD explained that there was an intention to formalise the process as regulation, legislation and legal procedures are approached. TD noted that there is a desire to have a training day to flesh out the procedures and updates. JOD noted that the training is conducted consistently and is being built into the induction process. JOD also included that the idea of the lead adjudicator is to create a more formalised system of continuous training that is what needs to be addressed and the audit has helped to identify training and developmental gaps.

Action 6: TD to provide an update on the progress of the audits following the meeting with the lead adjudicator.

Action 7: JOD to provide a brief update on training for the next meeting.

3 Reports

3.1 Senior Leadership Team/ Chief Professional Standards Officer Report

The Committee discussed the SLT and CPSO report and explored how the cost-of-living crisis might impact on members and whether it could impact upon public protection. FBD assured the Committee the area was constantly monitored, and any risks were risk managed.

There was further discussion in relation to membership numbers and the number of applications for Accreditation. Further discussion centred around accessibility to accreditation, alluding to workstreams being undertaken including accepting applications using voice rather than written application and various reasonable adjustments for people.

FBD also provided an update on SCOPED, explaining the process of the impact assessment and informing the Committee of the preliminary report on SCOPED.

The Committee discussed the relevant work streams required to support the Board.

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FBD noted that there was further work to be done on the qualitative analysis of the member surveys and this would be fed back at the next Committee meeting.

The Committee moved to discuss the Professional standards and related work. It was informed of the latest recruitment and how appropriate talent was attracted to those roles. FBD also spoke to the development of workstreams including the Ethical Framework Review. The Committee agreed that this would be beneficial as it would allow them to discuss and action some workstreams that had previously on hold.

Action 8: FBD to provide an update on the progress of the qualitative analysis of member surveys.

Action 9: The committee agreed to discuss the Ethical Framework Review and possible related workstreams at the next meeting.

Decision 2: The Committee agreed to approve the recommendations contained in the Senior Leadership Team/ Chief Professional Standards Officer Report

3.2 Acting Registrar’s Report

The Committee discussed the Acting Registrar’s report which provided an update on the work and developments within the Register. JOD explained that there had been a succession plan in place with a view to ensure the smooth transition between the acting registrar and the new Registrar following the end of JOD’s contract in May 2023.

The Committee enquired about the succession plan and how the process was progressing. JOD informed the PPC in relation to the detail of the recruitment and the interest in the post at that time. The PPC was satisfied with the plan for recruitment.

The standards for re-accreditation were discussed by the Committee and it noted the strengthening of the Standards for Accredited Registers and understood that there will be additional work for Accredited Registers in meeting the standards for Accredited Registers. The Committee discussed the implications of the enhanced standards and noted that the organisation was successful in their re-accreditation, but that careful attention will need to be given to ensuring any new requirements are met.

The Committee noted the recommendations made by the Professional Standards Authority relating to the re-accreditation assessment. The Committee agreed that the recommendations should be implemented.

JOD provided a brief update on Equality, Diversity and inclusion (EDI), noting the organisations second meeting with the PSA to review developments and progress following the previous meeting and draft of the EDI standard. It was noted that the public will be given the opportunity to provide feedback on the standard with a view to launch the new standard in 2023. It was agreed that the committee would discuss the EDI standard at the next meeting with further updates once a response from the consultation had been received.

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JOD discussed the work been done by the Professional Standards Authority. He also discussed the measures BACP were taking to explore how the possibility of Accredited Registers having a safeguarding standard with the use of Disclosure and Barring Service(DBS) checks would work. JOD explained that BACP had met with the PSA and the DBS in relation to exploring how this might further public protection and what it might entail to put in practice. The meetings were insightful and helpful and further meetings were anticipated. JOD informed the Committee of what was explored within the meetings. JOD also informed the Committee of work the Associate Solicitor was doing in relation to writing a paper for the PSA around the issue of DBS checking and accredited registers. The Committee were particularly interested in this area of work and wished to be kept informed of progress. During the discussion the Committee agreed that it would be useful for it to have a presentation on safeguarding so that it can assist in giving a broader picture of its requirements and context.

The Committee questioned how often safeguarding should be reviewed holistically, inclusive of both an external expert's policy review and the organisations internal review. FBD explained that the March Board would be used to review the safeguarding metrics, annual review, annual report and independent experts report and that this would be presented to the PPC prior to the Board.

JOD provided an update on the case management system, noting that a contract was being drafted and a case management system would be developed and implemented. JOD provided an update on the work of the team including the work with the business analyst to ensure complaints are processed correctly from start to finish and allow for greater statistical data.

The topic of mediation was discussed. The PPC enquired about the cost comparison for using the process of mediation in comparison to using a hearings process. JOD noted that the cost would vary dependent on the length of time allocated to the matter as opposed to the process. JOD also informed the Committee of discussions he had with external third parties who provide a mediation service for a couple of regulators. The discussions also explored how other products might be developed that could help with upstream complaint prevention, such as complaints workshops and video products and written guides on dealing with client dissatisfaction. There was also mention of dispute resolution platforms to resolve complaints and agreed further research on this would be helpful. JOD also informed the Committee that the Register was developing a questionnaire to obtain feedback on the conduct process from those involved and that it would be an opportunity to get feedback from those involved as parties to complaints to get useful data as to the popularity and likely uptake of mediation. It was envisaged that sufficient data should be collected to bring back a paper on mediation for the second meeting of the Committee in 2023. The Committee noted that a system of feedback on complainant and member complained against was being implemented and wished to be apprised of progress.

Action 10: Governance team to ensure EDI appears on the next agenda.

Action 11: An update on EDI and the new EDI standard 2023 once a response to the consultation has been received.

Action 12: JOD to provide a paper on the potential of mediation, potential complaint resolution products and the feedback from parties to complaints as to whether they would have used mediation if it were available.

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	<p>Action 13: arrange for a presentation on safeguarding for the Committee</p> <p>Action 14: Safeguarding to appear as an agenda item.</p> <p>Decision 3: The Committee agreed to approve the recommendations contained in the Acting Registrar's Report</p>
<p>3.3</p>	<p>Hearing Manager's Report The Committee discussed the Hearings Manager's report and noted that there has been move towards virtual hearings since 2020. The Hearings Manager noted that the majority of hearings had been conducted online during the pandemic but remained effective.</p> <p>It was proposed to the Committee that the Association primarily defaults to holding hearings by virtual means and reserved in-person hearings for those instances where it would not be considered suitable. The Committee discussed the benefits of hosting hearings virtually, in line with the research conducted by the Association with other regulators. The Committee discussed whether the hearings were being conducted adequately, it was agreed that hearings were effective being held by virtual means.</p> <p>The Committee discussed the witness process for hearings, and it was inquired whether BACP were required to swear in witnesses for virtual hearings. It was confirmed that the Clerk's Assistant on a hearing supports witnesses to ensure that they are sworn in correctly.</p> <p>Action 15: The Hearings Manager to provide a further update at the next meeting.</p> <p>Decision 4: The Committee agreed to approve the recommendations contained in the Hearing Manager's Report</p>
<p>3.4</p>	<p>Assistant Registrar's Report</p> <p>BG provided an update on the standards paper, outlining the positive rise in membership and registrant numbers and highlighted the following areas:</p> <ul style="list-style-type: none"> - increase in the number of registered members since the last report; - Work on the CoP is increasing via both remote invigilation and also in our partner centres who are running an approved qualification; - Our commitment to follow up with members where an audit submission is overdue. All members who had been selected for audit in 2022 had now been reminded and given deadlines for response; - Enquiries to the Get Help with Counselling Concerns service are comparable with the same months in previous years; - The work that is in progress to develop resources following the publication of complaints notices. Pieces on Boundaries and Contracting are the first planned for publication and; - The work that is underway to look at how we can support members who become subject to a complaint <p>The Committee noted the different pass rates at some of the approved qualification centres which led to a discussion around how the Certificate of Proficiency (CoP) is scored. It was</p>

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	<p>considered to be important to continue to monitor the pass rate for the CoP and any differences in place. This is already in place and will continue.</p> <p>BG explained that the organisation is likely to have had over 4000 members having completed the CoP by the end of 2022. BG explained that there has been an increase in the demand for the assessment, due to the work being done with a partner organisation.</p> <p>The Committee noted the resources to explore the learning from complaints that are in development and asked about the promotion of these. It was confirmed that these will be published on the BACP website and be available to both members and the public.</p> <p>BG explained that the audit team will be returning to routinely following up with members who are overdue in sending through their audit documentation. If a member repeatedly does not respond to our reminders then their membership is terminated.</p> <p>The Committee had a verbal update on the work underway to support members if they become subject to a complaint. Redacted</p> <p>The Assistant Registrar's report was accepted by PPC.</p> <p>Action 16: Redacted</p> <p>Action 17: BG to include the relevant links to articles for the Committee's benefit and review upon the next meeting update.</p> <p>Decision 5: The Committee agreed to approve the recommendations contained in the Assistant Registrar's Report.</p>
3.5	<p>Governance Report</p> <p>The Committee discussed the Governance report and noted that new Governance team, once in place would pick up a lot of the outstanding items.</p> <p>Action 18: The Governance team to provide an update on the progress of outstanding actions once in post.</p>
4.	<p>Any Other Business</p>
4.1	<p>AOB</p> <p>Redacted</p> <p>The Interim Chair opened the discussion to allow for AOB to be recorded, PM requested an acronym dictionary that he is aware of what each acronym means.</p> <p>Action 19: The Governance team and the Committee to produce a list of acronyms for review.</p>

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5.	Presentation of record on BACP website
5.1	<p>To consider any items requiring redaction</p> <p>The Committee agreed to defer this item to email once the minutes of the meeting were drafting and recorded, to allow for review.</p> <p>Action 20: JOD to review the minutes of the meeting (25 October 2022) to flag any potential items for redaction prior to its publication.</p>
6.	Date/ time and location of the next meeting
6.1	<p>The Committee noted and agreed on the following dates for the upcoming meeting:</p> <p>The Committee noted that the Governance team should produce a schedule for upcoming meetings for approval of the Committee via email.</p> <p>Action 21: The Governance team to circulate the dates and times of upcoming meetings.</p>
<p>Next meeting: TBC</p>	