

NRCPD Board Meeting 26 September 2017 at 11:00

Present

Liz Duncan (Chair), Sarah Haynes, Hilary Maxwell-Hyslop, Lesley Weatherson and David Wolfenden (via telephone)

In Attendance

Alan Peacock (Director), Heidi Doyle (Registration Services Manager) and Lindsay Foster (CEO, Signature)

Apologies

Heather Fiskien and Frank Harrington

Communication Support

Darren Townsend-Handscomb and Daniel Roberts (RSLIs)

Staff Matters

1. The Chair thanked Heidi Doyle for her hard work and support over the year and the Board wished her well for the future. Kate Price would be returning to the role of Registration Service Manager on 9 October.

Declarations of interest

2. Sarah Haynes (SH) asked whether, as a director of a company providing CPD, she had a conflict of interest in respect of the CPD item. The Chair's view was that there was no conflict arising in this case.

Minutes of the last Meeting

3. David Wolfenden (DW) queried minute 8 on page 2 regarding the appointment of an Honorary Treasurer. Alan Peacock advised that he and the Chair were now exploring different avenues. The Chair confirmed that

she was exploring a possible lead but to date there had been no progress. DW undertook to approach his contacts in this matter.

4. DW asked for an update regarding communication with the BDA - minute 9 on pages 2/3. AP advised that had met Terry Riley the previous Saturday at the ASLI conference and would be following this up. He clarified that Lindsay Foster (LF) had offered to use one of her contacts to facilitate a meeting with BDA.
5. In respect of minute 22 on page 5 regarding TSLI Standards, SH asked if the minutes could be amended to reflect that she had meant time/supervision spent on TSLIs, rather than money. The amendment was agreed.
6. DW asked whether the issue of agencies asking TSLIs to undertake inappropriate assignments would be discussed at the meeting. The Chair advised that due to time constraints this would be deferred until a future meeting.
7. The minutes of 8 August 2017 were seconded by SH and approved by the board, subject to the agreed amendment.

Finance

8. AP advised that the anticipated net surplus position was higher than expected, with registration income increasing, and overheads under control. Any shortfall in the travel budget has been addressed. He advised that a Complaints Committee hearing was due to take place before the end of the year, the cost of which was already budgeted for.
9. Hilary Maxwell Hyslop (HMH) queried the status of the marketing/development budget. AP advised that he would be looking at developing a communications strategy and was considering engaging external consultants in this respect. DW queried the costs associated with professional fees, and AP advised that these related mainly to the NOS Review.

10. DW asked if a graph could be produced showing income/ reserves growth, and Board members agreed that this would be useful. LF undertook to produce a graphic representation for the upcoming strategy day.

11. There were no further comments on the finance item.

Directors Report

12. AP provided an update regarding the NOS review. The lead consultant dealing with it had left Instructus; and the consultants were awaiting feedback from the UK NOS Panel. AP undertook to follow up and report back as soon a decision had been made.

13. AP advised that the registration contract amendment had now been made, and information about this had been emailed to registrants and was posted on the news section of the website. SH asked whether any comments had been received, and AP advised that none had been to date.

14. AP had attended the ASLI conference the previous weekend, and the Chair would be attending the VLP conference on the coming Saturday. DW asked if NRCPD was still in communication with government departments such as DWP and MOJ. AP advised he was in regular contact with Crown Commercial Services and had attended a meeting of the steering group convened by the DWP in respect of its Market Review of the provision of communications for deaf people. He hoped to address the gap in respect of other government departments through a communications strategy.

15. HMM asked whether the most common and recurring issues raised through the complaints process could be conveyed to the membership bodies. AP advised that summaries would be prepared and published in due course. He gave an overview of how feedback is provided to complainants regarding their complaint.

16. AP stated that he and the Chair would be preparing the agenda for the Strategy Day. He asked members to send any suggestions for the agenda by 11/10/17.

CPD Review

17. The Chair stated that the discussion at this meeting would generate ideas, comments and suggestions which would inform a further paper for consideration at the December Board meeting. She added that she had been impressed with the constructive responses received.
18. AP expressed his view that NRCPD's CPD and audit system was already more advanced in terms of rigour and scope than some other similar organisations. He wanted to take all concerns and suggestions into account, but also to focus on what was achievable.
19. SH noted that there were disparities in the feedback which had been received from the professional associations, the auditors and the professional standards advisors, particularly around what constitutes structured and unstructured CPD; and suggested that this indicated there was insufficient education about CPD. HMH agreed, stating that educating stakeholders about CPD is critical and needed to be developed; but that membership bodies should take some responsibility for this by providing courses and information.
20. The Chair agreed, noting that the question of whether CPD should be a requirement of registration was no longer in dispute; but that work was required to promote understanding.
21. The question of reflective practice was discussed. The Chair stated that, as this is a learned skill and, therefore, not natural to everyone, consideration needed to be given to how it could work for different registrant groups. SH stated that she had spoken with some registrants at the ASLI conference about this, and there was a view that working with others could be a benefit, rather than just attending webinars and reading in isolation. It was suggested that a forum could be convened to discuss the subject of reflective practice. The Chair also suggested that it would be worth considering the benefits of 360 degree feedback from professional practice.
22. The Board agreed that the auditors' report was useful and HMH suggested that the auditors may wish to liaise with the membership associations to

advise on CPD requirements. SH was concerned whether the audit process was sufficiently transparent, and queried whether the auditors were paid and the extent of the additional administration required. AP advised that the auditors were paid, and that it took up a large proportion of staff time. He suggested that, to address this, it might be worth considering reducing the sampling percentage rate, which was currently 10% of the registers. It was suggested that a 5% sampling rate may be appropriate.

23. AP advised that the 2017 auditors report contained guidance and information for registrants in respect of future audits, and that it would be useful if this could be published via the newsletter. The Board agreed, and AP undertook to seek permission from the auditors to do this.
24. AP undertook to prepare a further paper on CPD for the December Board meeting, taking into account the content of this discussion.

Operational Update

25. AP noted that registrant numbers were now in excess of 1,400 with a continuing upward trend.

Any Other Business

26. The Chair stated that she had decided that training for Trustees/Board members should be compulsory and would be provided by NRCPD. It was envisaged that members could attend the course run by NCVO, which is aimed at those who have not previously had experience as Trustees, but also provides “refresher” training for those with previous experience. AP would liaise with members regarding course dates.
27. Lesley Weatherson (LW) asked whether NRCPD could consider an additional register for trainee lipspeakers. She advised that, after November, there would be two centres in the UK that offer training, and so numbers would increase.
28. The Chair stated that the request could be considered, but in the light of the resources available, and suggested that the matter be carried forward to the

following year. LW was asked to provide indicative numbers (potentially 30 from the next year, 15 per course).

29. DW advised that had been approached by DCAL at UCL regarding a Post graduate diploma, and indicated that they were seeking support rather than an endorsement. Due to time constraints, the Chair suggested putting this item on the agenda for December's meeting, and this was agreed.

Date of next meeting

Tuesday 5 December 2017 at 11.00am