

## **NRCPD Board Meeting 17 January 2017 at 13:00**

### **Present**

Liz Duncan (Chair), David Wolfenden, Sarah Haynes, and Hilary Maxwell-Hyslop

### **In Attendance**

Alan Peacock (NRCPD Director), Heidi Doyle (Registration Services Manager), Lindsay Foster (CEO Signature) and Jonathan Farnhill (Chair of Signature, from 14:15)

### **Apologies**

Lesley Weatherson, Heather Fiskin and Frank Harrington

### **Communication Support**

Darren Townsend and Peter Shilston (RSLIs)

### **Declarations of interest**

1. There were no declarations of interest.

### **Chair's remarks**

2. The Chair welcomed Hilary Maxwell-Hyslop to her first meeting. She formally recorded that this NRCPD Board meeting was a milestone, being its first as an independent organisation.

### **Minutes of the last Meeting**

3. The following amendments were made to the minutes:
  - Spelling of Heriot Watt to be corrected (in items 19, 20 and 23)
4. The minutes of the Practitioners Forum Meeting held on 15 September 2016 would be emailed to all Board Members

5. David Wolfenden queried item 24 regarding VLP not specifically recommending NRCPD registration. The Director undertook to raise this at the next Practitioners Forum meeting, and to check the SLI membership numbers of RBSLI and ITI.
6. In respect of tracking the cost of complaints (item 26b), the Director advised there were three main areas of cost not covered under NRCPD staff salaries: the investigation process (which is included in the Service Level Agreement (SLA) for the Signature staff member who undertakes this task), the cost of running the complaints committee, and the case assessors' fees. LF advised that she could look at annual cross charging to give Board Members more of an overview. The Chair stated that the SLA would be reviewed after 12 months, and that the complaints procedure would be reviewed in the light of experience and feedback gained during the course of the coming year.
7. The Director advised that he would be requesting members of the Practitioners Forum to provide written submissions in respect of the NRCPD CPD process and Audit system. The TSLI focus group had taken priority over the CPD review with the first meeting of that group scheduled for 23 January 2017. The Chair advised that she would attend.
8. The minutes of the meeting on 27 September 2016 were signed off.

### **Director's Report**

9. The Director provided an overview of key issues and events which were not included on the agenda: TSLI standards, fee increase enquiries, complaints committee update, and external representation (BDA on 2 February and Heriot Watt University on 27 March). There had been a higher than usual number of complaints received during the previous three months (for discussion under item 9 of the agenda); in addition, we continue to receive enquiries from training providers as to whether the courses they offer can count towards CPD for registrants.
10. Sarah Haynes asked, in respect of the TSLI standards review, whether the group as constituted would provide a sufficiently broad perspective of the

issues, and suggested that trainee involvement in the group would be beneficial. The Director agreed, and undertook to take this suggestion to the group on 23 January.

11. Board Members requested information about feedback received regarding the increase in registration fees. The Director advised that 14 emails had been received, all from individual registrants or representative organisations.
12. The Chair asked the Board to consider how information is received from the executive, and to provide feedback on how information is communicated to the Board in future.

### **The Skills Audit**

13. The Chair thanked Board members for completing the skills audit and reminded them that its purpose was to inform decision making with regard to Board vacancies in respect of required skill sets; and to determine current development needs.
14. Hilary Maxwell-Hyslop gave a brief overview of her professional background and undertook to complete the Skills Audit.

### **Recruitment of Board Members**

15. The Director advised that Hilary Maxwell-Hyslop had been recruited to the Board following the exercise carried out in July/August 2016. Following discussion and review of the skills audit, it had become clear that there was a pressing need for a suitably qualified finance professional to be recruited as an Honorary Treasurer to the Board. An advertisement had been drafted and would be placed on the NCVO website the next day with a deadline of approximately three weeks. In terms of recruiting further lay members, it was agreed that further discussion about specific requirements should take place after the Honorary Treasurer was in place.

16. The Chair raised the question of the composition of the board. Following discussion, it was agreed that there should be a lay Chair, and a maximum of four lay members and four registrant members.
17. The recruitment process for Trustees would include formal interviews, and the Chair asked for a volunteer to sit on the panel alongside herself and the Director. David Wolfenden volunteered to undertake the role; HD would liaise with him regarding interview dates in due course.

### **Strategic Plan**

18. The Chair issued a set of written strategic questions to all Board Members, and asked them to provide their initial thoughts on NRCPD's strategic aims and direction. The Chair started by sharing her thoughts and sought the Board's views and comments. Each board member offered their responses to the strategic questions. Following discussion, the Chair stated that it was reassuring that all members were broadly in agreement about the general strategic aims and direction envisaged for the future; and that it was important to have registered those views. The Chair then asked the Director to give an overview of the draft strategic plan in light of what had now been discussed.
19. Board Members agreed that the plan as drafted was a suitable document; with a clear key purpose and a succinct set of values. It was suggested that a slight expansion might be needed to paragraph 4 on page 3 to indicate that it is vital to develop and maintain a good working relationship with membership organisations. It was suggested that the plan should be sent to registrants in another format and not just via newsletter, possibly by email.
20. The Director undertook to make the suggested amendments and to place the document on the website once it had been finalised; and to provide a link to it in the next newsletter to registrants.
21. The Director agreed to bring a draft Operational Plan to next board meeting.

### **Complaints Update**

22. The Director provided an overview of the complaints summary document, and asked the board for comments and suggestions.

23. Hilary Maxwell-Hyslop queried what NRCPD learns from this information and what will happen as a result of this in terms of identifying future CPD requirements. The Director stated that the published annual report could include case studies, highlighting the sections of the Code of Conduct that are regularly the subject of complaint. The Chair stated that the complaints document was for internal use only but that it would be possible to extract anonymised information from this to reinforce transparency and links with the sector.
24. David Wolfenden suggested that there was a growing interest by CPD providers in emerging patterns arising from complaints and whether the board may consider how such data can be disseminated. The Chair stated that perhaps in six months this could be considered; however the principle was agreed.
25. Board Members noted that it was becoming increasingly common for registered practitioners to instigate complaints against other registrants. In terms of reporting it was agreed that, in the event of a registered practitioner making a significant number of complaints about other registrants, this should be referred for consideration by the Board.
26. The Board welcomed the introduction of the complaints summary spreadsheet, and asked that an additional column showing **Outcomes** should be included in future.

### **Any Other Business**

27. The Chair stated that Lesley Weatherson had new proposals from the Lipspeaking sector but, as she had not been able to attend this meeting, it would be on the agenda for the next meeting.

### **Date of next meeting**

28. Tuesday 28 February at 11.00am

