

## **NRCPD Board Meeting 8 August 2017 at 11:00**

### **Present**

Liz Duncan (Chair), Heather Fiskien, Frank Harrington, Sarah Haynes, Hilary Maxwell-Hyslop and David Wolfenden

### **In Attendance**

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

### **Apologies**

Lesley Weatherson

### **Communication Support**

Darren Townsend-Handscomb and Tom Mould (RSLIs), and Jean Gough (registered STTR)

### **Staff Matters**

1. The Chair confirmed that Alan Peacock (AP) had been appointed as Director and Registrar on a permanent basis with effect from 1 July 2017.

### **Declarations of interest**

2. Sarah Haynes (SH) informed the board that she had set up a new business/partnership which provides training for interpreters, and which is an approved centre with Signature. The Chair thanked SH and noted this declaration going forward.

*There were no further declarations of interest. The Chair introduced Paul Keen who had been recently appointed as the new Chair of Signature. Following a brief discussion with the NRCPD board Paul Keen left the meeting.*

### Minutes of the last Meeting

3. David Wolfenden (DW) queried minute 9 and asked if any action had been taken in developing further qualifications in respect of Lipspeaking with additional sign. The Chair and AP advised that there had been no further evidence submitted by the profession to take forward. In addition, NRCPD would require evidence that there was a significant need for a new route to registration before any development of further registers could be considered.
4. The Chair confirmed that she had given a verbal briefing on this matter to the Signature Board. Lindsay Foster (LF) advised that Signature had received a number of requests for different qualifications and were currently looking at Signature's operational plan for next year.
5. DW suggested that iBSL should also be made aware of discussions about potential new qualifications. The Chair advised that if there are any suggestions for new qualifications, or if it becomes apparent there was a need for new qualifications within the sector, NRCPD would alert both Signature and iBSL.
6. SH stated that minute 25 needed amendment to reflect that the Board's decision to approach iBSL in respect of potential deaf relay qualifications. This was agreed.
7. AP advised that he had notified iBSL about the deaf relay discussions following the last Board meeting, which had been met with a positive response.
8. DW asked if there had been any interest in the Honorary Treasurer position. The Chair advised that there had been none, and that AP would be re-advertising in September.
9. AP advised that, despite promising feedback from BDA earlier this year, he had received no further communications in relation to the presentations which

had been proposed in Derby and Leicester. LF suggested arranging a meeting with all parties (Signature, BDA and NRCPD).

10. The minutes of the meeting on 28 February 2017 were seconded by DW and approved.

### **Chair's Report**

11. The Chair advised that she had met with two members of VLP's steering committee, who had queried the accuracy of the wording of the first sentence of minute 24 of the NRCPD board meeting on 27 September 2016 ("The Board members also raised a concern in regards to VLP as to why NRCPD registration is not recommended"). The VLP steering committee members had explained that VLP does recommend registration to its' members and requested that the minutes be amended accordingly. The Chair stated that she felt comfortable in doing this and sought the Board's agreement.
12. Frank Harrington (FH) and SH queried if VLP would be amending their website to reflect this. VLP had advised the Chair that this would be carried out when their website is updated.
13. Following discussion it was agreed the first sentence of minute 24 of the NRCPD board meeting on 27 September 2016 should be amended to read "The Board members also raised a question as to why membership of NRCPD is not a requirement of membership of VLP, though it was noted that it was recommended".

### **Finance**

14. AP advised that in June 2017 he had worked with the finance team reviewing the actual figures for the first six months, and as a result had adjusted the budget up to the end of the year to reflect these.
15. At the last meeting Heather Fiskin (HF) had requested that a breakdown of Board costs be provided, and those for the previous meeting were given verbally. This would be included in future finance reports as a standing item.

16. SH queried the decrease in registrant numbers in some registration categories, and whether the increase in fees had a bearing on this. AP advised that he did not believe this was the case. In respect of notetakers, there has been a slight decline in numbers because in March 2016 the Board had decided that, in order to remain eligible for registration, notetakers would be required to upgrade their qualification to level 3 by the end of 2016. Those who did not successfully complete the course could not, therefore, renew in 2017. LF added that there may be further information for the next NRCPD board meeting in September in respect of the notetaking qualification/requirement for level 3.
17. HF raised the issue of the differential in fees across the registers. The Chair suggested that this could be discussed at the strategy day in October.

### **Governance**

18. The Board considered the paper prepared by LF on the role of the Company Secretary. LF currently undertook the role on behalf of NRCPD and she provided an overview. The Chair proposed that this role be passed to AP which will form part of his job description as Director and Registrar.
19. The Board agreed to appoint AP as Company Secretary.

### **Registration Contract**

20. AP provided an overview of the legal advice received in relation to NRCPD's current contract with registrants and the lack of jurisdiction when registration is terminated due to non-payment of the registration fee. The Board agreed that the current registration contract should be amended to include provisions which will allow NRCPD to keep a registrant effective on the register when they fail to pay the annual registration fee, so long as there is an outstanding complaint about the registrant being dealt with.

### **TSLI Standards – proposed amendments**

21. AP provided an overview of the proposed amendments to the TSLI standards, which had emerged from the TSLI Standards review group earlier this year.

22. SH queried if the amendments would also apply to TSLTs and indicated that she would welcome a discussion at a future meeting about how much time is spent on supervising TSLIs and the resource impact on NRCPD. She stated that she had hoped for a more robust set of standards; and that to avoid disparity TSLTs should also be included.
23. AP advised that the review group did accept that general TSLI standards would need to be reviewed once the new NOS in interpreting were approved and introduced. The recommendations under consideration addressed some of the issues raised during the 2016 consultations; however, it was understood that work on TSLI standards would need to continue.
24. Following discussion the Board agreed to implement the proposed amendments but noted that further work on TSLI standards was required.

### **Director's report**

25. The Board discussed the complaints summary and AP advised that it had been agreed to include a version of the spreadsheet on the NRCPD website. Summaries which reflect standards of the Code that are commonly breached, or alleged to have been breached, will also be included. The Board suggested the summary should include a section on "lessons learned" linked to complaints outcomes.
26. AP raised a suggestion that had been made by a member of the Practitioners forum at its meeting in May, that NRCPD should consider anonymous complaints. The Board discussed the matter and agreed that anonymous complaints should not be accepted; however, it was suggested that the process of making a complaint could be reviewed to provide more assurance that it was safe for people to make formal complaints.

### **Operational Update**

27. The Board noted the update.

**Any Other Business**

28. FH raised the issue of TSLIs being asked by agencies to undertake inappropriate assignments and suggested the need for the Board to explore this further. The Chair advised that this issue would be included on the agenda for a future meeting.

**Date of next meeting**

Tuesday 26 September 2017 at 11.00am