

Meeting of NRCPD Board 2 July 2012

Board Members Present: Huw Vaughan Thomas (Chair), Craig Crowley, Michael Guthrie, Katherine Phipps, Ross Trotter, Jenny White, Sandra Verkuyten

Guests: Nick Lewis, Christopher Stone

Secretariat: Paul Parsons, Angela Nunn

Speech to Text Reporter: Jean Gough

Sign Language Interpreters: Peter Shilston and Darren Townsend-Handscomb

1. Apologies

No apologies were received.

2. Declarations of Interest

None

3. Chairman's Remarks

Huw welcomed Christopher Stone to the meeting as an observer and Nick Lewis as Chair of Signature board. A memorial service for Jack Ashley had taken place earlier that day which representatives of NRCPD attended to show their appreciation of the work he had done on behalf of deaf people.

4. Minutes of Meeting

The minutes of 14 March 2012 were accepted and signed as a correct record.

5. Matters Arising

Revalidation: Acceptance of revalidation amongst professionals is growing. The main queries being raised are whether a particular activity will be accepted by NRCPD.

All other matters arising are included on the agenda.

6. Correspondence

A paper outlining one item of correspondence was circulated to members.

Item 1: Email from Roger Beeson putting forward the following suggestions for improvements to the Code of Conduct and Complaints Procedure:

- In the Code of Conduct: a duty on interpreters to challenge a colleague's poor professional practice, and if appropriate report the colleague to NRCPD.
- In the Complaints Procedure: to allow a cumulative complaint stretching back over a period which is much more than one month and which is not about a single event.

It was agreed that the suggestions should be considered as part of the scheduled reviews of the above documents taking into account all professionals. Paul to reply to Roger to let him know.

7. Operational Matters

In this section the board discusses sensitive information about complaints and other procedural matters. This information is exempt from publication. It was agreed that the numbers of complaints received and which type of communication professional they were about would be recorded in the published minutes. Since the March 2012 meeting 7 complaints have been raised about sign language interpreters, 3 complaints forms have been received, with 2 considered to be material cases to answer.

8. Governance

8.1 Register of CSWs

The proposal for a register of CSWs was circulated with the agenda. A number of issues have been identified at the outset. A four stage process was outlined to take this forward. It was agreed that the first stage – situation analysis to provide answers to the questions that arise on first reading of the proposal and seek to identify an opportunity for NRCPD to act – be pursued at this stage. Anne Marie Graham and Frank Harrington have agreed to contribute to this piece of work. Progression on this register will be dependent on the outcome of the first stage and subject to agreement of the board at each stage.

8.2 Notes of Practitioners' Forum

The notes of the meeting were circulated to members for information. The following items were raised at the meeting for consideration by NRCPD Board:

- i. A request that in the operational matters section of the minutes the numbers of complaints received and about which type of communication professional is published. It was agreed that this information should be published under 'operating matters' in the next set of published minutes.
- ii. A request that the 3 year financial projection used to finalise next year's fees be published. It was agreed that this should not be published as it is a projection only and is subject to change on an annual basis.
- iii. A request that the amount of CPD undertaken by someone who is registered in more than one category be reconsidered. The Board requires CPD to be completed on an individual basis. Professional standards advisors were asked for their views on this and the responses were inconclusive. It was agreed that NRCPD would address this issue in the report of CPD findings next year and reconsider this then if required.

8.3 Update on Code of Conduct Review

A proposal for the work schedule for this review was circulated with the agenda. Since drafting and agreeing the proposal Michael asked if the end date could be changed to 1 April 2013 due to the tight timescales and the Olympics taking place in London in July and August. It was agreed that a new timetable would be circulated to Michael for approval taking into account the new deadline. It was also agreed to combine the review of the complaints procedure with the code of conduct review to save costs and time.

8.4 Update on Scotland

Paul recently met with representatives of SASLI to discuss the offer agreed at the last board meeting to allow their members to become NRCPD-Registered and develop over a period to bring them up to full registration status. The offer was turned down by SASLI and is now going directly to each of the individuals via Heriot-Watt university to allow them to make their own choice.

Paul met with a different member of SASLI who has re-opened the negotiations. He also met with Scottish government officials who foresee no barriers to NRCPD working in Scotland. It was agreed that NRCPD should continue to work to the solution agreed at the last meeting.

8.5 Annual Report

NRCPD is required to produce an annual report showing progress against objectives for consideration by Signature Board. As this is the first annual report to be published the format is open to amendment. Suggestions for the content of the report were circulated before the meeting including a strategy section setting out the Board's aim of making the registration service more credible, more accessible and more professional. The report will be published and it was agreed it should clearly show what NRCPD is and does in as simple a way as possible. As well as showing accountability to Signature Board the report could be a means of raising awareness and educating people about registration/NRCPD. Paul to circulate a draft to members for comment before it is finalised and presented to Signature Board at its September meeting.

9. Strategic Objectives

9.1 2012-13 Priorities

The governance arrangement with Signature requires that each summer Board members set NRCPD priorities for the next financial year. The development budget available to NRCPD for 2012-13 will be £24,000. A list of 6 operational developments approved over the last few meetings was circulated to members showing expected costs and timescales. Members were asked to prioritise the items/work outlined in the list and send to Paul by Friday 13 July 2012. The priorities agreed will become a section of the annual report. The November meeting should be a longer meeting to look at strategy for 2012-13.

9.2 Deaf Awareness Week Promotion Activity

NRCPD worked with ASLI, Action on Hearing Loss and a number of other organisations during Deaf Awareness week to promote the use of registered interpreters. Using the recently circulated web statistics as a guideline this activity has had a significant impact. Five or six national organisations in the health sector are insisting on the use of registered communication professionals as a mark of good service in this area.

Shortly after deaf awareness week Paul was interviewed as part of the See Hear Programme, about making complaints to NRCPD. This goes out as a deaf magazine programme to the community and as a result the number of complaints has risen. As part of the review of the complaints procedure NRCPD will consider making the procedure easier for deaf people to ensure they submit valid complaints.

NRCPD is now working well with other organisations including British Deaf Association, Sign Health, ASLI, Action on Hearing Loss as a matter of course which is very positive.

10. Any Other Business

None recorded

11. Date of November 2012 Meeting

The next meeting is scheduled for Thursday 8 November 2012. This will be a longer meeting to look at strategic planning/issues for 2012/13.