

Present Monika Jephcott (CEO / Chair), Maria Bayne
(Operations Director), Rochelle Rajan (Director)

1. Welcome and Declarations of Interest
MJ welcomed all to the online (Teams) meeting. No declarations of interest were made.
MJ was elected as a Chair for the current Board meeting.
2. Apologies.
There were no apologies.
3. Minutes of meeting held on 22nd June 2024.
The minutes of the last Board meeting were accepted as a true and correct record and approved.
4. Actions and matters arising from the previous meeting
None.
5. Business of the meeting:
 - i) The Board was pleased with how the conference went in Uckfield in June 2024 having seen the feedback from the members. The theme and the location for the next one were discussed.
 - ii) The next membership revalidation process and rates were discussed. The revalidation process starts in December 2024 with the deadline of 1st February 2025. The membership rates will stay the same as the last few years.
 - iii) Outcomes of the Latest PSA Full Re-Accreditation Review
 - (a) Learning outcomes must be included in the BCTIWC report covering the four complaints PTUK received in the previous year.
 - (b) Identified communication issue in handling complaints.
 - (c) Current complaints policy is not robust enough to address all complaint types. Noted incident: The doors were shut to one of the complainants. Action: Develop and implement an Acceptable Behaviour Policy for the public (to cover non-members as well as members).
 - (d) A specific Duty of Candour Policy is required. This policy should be separate from the Ethical Framework.
 - (e) Quality Assurance of Educational Providers - Need to establish and publish a clear process for quality assurance of educational providers on the PTUK website.
 - (f) Publish a Register of Interests on the PTUK website.
 - (g) Minuted confirmation: Directors of PTUK sit on the Board of APAC — no conflict of interest identified.
 - (h) Update the Risk Register to include considerations from the perspective of children.

6. Any other business

None. Meeting finished at 11.00am.

7. Action Log

<div> On track (including not started) Delayed (or medium risk of delay for projects) Overdue (or high risk of delay for projects) Complete </div>						
Meeting Date	Minutes Reference Number	Area / Requirement	Action Needed	Responsible Person / Role	Deadline	Status
10.10.24	5.iii.(a)	Complaints Handling – Learning Outcomes	Include learning outcomes in the <i>BCTIWC</i> report for the four complaints received in the previous year.	Complaints Officer (PCO) / BCTIWC Chair	31/10/2024	On track
10.10.24	5.iii.(c)	Complaints Policy Review	Review and update complaints policy to ensure it can address all complaint types.	PCO	immediately	On track
10.10.24	5.iii.(c)	Public Acceptable Behaviour Policy	Draft and publish <i>Acceptable Behaviour Policy</i> for the public (covering non-members and members).	Operations Manager	Aug-25	On track
10.10.24	5.iii.(d)	Duty of Candour	Draft a stand-alone <i>Duty of Candour Policy</i> (separate from the Ethical Framework).	Operations Manager	May-25	On track
10.10.24	5.iii.(e)	Quality Assurance – Educational Providers	Develop and publish clear QA process for educational providers on PTUK website.	Operations Manager	Aug-25	On track
10.10.24	5.iii.(f)	Register of Interests	Compile and publish Register of Interests on PTUK website.	Operations Manager	Aug-25	On track
10.10.24	5.iii.(g)	Conflict of Interest Record	Ensure minutes clearly record that PTUK Directors sit on APAC Board and that no conflict exists.	Operations Manager	Aug-25	On track

10.10.24	5.iii.(h)	Risk Register Update – Children's Perspective	Review and update the risk register to include risks from the point of view of children.	Operations Manager	Aug-25	On track
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8. Further meetings

Thursday, January 23, 2025	10:00	Teams
Thursday, May 1, 2025	10:00	Teams
Thursday, September 4, 2025	10:00	Teams
Thursday, December 4, 2025	10:00	Teams