

Dear Jeff and Lois

Danielle and I have now had a chance to read and discuss the Action Plan. We are really pleased to read about the considerable efforts that you have all made in the past months following the CPP Review and to see the changes and developments that you have made in this time. We are happy to approve the Plan as a whole whilst offering the following observations and questions:

The Complaints Procedure

The Report's recommendations have been followed through very effectively to date. The dialogue between RCS and SPSO has been helpful and hopefully will continue as systems develop further.

Internal monitoring and the connectivity between Senior Management, Human Resources and Registry is working well and ongoing. Matters of case closure, feedback, training and online support are all complete or to be completed by September.

We note the SPSO's views on anonymous complaints. A reasonable balance between best practice in the sector and the needs of the RCS community is the right approach.

The Culture and Behaviours of the CPP programme

We are delighted to see the progress made in the past months. Clearly a lot has been done to enable CPP to continue to develop. Efforts to connect both externally and internally are producing results and exciting new opportunities are likely to emerge.

The online event planned for November 2020 is an excellent incentive as are the collaborations cited.

Programme documents, web and audition materials have been reviewed. These and many other actions are noted and applauded.

The recommendation to bring forward the next Programme Review is bound to take time now. But the Programme Team are already doing much of the work that will contribute. Actions in relation to other recommendations, especially Check-In are noted and very much approved. The enhanced line-management system also seems to be having very beneficial effects.

Further Recommendations

We are pleased to note that the Further Recommendations of the Report are being carefully considered. We understand that limitations of time and resource may be an issue, but are happy that the Recommendations are being considered and implemented where possible. Over time the question of resource where it is needed will be an important matter.

We hope the Curriculum Review will address all recommendations including Further Recommendations. For instance, the idea of converting to or adding a post-graduate course is one that needs careful thought and analysis. The Review can reach a conclusion on this question we presume, at least for the next period of five years.

The question of Widening Participation is a continuing one for everyone in Higher Education. As the Action Plan points out, the recent events in Minneapolis have brought matters in relation to equality and inclusion to a head. That this Action Plan is already addressing such

issues is commendable, although there remain considerable challenges to solve. We support all the efforts that RCS is doing and suggest that this CPP Action Plan is a real opportunity to make progress. We are pleased to note that RCS is developing an Anti-Racism Action Plan and hope that this can become operational at an early date.

Overall

The Team is happy with the Action Plan and wishes to remain supportive of all efforts to bring CPP to a position of strength and growth. Naturally, the Covid-19 crisis has held you up to some extent but we hope that you will be able to complete all the actions on the plan in due course.

We hope that the Review process has helped. The Report's recommendations include areas that have been relatively straightforward to address: structure, management, process, curriculum, connectivity and so on. The tougher questions of integrating CPP, of bringing about meaningful equality and using CPP to enhance social change will be an ongoing journey for everyone. Please let us know if you need any more from us; we will be happy to help in whatever we can. We wish you all strength in the months and years ahead.

With best wishes
Danielle and George