

Accredited Registers

Condition Review: UK Board of Healthcare Chaplaincy (UKBHC)

January 2025

1. Outcome

- 1.1 At the UK Board of Healthcare Chaplaincy (UKBHC)'s conditions review on 3rd September 2024, the Professional Standards Authority ('we') re-issued three conditions on its accreditation, all of which were to be completed by 21st December 2024. Conditions 3 and 10 were merged and became Condition 1, while Condition 12 was re-issued as Condition 2.
- 1.2 This report sets out our assessment of the actions taken by UKBHC to satisfy the two re-issued Conditions.
- 1.3 We found that UKBHC had met the re-issued Conditions 1 and 2.

2. Background

- 2.1 We assess registers against our *Standards for Accredited Registers* ('the Standards')¹. Where a Register has not met a Standard, we can issue Conditions. A Condition sets out the requirements and the timeframe that a Register must meet.
- 2.2 At UKBHC's conditions review, completed on 3rd September 2024, we re-issued three Conditions (a full list is published on UKBHC's directory page [UK Board of Healthcare Chaplaincy](#)). Conditions 3 and 10 were merged and became Condition 1, while Condition 12 was re-issued as Condition 2. All three conditions had to be implemented by 21st December 2024:

Condition 1 (Conditions 3 and 10 merged):

UKBHC must develop mechanisms to check for and report relevant disciplinary or complaints outcomes to appropriate bodies, including the Accredited Registers and other regulatory bodies. It must also show evidence of how it works with the NHS and other employers to share and investigate concerns about applicants or registrants.

Condition 2 (Condition 12 re-issued)

UKBHC should review and update its Risk Matrix to ensure that the safeguarding risks and mitigations are properly captured and that the scores fully reflect the risk.

¹ UKBHC were originally assessed against the [Standards for Accredited Registers \(April 2016\)](#)

2.3 This report discusses the actions UKBHC took to address the Conditions, as well as our decision about whether the Conditions have been met.

2.4 We reviewed the following evidence:

a) UKBHC's reported actions about what it had done to meet the re-issued Conditions 1 and 2

3. Concerns leading to the Conditions

3.1 The following concerns led to the Conditions:

Condition 1

The Panel did not accept the rationale in the assessment report that Condition 3 was met. The Panel considered that the UKBHC was required to demonstrate mechanisms to check relevant disciplinary outcomes for regulatory bodies and that joining the Information Sharing Protocol only covers Accredited Registers. Therefore, the condition was not met.

It is the case that UKBHC has signed up to the Accredited Registers Information Sharing Protocol. The Condition, however, requires a UKBHC policy that goes beyond the Accredited Registers and share information with the NHS and other bodies (social services, the police, etc), which they have not put in place. The Panel accepted the rationale in the assessment report that Condition 10 was not met.

The Panel noted that Conditions 3 and 10 were linked and should be merged.

Condition 2

UKBHC submitted no evidence of action on risks. We were simply informed that an updated risk matrix remains outstanding, that several people are willing to work on it, and that this was work in progress. We, therefore, had no way of knowing if its risk matrix is up to date. The Panel noted that this Condition was due to have been acted upon by April 2024 due to its seriousness for public protection. It remained not met six months after the deadline. The Panel also noted that the work related to the Condition is expected to be an ongoing activity of the Board and that it is anomalous that a routine activity is so delayed. The Panel consequently accepted the rationale in the assessment report that this Condition was not met.

3.2 Further details can be found under Standard Two, Standard Five, and Standard Seven of UKBHC's accreditation renewal outcome².

² [Panel Report Full Assessment \(Std 1-8\) UKBHC Publishing.pdf](#)

4. Assessment of the re-issued Conditions 1 and 2

4.1 UKBHC provided its response to the Conditions on 17th December 2024:

Condition 1 (Conditions 3 and 10 merged)

We confirmed that UKBHC is a signatory to the Information Sharing Protocol of the Accredited Registers Collaborative. This is made up of about 18 organisations holding accredited registers, all of whom have agreed to inform each other about, and to consider, decisions made through the other organisations' professional conduct proceedings which have resulted in an individual being disciplined.

We further confirmed that the [UKBHC Code of Conduct and Agreement to Principles](#) is published separately on its website. This deals comprehensively with the requirement for UKBHC to share information with other regulatory bodies apart from the Accredited Registers. This second policy is mandatory and acceded to by all registrants at initial registration or annual re-registration.

We were also assured that these policies and any other recent changes by the Register have been communicated to UKBHC registrants and members through a Board Bulletin.

Condition 1 (Conditions 3 and 10 merged) has, therefore, been met. Accordingly, Standard Two and Standard Five have now been fully met.

Condition 2 (Condition 12 re-issued)

UKBHC has developed an updated Risk Register that identifies the broad range of risks that are inherent in the practice of Chaplaincy. These risks are adequately described in the Risk Register, and an analysis has been made of their likelihood of occurring, the mitigation measures UKBHC would take if they occurred, their impact, and trend. The Risk Register is also clear about the owner of each of the risks. This should be a useful tool in the hands of the Board to routinely monitor risks arising from the practice of their registrants and take relevant action when/if any risk occurs. Based on this, we conclude that Condition 2 (Condition 12 Re-issued) has been met. Accordingly, Standard Seven has now, therefore, been fully met.

5. Conclusion

5.1 We, therefore, found that Conditions 1 and 2 as re-issued have been met.

5.2 UKBHC have taken appropriate and full action to respond to the conditions, and there are signs that the new team assembled around the work of managing and leading the register are well equipped to ensure effective operations.

The evidence submitted responded directly to the conditions that were imposed and supported our assessment to be confident that the Standards for Accredited Registers are met.