

Operational Steering Group

A summary of 2022

Continually improving the APCC

As the end of 2022, and the first full year of the OSG draws near, it is a time to reflect on what has been achieved and set the ambitions for the next 12 months. As a reminder The Board of Directors established the Operational Steering Group (OSG) to add even more value to the membership by making recommendations to the board through:

- Enhance operational effectiveness and efficiency
- Evaluation of current practices against member requirements and other trade body services
- Identify member's characteristics and consider difference requirements sought by them
- Research value of services attributed by members needs

We are delighted that Bev and her team have told us what a difference the OGS is making in their delivery of a first-class Association:

“The OSG is a very valuable asset to me and the Operations Team. We have completed several new projects this year, based on their suggestions and the feedback the group have obtained from the membership. This committee plays a key role in helping the APCC provide the membership with as many new benefits.”

Bev Robertson, COO

This year's work and outcomes

Initially it was planned for the group to meet 4 time per year as a minimum. In fact, we have convened 6 times during the year with the 7th planned for 20th December. Bev and I have also taken some planning meetings outside of the main events too.

The nine member surveys that were sent out around this time last year gave the group much to analyse and think about in Q1, with the outcomes prioritising The Directory and New Business Opportunities. The major reform of getting an alternative skilled person panel off the ground also came from the surveys.

Characteristics of the membership are now better understood with specific material and webinars (where possible) being organised for individual sectors such as GI and Consumer Credit.

The member view of affiliates came out positively with the useful suggestion of using their premises for meetings in differing regional locations.

Q2 saw the iterative implementation of enhancements to The Directory and New Business Opportunities, reminders and a refresh to members of succession planning opportunities and making the annual attestation of professional standards more overt. Onboarding and induction of new members was enhancement with the team, refreshing the process and long standing members offering to assist with this where requested.

In Q3 the focus moved toward outwardly communicating the work and benefits of the APCC to new members and all member client firms. The Linked-in platform was identified as the best enhancement to the content already established on the corporate website, and a schedule of content was launched and continues to flow. Working Groups, through their chair are encouraged to produce updates on their work and achievements to be used as content for the Linked-in pages.

Members of the OSG have been brave enough to experiment in producing member led video content for the platform. All members are invited to participate, just let Bev know what you'd like to say.

Having pretty much gone through the vast quantity of member feedback data from the surveys, for the final quarter of the year we are considering what the Group would like to focus on for the next period, with a new affiliate survey and update surveys for the Directory and New Business opportunities coming out imminently. We have also taken the decision to broaden the membership of the group, whilst maintaining its representative 'constituency' nature as per this email.

Main Achievements over the year

Major overall to the Directory, more user friendly filters and redesign of joiners form.

Redesigned of the process and communications for Potential New Business Opportunities to provide much richer information being gathered from the enquiring firm and more fields for members to complete in response to the enquiry.

Induction process for new firms has been enhanced

An alternative skilled persons' panel proposal has been approved by the board with a White Paper being submitted to FCA by the end of the year.

Next year

Eight meetings are already scheduled for next year and now is the time to become a part of shaping the future of the Association. Look out for the communication on how you can join.

- 1 February
- 14 March
- 25 April
- 6 June
- 18 July
- 12 September
- 24 October
- 5 December

The current committee members look forward to serving their final year and receiving contributions of content from all Working Group chairs.