

It has been a busy year for the central team at RCPA and we are pleased to share some of our achievements and ongoing work:

- **DBS Service:** We have continued to successfully manage our trusted DBS service, with nearly 2,000 applications processed. Thank you to Diana for managing this service and offering a personal touch to support our DBS customers.
- **Member Support:** We have been here to answer your queries and signpost for help with any issues.
- **Membership:** We have been delighted to welcome 12 new members this year, which is an increase of 14%!
- **Improved Communication:** We have enhanced how we connect with you by increasing our social media presence on Facebook and reformatting our member bulletins, now sent **weekly** to keep you updated.
- **Resource Library:** We have launched a **resources library** on our website, providing easy access to guidance and information.
- **WhatsApp Member Group:** The launch of our WhatsApp group has provided a quick and convenient way for members to connect and share information.
- **Successful Events:** We were pleased to introduce our **summer 'digital' seminar**, hosted by Dan our Project Delivery Officer to support members with various topics including data protection and cyber security. Our **annual conference** was a great success despite the traffic chaos and it was wonderful to see so many of our members there to support us.

We are excited to continue building on this progress in 2025, working closely with the TA team, Dan and, of course, Hilary. We already have some new projects in the pipeline and look forward to sharing these with you next year.