



National Counselling Society & National Hypnotherapy Society
SOCIETY COUNCIL MEETING
8th December 2021 – 11am via Teams

In Attendance:

Liz McElligott (Societies Chair)
Jyles Robillard-Day (Interim CEO)
Amy Bristow (Business Operations Manager)
Kate Mahoney (Head of Professional Standards)
Camilla Hyland (Head of Membership Services)
Rachael King (Professional Conduct Officer)
Elaine Lighten (Communications Manager)
Faye Blackwell (Head of Engagement & Development)
Harriet Mortimer (Lay Council Member)
Tina Russell (Lay Council Member)
Ted Sangster (Lay Council Member)
Nicola Semple (PA - Minutes)

1 Apologies

Apologies were received from Rob Kidd (Lay Council Member) but did give some feedback on the reports.

Tina joined the meeting late.

Jyles welcomed everyone and introduced Nicola (Nicki) as the new member of staff who will be taking the minutes and thanked everyone for their hard work.

Liz officially opened the meeting and thanked everyone for their attendance.

2 Minutes of the last Council Meeting

The minutes of the last Council Meeting held on 4 August 2021 were agreed by the Council, with no amendments or questions.

3 Matters Arising

None

4 Report from Interim CEO – Jyles Robillard-Day

Jyles gave a rough brief of his report advising that there have been lots of changes with Meg on maternity, Freya having more time with her family, Faye stepping into her new role and Nicki joining the team as the PA. Jyles

thanked everybody for their hard work and dedication. Strength is in the team and this team is very strong.

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Jyles finished off his report by advising that the members are currently voting on a name change to the National Counselling and Psychotherapy Society. [Redacted text]. We are using Election Runner and the vote closes on Friday. [Redacted text].

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5 Update from Head of Membership Services – Camilla Hyland

Camilla started off her report by saying that the team are in a good place. Camilla will be working on a big project of the new membership management platform starting on 17th December 2021 and her second, Katie, will step up and be running the team. Camilla wanted advice on when members should be told about the change of platform. Ted advised the sooner the better and maybe to use a few members for testing and feedback, if any were willing. Tina advised it may be better to wait until at least stage 1 of the testing is completed. Camilla said that she wants to shout about it but is aware that they can come across bugs and processes can be delayed. Tina agreed with Ted and asking some members to be involved with the testing but further down the line. Camilla advised that a lot of processes are completed manually at the moment and does not want to take away the personal touch. Harriet advised to wait a bit longer before advising the members and maybe look into offering a bit of view before it goes live, eg videos, as new technology can be daunting.

6 Update from Head of Engagement and Development – Jyles Robillard-Day (Faye Blackwell)

Jyles completed the report as Faye is new to the role. Faye is currently working on the ethos. The Northern Ireland committee was a success. Rob has suggested a few areas to expand the committees; London, Yorkshire, etc. Tina advised that with another cap on they had 50 regions and developed regional hubs, one area to do is the Midlands. Ted asked if Scotland and Wales already have committees as it seems the concentration is on England. Jyles confirmed that Scotland and Wales are under review. Ted advised that we need to look at where the main areas are, London, South East, Manchester and Midlands. We also need to take into account the cost of going around the whole of the UK. Faye advised that the Northern Ireland is the only committee set up at this time and is buzzing, they are starting to form an agenda but how do we stop them forgetting it is the NCS? Tina advised she had come across this issue and used Governance Documentation and had to bring in strict terms of reference.

7 Update from the Professional Conduct Officer – Rachael King

Rachael advised that this has been a busy time and she will be increasing her days to 5 days a week in the new year. Rachael asked whether we should look at complaints outside of our timeframe. Tina advised that you can but need to be very clear under the natural justice. Need to be considerate of the member's ability. Need to

ensure that the member does not feel that they are being treated unfairly. Need to ask for supporting evidence, independent evidence and ask why the complaint has only just emerged. Rob advised that he feels there should not be a timeframe for complaints. Tina replied advising that it is common practice to have a timeframe and it can be reviewed on a case-by-case basis. Ted agreed with Tina.

8 Update from the Head of Professional Standards – Kate Mahoney

[REDACTED]. Due to the recent covid situation a lot of online courses are being run and we are not set up to be in that world. The admin for CPD courses are changing in the new year with a lot of the ownership being put back on the course providers, we will send out the invites to our members but the provider will sort out the delivery, payments, etc. Some providers like it and other do not and we have lost some but do have lots coming in. Kate asked how we can increase our applications. Liz advised that we could hold regional meetings, hold workshops/conferences. Kate agreed that they are good ideas but we are lean on team members. Tina advised that Code of Conduct, Content on Ethics, Ethical Dilemmas get a lot of interest. Look at the regional structure could we provide a safe space to thrash out a situation, eg covid related. Could new courses be designed? Kate advised on a couple of personnel changes, a new professional standard committee member has been taken on who offers experience in training and counselling and will be joining the interim committee meeting on the 15th December. Jacqui Gumbrell is leaving at the end of the year, Kate has been grateful for all of her hard work.

9 Update from the Communications Manager – Elaine Lighten

Elaine advised that her work has been steady with magazines and social media. Elaine asked how she could increase engagement. Liz advised that the magazines are good and maybe we could ask hypnotherapy members to contribute their tried and tested scripts. Harriet suggested a QR code to take people to a quiz/competition or some history. Ted advised Elaine to learn from what has worked in the past. He finds that surveys get a lot of engagement. Liz agreed that the history of the society would be good as when you look at back at what has been achieved it is remarkable. Kate suggested the history could be done around an anniversary.

10 Update from the Business Operations Manager – Amy Bristow

Amy has had a busy quarter and is also involved in the membership management platform transfer. Amy is looking at moving offices and if anyone has any ideas, please let her know. Amy asked when the current web developers should be told that we are leaving so that we can maintain a good working relationship during the transition? Ted advised that this would depend on how much notice we have to give and what advantage would we get by letting them know early. Amy advised we are currently on a retainer contract. Ted advised that it may be a good idea to have a discussion and draw up a contract for both sides to adhere to. Liz asked if the new system will take over. Amy replied that we need the current system until the new one is up and running, however we do need the current web developers to work with the new company. Harriet advised that a conversation is had advising that we are considering moving and do they have any experience on how this works, remember that we are the client and they owe a service to us.

11 Any Other Business

Jyles ended the meeting by thanking everybody for their hard work and the council for their feedback. We have an exciting year ahead with the website, name change, scoped and HS leaving the PSA.

12 Date of Next Meeting

To be confirmed