



National Counselling Society & National Hypnotherapy Society  
SOCIETY COUNCIL MEETING  
23<sup>rd</sup> March 2023 – 11am via Teams

**In Attendance:**

Liz McElligott (Societies Chair)  
Jyles Robillard-Day (Interim CEO)  
Camilla Hyland (Head of Membership Services)  
Meg Moss (Head of Policy and Public Affairs)  
Faye Blackwell (Head of Engagement & Development)  
Kate Mahoney (Head of Training Services and Professional Standards)  
Rachael King (Professional Conduct Officer)  
Tina Russell (Lay Council Member)  
Ted Sangster (Lay Council Member)  
Harriet Mortimer (Lay Council Member)  
Nicola Semple (EA - Minutes)

**1 Apologies**

Apologies were received from Rob Kidd (Lay Council Member) and Gerry Wilmore (Society Deputy Chair)

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<sup>th</sup> August 2022 were agreed by the Council.

**3 Conflicts of Interest**

None

**4 Report from Interim CEO – Jyles Robillard-Day**

Jyles firstly thanked Tina for her advice around data migration. Jyles then welcomed Meg (Head of Policy and Public Affairs) officially. Jyles gave a brief review of his report; we are the second largest accredited register. We have been receiving a lot of positive feedback and Jyles congratulated the whole team for their hard work.

The Societies need a new EDI strategy and Environmental Policy and Jyles asked the Council for any advice they may have. It was advised that we need to look internally as well as externally

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Council agreed that data is important as this helps with being diverse. The Council advised that we need to look at energy usage and we could put this to our members. With us being the second largest, is there a strategic interest. The NCS believes that we are making a positive impact on the industry and the bigger we grow the more we can invest in the industry.

## **5 Update from Head of Membership Services – Camilla Hyland**

Camilla started off her report by saying that the membership figures are looking great, [REDACTED] [REDACTED] Rose unfortunately could not return to work after her Maternity Leave. The NCS are currently looking at increasing the MSO team by employing another full time person. We are in the first phase of testing and the date of release is 16<sup>th</sup> May.

Camilla asked the Council if they have any advice with regards to the digital transformation. The Council advised to keep the old website running for a while to cover all bases. Camilla asked how this would work. Tina has a few connections with people who she can put into contact with Camilla. It was also suggested to have a few selected members to trial the new system so they can encourage other members to sign up on the new system. Camilla confirmed that we are keeping the date vague as it has changed twice already. We are not only moving websites but are also changing from .org to .com as well as the name change.

## **6 Update from Head of Policy and Public Affairs – Meg Moss**

Meg began by saying it was good to be back and then explained how her job role came about. Meg then chatted us through her report and advised of the campaigns that we have been involved with.

[REDACTED]  
[REDACTED]

Tina advised that she works with an organisation who could help raise our profile with regards to campaigns and was recently at a function where Steven Timms finished his speech talking about ethics and advised he may be a good person to be in contact with.

[REDACTED]  
[REDACTED]

Ted advised to link with someone in the House of Lords who is interested in the subject or to approach the local MP. It may also be a beneficial to speak with our members who may have contacts. Need to be aware of the language being used in the campaigns. Could we do a campaign around assisting the patient with what support is available.

Liz advised that it is being discussed about bringing back the spectrum so people can decide where they are.

## **7 Update from Head of Engagement and Development – Faye Blackwell**

Faye began by advising that she has been in her job role for just over a year now and the role has developed and changed in this time. Faye advised of the different organisations that have joined the NCS and is currently approaching organisations to see if they would like to become members. We have started Regional Groups and Faye asked how we can continue with these but without being too involved and allowing the members to run them but under our ethos. The Council advised that an agreement needs to be in place setting out the commitment from both sides. It was also suggested that Senior Management meet the people who are wishing to run the groups. The Council did say to be aware of egos and have a behavioural guideline. The Societies have become a fountain of knowledge, are we shouting about this? Is there a platform to do this?

## **8 Update from the Professional Conduct Officer – Rachael King**

Rachael gave a brief run through of the report and advised that the complaints panel is going well and thanked the Council for the suggestion and help to get this started.

The Council asked if there are any trends in complaints coming in. Rachel advised that we have so few complaints that it is difficult to see any trends.

## **9 Update from the Head of Training Services and Professional Standards – Kate Mahoney**

Kate was aware of the time and advised that all her figures are in the report. Kate advised that although the figures are slightly down in comparison to the same time last year with regards to recognition of new courses, she explained that the course assessments during Covid/lockdown raised significantly as many training providers were moving their training on line so many courses were being submitted to support this (temporary) change in delivery. [REDACTED]

[REDACTED]. CPD courses are going well, and the Training Providers have adapted well to the new way of working. Kate also highlighted the teams support work with regards to the new specialist registers. Kate has been a fundamental part of in the process of setting standards and supporting the launch of each new register. Kate is also very involved in ongoing SCoPEd work – supporting internal team projects as well as supporting queries from training providers about how SCoPEd will affect the future of training.

## **10 communication Update - delivered by CEO**

Ran through the report then shared screen to show the branding presentation for both Societies.

[REDACTED]

The Council were impressed with the new branding. It looks very professional.

## **11 Any Other Business**

None

## **12 Date of Next Meeting**

Thursday 20<sup>th</sup> July 2023

Liz thanked everyone for attending today.

Jyles finished the meeting by thanking the whole team for the huge amount of work that has been done and is excited for the future.

Jyles thanked the Council members for their input.