



National Counselling Society & National Hypnotherapy Society
SOCIETY COUNCIL MEETING
4th August 2022 – 11am via Teams

In Attendance:

Liz McElligott (Societies Chair)
Jyles Robillard-Day (Interim CEO)
Camilla Hyland (Head of Membership Services)
Faye Blackwell (NCS Head of Engagement & Development)
Gerry Wilmore (Society Deputy Chair)
Tina Russell (Lay Council Member)
Ted Sangster (Lay Council Member)
Phillip Rees (Observer)
Nicola Semple (EA - Minutes)

1 Apologies

Apologies were received from Kate Mahoney (Head of Training Services & Professional Standards), Rachael King (Professional Conduct Officer), Rob Kidd (Lay Council Member) and Harriet Mortimer (Lay Council Member)

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 20th April 2022 were agreed by the Council.

3 Conflicts of Interest

None

4 Report from Interim CEO – Jyles Robillard-Day

Jyles gave a brief review of his report; Meg has returned from Maternity Leave and is now currently on Annual Leave. Amy Bristow has left and in the interim her tasks were shared around the team, but now we are looking for a part-time Business Manager for 3 hours for 3 days a week. Long Service Awards have been introduced and Meg has received her 7 years and Kate has received her 5 years. We are currently preparing for a full accreditation with the PSA and are currently ahead of schedule. We are still waiting for feedback on our Standard 1. It looks like there could be a new standard for EDI. We have launched our CYPT Accredited Register, members need to be on our Accredited Register to become a member. We are launching our Relationship Therapist Register next week and in the process of launching we have gained a good relationship with Relate. Members will need to be on our Accredited Register to join this register. We have a Life Coaching Sub-Register coming soon, members do not need to be on our Accredited Register to join this. We are also in the process of

rebranding and building a new website. In June there was a ScopEd event, phase 2 work is still to be completed and we have postponed our membership vote to early next year and we will release a document with all the information [REDACTED]
[REDACTED]

The council provided some advice for the rebranding including to look at the tone of our voice and how we are communicating, need to ensure requirements are made clear to our third parties and logo instructions are provided.

It has been suggested that the Council meet twice a year, this was agreed but advice was received to check any requirements with PSA. Confirmed that the council would be available outside of the meetings if required.

5 Update from Head of Membership Services – Camilla Hyland

Camilla started off her report by saying that the membership figures are looking great, and the team are in a good position; Rose is currently on maternity leave but the team are all fully trained. [REDACTED]

[REDACTED] Good response to the CYPT Accredited Register. The digital transformation is not going at the pace we would like.

The council made a few suggestions with regard to the slow process with Wattle; data cleansing, financial impact, breach of contract, remind them that we are connected to other organisations, e.g. PARN, check out their complaints' procedure and code of conduct and we could request a different Project Manager.

6 Update from Head of Engagement and Development – Faye Blackwell

Faye began by advising that Organisational Membership applications have increased. There have been changes with the NI Committee and now is the time to re-group and move forward positively. We have new Chair who has advised that NCS is becoming more prominent in NI. Faye has offered a meeting with Sheila Gamble while she is NI, but Sheila in on annual leave then but has welcomed an invite for an online meeting. BPS has approached us to become co-signatories for a letter regarding the changing notes in court for rape cases. [REDACTED]

7 Update from Head of Engagement and Development – Kezz Keogh

Kezz advised that she has been working on a journal to pass on knowledge. Kezz has been working on blogs for social media. Organisational Membership has increased; two organisations have become members and Kezz is currently working with another organisation to become a member. Kezz has contacted Shelter to start communication. Kezz has also been looking at the ASA and NICE Guidelines.

8 Update from the Professional Conduct Officer – Rachael King

Rachael was on leave and could not attend the meeting, Jyles gave a brief highlight of Rachael's report. Rachael has been ensuring that the complaints process is correct for our new registers. Audits is going well but time consuming.

How do we get complaint panel members? The council advised to contact PARN and Tina is in the process of constructing an email with a couple of contacts.

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

Kate was on leave and could not attend the meeting, Nicki gave a brief highlight of the report. [REDACTED]
[REDACTED] CYPT standards have been sent to all our Training Providers. We have contacted all Accredited Course Training Providers to ensure the blended hours are correct following the restrictions with Covid and being on the other side now. A steady flow of applications is being received and we have had a significant number of enquiries so are expecting a few more applications in the next few weeks. We have been supporting the PSA renewal and Kate has been working with the team on complex applications and managing processes. With regards to CPD, the changes have been well received and all working well with no cancellations. We have also had a couple of new courses added to the CPD calendar recently. The applications for Organisational Membership have increased in number and having the two categories is working well.

10 Update from the Comms Team

Jyles gave this update - the magazine has a new look and to provide a worthwhile read the NCS magazine will be going out 6 times a year and the HS magazine will be going out 4 times a year. We will be posting on social media to show what people are missing by not being a member. The Comms department is a positive move forward.

11 Any Other Business

[REDACTED]
[REDACTED]
[REDACTED].

We are a small team but a phenomenal team.

Gerry advised that he has been most excited developing [REDACTED] and thanked the council for their contributions.

Phillip advised that he was at the meeting to listen and report but it is good to hear how the societies are developing and growing in recognition.

12 Date of Next Meeting

Thursday 8th December 2022

Thank you to everyone for attending, listening and for your guidance. It is extraordinary what work is being done in the societies.