



Minutes of Societies Council Meeting

Tuesday 13th of August 2019

At the Societies' Offices, Worthing via Skype

In Attendance

Vicky Parkinson (CEO Societies)
Megan Nunn (Societies Deputy CEO (Interim))
Kate Mahoney (Societies Professional Standards Manager)
Amy Bristow (Societies Administration Manager)
Samantha Hurdley (Societies Public Protection Officer)
Jacqui Gumbrell (Training Standards Assistant)
Steve Roche (Lay Council Member)
Ros Wright (Lay Council Member)
Phil Rees (Independent Assessor)

Apologies

Rob Kidd (Lay Council Member)

The meeting was opened, and all were welcomed to the meeting. Thanks were given to all for attending.

It was confirmed by all that there were no declarations of interest.

The minutes of the last Council Meeting on the 6th of March 2019 were agreed by the Council. There were no changes to make to the minutes, and no questions from the Council.

Report to Council from CEO

The CEO opened the meeting confirming that Accreditation for the Societies was renewed for the period of 21 May 2019 to 21 May 2020. The Accreditation was renewed by a Moderator following a review of evidence gathered by the Accreditation team and evidence supplied by the Societies. This process is now significantly faster as the information required is given on an ongoing basis instead of gathering all together when renewal is due. There were no Conditions were issued.

The following Recommendations were issued to be implemented by the submission of annual renewal documentation:

1. The Societies should ensure that adjunctive therapies are included within its risk matrix. (Paragraphs 3.2 - 3.3). This is due to the boundaries being blurred between counsellors on our



register who are also offering alternative therapies which are not recognised on the Accredited Register.

2. The Societies should consider whether its approach to receiving and holding information about spent convictions is in line with the requirements of GDPR. (Paragraph 3.8 - 3.9).

3. The Societies should consider whether it required a lay member to be present for the Council meeting to be quorate and if so to document the requirement for lay representation at Council meetings. (Recommendation 3) (Paragraph 7.3 - 7.4)

4. The Societies should consider developing guidelines for its registrants about whistleblowing and duty of candour. (Paragraph 8.6 - 8.7)

5. The Societies to make the scope of the register clear to limit the potential confusion to the public. (Paragraph 10.4 - 10.6)

6. The Societies should develop guidance on appropriate advertising (both within a registrant's online profile and through other channels such as websites) and use of adjunctive practices by its registrants. (Paragraph 10.4 - 10.6)

7. The Societies to consider how it can make clear within its policies, procedures or guidance what complaints it will accept including complaints about adjunctive therapies (Paragraph 11.4 - 11.8)

8. The Societies to update its complaint process so that it is clear who can appeal a decision. (Paragraph 11.9)

The Society is currently renegotiating staying in the existing building as time is running out to find anywhere new. Other premises do not suit the Society's needs. The landlord has offered us the building on the same terms; however we would like a 5 year term rather than 7 year as we anticipate this being the point at which the building would be too small.

[Redacted text block]

[Redacted text block]

[REDACTED]

A large amount of the CEO's time since the last meeting has been taken up with staff changes. [REDACTED]

The CEO's workload is heavy going and in-depth projects is increasing, therefore to allow time to allocate time and work effectively on these projects, the Societies are looking to add an additional team member to the admin staff. An existing experienced Administrator, currently in the Admin Team will assist in tasks directed by the CEO. The Societies are currently advertising and would hope to have someone in place by the end of September.

Since the last meeting the CRM and new website has developed to the point where it is almost ready for staff training. [REDACTED] Training is due to take place in the next week and hopefully the new CRM will launch at the beginning of September providing the PSA can preview and provide any feedback in this time frame. The Societies will also send new log ins to the council for them to access. [REDACTED]

The CEO and The Head of Professional Standards had a meeting with Dominic Davies from Pink Therapy at the Society Head Office to discuss how to develop a Gender, Sexual and Relationship Diversity section for members further. This has now taken shape and content has been added to the members area, including relevant news links, the MoU and potential CPD courses to undertake. The next section of work will include a group of peers to help review existing GSRD policy and guidance from our competitors and adapting to make suitable for use under the NCS ethos. Much of the content is very valuable and as they say 'if it aint broke, don't fix it!'. Alike the CYP the Societies will look into training and expertise for Member's with the potential of a GSRD marker being available.

[REDACTED]

[REDACTED]

Recruiting a new council member is still in progress.

There were no further questions from the council.

Report to Council from the Administration Manager

Following the previously appointed Administration Manager's departure, Amy took over the role as Administration Manager at the end of May 2019. [REDACTED]

[REDACTED] The Administration team continues to work well together, and applications are being processed within the required time frames. The team has been receiving some excellent feedback including *"Can I just say that already I am super impressed with the service and support from the NCS. Many thanks again"*. This is really good to hear for the team.

There was a new addition to the team in June however the staff member left the Society after three days due to personal reasons. We are currently recruiting for a third member of the team to which there has been a lot of interest. The shortlisting will commence in due course.

[REDACTED]

One to one meeting with the team to get to know each other produced some feedback such the ability to work from two screens to increase productivity and efficiency. This is in the process of being arranged. Otherwise all feedback was positive.

An hour a week had been set aside to ensure files are kept on top of. This has highlighted the need for all the filing drawers to be reviewed. Steps are being taken to confirm current and cancelled members and sorting into relevant drawers. This will be a long process but worthwhile in the future. Perhaps a scanning system could be implemented to solve any issues with missing paperwork. This will be discussed with the CEO.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The 4 monthly keeping in touch emails have continued. It is great to hear the fantastic feedback from our new members. Off the back of one of these emails there has been interest in becoming a recognised training provider. This information has been passed to the Professional Standards Department.

There were no further questions from the Council.

Report to Council from Deputy CEO

A number key meetings, events and discussions have taken place since taking over the role for Maternity cover in May. The Primary Care and Public Health Conference in Birmingham was attended this on 15th and 16th of May 2019. There was a stand, and some great contacts were made at the event, [REDACTED]

The Deputy CEO attended an EAPA Branch Meeting at their branch meeting on 18/06/2019 in order to keep up-to-date with the industry. In future the Society plans to involve all EAPs.

A telephone call with Alex Cole-Hamilton, Member of Scottish Parliament (MSP) regarding waiting times for mental health services in Scotland took place and he provided some draft questions for Parliament. Answers have been received to the draft questions, included at the end of this report (Appendix 1).

The Health + Care Conference in London was attended on the 26th of June. The Deputy CEO attended as a delegate and made a significant number of contacts, [REDACTED]

Following the Primary Care and Public Health Conference in Birmingham the Society hosted a meeting with the NSPCC. The meeting discussed a joint project rolling out their "Letting the Future In" service to trained counsellors. The NCS is looking to support this by setting standards and providing underpinning of the roll out through our existing Register. Early days as yet and the Society is awaiting their MOU. This is very exciting for NCS and the Visitors were very complimentary about the team.

[REDACTED]

The following meetings are due to take place over the next few months.

[REDACTED]

Royal Society of Public Health on Wednesday 21st of August meeting to discuss future joint projects and the Accredited Register programme.

[REDACTED]

EAPA Branch Meeting on Tuesday 17th of September aiming to stay abreast of developments within the EAP industry and to build relationships with EAPA members.

Memorandum of Understanding (MoU) 2 Meeting on Monday 30th of September to stay up to date with developments within the MoU on Conversion Therapy.

The Society is still in the process of trying to recruit a third HS Ambassador. Contact has been made with a member who seems ideal for the position and is interested in applying, however the Society will continue to recruit through newsletters. Hopefully there will be an update for the council at the next meeting.

A number of job adverts have been sent to NCS Registrants, either in specific areas or across the UK. Continued to add jobs and other paid positions to our Registrant Opportunities page in the members area of the website.

Speaker opportunities – maintaining a spreadsheet of NCS and HS members who are interested in providing talks on behalf of the Society at events. We check their CV's and talk content before they deliver anything. We have recently undertaken another drive to recruit speakers, and more names have been added to the list.

Health Care Conferences – new conferences are added regularly, for any that we feel appropriate to support they provide NCS and HS members with 20% discount off attending and feature our logos and website links on all of the marketing and brochures for the events that we agree to. This is good marketing for us and offers good discounts to members on relevant events.

Placement provider page - continuing to add to placement provider page which student members can access on our website.

An EMDR training provider is putting on exclusive training days for NCS members. The Society is hoping that these will be popular, as there are many requests from counsellors asking about EMDR training, [REDACTED]

Training from Zero Suicide Alliance added to members area CPD and added into the newsletter.

Towergate Insurance discount for members as it has been brought to our attention that many of our memberships have insurance through Towergate.

Below is a list of new key recognitions since the last meeting:

Moving Minds, a national EAP, now accept NCS Registrants.

Anxiety UK has updated their wording on this page: <https://www.anxietyuk.org.uk/get-help/counselling-and-psychotherapy> to include NCS (used to just say BACP as a governing body)



There is ongoing work on current blocks for NCS Registrants. The Society is continuing to write to organisations if they do not currently list us. Have continued to follow up with those that have not made any changes or provided a reason for not including the NCS/HS. We add any relevant jobs to our 'opportunities for registrants' page in the members' area of the website.

The Society is currently working hard to address an issue with IAPT acceptance of NCS members, as well as encouraging EAPA to amend their standards as currently published online which reference BACP and UKCP membership, and gain clarity as to whether or not changes to standards will be made in future. The Council asked for the number of how many members this is affecting as they have not heard of anyone from NCS having issues. The Deputy CEO will provide this information.

The managing of HS training providers were handed back to the Deputy CEO in May due to staffing changes, and some time has been spent going through all of the files and following up anything outstanding. Most are now completely up to date, and three are awaiting further information from the training providers. They are being chased regularly and will be removed from the list of accredited courses if the missing information is not forthcoming (although we would like to avoid this if at all possible). The process of handing everything back over to the Standards team in ongoing.

Below are details of new partnerships and any updates to existing partnerships since the last meeting.

[REDACTED]

The Society has partnered with the Zero Suicide Alliance and has added their training to our members' area which is advertised through our newsletter.

Counsellors Together UK has sponsored the National Counsellors Day conference, run by Counsellors Together UK. This will be held in 2020. [REDACTED]

The Society is continuing to work with Spill to provide job opportunities for our Registrants. The number of our Registrants signed up to work with them is increasing.

[REDACTED]

The last meeting for the Professional Development & Supervision Committee was held on the 22nd of May, via Skype. The next one is due to be held via Skype in November.

There has been lots more social media connections for both Societies, with the numbers rising each day. New relevant and professional news is posted regularly which we tend to get quite a lot of traction on. In LinkedIn the NCS currently has 2,122 connections and the HS has 527 connections. On Facebook the NCS currently has 24,925 likes and the HS has 10,707 likes. On Twitter the NCS currently has 2,371 followers and HS currently has 1,438 followers. These are growing every day.



Report to the Council from the Public Protection Officer

There have been a number of appeals, reviews and panels.

There are 2 active organisational member matters under review for NCS which are detailed below

Organisational member: An investigation into an organisational member began following a complaint to the society. The organisation was requested to make amendments to their advertising, to clearly identify their internal complaints procedure. A suggestion that key personnel were to apply for membership was put on watch. Their membership status was suspended until these were completed – they have yet to comply.

Organisational member: CEO of the organisation is currently subject to a BACP complaint, the Society is aware that this is on hold due to external legal proceedings.

There is 1 review of suspension application [REDACTED]

On 26th November 2014 an Independent complaints Panel suspended the registrant from the NCS register for five years. He was entitled to apply to have the suspension lifted after two years and did so In March 2019. [REDACTED]

[REDACTED]

Report to Council from the Head of Professional Standards Manager

Eight new training providers have been signed up since our last meeting with a total of 14 new courses now recognised by the NCS including Tina Weston (Quality Checked training status), Lindum College (Advanced Specialist training status and two Quality Checked courses),KRD Training (five Quality Checked training status CPD), Angela Sweet (Quality Checked). Bristol Relationships (Advanced Specialist training status). Gilead School of Counselling, Counselling Pastoral Trust (Accredited training status) who have been very active in making sure they get to the standards level we need. Skills & Learning BPD (Accredited training status) and School of Clinical & Neurolinguistic Hypnotherapy (Advanced Specialist training status). Even in the holiday season there is a lot going on in the background.

[REDACTED]

[REDACTED]

[REDACTED]

The Professional Standards Manager has been very busy with annual renewals and we have been receiving great feedback from Training Provider members. There have been a considerable amount of renewals in the last quarter as we can be more proactive now with the new Training Standards Assistant Jacqui who joined the Society in May 2019. She has been incredibly helpful to the Professional Standards Manager and allowed Kate the freedom to undertake other projects.

Since March 2019 there have been a number of colleges and training providers who have expressed an interest in NCS training recognition. We are a very cohesive team and share information with each other when opportunities arise. Organisations are beginning to feel like the NCS is getting bigger and more well known and are pleased to have us supporting them the way we do.

The Professional Standards Manager visited Belfast in April to increase Training provider engagement and undertake NCS promotional activities. The visit was successful and it was great to spend time with Ulster University. [REDACTED]

The Professional Standard Manager also attended an MoU2 meeting on 3rd July which has already been covered by the CEO.

The Professional Standards Committee Meeting was held on 19th March 2019. A number of matters are covered along with ensuring the way that applications are processed is correct and taking on any advice as provided. Next PSC meeting will be on 15th October 2019

The Training Standards Assistant position was vacant [REDACTED] we are pleased to have welcomed Jacqui Gumbrell to the role. Jacqui joined the team on 28th May 2019 and has proved to be a real asset to the Training Standards team. Jacqui provides administration support for all course renewals and new course applications. In addition to general day to day support, Jacqui also plays a very active part with regards to Society engagement work, has developed and will run the quarterly Student newsletter and will be providing administrative support for the CPD calendar.

Other areas of The Professional Standards Manager's role include processing complex applications, supporting staff with questions around ethical issues and supervision and being open and attainable.

The Council had no further questions

AOB

The CEO will send through potential dates for the next Council meeting.