

Minutes of Societies Council Meeting
Tuesday 31st of July 2018
At the Societies' Offices, Worthing via Skype

In Attendance

Vicky Parkinson (CEO Societies)
Freya Bottomley (Societies Deputy CEO)
Kate Mahoney (Head of Professional Standards)
Karen Finneran (Societies Administration Manager)
Samantha Hurdley (Societies Public Protection Officer)
Rob Kidd (Lay Council Member)
Wayne Bateman (Lay Council Member)
Dr Philip Rees (Independent Assessor)

Apologies

Dr Chris Forester (Chair of Societies)
Ros Wright (Lay Council Member)
Steve Roche (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 3rd of April 2018 were agreed by the Council. There were no changes to make to the minutes, and no questions or comments from the Council.

Report to Council from CEO

At our last meeting, the yearly PSA renewal documents had been submitted. I'm pleased to say we were given accreditation for another year, we had no conditions or learning points issued. We were given recommendations as follows.

1. The Societies should improve the provision of information about the knowledge base or its development to the public. The Authority notes that Standard 6 requires that the knowledge base, or its development, underpinning the occupations practiced on the registers is explicit to the public. This standard is intended to enable a member of the public to assess the extent to which a therapy is based on research and development of the knowledge base/evidence. The Authority noted that such information is not explicit to the public and issued a Recommendation that the Societies should improve the provision of information about the knowledge base underpinning the practices of counselling and hypnotherapy.

2. The Society should provide a report to the team on the results following three months of audits on the use of the quality mark.

The Societies have previously carried out checks on non-registrants to ensure that they were not using the logo. The Societies have recently introduced website checking and specifically use of the logo into their monthly audit process. As this is a new process, the Societies do not have any outcomes yet.

3. The Societies should put processes in place to ensure the accuracy of the information displayed on the public register. The team reviewed both registers using London as a search term. Not all registrants complete their individual profiles and for those who do not, the Societies appear to use a generic statement in the overview section of the register. However, the team noted that the generic statement had not been used by some registrants. The Societies reviewed and amended those that were highlighted. The Societies also sent a reminder to the members about filling in their profiles and leaving the generic statement in place.

The Authority noted that the register information, such as name, location and membership number, was clear and that no errors had been noted and that additional information can be added by the registrant to their individual profiles. As the overview of the individual profiles is displayed in conjunction with the register

information, it is important that both are accurate and up to date to ensure public can have confidence that the register is accurate and well maintained. The Societies need to put processes in place measures to ensure the accuracy of the information displayed on the public register is regularly checked.

The Council were asked for their thoughts on these points. It was suggested that we should look to add a minimum character to the field box to stop any single characters being used, guidelines beside the box to inform members what was required or even highlight the benefit of completing the box correctly.

[REDACTED]

There were no further questions on this subject.

[REDACTED]

You may have seen the recent announcement by BACP, UKCP and BPC working on a project (SCoPed) to set out the training requirements and practice standards for counselling and psychotherapy. This came as a surprise to many in the profession, the members, and training providers. Whilst we agree there needs to be minimum standards for any registrant working with the public, we were concerned that there has been no consultation or discussion amongst fellow Accredited Register holders, training providers, organisations or importantly its members – despite the collaboration being near completion on their project. The Society has responded with an open letter (details on the CEO report). Despite attempts and follow up emails, the collaboration has been unwilling to engage with the wider profession.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The Society recently sponsored the APPG Report in to the mental health of the child. This report has now been launched. Our ambassador for CYP Kate Day also attended and gave a speech on the day in the life of a counsellor, it was very well received, and she subsequently been invited to speak at another event. [REDACTED]

[REDACTED]

The Council had no further questions for the CEO.

Report to Council from Administration Manager

The Admin team of three remain strong with the newest member of 5 months fitting into the Society with ease and has picked up the role up very well. Megan has now left on Maternity leave as arranged in May after a good handover with Karen although not everything would have been covered. Karen felt the changeover has been relatively smooth with no major impact on the Society or its members.

[REDACTED]

[REDACTED]

The Societies face to face CPD events for 2018 are now in recess for the summer months with the first course back at the end of September. Although take up for some courses was much higher than expected some courses have had little or no take up. The focus for the final half of the calendar will be start promoting now for getting dates and locations into peoples' diaries, this also allows extra time to look for hotel room deals if traveling. All courses have now been made live and a media purge would be carried out to encourage people to book courses before their diaries start to fill for the Autumn/Winter. The standard 6 week and 2-week invitation emails will remain to be sent out to members. The Council were asked if they had any thoughts on venues and how to possibly increase footfall to these courses to feed back to the Administration Manager.

The preparation for 2019 calendar will start in September/October emphasis will be to ensure venues are suitable and cost effective maybe moving slightly out of some city centres such as Reading where room prices are at a premium and will encourage more participation as well as tying in the tutors to ensure if a course is cancelled there is no costs to the Society.

[REDACTED]

The GDPR deadline date of 25th May had now past, the Society had been working hard to inform its members of the impact to them and the Society by sending out numerous emails, posts and reminders about this subject but noticed a lack of response therefore a final push was made via personal email and not bulk email which resulted in a return of over 2500 emails being received asking for changes to their preferences. All records were updated before the 25th May and members may still change their profiles as and when they wished. All members continue to receive the newsletters as this is a member benefit and not an unsolicited email.

[REDACTED]

The Council had no questions for the Administration Manager.

Report to Council from Public Protection Officer (PPO)

The PPO advised that further information about particular cases can be found in the full report sent to the Council, however an overview will be provided at the meeting today.

[REDACTED]

The PPO informed the Council that she felt that although the number of complaints and concerns had risen in line with increased membership, the new complaints procedure with its approach, a change of language and its clear process, that members are now engaged in the process. The people involved now feel this to be a much more inclusive process with being able to engage rather than being left out of the loop and just receiving a decision from the Society.

Section 10E of the PSA Regulations had worked well between the Societies. The PPO informed the meeting that two NCS registrants had been removed from the register following a complaint with the BACP. Both registrants had been open and honest with the NCS and although the complaint outcome had been to remove them from the Register both registrants expressed their appreciation on how the society had communicated with them throughout.

The Council had no questions for the PPO.

Report to Council from the Head of Professional Standards

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

We have recently attended two MOU2 meetings in London. The minutes are in the main report and if you have any questions on them please let us know.

[Redacted]

[Redacted]

The Council had no questions for the Head of Professional Standards.

Report to Council from Deputy CEO

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The Council had no questions for the Deputy CEO.

A.O.B.

The CEO will send through potential dates for the next Council Meeting, likely to take place at the beginning of November.